International
Student
Handbook
2016
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Living in Adelaide

You have arrived in Adelaide after a long flight and have been met by a member of the USC staff who has introduced you to your homestay family.

Your new home will be very different to the one you have lived in.

Initially the language may be hard to understand until you become familiar with the Australian accent and the speed at which we talk. It becomes easier with time and practice.

Food
The food will present a big challenge because the way in which it is cooked and served is very different.

Your homestay family may try to cook what they call an ‘Asian Meal, but it will be different from what you normally eat at home.

The longer you are with the family, the more comfortable you will feel about telling them what you like and don’t like to eat.

If you have a favourite recipe, share it will your homestay family.

Water
Adelaide water is safe to drink and because of its high calcium content it is very good for you. However, it does taste different and often takes some time for visitors to enjoy the taste. The annual rainfall in Adelaide is quite low and water is a valuable commodity. You will find that:

- People are often not allowed to water their gardens.
- People try to conserve water by taking a short time in the shower.

Visiting The Doctor
In Adelaide we do not go to the hospital when we are unwell. It is very expensive and you may have to wait a long time to see the Doctor.

If you are sick at school come to see one of the International team and we will make an appointment and take you to a clinic on campus to see a Doctor.

At home see your homestay and they will take you to their local Doctor

Remember to take your Health Care card with you as this will cover the cost for most if not all of the account.
Money

When you shop in Adelaide people do not barter on price. Whatever price is shown, that is the price you should expect to pay.

It is not safe to carry large amounts of money with you (or to leave it in your home). You may lose it or it could be stolen. We will help you open a bank account.

Do not lend money to other people—either your friends or members of your homestay family.

If you want to change currency you can use the ANZ Bank in Charles Street Campus or AMEX Exchange in Rundle Mall.

Travel

Most students travel on public transport using bus, tram or train.

You can buy tickets from many convenience stores or newsagencies (your student ID card must be shown to receive a discount).

To catch a taxi you must go to a taxi stand or use your phone to arrange to be picked up. It is not common practice to hail a taxi as it drives down the road.

The first thing you may notice is that the traffic is on a different side of the road. You must be very careful crossing any road. Adelaide may have a lot less traffic than your City, but it is best to cross the road at the traffic lights.

Smoking

We do not condone smoking as it is a significant risk to your health. Smoking is not permitted on or around the school campus under any circumstance. In Australia it is against the law for people under the age of 18 years to smoke. You will find that smoking is forbidden in:

- All forms of public Transport
- All shops, restaurants and buildings
- Inside your homestay

Shopping

The Charles Street campus of USC is located in the main shopping mall in the Adelaide CBD. Other places you may like to visit are:

- China Town
- Westfield Marion
- Westfield Tea Tree Plaza
- Burnside Village
- Glenelg

Shopping hours vary and can be checked on the internet.
**Driving**
You must have a Drivers’ Licence to drive in Australia.

The school must have your parent’s written permission before you are allowed to apply for your learners’ licence. Any student who wishes to secure an Australian driving licence must meet with the International Dean and get approval to proceed.

If you hold a drivers’ license and have access to a vehicle, you are not permitted to carry passengers, unless you have provided the International Dean with written permission from the parents of each passenger.

**Missing Home**
For many of you, this is the first time away from your family. Sometime during the first few months, you can expect to feel one or more of the following emotions or reactions:

- Doubt about your decision to leave home
- Homesickness
- Inability to sleep
- Loneliness
- Change in appetite
- Sadness and crying
- Anger

The staff are here to help you through this stage of uncertainty. It is not unusual and it will pass. Some things which can help you include:

- Make friends with other international students
- Talk with your “Icebreakers” buddy
- Keep in touch with your family and friends at home
- Learn as much about Australian people as you can
- Make sure that you engage in all organised activities
- Be patient as some things cannot be rushed
- Speak with any member staff

It will get better as you become more familiar with your new surroundings.

**The School Year**

The school year in Australia begins in the first week of February and finishes early in December. The academic year is divided into two semesters and there are two 10 week terms in each semester.

Term 1 & 2 form Semester 1 and Term 3 & 4 form Semester 2

There are 2 weeks of holiday between each term (that is in April, July and October). All dates are shown in your USC Diary.
HOMESTAY INFORMATION

Homestay Rent

It is your responsibility to pay your homestay fee before it is due. When you pay, your homestay should either provide a rent book or give you a written receipt.

Homestay Bond

Before you arrived your parents paid 6 weeks homestay fee directly to the school. Prior to your arrival 4 weeks of this was paid to your homestay family.

The remaining 2 weeks is held by the school as a ‘Bond’ during your time at USC. This ‘Bond’ will be returned to your parents when you move out of your homestay and into private accommodation (not when you move from one homestay to another), providing you have paid all outstanding debts to your homestay including:

- Phone and internet account
- Rent
- Cost of repairs to any wilful damage

Having Friends Visit

You must seek permission from your homestay family if you wish to invite friends to visit BEFORE they arrive. It is not polite to arrive home from school or an outing with several unexpected friends.

Sleeping At A Friend’s House

If you want to stay at a friend’s house overnight you MUST seek permission from your homestay. Please do not phone at the last minute or send a SMS. Your homestay MUST know the name, address and telephone number of where you are staying and who will be present. Child protection laws are very strict in Australia and any person entertaining or hosting school students is required to have a Police clearance check.
DAILY ROUTINES

Timetables
You will be provided with a personal timetable which should be kept in your USC diary. Please ensure that you arrive at each lesson on time.

Lockers
When you are in Intensive English you will be allocated a locker to use. Make sure that you carry your key with you at all times. Your bag and other belongings must be kept in your locker during lesson time.

You must return the locker key when you have completed your Intensive English course. You will be charge of $35.00 if you lose the key and a replacement is required.

Electronic Noticeboard
Check these each day as important messages are displayed

Electronic noticeboards are located in the entry to each of the USC buildings and they display the same message.

Study Areas
There are many areas made available for you to undertake quiet, private study:

- Charles Street Level 1 and 2 computer areas
- Jordan Building Level 2 and Level 5

Computers in these areas are for you to use during your study periods, or at lunch time.

There are many other study areas around campus available for your use. These include the Barr Smith Library, Hub Central, Nexus 10 and the State Library. These locations are shown on the campus map and will be shown to you during a formal campus tour.

Mobile Phones
Your mobile phone must be on at all times but placed on silent and left in your locker during lessons. The school accepts no responsibility for the loss of, or damage to, mobile phones.

Make sure that Michael and Zora know your mobile phone number and if you change your number please inform staff immediately.

Mobile phones are not to be used inside any USC buildings.
Lost Property
Lost property is stored in the reception areas of Charles Street and the USC Jordan building. University Security also receives lost property.

Reports
Reports are issued every term. Mid Semester reports for Terms 1 and 3 and Semester reports Terms 2 and 4. Your parents will be emailed a copy. Please ensure Guanye has your parents’ correct email address.

Dress Code
While we do not follow a formal dress code at USC, we expect all members of our community to dress appropriately for a place of work. Appropriate footwear and safety glasses will be required in the labs.

Attendance
To maintain your enrolment at USC you are required to attend ALL classes and mentoring sessions. When you are sick you must notify Michael and provide a medical certificate. USC is required by law to report you to DIBP if your attendance falls below 80 percent of the scheduled course hours and academic achievement becomes unsatisfactory.
SUPPORT SERVICES

Services available to assist students to meet course requirements

- In the ELICOS program for new arrivals the staff student ratio is kept below 1:15
- In all ESL classes in the SACE program the maximum class size is set at 16
- Students have non-contact time programmed into their daily schedule and are encouraged to use this time to secure one-to-one support from the subject teacher or mentor. As part of the conditions of employment the academic staff at USC are required to provide one hour of availability time for every class taught. These times are scheduled on the semester timetable and circulated to students.
- Support materials, assignments and all instructions relating to any given course of study is made available on the USC website and is accessible to students 24-7.
- Students are able to communicate with academic staff through email and MyUni, the USC online learning management platform.
- The International Dean monitors the academic progress of all international students and reports to the school leadership team each fortnight. Students identified as being at risk are counselled and provided with strategies to improve performance. The International Dean will collaborate with the specialist teacher involved when the problem is subject specific.
- The Student Counsellor is available to support students to improve their study skills and plan the use of the time available.
- There are three Mandarin speakers on staff who are available to help students fully understand the nature of the assignment task.

Services available to monitor and maintain attendance

- A roll is taken at every lesson. Lateness or absence is immediately reported to the International Dean. A text message is send directly to the student requesting an explanation. If the response is inadequate or not forthcoming the homestay parent is contacted.
- Students who repeatedly arrive late or are absent will meet with the International Dean and a clear directive will be given (both verbal and in writing) regarding the need for improved attendance. Parents and guardians will receive a copy of the letter.
- If student continue to be poor attendees they will be placed on formal notice regarding their obligation to maintain 80% attendance under their student visa conditions. Parents and guardians will receive notification of this formal warning.
- Students who fail to meet the attendance requirements stipulated under the conditions of their student visa will be reported to DIBP. This may put their visa at risk.
Accessing the Support Services

During the orientation program attention is drawn to the information in the Student Handbook, the Student Diary and on the School Website regarding access to support services. Students are encouraged to approach the School Counsellor, Homestay & Students Services Officer or the International Dean who will direct them to the most appropriate and convenient support service including health, financial, postal, advocacy and translations. The flow chart below provides a summary:

- **Student seeks specialist support**
  - Students encouraged to approach the Homestay & Students Services Officer, International Dean or School Counsellor for guidance
    - **Health**
      - University Health Practice
      - Women's & Children's Hospital
      - Eastern CAMHS
      - Second Story Youth Health Services
      - Youth Health Services
    - **Finance**
      - ANZ Rundle Mall
      - AMEX Rundle Mall
    - **Advocacy**
      - Training Advocate
      - 55 Currie Street
      - Adelaide SA 5000
    - **Translation**
      - Translation service offered on campus by three members of staff
    - **Fitness**
      - Sport and fitness centres identified close to homestay. University Union offers many opportunities
Welfare Support for International Students

A number of services and formal programs have been put in place to support the welfare needs of international students. The key components of this program include:

- Airport pickup
- Orientation program
- Ice Breakers program
- Support from Homestay & Student Support Officer to set up bank, phone and internet accounts.
- Embedding ‘Oz Culture’ into the ELICOS program
- Wellbeing program delivered by International Dean and Student Counsellor
- Mobile phone contact 24.7 with Homestay & Student Support Officer
- Students have access to UniHealth which is located on campus

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**PLP and Oz Culture**  
Formal part of the ELICOS program

**International Dean**  
Mentoring program  
Orientation program  
Water safety program  
Excursions to experience SA

**Homestay Support**  
Families selected who have a cultural awareness and are empathetic to the needs of overseas students

**Year Level Deans at 11 & 12**  
One-to-one support  
Course counselling

**School Counsellor**  
Social and emotional welfare issues  
Coping with stress and anxiety

**Homestay & Student Services Officer**  
Monitor attendance and welfare in homestay and at school

**Ice Breakers Program**  
Local students complete a formal training program to build their understanding of the needs of overseas students and how best to provide support

**University Health Service** and other specialist mental health organisations in the CBD. The Student Counsellor and H&SSO will arrange appointments and accompany students
School Counsellor

Nadia Lovett

The Counsellor works with students, parents and staff to ease some of the demands of senior secondary schooling. Her role with students and parents includes:

- personal issues, such as changing schools, stress management, relationship breakdowns, grief and health issues etc;
- supporting parents during family crisis;
- study skills;
- conflict resolution and harassment issues;
- referrals to other agencies;
- special education key teacher;
- health and medical information;
- counselling subject selections from Year 11 to Year 12; and
- student forum.

Her role with administration and staff includes:

- weekly meetings with the Principal and Deans of Studies about student academic progress:
- supporting teachers with attendance and behaviour management issues; acting as a liaison person between teachers and students; and staff training and development.

All students, including International Students, are encouraged to discuss any issues of concern with the counsellor. Such discussions are confidential, unless otherwise required by law, or unless a student is at risk of harm.
SCHOOL POLICIES

Academic Progress Policy

All students will undertake the course of study prescribed by their Letter of Offer.

Students applying for entry to USC are required to undertake a USC English Proficiency Test or provide an IELTS score.

IELTS requirements are as follows:

<table>
<thead>
<tr>
<th>Course Description</th>
<th>IELTS Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>For a full Year 11 course</td>
<td>5.0</td>
</tr>
<tr>
<td>For 1 semester of Year 11</td>
<td>5.5</td>
</tr>
</tbody>
</table>

Intensive English → Stage 1 (Year 11)

- Students need to successfully complete their Intensive English course before progressing to a full SACE Stage 1 (Year 11) course of study.
- Successfully completing their course will require satisfactory performance in the academic program and satisfactory attendance.
- Additionally, the student will also need to have shown satisfactory performance in other important areas such as:
  - Homework completion
  - Punctuality
  - Effort during lessons
  - Behaviour

Stage 1 (Year 11) → Stage 2 (Year 12)

- Students need to achieve a minimum of a SACE C result in SACE Stage 1 (Year 11) in all subjects they plan to study at SACE Stage 2 (Year 12) level.
- Additionally, students must pass all exams in the subjects they plan to study at SACE Stage 2 (Year 12) level.
Attendance and Behaviour Management Policy

The requirements for achieving satisfactory attendance, which at a minimum, required attendance for at least 80 percent of the scheduled course hours.

The Dean of International Students and Student Services Coordinator will, on a weekly basis, review attendance, punctuality and class room behaviour of International students. This review is based upon the updates provided by subject teachers, mentors and weekly attendance records. If attendance and punctuality become unsatisfactory the following procedures will be implemented:

**STEP 1**
If there is a problem with attendance (10-15 hours of unexplained attendance) or behaviour, the Student Services Coordinator will meet with the student to discuss ways to improve. A copy of the Step 1 notification will be provided to the student and a copy kept in his/her file at USC.

**STEP 2**
If the problem continues to exist the student will be asked to attend a meeting with the Dean of International Students. The Dean will discuss the issue(s) causing problems with the student’s progress and development, and together with the student set some guidelines to improve the situation. A copy of the Step 1 notification will be provided to the student and a copy kept in his/her file at USC. At the discretion of the Dean, the student’s parents and/or agent may be contacted.

**STEP 3**
If the behaviour continues to be a problem the student will be asked to attend a meeting with the Principal and Dean, and parents will be informed in writing to warning that the student’s position at USC is in jeopardy.

**STEP 4**
If the student fails to show improvement a final meeting will be conducted with the Principal and a final warning letter issued to the student’s parents.
Cancellation and Refund Policy

a) Tuition fees are not refundable if a student fails to:
   comply with the performance conditions of the school; or
   meet the visa requirements imposed by the Commonwealth Government

b) A refund of all monies will only be given if a visa is rejected. This must be supported by
documentary evidence.

c) Tuition fees and Homestay fees are refundable in full if University Senior College at
Adelaide University Inc. (USC) is notified 28 days before the starting date. Less than 28
days, 80% of tuition fee is refundable.

d) Should a student become sick, unable to complete the course and have to return to their
home country, a pro-rata refund less 10% will apply provided a doctor’s certificate and
return air ticket is produced.

e) If a student cancels Homestay accommodation with less than two weeks notice they may
be liable for the first period of rent unless USC can find a replacement student for the
Homestay family.

f) Refund requests must be made in writing to USC. If a student enrols through an agent, the
refund will be paid through that agent. The original Letter of Offer must be returned with
the refund request.

g) No refund is payable after a student commences studying the Intensive English course
according to their Letter of Offer. No refund is payable if a student arrives after the start
date shown on the Letter of Offer.

h) Course fees are not transferable to another person or institution.

i) A full school term’s (10 weeks) notice must be given before withdrawal from Year 11
and/or Year 12 as shown on the Letter of Offer. Failing this, 50% of the full semester’s fee
will be charged.

j) Any refunds applicable in the case of a student default will be provided within 4 weeks
after receiving a written claim by the student and within 2 weeks in the case of any default
by USC.

The student is required to attend all scheduled classes unless otherwise negotiated with USC or
where there is a legitimate reason (e.g. doctor’s certificate) in accordance with Australian
Government visa regulations.

All lesson materials supplied by USC are copyright and remain the property of USC. The student
will at all times strive to achieve the academic goals of the course and agrees to abide by the rules
and code of conduct of USC. If there is serious breach of such rules and codes of conduct USC
reserves the right to cancel the enrolment without refund.
Complaints and Appeals Policy

A copy of this policy will be provided to the parent (or legal guardian) and student during the enrolment process and prior to a written agreement being signed. During orientation upon arrival at USC students will be given access to this information and shown where it is posted on the college website.

1. **Purpose**
   a) The purpose of University Senior College’s Complaints and Appeals Policy is to provide students and parent(s)/legal guardian(s) with the opportunity to access procedures to facilitate the resolution of a dispute or complaint.
   b) The internal complaints and appeals processes are conciliatory and non-legal.

2. **Complaints against other students**
   a) Grievances brought by a student against another student will be dealt with under the school’s Grievance Procedure.

3. **Informal Complaints Resolution**
   a) In the first instance, University Senior College requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
   b) Students should contact the Deputy Principal in the first instance to attempt mediation/informal resolution of the complaint.
   c) If the matter cannot be resolved through mediation, the matter will be referred to the Principal or the nominated Grievance Officer to ensure University Senior College’s internal formal complaints and appeals handling procedure will be followed.

4. **Formal Complaints Handling Procedure**
   a) The student must notify the school in writing of the nature and details of the complaint or appeal.
   b) Written complaints or appeals are to be lodged with the Grievance Officer.

      Direct to: Dr Nadia Lovett, Grievance Officer
      Level 2, Rundle Central Building
      Charles Street
      Adelaide SA 5000

   c) Where the internal complaints and appeals process is being accessed because the student has received notice by the school that the school intends to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
   d) Complaints and appeals processes are available to students at minimal or no cost through an external agency.
   e) Each complainant has the opportunity to present his/her case to the Grievance Review Panel.

      Grievance Review Panel comprises:
      - Grievance Officer
      - Chair of USC College Council
      - Legal Officer, Association of Independent Schools SA
f) Students and / or the School may be accompanied and assisted by a support person at all relevant meetings.

g) The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Grievance Officer.

h) Once the Grievance Review Panel has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student’s file and a copy sent to parents or legal guardians.

i) If the grievance procedure finds in favour of the student, University Senior College will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome.

j) University Senior College undertakes to finalise all grievance procedures within 10 working days.

k) For the duration of the appeals process, the student’s enrolment and attendance must be maintained.

5. **External Appeals Processes**

   a) If the student is dissatisfied with the conduct or result of the complaints procedure, he/she may seek redress through an external body at minimal or no cost within 2 weeks.

   b) If the student wishes to complain or to lodge an external appeal about a decision made or action taken by University Senior College, he/she may contact the Training Advocate, Ground Floor West, 55 Currie Street, Adelaide SA 5000. The Training Advocate offers an independent service for overseas students. Please see: trainingadvocate@sa.gov.au or phone 1800 006 488 for more information.

6. **Other legal redress**

   a) Nothing in the School’s Complaints and Appeals Policy negates the right of an overseas student to pursue other legal remedies.

**Course Credit**

- USC is not registered to grant credit (or certification) for courses taken within the school or to recognise study completed overseas.

- All students enrolled at USC undertake a course of study leading to the award of the South Australian Certificate of Education (SACE). The aggregate score that a student will derive from their SACE studies is used to determine an Australian Tertiary Admission Rank (ATAR). In all matters relating to the determination of SACE accreditation USC is bound by strict guidelines issued by the SACE Board.

- The SACE Coordinator at USC will refer to the SACE Board for accreditation of any studies completed overseas prior to enrolment. Such accreditation will be sought on behalf of an enrolled student and if granted by the SACE Board can be used as credit towards completion of the SA
Certificate of Education. Students are informed that such credit goes towards completion of the SACE only and cannot be used in determination of the aggregate score.

- The International Registrar is responsible for the collection of documentation to acknowledge completion of studies elsewhere. Once collated this documentation is directed to the USC SACE Coordinator who will make a submission to the SACE Board for consideration.
- The SACE Coordinator will inform the International Registrar and the International Dean regarding the outcome. If credit is granted the SACE Coordinator will confirm the decision by sighting the students record on DATEX, the SACE Board results database.
- It is the responsibility of the International Dean to inform the student of the outcome regarding accreditation for work completed elsewhere. This will take place during scheduled meetings for career counselling and course selection.

**Deferment, Suspension and Cancellation Policy**

*The USC Policy for deferring, suspending or cancelling a student’s enrolments is based on the ISCA 2007 National Code Transition Handbook at www.isca.edu.au*

1. **Deferment of commencement of study requested by student**
   a) USC will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:
   i. illness, where a medical certificate states that the student was unable to attend classes
   ii. bereavement of close family members such as parents or grandparents
   iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
   iv. a traumatic experience which has impacted on the student (where possible these cases should be supported by police or medical practitioner’s reports).
   b) The final decision for assessing and granting a deferment of commencement of studies lies with the Principal.
   c) Deferment will be recorded on PRISMS within 14 days of being granted.

2. **Suspension of study requested by student**
   a) Once the student has commenced the course, USC will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:
   i. illness, where a medical certificate states that the student was unable to attend classes
   ii. bereavement of close family members such as parents or grandparents
   iii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
   iv. a traumatic experience which has impacted on the student (where possible these cases should be supported by police or psychologists’ reports).
   b) Suspensions will be recorded on PRISMS within 14 days of being granted.
c) The period of suspension will not be included in attendance calculations.
d) The final decision for assessing and granting a suspension of studies lies with the Principal.

3. **Student initiated cancellation of enrolment**

All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the International Dean. Refer to the *Refund Policy* for information regarding refunds.

4. **Assessing requests for deferment or suspension of studies**

a) Applications will be assessed on merit by the International Dean and the Principal.
b) All applications for deferment or suspension will be considered within 5 working days.

5. **School initiated exclusion from class (1 – 28 days)**

a) USC may exclude a student from class studies on the grounds of misbehaviour. Exclusion will occur as the result of repeated behaviour that contradicts the USC Student Charter (Code of Conduct) that is developed by the student body each year.
b) Excluded students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the International Dean.
c) Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course.
d) Exclusions from class will not be recorded on PRISMS.
e) Periods of ‘exclusion from class’ for up to 5 days will not be included in attendance calculations as per USC’s Course Progress and Attendance Policy provided all set work is completed to the satisfaction of the International Dean.

6. **School initiated suspension of studies (28 days +)**

a) USC may initiate a suspension of studies for a student on the grounds of extreme and inappropriate behaviour, both on or off campus.
b) Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student. In this extreme case the conditions are determined by the International Dean in consultation with the Principal.
c) Students who have been suspended for more than 28 days may need to contact Department of Immigration and Border Protection. (Please see contact details at: [http://www.immi.gov.au/contacts/australia/index.htm](http://www.immi.gov.au/contacts/australia/index.htm).)
d) If special circumstances exist, the student must abide by the conditions of his or her suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the International Dean in consultation with the Principal.
e) Suspensions will be recorded on PRISMS.
f) The period of suspension will not be included in attendance calculations.

7. **School initiated cancellation of enrolment**

a) USC will cancel the enrolment of a student under the following conditions:
   i. Failure to pay course fees or homestay fees.
   ii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
   iii. Committing an offence that leads to a criminal conviction.
b) USC is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to Department of Immigration and Border Protection, which may impact on a student’s visa.

c) USC will cancel the enrolment of a student for failure to disclose a pre-existing condition requiring a high degree of specialised support or care.

School initiated cancellation of enrolment is subject to USC’s Complaints and Appeals Policy.

8. Complaints and Appeals

a) Student requests for deferment, and suspension and cancellation of enrolment are not subject to USC’s Complaints and Appeals Policy.

b) Exclusion from class is subject to USC’s Complaints and Appeals Policy.

c) School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to USC’s Complaints and Appeals Policy.

d) For the duration of the internal appeals process, the school will maintain the student’s enrolment. However, the International Dean will determine if participation in studies will be in class or under a supervised arrangement outside of classes.

e) If students access USC’s complaints and appeals process regarding a school initiated suspension or cancellation of enrolment under Standard 13, the change in enrolment status will not be reported in PRISMS until the internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply. NB: Students may still access the external complaints and appeals process, but the school need not await the outcome of this process before changing the student’s enrolment status in PRISMS. However, if the school has issued a CAAW for a student, welfare provisions under NC St 5.3 are applicable.

f) Extenuating circumstances include:
   i. the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
   ii. the student is missing
   iii. the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student’s wellbeing
   iv. the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
   v. the student is at risk of committing a criminal offence, or
   vi. the student is the subject of investigation relating to criminal matters.

g) The use of extenuating circumstances by USC to suspend or cancel a student’s enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.

h) The final decision for evaluating extenuating circumstances lies with the International Dean in consultation with the Principal.

9. Student to seek information from Department of Immigration and Border Protection

a) Deferment, suspension and cancellation of enrolment can have an effect on a student’s visa as a result of changes to enrolment status. Students can visit the Department of Immigration and Border Protection Website www.immi.gov.au/students/ for further information about their visa conditions and obligations.
Grievance Procedure

USC views complaints as an opportunity for continuous in the partnership formed with our parent and student body.

Successful partnerships depend on

- mutual respect;
- understanding and appreciating the perspectives of each party;
- two-way communication;
- common goals;
- realistic expectations;
- teamwork;
- defined roles, rights and responsibilities; and
- shared decision making.

A written record will be kept of all actions taken in relation to resolving conflict. Procedures are in place in the event of a dispute between an individual student and USC.

Always try to approach the person with whom you have a grievance FIRST. Let them know what your concerns are or what you consider to be unfair or unjust and ASK THEM TO STOP

If you feel you are unable to do this or the behaviour continues:

Speak to a teacher, mentor or the Student Services Coordinator (International) and ask for their help to approach the person with whom you have a grievance. The other person will be interviewed.

Speak with the Dean of International Students

If the grievance or behaviour is not resolved:

If the grievance is still not addressed you may take your complaint to ESOS—esosmailbox@dest.gov.au

Holiday Policy

It is against the law and in breach of student visa regulations to leave the school before holiday dates, as published in the school diary.

All students travelling anywhere MUST bring their tickets to the International Office for photocopying as soon as they have been purchased. The ticket should clearly indicate the dates of departure and return to their homestay. If you are having a holiday somewhere other than at home with your parents, you are required to let Zora or Michael know the address of the hotel where you will be staying or the name and address of the homeowner if you are staying with friends or relatives.

ALL STUDENTS MUST:

- NOT LEAVE BEFORE SCHOOL CLASSES HAVE CONCLUDED
- RETURN IN TIME TO RESUME LESSONS ON THE DAY SCHOOL COMMENCES
Homestay Policy

The Department of Immigration and Border Protection (DIBP) requires that all international students who will be under 18 years of age while studying in Australia on a student visa, have appropriate accommodation, support and welfare arrangements in place. There are three options in which a student may satisfy this requirement:

- A student may reside in Australia with a parent or legal custodian who travels to Australia to provide welfare for the students for the duration of their study. This must be indicated on the student’s visa application.
- A student may reside in Australia with a relative over 21 years of age who is approved by the student’s parents of legal custodian, who must also nominate the relative as the student’s guardian to DIBP on the appropriate form accompanying the application for a student visa.
- A student may reside in Australia if the parents approve of University Senior College being the legal guardian and so USC is responsible for the student’s accommodation, support and general welfare arrangements and a Confirmation of Appropriate Accommodation and Welfare form (CAAW) is issued to the student.

All students when applying to USC for enrolment will indicate on the Enrolment Form their preferred option and parents are required to endorse the choice.

Accommodation arrangements where USC is the Legal Guardian

All under 18 students who nominate USC to be their legal guardian and a CAAW is issued, are required to live with a USC approved homestay host on full board until they have completed their ELICOS course and have turned 18 years of age.

Students must obtain written approval from the USC Homestay & Student Services Officer before changing approved accommodation arrangements. If students do not maintain approved accommodation and welfare arrangements during their period of study at USC a report will be made to DIBP (via PRISMS) that the student is living in unauthorised accommodation. This may lead to cancellation of the student visa.

Support & General Welfare

All international students are required to attend regular appointments with the International Dean and the Homestay & Student Services Officer. These meetings are compulsory and provide students with the opportunity to discuss any issues or concerns regarding their homestay, academic progress, personal or social life. Both the International Dean and Homestay & Student Services Officer will refer students for additional assistance from academic staff, student counsellor or specialist services.
Internet Usage

INFORMATION, COMMUNICATION AND LEARNING TECHNOLOGIES (ICLT)

USE AGREEMENT FOR UNIVERSITY SENIOR COLLEGE STUDENTS

This document is comprised of three sections:
Section A: Introduction
Section B: ICLT Procedures for Students
Section C: ICLT Use Agreement Form

Instructions
1. Students and parents*/caregivers/legal guardians please read and discuss all sections carefully.
2. Parents and students sign section C and return that section to the USC Jordan Reception.
3. Please keep sections A and B for future reference.
4. If you have any questions about this agreement please contact the College.

* The term ‘parents’ used throughout this document also refers to legal guardians and caregivers.

SECTION A INTRODUCTION

The measures to ensure the online safety of University Senior College’s community members outlined in this document are based on our core values.

Our values

At USC, we value learning and taking charge of that learning
At USC, we prepare for success at university and beyond
At USC, we value personal integrity, mutual respect and cultural diversity

The College has online safety practices in place, which are embedded in the ICLT Use Agreements for all College staff and students.

The overall goal of the College in this matter is to create and maintain an online culture which is in keeping with the values of the College, and fully recognises our legal and professional obligations. This Use Agreement includes information about your obligations, responsibilities, and the nature of possible consequences associated with online safety breaches which undermine the safety and wellbeing of the College environment.

Because social media blurs the line between people’s personal and professional expression, staff and students must think carefully about their online conduct, so as to preserve and protect individual reputations and the reputation of University Senior College.

While social media creates new tools, the same laws, policies, expectations and guidelines for interacting within and outside the USC community apply online.

All students will be issued with a Use Agreement and once signed consent has been returned to College, students will be able to use the College ICLT network.

The College encourages computer and internet use for study-related activities. By using the College’s network, students agree that they will not use the system for inappropriate, objectionable or illegal activities.

SECTION B PROCEDURES TO HELP KEEP UNIVERSITY SENIOR COLLEGE STUDENTS SAFE ONLINE

As a safe and responsible user of ICLT I will help keep myself and other people safe by following these procedures.

1. I can use College ICLT equipment when my parent and I have read and signed my Use Agreement form (see Section C) and returned it to the College.
2. I understand that all aspects of the user agreement apply to all devices I use during my enrolment at USC.
3. I will log on only with my own user name. I will not knowingly allow anyone else to use my user name.
4. I will keep my account password private from others and will not log on for, or as, someone else.
5. While at College or whilst participating in a College-related activity, I will be respectful of others and not use ICLT to upset, offend, harass, threaten or in any way harm others. I also acknowledge that this will apply even if my actions are unintended or if they were meant as a joke.
6. While social media creates new tools, the same laws, policies, expectations and guidelines for interacting within and outside the College community apply online
6.1. I will be respectful, genuine and credible.
6.2. I acknowledge that social media spreads far and wide – and I will post appropriately.
6.3. I am aware of liability. I am legally responsible for my own posts. I understand that they can be almost impossible to erase.
6.4. If I make a mistake in an online space, I will correct it.
6.5. I will not use the USC logo/brand in any online space.
6.6. When referring to USC online, I will represent USC positively.

7. I understand that the procedures in this Use Agreement apply to any electronic devices.
7.1. I understand that phones are to be set to silent in class and while inside buildings outside of class time. My conversations must take place outside of buildings, because ringing and sending text messages in class is disruptive and shows a lack of respect.
7.2. I accept responsibility if I cause loss of, or damage to, any electronic device.
7.3. I will discuss with my teacher the appropriateness of using any electronic devices in class. Each situation will be unique and have its own unique set of solutions.

8. While using ICLT at College, I will be respectful and not:
8.1. Access, or attempt to access inappropriate, illegal or objectionable material.
8.2. Download, upload, save or distribute such material by copying, storing, printing or showing it to others.
8.3. Make any attempt to get around or bypass security, monitoring and filtering that is in place at College.
9. If I accidentally access inappropriate, illegal or objectionable material, I will:
   9.1. Not show others
   9.2. Close the application and
   9.3. Report the incident to a teacher immediately.

10. I understand that the College must comply with the Copyright Act 1994. I also understand that anyone who infringes copyright may be personally liable under this law.
11. I understand that these procedures apply to any privately owned ICLT device (such as a laptop, mobile phone, USB drive) I bring to College or a College-related activity. Any images or material on such equipment/devices must be appropriate to the College environment.
12. Before giving out any personal information (including photos) online about others, I will seek their permission. Personal information includes name, address, email address, phone numbers, and photos.
13. I will respect all ICLT systems in use at the College and treat all ICLT equipment/devices with care. This includes:
   13.1. Not intentionally disrupting the smooth running of any College ICLT systems.
   13.2. Not attempting to hack or gain unauthorised access to any system.
   13.3. Following all College online safety procedures, and not joining in if other students choose to be irresponsible with ICLT.
   13.4. Reporting any breach of rules, breakages/damage to a staff member.
14. I understand that the College may monitor traffic and material sent and received using the College’s ICLT network. The College may use filtering and/or monitoring software to restrict access to certain sites and data, including email and social networking sites.
15. I understand that the College may audit its computer network, internet access facilities, computers and other College ICLT equipment/devices or commission an independent audit. Auditing of the above items may include any stored content, and all aspects of their use, including email.
16. I understand that if I do not follow these online safety procedures, I may have my network access disabled. In serious cases the College may take disciplinary action against me. Further action will be taken at the discretion of the Principal. I also understand that my family may be charged for repair costs or any damaged College equipment. If illegal material or activities are involved, it may be necessary for the College to inform the police and/or other relevant authorities.
17. If I have any queries about this agreement, I understand that I can discuss them with my mentor, the ICLT Manager, the Counsellor or the Principal.
18. I understand that I also have access to the College’s Grievance Procedure to resolve any online grievances.

Useful websites

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<tr>
<th>Cyber related</th>
<th>Health related sites (re: addressing effects of incidents online)</th>
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A glossary of terms is available on the College website http://www.usc.adelaide.edu.au/local/students/policies/
SECTION C UNIVERSITY SENIOR COLLEGE ICLT USE AGREEMENT FORM

To the student and parent/legal guardian/caregiver, please:

1. **Read this page carefully** to check that you understand your responsibilities under this agreement
2. **Sign the appropriate section on this form**
3. **Detach and return Section C to the College office**
4. **Keep the document for future reference**.

We understand that University Senior College will:

- Do its best to maintain a safe online environment, by maintaining an effective online safety program. This includes working to restrict access to inappropriate, harmful or illegal material on the Internet or College ICLT equipment/devices at College or at College-related activities, and following the procedures and requirements detailed in Use Agreements
- Keep a copy of this signed Use Agreement form on file
- Respond appropriately to any breaches of the Use Agreements
- Provide members of the College community with information about safe behaviours in an online environment, designed to complement and support the Use Agreement initiative
- Welcome enquiries from students or parents about online safety issues.

Section for student

My responsibilities include:

- Reading this ICLT Use Agreement carefully
- Following the online safety procedures and instructions whenever I use the College’s ICLT
- Following the online safety procedures whenever I use privately-owned ICLT on the College site or at any College-related activity, regardless of its location
- Avoiding any involvement with material or activities which could put at risk my own safety, or the privacy, safety or security of the College or other members of the College community
- Taking proper care of College ICLT. I know that if I have been involved in the damage, loss or theft of ICLT equipment/devices, my family may have responsibility for the cost of repairs or replacement
- Keeping this document somewhere safe so I can refer to it in the future.

I have read and understood my responsibilities and agree to abide by this ICLT Use Agreement. I know that if I breach this Use Agreement there may be serious consequences.

Name of student: .................................................................
Student ID Number: ............................................................
Signature: ................................................................. Date: .........................

Section for parent/legal guardian/caregiver

My responsibilities include:

- Reading this ICLT Use Agreement carefully and discussing it with my child so we both have a clear understanding of our role in the College’s work to maintain a safe online environment.
- Ensuring this Use Agreement is signed by my child and by me, and returned to the College.
- Encouraging my child to follow the online safety procedures and instructions.
- Contacting the College if there is any aspect of this Use Agreement I would like to discuss.

I have read this ICLT Use Agreement document and am aware of the College’s initiatives to maintain a safe online learning environment, including my child’s responsibilities.

Name of parent: .................................................................
Signature: ................................................................. Date: .........................

Please note: This Use Agreement for your child will remain in force as long as he/she is enrolled at USC. If it becomes necessary to add/amend any information or procedure, parents will be advised in writing.
Student Driver Policy

Students who wish to drive themselves, or be a passenger in another student’s vehicle, are required to have permission from their parents/guardians and hold the relevant South Australian Drivers’ Licence(s).

A student who drives a motor vehicle unsupervised must, at the minimum, be the holder of a valid and current South Australian P1 Driver’s Licence.

A student who rides a motorcycle must be the holder of an R class licence (or an R-DATE licence for a limited capacity cycle).

Student drivers are expected to abide by all rules, regulations and conditions specified in the South Australian Road Traffic Act1961and related amendments.

The school does not provide parking facilities. However, both short and long term parking facilities are available in locations adjacent to the University.

International Students:

Written permission from a parent/guardian is required for International students who wish to travel as a passenger with a specified student, in that student’s motor vehicle or motorcycle, at any time.

All International students, including those over the age of 18, are required to have written approval from their parent/guardian that they are permitted to obtain a Drivers’ Licence and drive a designated vehicle while in Australia. Privately owned vehicles must be registered and have adequate ‘Third-Party & Property’ insurance cover.
Transferring to another Education Provider

University Senior College (USC) is entitled to determine the circumstances in which it may provide or refuse to provide a letter of release. This policy takes effect from 1 July 2007.

A Letter of Release will only be granted where the transfer will not be to the detriment of the student or their future studies. Applications will be assessed by the International Dean and the International Registrar in consultation with the Principal. A written decision will be provided to the student within 10 working days wherever possible.

A Letter of Release will be granted where a student meets the following conditions:

- Has completed and submitted a Request for Transfer Form to the International Dean.
- Has written and signed parental/guardian consent for the transfer to take place.
- Has completed 6 months of the principal course of study.
- Has a signed Letter of Offer from an approved education provider.
- For students who are under 18 the new provider must provide written confirmation that they will accept responsibility for approving accommodation, support and general welfare arrangements.
- Is meeting satisfactory attendance and course requirements.

A letter of release will NOT be granted to a student:

- If a student has not completed a minimum of 6 months of the principal course of study.
- Has no parent/guardian consent (for students who are under 18).
- Has no Letter of Offer from an approved education provider.
- If USC forms the view that the student is attempting to avoid being reported to the Department of Immigration and Border Protection (DIBP) for failure to meet attendance or progress requirements.
- If the student has not discussed a transfer to another provider with the International Dean, who is required to make an assessment concerning the best interest of the student:
  - Are there compassionate and compelling circumstances?
  - Is the student likely to succeed in his/her present course of study?
  - Does the new provider offer more appropriate learning opportunities?
### Student Transfer Staff Roles

It is the role of the following staff members to undertake these steps in the event of a student requesting to transfer from the school:

<table>
<thead>
<tr>
<th>Staff Member</th>
<th>Action</th>
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</table>
| **International Dean** | • Assess student application for transfer against *University Senior College* policy within stated timeframe.  
Check documentation is complete (there is a Letter of Offer from new registered institution, as well as any other requirements under NC D St 7.3 if student if under 18yo).  
If request is denied, provide letter giving grounds for refusal, based on transfer policy, and advise student he/she can access complaints and appeals process. |
| **International Registrar and Finance Manager** | Check if refund is applicable.  
If request is granted,  
Fulfil all reporting refund and reporting obligations as required for cancellation of student enrolment. |
| **International Dean and International Registrar** | File all documents relating to transfer request on student’s file. |

It is the role of the following staff members to undertake these steps in the event of a student requesting to transfer the School:

<table>
<thead>
<tr>
<th>Staff Member</th>
<th>Action</th>
</tr>
</thead>
</table>
| **International Registrar** | Check via PRISMS if student is already enrolled with another provider.  
Provide a Letter of Offer (and an undertaking to take over welfare student is under 18yo) if School agrees to accept student.  
Create CoE ONLY AFTER Letter of Release is received (NB: A Letter of Release is not required if NC St 7.1 a, c or d apply.)  
If student is from interstate, lodge Interstate Student Data Transfer Note  
File all documents relating to transfer request on student’s file. |
THE ESOS FRAMEWORK

Providing quality education and training and protecting the rights of international students

Australia welcomes international students

The Australian Government wants international students to have a rewarding, enjoyable and safe experience when they come to Australia to study. Australia’s education and training system offers high quality services and protection for international students to ensure they make the most of their time here.

Australia offers all levels of education to international students—from school (with some limitations depending on age and support from their family in Australia), through foundation and English language intensive courses, to vocational education and training (VET) and higher education.

The laws that protect international students form the Education Services for Overseas Students (ESOS) framework. They include the Education Services for Overseas Students Act 2000 and the ESOS National Code.

The ESOS Act ensures that education providers are registered by the Australian Government. Under ESOS, education providers must meet certain obligations as part of their registration on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). They must act in accordance with principles designed to support the best possible services for our international students. As an international student on a student visa, you must study a course with an education provider that can be found on CRICOS at http://cricos.deewr.gov.au.

The ESOS framework also ensures that students have access to tuition assurance (which acts like consumer protection) and that they can get appropriate refunds.

As well as enhancing Australia’s quality education and training services, ESOS supports Australia’s migration laws as they relate to international students.


What you need to know about being an international student in Australia

The ESOS standards cover a range of information you have a right to know about and the services that must be offered to you by Australian education providers. These include:

- orientation to help you understand the course and more about the place you are studying, as well as access to support services that can help you study and adjust to life in Australia
- the education provider’s contact officer or officers for overseas students
- what your provider’s requirements are for satisfactory attendance
- what your provider’s requirements are for satisfactory progress in the courses you study and what support is available if you are not progressing well
- if you can apply for course credit and the circumstances in which your enrolment can be deferred, suspended or cancelled
- a complaints and appeals process

Last Updated: January 2016          Page 31          CRICOS Provider No: 02375G
Your responsibilities as an international student in Australia

As an international student on a student visa, you are responsible for:

- complying with your student visa conditions
- ensuring you have and continue to maintain your Overseas Student Health Cover (OSHC) for as long as you stay in Australia as a student
- telling your provider if you change your address or other contact details
- meeting the terms of the written agreement with your education provider
- meeting the restriction on transfer between registered providers
- maintaining satisfactory course progress
- maintaining satisfactory attendance where applicable.

Information about visa conditions for student visa holders is available on the Department of Immigration and Border Protection’s website at http://www.immi.gov.au/students/visa-conditions.htm.

Requirements for younger students (under 18)

If you are under 18 years of age, to ensure your safety you will only be granted a visa if there are adequate arrangements in place for your accommodation, support and general welfare for the length of your student visa or until you turn 18. This is a requirement of the Department of Immigration and Border Protection. Under Australia’s immigration laws, student visa applicants under the age of 18 must be able to demonstrate that they will be accompanied by a parent or a legal custodian or an eligible relative, or that their education provider approves of other arrangements made for the student’s accommodation, support and general welfare while he or she is in Australia on a student visa.

Under the ESOS National Code, education providers must advise the Department of Immigration and Border Protection as soon as possible where a student under 18 years old changes their living arrangements or where the education provider no longer approves of the arrangements for the student’s accommodation, support and general welfare.

If your living arrangements have been approved by your education provider, but you wish to change them, you should seek approval for any change from your provider beforehand. If the provider agrees to you changing your living arrangements, the provider must then inform the Department of Immigration and Border Protection of the change. If your provider has approved the change, the Department of Immigration and Border Protection will not take any action. However, if your provider does not approve the change or the arrangements, then you will be in breach of your student visa condition 8532 and your visa may be cancelled.

More comprehensive information about specific visa requirements for students under 18 years of age is available on the Department of Immigration and Border Protection’s website at http://www.immi.gov.au/Visas/Pages/571.aspx (under eligibility).

Using an education agent

Under the ESOS Act all education providers must list their education agents on their website. All education providers must also have a written agreement with their agents, and they must ensure that the agents they use have a good knowledge of Australia’s international education system and that their agents behave honestly and with integrity.

Education agents are not the same as migration agents. A migration agent is responsible for giving you information on visa and immigration matters. You can also visit the Department of Immigration and Border Protection’s website for more information at http://www.immi.gov.au/Study/Pages/Study.aspx.

International students do not have to use an education agent. You can lodge an enrolment application directly with the Australian education provider of your choice. You should consider contacting your education provider directly to see if they can help you with putting in your student enrolment application.
Finding the right education provider for you


CRICOS is a good place to start when you want to find out more about what courses and education providers are being offered in Australia. Visit the CRICOS website for more information at http://cricos.deewr.gov.au/.

Written agreements or contracts between the student and provider

When you have been accepted to enrol with an education provider, under the ESOS National Code your education provider must enter into a written agreement with you. The written agreement is like a contract, and you and the provider are required to do the things outlined in that agreement once you sign or indicate to the provider that you accept the agreement with them. You do not have to pay the provider or their agent any money or fees until you have signed the agreement.

Under the ESOS Act and the National Code you have certain rights to information, even before you enrol with an education provider. You have the right to:

- receive current and accurate information about the courses, entry requirements, all fees, modes of study and other information from your provider and your provider’s agent before you enrol
- sign a written agreement with your provider before or at the time you pay fees, setting out the services they are providing, the fees you are required to pay and information about refunds of the money you paid for the course and the circumstances in which this would be appropriate. You should keep a copy of your written agreement
- get the education you paid for. The ESOS framework includes tuition (consumer) protection that will allow you to receive a refund or to be placed in another course if your provider is unable to teach your course (that is, the provider defaults)
- access complaints and appeals processes
- request to transfer to another provider and have that request assessed.

Transferring between education providers

Under the ESOS National Code, a student must meet certain conditions before they can enrol with another education provider if they are not happy with the course they are doing.

The National Code says you must have a letter of release from your education provider before you can enrol with a new provider if you have NOT completed 6 months of your principal course (the main course of study you are undertaking). If you want to transfer before you have completed six months of your principal course, you need your provider’s permission.

However, if you do wish to transfer, your education provider must assess or consider your request to transfer.

All education providers must have documented procedures on their transfer policy. You should make sure you understand that policy, and what your written agreement says you must do, before you make the decision to enrol with an education provider.

If you are thinking about changing your course, you need to ensure that you continue to meet the conditions of your student visa. Further information about changing courses or education providers is available on the Department of Immigration and Border Protection’s website at http://www.immi.gov.au/Study/Pages/changing-courses.aspx.

For more details about transferring and the requirements under the ESOS National Code, you can:

Support for international students

Under the ESOS National Code all education providers must offer their international students support to help them adjust to study and life in Australia, achieve their learning goals and achieve satisfactory progress in their learning. This support is available because we recognise that Australia is a new environment for students, as well as a different culture, with different laws and systems. Your education provider must ensure that advice is provided on:

- support and welfare services available at their institution
- legal services
- emergency and health services
- facilities and resources
- complaints and appeals processes
- any student visa condition that relates to the course you are studying.

Tuition protection

The ESOS framework includes elements of protection for students so that they can receive a refund if they do not complete a course. The Tuition Protection Service (TPS) helps international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees (the amount that is equal to the amount of the course the student has NOT undertaken).

More information on the Tuition Protection Service is available at https://tps.gov.au/Home/NotLoggedIn.

Making complaints and getting help

All education providers registered under CRICOS must have in place complaints and appeals processes to help students resolve their issues. These processes must be independent. They must also be easily and immediately available to students and be as inexpensive as possible. Making a complaint should not affect your enrolment.

If you cannot resolve your complaint with a provider, and your provider is a private organisation, you can approach the Overseas Students Ombudsman. Visit the website of the Overseas Students Ombudsman for more information about what they do and how they help students at http://www.oso.gov.au/. If you are studying with a public provider you should contact your relevant state/territory or the Commonwealth ombudsman. You can find the contact details of all Australian ombudsmen’s offices at http://www.ombudsman.gov.au/pages/related-sites/state-and-territory-ombudsmen.php.
### USC INTERNATIONAL TEAM CONTACT DETAILS

**USC Jordan Building**  8313 4988  
**Charles Street**  8313 2440

<table>
<thead>
<tr>
<th>Role</th>
<th>Name</th>
<th>Phone</th>
<th>Extension</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>International Dean</td>
<td>Michael Jacobsen</td>
<td>0488 222 487</td>
<td>8313 2425</td>
<td><a href="mailto:michael.jacobsen@adelaide.edu.au">michael.jacobsen@adelaide.edu.au</a></td>
</tr>
<tr>
<td>Homestay and Student Services Officer</td>
<td>Zora Wenham</td>
<td>0488 995 669</td>
<td>8313 2426</td>
<td><a href="mailto:zora.wenham@adelaide.edu.au">zora.wenham@adelaide.edu.au</a></td>
</tr>
<tr>
<td>International Registrar</td>
<td>Natasha Pressley</td>
<td>0437 515 344</td>
<td>8313 4989</td>
<td><a href="mailto:tash.pressley@adelaide.edu.au">tash.pressley@adelaide.edu.au</a></td>
</tr>
<tr>
<td>Marketing Manager</td>
<td>Guanye Qu</td>
<td>0439 998 238</td>
<td>8313 2422</td>
<td><a href="mailto:guanye.qu@adelaide.edu.au">guanye.qu@adelaide.edu.au</a></td>
</tr>
<tr>
<td>Deputy Principal</td>
<td>Murray Thompson</td>
<td>0405 233 165</td>
<td>8313 4988</td>
<td><a href="mailto:murray.thompson@adelaide.edu.au">murray.thompson@adelaide.edu.au</a></td>
</tr>
<tr>
<td>Counsellor</td>
<td>Nadia Lovett</td>
<td>0417 898 018</td>
<td>8313 2404</td>
<td><a href="mailto:nadia.lovett@adelaide.edu.au">nadia.lovett@adelaide.edu.au</a></td>
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