USC CAMPUS

USC Buildings

MAIN BUILDING....................G9
Rooms 1, 2 & 3
CR1, CR2 & CR3
Silent Study Room
Staff Offices
Student Computer Area

CHARLES STREET.................D11
Level 1
Counsellor's Office
Careers Room
Art Studio
Drama Theatre
Staff Offices
Student Computer Area

Level 2
International Office
Reception
Staff Offices
Rooms 16, 17, 18 & 20
CR4 & CR6
Silent Study Room
Student Computer Area

230 NORTH TERRACE .............E9
Staff Offices
USC Financial Services
Development Office
Silent Study Area

Level 1
Lab Manager
Room G08

Level 2
International Office
Reception
Staff Offices
Rooms 16, 17, 18 & 20
CR4 & CR6
Silent Study Room
Student Computer Area

233 NORTH TERRACE .............E9

JORDAN LABS......................B2
Level 1
Lab Manager
Rooms 5 & 6

Level 5
Rooms 504 & 506
Staff Offices
CR5

SCHULZ BUILDING ...............B5
USC Exam Centre

Eating Places

UNION HOUSE......................D4
Mayo Cafe, G
The Fix, G

SCHULZ BUILDING ...............B5
Backstage Cafe, G

HUB CENTRAL......................E6
Grass Roots, L4
Taste Cafe, L4
Hawkers Corner, L4
Convenience Store, L4
Student Kitchen, L4

LIGERTWOOD......................G7
Brief's Cafe, G

NEXUS 10.........................G9
Cafe, L1

INNOVA 21.........................F4
Aroma Cafe, G

DAVID JONES......................B10
Food Court

RENAISSANCE ARCADE ..........E10
Food Court

BLUE LEMON.......................D9
WOK IN A BOX.....................D9
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CONTACT LIST

Phone Number: 08 8203 9500
Fax Number: 08 8232 1741

Laurel Clewlow  Accommodation and Student Services Co-ordinator  0409 001 673

Michael Jacobsen  Dean of International Students  0488 222 487

Tash Pressley  International Student Registrar  0437 515 344

Guanye Qu  Marketing Co-ordinator  0439 998 238

For any homestay or personal issues after hours please contact Laurel. This is a 24 hours service.

For emergencies please contact Laurel.
LIVING IN ADELAIDE

You have arrived in Adelaide after a long flight and have been met by someone from our College who has introduced you to your homestay family.

Your new home will look different from the one you have lived in.

The language will be hard to understand until you get used to the accent, speed and every day language.

FOOD

The food will present a big challenge because of the way it is cooked and served.

Your homestay family may try to cook what they call Asian Food, but it will be different from what you 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 with your homestay family.

WATER

Adelaide is experiencing a drought. This means we have had very little rain for some years.
- People are not allowed to water their gardens.
- You will only be able to have a short time in the shower.

TRAFFIC

The first thing you may notice is that the traffic is on a different side of the road. Be very careful crossing the road.

Adelaide may have a lot less traffic than your City, but as it comes from the other direction, it is safer to cross the road at the traffic lights.
VISITING THE DOCTOR

In Adelaide we do not go to the hospital when we are unwell. It is very expensive and you 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 to see a Doctor.

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

Remember to take your Health Care card with you as this will pay for most, or all of the account.

MONEY

When you shop in Adelaide people do not bargain, whatever price is shown, that is the price you 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 money, the nearest place is the ANZ Bank underneath the Charles Street Campus or in Rundle Mall.

TRAVEL

Most students will travel to school either on a bus or train.

You can buy tickets from a convenience stores or a newsagency (remember to show your student card to receive a discount).

To catch a taxi you must go to a taxi stand or use your phone to call one.

- Suburban Taxi  8211 8888
- Yellow Taxi  8223 3111
SMOKING

Australia has strict smoking laws. It is against the law for people under the age of 18 years to smoke. Smoking is forbidden in:

- Public Transport
- All Buildings
- Shops
- At school
- Inside your homestay

If you smoke outside, make sure you dispose of your cigarette butts in a bin.

SHOPPING

USC is in the main shopping street in Adelaide. Other places you may like to visit are:

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

Shopping hours vary.

DRIVING

You must have a Drivers Licence to drive in Australia.

The school must have your parents permission before you sit for your licence.
MISSING HOME

For most of you, this is the first time away from your family. Sometime during the first six months, you can expect to feel one or more of these things:

- Doubt about your decision to leave home
- Homesickness
- Inability to sleep
- Loneliness
- Change in appetite
- Crying
- Stomach ache

Some things which can help you are:
- Try to make friends with other international students
- Keep in touch with your family and friends at home
- Learn as much about Australian people as you can
- Try new foods
- Be patient, some things cannot be rushed
- Ask for help

It will get better as you get used to us.

THE SCHOOL YEAR

The school year in Australia begins in the first week of February and finishes mid-December.

There are four, 10 week terms

Term 1 and 2 are Semester 1
Term 3 and 4 are Semester 2

You will have 2 weeks holiday between each term (that is in April, July and October).
HOMESTAY INFORMATION

HOMESTAY RENT

It is your responsibility to pay your homestay fee before it is due.

When you pay, your homestay should either:
- have a rent book; or
- give you a receipt

HOMESTAY BOND

Before you arrive, your parents paid for 6 weeks homestay fee. 4 weeks of this was sent to your homestay family when you arrived. The other 2 weeks is held by the school.

This will be returned to you when you move out of your homestay and into private accommodation (not when you move from one homestay to another), providing that you have paid everything you owe, for example:
- Phone account
- Internet account
- Rent
- The cost of repairs for any wilful damage.

HAVING FRIENDS VISIT

Make sure you ask your homestay if your friends can visit you BEFORE they arrive, don’t just come home from school or an outing with several other people.

SLEEPING AT A FRIENDS HOUSE

If you want to stay at a friends house overnight make sure that you ask your homestay. Don’t just phone at the last minute (or send a sms) and you say that you won’t be home. Your homestay MUST know the name, address and telephone number of where you are staying.
DAILY ROUTINES

TIMETABLES

Make sure that you know your timetable and that you get to every lesson on time.

LOCKERS

When you are in Intensive English you will be given a locker to use. Make sure that you have your key and that you leave your bag and other belongings in your locker during lessons.

You must return the locker key when you have completed your Intensive English course or you will need to pay $35.00 if you have lost the key.

ELECTRONIC NOTICEBOARDS

Check these each day—there may be something you need to know.

They are located in:

The reception area of Level 1 and 2 at Charles Street
The reception area of the USC main building
The reception area of the Jordon Labs.

STUDY AREAS

There are many areas for you to use for study:
Charles Street
  Level 2—Room 14 and Private Study Room
USC main building—quiet study room on the ground floor
230 North Terrace - Level 2

Level 1 and 2, Charles Street campus has computers for you to use during your free lessons, before or after your classes have finished or at lunch time. There are more computers in the USC main building.
DAILY ROUTINES

MOBILE PHONES

Your mobile phone must be on at all times but put 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 Laurel knows your mobile phone number and if you change your number—don’t forget to tell Laurel.

LOST PROPERTY

Items of lost property will be stored on Level 2, of the Charles Street Campus and the reception area of the USC main building.

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 Tash 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 laboratories.

ATTENDANCE

To maintain your enrolment at USC you are required to attend ALL classes and mentoring sessions. When you are sick you must notify Laurel and provide a medical certificate. USC is required by law to report you if your attendance and academic achievement becomes unsatisfactory.
SCHOOL POLICIES

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 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 are 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 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 (10 weeks) notice must be given before withdrawal
   from pre SACE, year 11 and 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.
INTERNET USAGE

International students are given an allowance per semester for their Internet searching of web pages, saving of files from the Internet, external email messages and external attachments.

If this quota is used for purposes other than school related work then students may well exceed this quota and will have further use restricted. Additional Internet allowance can be purchased from the cashier. Students should also be aware that downloading files such as MP3 files breaches University policy.

Students are to keep their account password private from others and MUST NOT log in for someone else to use a computer. If difficulty arises with computer use the student should contact a member of staff.

Students not following these guidelines will have their computer access disabled. Further action will be taken at the discretion of the Head of School.
SCHOOL POLICIES

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.

Before each holiday ALL students are required to fill out a holiday address form and submit it to the student services coordinator.

All students travelling overseas MUST bring their air 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.

ALL STUDENTS MUST:

- NOT LEAVE BEFORE SCHOOL CLASSES HAVE CONCLUDED

- RETURN IN TIME TO RESUME LESSONS ON THE DAY SCHOOL COMMENCES
SCHOOL POLICIES

Policy for 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.

A letter of release will only be granted where the transfer will not be to the detriment of the student or their future studies.

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

- Has completed 6 months of the principal course of study
- Is above the age of 18 years
- Has written parental consent
- 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.
- If USC forms the view that the student is avoiding trying to be reported to the Department of Immigration and Citizenship (DIAC) for failure to meet USC’s attendance or progress requirements.

If the student has not discussed a transfer to another provider with The Principal, who will then make an assessment about what is in the best interest of the student, whether there are compassionate and compelling circumstances and whether the student is likely to succeed in his/her present course of study.
SCHOOL POLICIES

Attendance and Behaviour Management Policy

This relates to problems with any international student. The problem could be:

- Poor attendance
- Frequent lateness
- Poor study habits
- Other behaviour which is not appropriate

The Student Services Coordinator will receive a daily printout of the attendance database and regular reports from teachers. These are reviewed each week by the Students Welfare Committee consisting of the Dean of International Students, Student Services Coordinator and Marketing Coordinator. If the committee sees fit the following steps will be taken:

STEP 1

If there is a problem with attendance or behaviour, the Student Services Coordinator will meet with the student to discuss ways to improve.

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 of International Students will interview the student and may place the student on a Learning Contract designed to help the student improve. This will be kept in the student file. The student’s parents will also be contacted.

STEP 3

If the behaviour continues to be a problem the student will be asked to attend a meeting with the Dean of International Students and parents will be informed in writing as a warning that the student’s position at USC is in jeopardy.

STEP 4

If the student fails to show improvement or to meet all requirements of the Learning Contract, the student will meet with the Deputy Principal. The Deputy Principal will make a decision about the student’s future at USC. Parents will be informed.
SCHOOL POLICIES

STUDENT DRIVER POLICY

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 Driver's Licence and drive a designated vehicle whilst in Australia. Privately owned vehicles must be registered.
SCHOOL POLICIES

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 Service Coordinator** 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
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.

Please see or refer students or parents to the counsellor or discuss any issues of concern with her.
THE ESOS FRAMEWORK
Providing quality education and protecting your rights

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia’s laws promote quality education and consumer protection for overseas students. These laws are known as the ESOS framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007.

Protection for overseas students
As an overseas student on a student visa, you must study with an education provider and in a course that can be found on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) at http://cricos.dest.gov.au. CRICOS registration guarantees that the course and the education provider at which you study meet the high standards necessary for overseas students. Please check carefully that the details of your course – including its location – match the information on CRICOS.

Your rights
The ESOS framework protects your rights, including:
• your right to receive, before enrolling, current and accurate information about the courses, fees, modes of study and other information from your provider and your provider’s agent. If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.
• your right to sign a written agreement with your provider before or as you pay fees, setting out the services to be provided, fees payable and information about refunds of course money. You should keep a copy of your written agreement.
• your right to get the education you paid for. The ESOS framework includes 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.

The ESOS framework sets out the standards Australian education providers offering education services to overseas students must obey. These standards cover a range of information you have a right to know and services that must be offered, including:
• orientation and access to support services to help you study and adjust to life in Australia
• who the contact officer or officers is for overseas students
• if you can apply for course credit
• when your enrolment can be deferred, suspended or cancelled
• 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 attendance will be monitored for your course, and
• a complaints and appeals process.

One of the standards does not allow another education provider to enrol a student who wants to transfer to another course, but has not completed six months of the final course of study you plan to undertake in Australia. If you want to transfer before hand you need your provider’s permission.
If you are under 18, to ensure your safety, you will be granted a visa only if there are arrangements in place for your accommodation, support and welfare.

**Your responsibilities**
As an overseas student on a student visa, you have responsibilities to:
• satisfy your student visa conditions
• maintain your Overseas Student Health Cover (OSHC) for the period of your stay
• meet the terms of the written agreement with your education provider
• inform your provider if you change your address
• maintain satisfactory course progress
• if attendance is recorded for your course, follow your provider’s attendance policy, and
• if you are under 18, maintain your approved accommodation, support and general welfare arrangements.

**Contact details**

<table>
<thead>
<tr>
<th>WHO?</th>
<th>WHY?</th>
<th>HOW?</th>
</tr>
</thead>
</table>
| Your provider | For policies and procedures that affect you | • Speak with your provider  
• Go to your providers website |
| Department of Education Science and Training (DEST) | For your ESOS rights and responsibilities | • www.aei.dest.gov.au/ESOS  
• ESOS Helpline  
+61 2 6240 5069  
• Email esosmailbox@dest.gov.au |
| Department of Immigration and Citizenship (DIAC) | For visa matters | • www.immi.gov.au  
• Phone 131 881 in Australia  
• Contact the DIAC office in your country |


**USC Contact Details**

**Charles Street**

Phone: 8203 9500

Fax: 8232 1741

**USC Main Building**

Phone: 8303 4988

Fax: 8303 4887

**Website**

www.usc.adelaide.edu.au