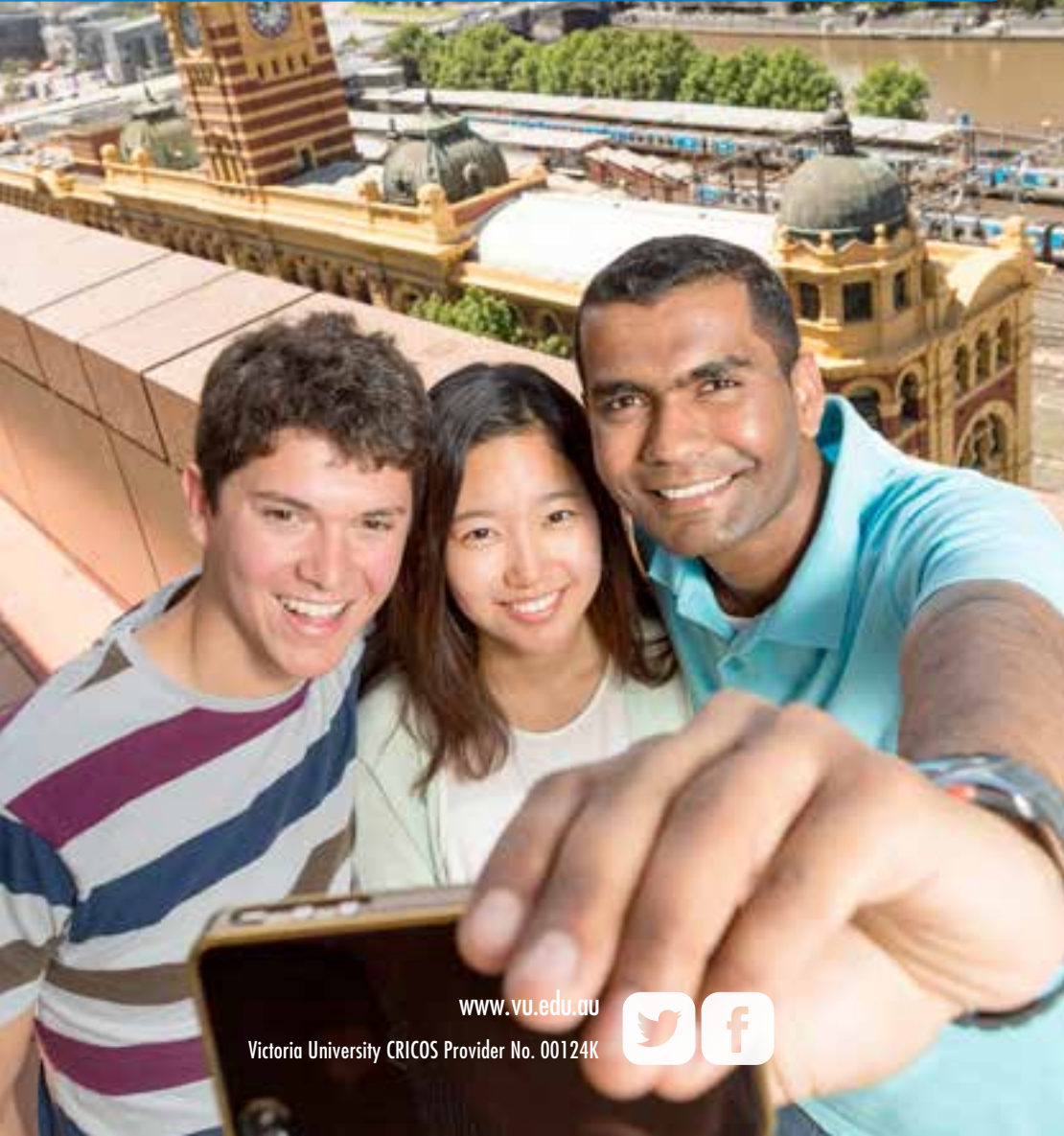


ARRIVE AND THRIVE



**VICTORIA
UNIVERSITY**

MELBOURNE AUSTRALIA



www.vu.edu.au

Victoria University CRICOS Provider No. 00124K



VICTORIA UNIVERSITY: AN INTRODUCTION

Welcome to Victoria University (VU). We hope this guide will help you make a smooth transition to a new life as an international student living in Melbourne. Whether you're studying a full degree or on a Study Abroad or Exchange program we encourage you to take advantage of the support services described in this guide throughout your stay at VU.

As you'll see in this guide, various staff and student support teams are available to help you through your journey – from the time you commence your studies until you leave us.

Although the information in this guide is correct at the time of publication (January 2014), and we have made best efforts to ensure the information is accurate, we encourage you to regularly visit the website links provided for comprehensive and updated information.

Here are some of the key support teams you can get to know throughout your time with us.

CONTENTS

| | |
|----|---------------------------------|
| 4 | International Student Support |
| 6 | Accommodation |
| 8 | Advice and Counselling |
| 11 | Arrival Checklist |
| 12 | Assessment |
| 14 | Community Activities |
| 16 | Departure Checklist |
| 18 | Enrolment |
| 19 | Facilities |
| 21 | Fees and Living Costs |
| 25 | Health and Safety |
| 29 | Leaving the University |
| 30 | Orientation and Enrolment Dates |
| 33 | Packing Checklist |
| 35 | Settle in Melbourne |



INTERNATIONAL STUDENT SUPPORT

The International Student Support (ISS) Team is dedicated to providing personal support to onshore international students, from the time they accept their offer through to graduation. The resources and programs the ISS Team provide include:

- Pre-departure information – After you have formally accepted your offer, the ISS team will send you a pre-departure pack.
- Orientation program – At the beginning of each semester, the team organises for all commencing international students to meet each other at Orientation.
- Community engagement – During your studies you can join the ISS team on a range of cross-cultural activities with the local community. You can get to know more about Australian people and life in Melbourne.
- Farewell program – The team conducts farewell sessions for students completing studies at Victoria University.

Contact the International Student Support (ISS) Team:

Email: iss@vu.edu.au
Phone: +61 3 9919 4953

VICTORIA ABROAD TEAM – STUDY ABROAD AND EXCHANGE STUDENTS

The Victoria Abroad team provides services for Study Abroad and Exchange students who study at VU for one or two semesters as part of their home degree. The team is responsible for all aspects of the program from enquiries, to applications, the social events such as the welcome and farewell functions and some of the Orientation sessions.

All Study Abroad and Exchange students are expected to participate in the whole Orientation program for International students as well as the specific session for Study Abroad and Exchange students. This session provides information about the study program, and other useful tips to ensure that you maximise your time studying at VU and living in Melbourne. It is also a great opportunity for you to meet other Study Abroad and Exchange students.

For information about the program visit www.vu.edu.au/study-with-us/international-students/student-exchange-in-melbourne

Email: educationabroad@vu.edu.au or iss@vu.edu.au

SCHOLARSHIPS AND SPONSORED SUPPORT

The International Scholarships Team is the primary point of contact for all issues relating to international sponsorship administration. Operating as a specialist team within Victoria University International, it provides a wide range of services and advice specifically to international sponsored students and their sponsoring organisations about:

- admissions processing
- issuing of electronic Confirmation of Enrolments (eCoEs) for student visa purposes
- assistance with Overseas Student Health Cover (OSHC) arrangements
- academic monitoring and reporting to sponsors on students' progress for the duration of their studies
- referral of students to on-campus services for academic skills and other support
- ongoing advice to sponsors regarding student enrolment status and progress
- other sponsorship issues.

Contact the International Scholarships Team:

Email: vuisscholarships@vu.edu.au

FAMILY SUPPORT

If you intend to come to Australia with your family (your spouse and/or your children), there are additional arrangements you need to make when applying for your visa. There may also be additional school expenses, health insurance expenses and financial limitations:

Familiarise yourself with the rules on these Australian and Victorian government websites:

- Bringing your family – www.immi.gov.au/students/students/bringing_family
- List of accredited secondary schools for international students in Victoria – www.study.vic.gov.au/Download.htm
- Secondary school fees for international students – www.study.vic.gov.au/Intstu/fees.htm

UNDER 18 SUPPORT

If you are under the age of 18 when you apply for a student visa, you will have to provide evidence of your welfare arrangements. Your parents/legal guardian must organise a guardian or suitable relative to care for you in Australia. Parents/legal guardians can:

- nominate an eligible relative
- make accommodation and welfare arrangements with a Caregiver Service, or a family friend, that is approved by VU
- apply for a Student Guardian Visa to accompany you to Australia.

You must complete the Victoria University International Under 18 Care Arrangements Form when you accept your offer.

For details visit the Department of Immigration and Border Protection (DIBP) websites:

- Under 18 welfare arrangements – www.immi.gov.au/students/students/welfare-arrange.htm
- Student Guardian Visa – www.immi.gov.au/students/student_guardians/

VICTORIA UNIVERSITY'S OBLIGATIONS

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding study experience. Australia's laws promote quality education, consumer protection for overseas students and maintain the integrity of the student visa program.

These laws are known as the ESOS legislative framework and they include the Education Services for Overseas (ESOS) Act 2000 and the National Code 2007. The University ensures that its courses for overseas students and the services we provide comply with the requirements prescribed in the ESOS Framework.

VU is also obliged to inform government agencies about certain changes to international students' enrolment and any breaches of a student's visa related to attendance and academic progress. Full details of this framework are available at www.aei.gov.au/Regulatory-Information/Pages/Information-for-Students.aspx



UDAY VAIDYA, *Education Manager in the College of Engineering and Science.*

Uday Vaidya helped an international student in financial crisis find emergency accommodation.

"The student had lost most of his money in a burglary and couldn't pay rent, so he was asked to leave his share house. He had nowhere to go.

I was surprised when he came to me asking for a place to sleep at 5:30 on a Friday night.

After calling VU International for advice, their support staff immediately put me in touch with our housing services.

The College Dean thankfully agreed to sponsor the student temporarily at VU's Student Village. We collected his luggage and drove there together later that night.

The next week, I introduced him to other international students and he found a place to live near Sunshine Campus. Now he's completing his studies and has a part-time job."



ACCOMMODATION

SHORT-TERM ACCOMMODATION

After you arrive at Melbourne Airport you need to have a place to stay, even for a short time. Arranging short-term accommodation, at least for the first month, should give you enough time to settle in.

Costs can vary depending on your budget. Utilities such as electricity, gas and water are usually included in most of these temporary accommodation arrangements:

- Victoria University residences – www.vu.edu.au/housing
- Hotel standby rates – www.wotif.com
- Melbourne information – www.citysearch.com.au
- Temporary accommodation options – www.lonelyplanet.com

LONG-TERM ACCOMMODATION

PRIVATE RENTALS

Although you could live comfortably at Victoria University residences for the duration of your studies, you might prefer to stay at a private rental property. Our Housing Services staff can give you information about the private market and help you:

- find affordable and safe accommodation close to campus
- get access to a private rental database
- estimate the costs for bond, rent, utilities and maintenance
- understand your rights and responsibilities as a tenant.

Contact our housing services department:

- Email: housing@vu.edu.au
- Phone: +61 3 9919 5400
- Website: www.vu.edu.au/housing



HOME STAY

Many students want to live as a guest in a local family or individual's home (called a Host). You do not need to pay a bond, find furniture, sign a lease or search for a property, and the minimum stay is usually four weeks.

Living in a supportive family environment, you are provided with a clean furnished room with access to bathroom and laundry facilities and some food services. Utilities (electricity, gas and water etc.) are also included in the overall cost.

Victoria University's preferred home-stay provider is Australian Home-stay Network (AHN).

To find out more:

- Website: www.homestaynetwork.org/VU-students or
- Website: www.homestaynetwork.org/VU-agents
- Phone: +61 3 9435 6621 or
- Phone: 1300 MY STAY.

AHN students are covered by insurances and have a 24/7 emergency phone help.

HOUSING MENTORS

If you're having difficulties finding long-term accommodation, our housing mentors can help. They are VU students with experience finding new international students accommodation in Melbourne. To find a housing mentor visit:

www.vu.edu.au/campuses-services/student-support/housing-finance/housing-support-programs/find-a-housing-mentor



WANMEI LEE

Homemade support

Wanmei Lee lived with a local family while she studied and volunteered in the community.

"I came from Sunway University in Malaysia to complete my final semester of a three-year Bachelor of Business (Banking and Finance) degree. I initially chose Victoria University because my cousins were studying there.

I lived with a homestay family in Sunshine. They taught me a lot about Australian culture. We ate our meals together, cooked together, and did housework together.

They encouraged me to join Victoria University's community volunteering service, V4U. I worked at an aged care centre, sanding and painting furniture. It was by far the best experience I had as a student.

I have taken advantage of VU's student support and activities, such as career planning. I always tried to improve myself so I would get a better job. Now I have a career in Malaysia, working as a loans officer."

Course studied: Bachelor of Business (Banking and Finance)

Citizenship: Malaysia





ADVICE AND COUNSELLING

AFTER-HOURS TELEPHONE HELP

VU provides after-hours telephone assistance when offices on campus are closed. The service is a free call from landlines anywhere in Australia, and a standard call rate from mobile phones.

For immediate advice and assistance on a wide range of issues including health and safety call 1800 758 350.

COUNSELLING

If you need to talk to someone about personal, family or work problems – our professionally trained counsellors provide free and confidential advice.

All Victoria University (VU) students are entitled to up to five free visits, with each visit usually up to 50 minutes long. You can speak to a fully qualified, experienced psychologist or social worker at one of seven VU campuses.

Our counselling services are usually open from 9am to 5pm, Monday to Friday.

Book an appointment by:

- phoning +61 3 9919 5400
- visiting a Counselling Services office at St Albans, Footscray Park or Footscray Nicholson Campuses.
- For a full list of services and self-help resources visit www.vu.edu.au/counselling

CAREERS AND EMPLOYMENT

Before you start job-hunting, you need to prepare yourself for interviews and building your resume. If you are a current student, or a graduate of less than two years, VU's career development and employment services can provide a range of online resources as well as face-to-face careers counselling.

Visit www.vu.edu.au/careers/career-services-for-students

FAIR WORK RIGHTS

Your employment conditions are important. If you are not sure about the conditions of a job you are offered, you can get free information and advice from the Australian Government Fair work Ombudsman about:

- pay and minimum wage
- termination
- award levels
- complaints.

Visit www.fairwork.gov.au

DISABILITY

If you have a disability or medical condition, we can provide a range of services and resources to help you complete your studies and participate in all aspects of university life.

Tell us about your condition:

- register with Victoria University's Disability Services
- meet with a Disability Liaison Officer (DLO)
- provide supporting evidence from your relevant treating health practitioner.

The DLO will help you reduce the impact of your condition on your studies, and give you access to a range of support services including:

- providing alternative course materials in electronic format or enlarged print
- providing specialised software or ergonomic chairs
- reviewing your accommodation to make it accessible
- arranging for classes to be audiotaped
- negotiating alternative study arrangements.

To find out more about our disability resources and support visit www.vu.edu.au/student-life/getting-help/disability-support



EMERGENCY SERVICES

Emergency services are provided to help all Australians, including international students. The staff who work for these services are highly approachable and helpful.

If you ever find yourself in an emergency you can call '000' for:

- police
- fire
- ambulance.

This is a free call and can be dialed from all mobile phones, even those without credit.

If you place a call to any of these services, the telephone operator will provide assistance until help arrives.

To speak to someone in your own language ask the operator for a translator.





ARRIVAL CHECKLIST

COMPLAINTS AND APPEALS

COMPLAINTS

VU has a free and confidential complaints' service for students that is easy to access. A complaint may relate to the performance of administrative, academic, teaching or research functions of the University or any matter relating to a student's enrolment at the University, including allegations of discrimination, harassment and bullying.

It features a three-stage process for resolving a range of complaints including informal complaints, formal complaints, and grievances.

- Stage 1: Describe your complaint
- Stage 2: If your complaint is not resolved, the matter is referred to Senior Officers within the University to decide on an outcome
- Stage 3: If you are not satisfied with the stage 2 outcome, stage 3 is a final appeal.

At each stage you can ask for assistance and advice of a University staff advisor. You also have the option of seeking independent help outside the University from the Ombudsman of Victoria.

The process is outlined in the Complaints policy available at www.vu.edu.au/student-life/getting-help/student-complaints-resolution

Complaints from prospective students will be handled under the relevant provisions of the University's Admissions Policy.

APPEALS

VU has processes in place to make independent review and appeal decisions about you in relation to:

- student discipline (including plagiarism)
- unsatisfactory academic progress or attendance
- cancellation of your enrolment

To find out more about appealing any of these decisions go to <http://askvu.edu.au> and type in your question.

If you are dissatisfied with the decision VU makes when you appeal you have the opportunity to appeal externally to the Victorian Ombudsman. The Victorian Ombudsman does not address decisions, but focuses instead on whether the appeals process was fair and proper.

www.ombudsman.vic.gov.au/www/html/42-complaining-to-the-victorian-ombudsman.asp

ASSISTANCE WITH YOUR COMPLAINT OR APPEAL

You can make a confidential appointment with a student advisor for help you with any complaint or appeal you lodge.

Phone: +61 3 9919 5400

Email: studentadvisors@vu.edu.au



VINASHY BUKHORY, *International Student Support Officer, Victoria University International*

"I work with the International Student Support team, and we are here to help everyone adjust to university life. We encourage our students to prepare for the journey to Melbourne as early as possible, but take the time to settle in properly. Using the Arrival Checklist will help make this process easier. We hope everyone has an enjoyable experiences and makes the most of their opportunities."

CHECKLIST ON ARRIVAL

- If you have arranged to be met at the Airport, meet the driver at the designated area. Alternatively, you can make your own way to your first night's accommodation.
- If you have any problems finding your driver at the airport, call Harrison from Harlan Coach Tours 0412 073 749 (within Australia).
- Contact home – Phone or email to let your friends and family know that you have arrived safely.
- Open a bank account, or if you have opened one overseas, take your passport to a branch to withdraw money or deposit:
 - bank drafts
 - traveller's cheques
 - cash you have brought with you.
- Find permanent accommodation, if you have not already arranged it.
- Shop for your immediate food requirements.
 - Buy food and household items in self-service supermarkets located in shopping centres in most areas of Melbourne.
 - Locate the Highpoint Shopping Centre if you are staying at the Student Village.
 - Go to the market close on Nicholson Street close to the Footscray Park Campus.
- Explore Melbourne by public transport using a:
 - bus
 - tram
 - train.
- Explore your campus – find campus information in this guide or visit www.vu.edu.au/campuses
- Get to know your local area. Find the closest:
 - shops
 - eating places
 - bank
 - entertainment options.
- Use the Melbourne City Tourist Shuttle bus to visit the city's key tourist attractions. For fees and details visit www.thatsmelbourne.com.au
- Be kind to yourself if you are feeling disorientated and homesick.
- Recognise this as a common response for new students and that it will pass as you adjust to your new surroundings.
- Eat healthy foods.
- Get to know other students.
- Focus on your goals.
- Talk with an International Student Adviser at VUI
- Attend the Orientation program.
- Meet new friends, learn more about the University, your course and life in Australia.
- Enrol in your course.
- Receive your student ID card.
- After enrolment, and once you have confirmed your Melbourne address, update your address details on MYVUportal.vu.edu.au



ASSESSMENT

CLASSES ATTENDANCE

Attending class will give you the best chance of success in your studies. It is also a condition of your visa that you maintain satisfactory class attendance requirements during each study period.

If you are unable to attend class for a significant period of time, and are at risk of not meeting attendance requirements:

- contact your course coordinator to assess the impact on your studies
- contact Counselling Services or International Student Support, if you have any personal circumstances affecting your studies
- update your contact details on the MyVU Portal
- ensure your enrolment is still valid.

If you fail to attend classes for a significant period of time and cannot be contacted, the University may assume that you have stopped studying and may cancel your enrolment. This will also affect your visa.

For more information see: www.vu.edu.au/student-life/enrolment/student-attendance-progress

LEARNING CULTURE

The Australian education system may be different from other countries, but it's also similar in some aspects. All classes and other University communications are conducted in English. As part of the conditions for admission at Victoria University you are expected to understand, speak and write English.

Classes are usually conducted via a combination of the following teaching methods:

- **Lectures:** A lecturer presents course information, and students take their own notes.
- **Tutorials:** These are smaller classes or groups that allow students to discuss the lecture material in more detail with tutors. All students are expected to contribute to discussion in tutorials.
- **Practical sessions:** Certain subjects such as science, engineering, art and design conduct some classes in laboratories or workshops. Use these sessions to practice your skills and to ask questions.

Academic staff members will encourage you to participate in the learning process. You will need to:

- attend classes
- understand principles
- think critically
- research and analyse information
- discuss ideas
- memorise facts
- solve problems.

In the first week of your course you will receive a unit guide that outlines each units:

- aims
- lecture program
- required reading
- due dates of assessment tasks
- assessment levels
- study support opportunities.

To successfully complete the course, for each unit you may be expected to:

- complete written assignments
- give oral presentations
- take part in group projects
- sit exams.

CLASS ETIQUETTE

The relationship between students and staff is usually informal and it is common to address one another using first names. Your lecturers may be happy for you to contact them via email, a designated office phone number, or by visiting their office location. It is not appropriate for you to phone or visit them at home.

SATISFACTORY COURSE PROGRESS

At the start of each study period, the course requirements and assessment details you are provided set the acceptable standards for each unit (sometimes referred to as subjects). If you consistently achieve satisfactory or better results in assignments, exams and other study assessment tasks you will generally be able to pass your units and progress well through your course.

It is common for students, including Australians, to experience learning difficulties when they first start university studies. It is especially important for international students to approach the college or learning support staff for assistance as early as possible.

An important visa condition is that you maintain satisfactory course progress, or risk having your visa cancelled.

The University's Student Assessment and Progress policy outlines how the University determines whether a coursework student is making satisfactory progress and any subsequent resolutions. There is a separate process for higher degree by research students.

Staff at the University can help you succeed, and do offer a range of support services if you experience difficulties for any reason. For more information visit www.vu.edu.au/student-life/enrolment/student-attendance-progress

PLAGIARISM

Plagiarism is using other people's words or ideas and presenting them as your own. Plagiarising someone else's work – whether from books, articles, the internet or another student's essay – it is considered cheating and is an offence at Victoria University.

If you are writing an assignment, you can avoid plagiarism in a number of ways:

- write the content in your own words – don't piece it together from other sources
- put away any research materials, books or articles
- acknowledge the source of any material or ideas you do use
- ask your teachers how to reference other people's work in your assignments
- if you copy something directly, or quote an author, use "inverted commas" to show which words are not your own.

if allegations of plagiarism or academic dishonesty are made against you, contact a student adviser and find out what assessment and progress support services are available from www.vu.edu.au/student-life/getting-help/assessment-progress-help

Phone: +61 3 9919 5400

Email: studentadvisors@vu.edu.au

STUDY ASSISTANCE

Our language and learning staff offer a range of face-to-face study support, both during and outside class times. You can ask questions about your assignments as part of specific group study programs, or schedule a personal appointment with one of our staff.

Our language and learning staff include:

- **Student Mentors:** Depending on the unit you study, student mentors are there to handle any assignment-related concerns. They are approachable and can help groups or individuals, depending on the scheduled study program and its availability on that campus. Student Writing Mentors: The Writing Spaces, located at Footscray Park and St Albans Campuses, have trained Student Writing Mentors who can help you with your written assignments, from planning to final draft.
- **One-on-one consultants:** You can improve your study skills by scheduling a 30-minute or 60-minute meeting with a language and learning lecturer (for undergraduate first-year students only).
- **Student Rovers:** For help using library facilities including computers, or general advice about study resources, we have Student Rovers at some campuses.

Our study programs include:

- **Peer assisted Study Sessions (PASS):** Scheduled on a weekly basis, our Student Mentors answer common questions for specific units (subjects). Use this opportunity to meet other students having similar problems (for undergraduate first-year students only, no appointment necessary).
- **Peer Assisted Tutorials (PATs):** PATs are available during specific lecture or tutorials for general learning support and to answer your questions (for undergraduate first-year students only).
- **Trident –** a combination of PASS, PATs and Study Space: Drop in during specific times and ask a Student Mentor any study related questions (for all students, no appointment necessary).

To find out more about the range of language and learning support programs on your campus contact the language and learning team.

Email: studentlearning@vu.edu.au

Phone: +61 3 9919 4744

Website: www.vu.edu.au/campuses-services/student-support/language-learning/





COMMUNITY ACTIVITIES

REPRESENT VU IN SPORT

VU students are eligible to represent the University in regional, national and international sporting competitions, including the Australian University Games. You can also volunteer your services in a variety of other ways including:

- sports administration
- managing
- coaching
- refereeing.

For details about competitions and associated costs visit www.vu.edu.au/campuses-services/sport-fitness/represent-vu-in-sport

CLUBS AND SOCIETIES

Joining a University club or society can be a great way to meet new people and make friends. You can get together with other people studying your subject, or who live near your campus, or who just have similar interests. Many clubs and societies run exciting events, from karaoke competitions to formal dances.

For a full list of VU clubs and societies, relevant contact details, membership and fee enquiries visit: www.vu.edu.au/clubs

INTERNATIONAL STUDENT ASSOCIATION

The International Students Association is a vibrant social network of Victoria University's international student community.



ANNA MUNRO, *Outbound Coordinator, Victoria Abroad, Victoria University International*

"The best part of my role is connecting VU's domestic students with our international students through the Aussie Mates buddy program. I love making our overseas visitors feel at home in a foreign place!"

As well as providing guidance and advice, they also host a diverse range of events for students from different cultures.

Join the ISA facebook page www.facebook.com/isa.vu.7 or follow them on Twitter [@VU_ISA](https://twitter.com/VU_ISA)

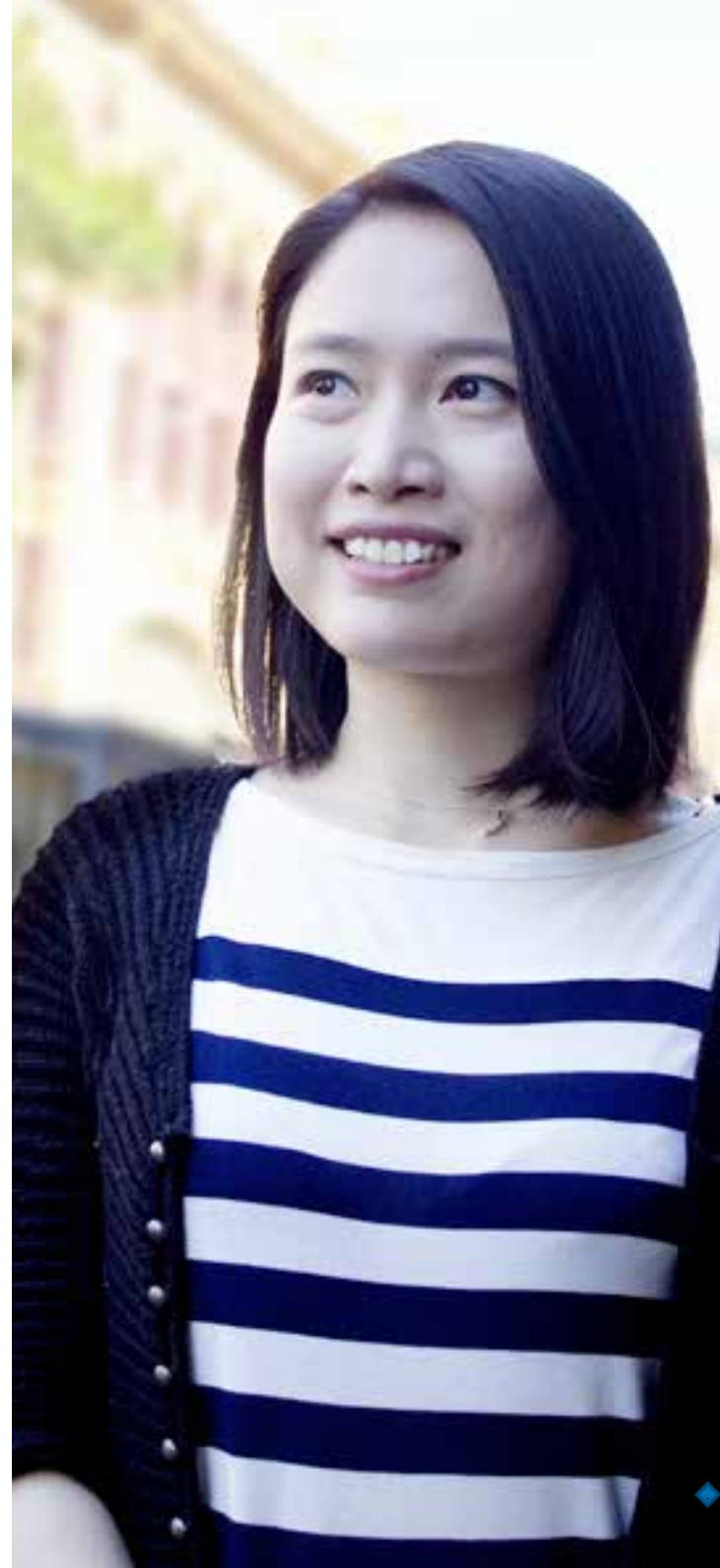
LEADERSHIP AND VOLUNTEERING

Our leadership and volunteering programs will challenge you and develop your confidence. You can become a team player and a better in your profession. As part of the programs, you might like to:

- become involved in the community, connect with others at University or make new friends
- join the VU Volliers program
- gain work experience
- go on an adventure
- just have fun.

Find a leadership or volunteering program at www.vu.edu.au/student-life/study-opportunities-awards/leadership-professional-development

For more information about student leadership or volunteer opportunities available at VU email lead@vu.edu.au or join our Facebook group 'take the lead at vu'.



CATHERINE LOU

Winning researcher

Meet Catherine Xiaocui Lou, the State of Victoria's international postgraduate student of the year.

"Being named top postgraduate international student for 2013 by the Victorian Government inspires me to achieve more in my research, continue supporting other international students, and bridge co-operation between Victoria and China.

VU has provided a great education and research environment to support my study and life here. The research culture at the Centre for Strategic Economic Studies and support from across the University has helped my success.

My research is globally significant because it looks at the interface between supply chain management and corporate governance while focusing on risk management.

I've been involved in student affairs since high school. I'm proud of my Chinese background and enjoy supporting my peers so they have a better learning experience and find more success. International students not only make economic contributions but also introduce precious cultures and resources."

Courses studied: Doctor of Philosophy

Citizenship: China





DEPARTURE CHECKLIST

PRE-DEPARTURE CHECKLIST

- ❑ Prepare yourself emotionally to leave home.
- ❑ Talk to someone about how you are feeling. It's OK to feel sad, tired, excited, frustrated, unhappy and confused – you may even be experiencing these feelings all at once.
- ❑ Take some items with you that will help you feel close to your family and friends, such as photos or something with special meaning.
- ❑ Learn to cook simple dishes, including some of your favourites.
- ❑ Bring some favourite recipes from home.
- ❑ Learn how to clean and maintain your own clothes.
- ❑ Manage your money by setting a realistic day-to-day budget.
- ❑ Become familiar with the overall cost of living in Australia.
- ❑ Create a financial plan to cover your living costs or tuition fees.
- ❑ Register for Orientation.
- ❑ Register as a new student so the International Student Support team can keep you informed about Orientation and other events visit www.vu.edu.au/international-students/life-at-vu/before-you-arrive/international-student-orientation-registration
- ❑ Pack your luggage.
- ❑ Prepare for Australia and university life.
- ❑ Search the internet for information about the Australian lifestyle and culture.

- ❑ Familiarise yourself with Australian news and events by reading online newspapers and magazines.
- ❑ Become familiar with academic writing styles in Australia by reading English language academic articles, journals and textbooks.
- ❑ Improve your English skills by practising writing and speaking in English.



APPLY FOR A STUDENT VISA

As an international student studying in Australia you must hold a student visa to remain in Australia for the duration of your course. To apply for a visa you will need to supply:

- an electronic Confirmation of Enrolment (eCoE) issued by VU
- a signed copy of your Victoria University International Student Written Agreement
- other documents on the Department of Immigration and Border Protection (DIBP) visa checklist – visit www.immi.gov.au/students/checklists

Visa processing times do vary depending on your course and country of origin. To get an estimate on the processing times contact DIBP or visit www.immi.gov.au/about/charters/client-services-charter/visas/2.0.htm

STUDENT VISA CONDITIONS

Once you receive your visa it's subject to a number of conditions. These conditions appear on your eVisa or the visa label in your passport as a four-digit numeric code with a brief description. It is your responsibility to make sure that you are aware of these conditions and understand them.

If your visa is cancelled as a result of you failing to meet any of these conditions, you may not be allowed to return to Australia for three years.

As part of the conditions of your student visa conditions, you must maintain:

- full-time enrolment for the duration of your course as listed on your eCoE
- not exceed the working conditions and restrictions
- Overseas Student Health Cover
- satisfactory academic progress and attendance.

For up-to-date information about student visa requirements visit www.immi.gov.au/students/visa-conditions-students.htm

BOOKING FLIGHTS

Airplane tickets to Melbourne are in high demand at the start of each study period. You should book your flights to Australia soon after you receive your eCoE.

Plan to arrive at least one to three weeks before the Orientation program starts. This will give you time to:

- attend Orientation and enrol on time
- recover from jetlag
- adjust to your new environment
- find permanent accommodation.

Note: If you arrive in Australia late, the University may not allow you to enrol and start your course.

BOOKING AIRPORT RECEPTION

If you are arriving at Melbourne Airport for the first time, our Airport Reception Service can take you to your accommodation. This is a free service for all new international students.

At least 10 days before you book your flight, complete the Airport Reception request form www.vu.edu.au/student-life/new-to-vu/coming-from-overseas/airport-reception-for-international-students





ENROLMENT

REDUCED STUDY LOAD

It is a condition of your student visa that you complete your course within the expected duration and maintain a full-time study load. The University will only allow you to change your study load:

- in compassionate or compelling circumstances
- as part of a University intervention strategy, if you are considered at risk of failing to meet satisfactory course progress requirements
- when you have been granted an approved intermission (also known as a leave of absence)
- where a required subject or unit is not available in a particular semester or study period.

In these circumstances, the University will either extend your COE or send you a new one.

If you have been given a new eCoE you need to renew your visa before your current one expires. Submit your visa renewal request, together with your eCoE, to the Department of Immigration and Border Protection either in person or visit www.immi.gov.au/students

SUSPEND OR CANCEL YOUR ENROLMENT

The University is permitted (and sometimes obliged) to suspend or cancel your enrolment as a result of unsatisfactory academic progress which includes:

- not attending enough classes (ELICOS students only)
- disciplinary action arising from misbehaviour
- not paying your course fees.

If you have been given advice and support, your college may still decide to suspend or cancel your enrolment in accordance with the University's Student Progress Policy and Procedures.

If Victoria University suspends or cancels your enrolment, you will be notified in writing and given an opportunity to appeal the decision.

The University is obliged to inform Government agencies, such as the Department of Immigration and Border Protection (DIBP), of any change to your enrolment. If your enrolment is suspended or cancelled, it is important that you contact the DIBP by calling 131 881.



JITRA KNOX, *International Students Officer*

"I enjoy attending our graduation ceremonies and seeing our students reach their goals. It gives me a great sense of well-being to know that I have in some way contributed to their success."



FACILITIES

LIBRARY SERVICES

VU's library services provide students with access to:

- an extensive range of print and electronic resources, including:
 - books
 - journals
 - periodicals
 - audiovisual
 - multimedia
 - databases
 - eJournals
 - eReserve
 - eBooks and
 - past exam papers.
- CAVAL, Australia's inter-university reciprocal borrowing program
- assistive software to improve your reading, writing and research skills
- photocopying, computing, and printing facilities and DVD players for use within the library
- an information-skills training program
- equipment for loan from most campuses, including LCD projectors and digital cameras.

You can access these services at any of VU's seven campus libraries. For details visit <http://library.vu.edu.au>

Our online library allows you to:

- view your library records
- renew loans
- place holds
- access electronic resources.

Login to My Library using your student ID and personal four-digit pin number. <https://library.vu.edu.au/patroninfo>

LIBRARIES

Besides the vast collections of books, reference materials and Internet access, our libraries are hubs of activity and equipment.



A\$ FEES AND LIVING COSTS

They have quiet study areas, places for discussion, and are equipped with everything you will need in your student life. At most campuses you will find photocopying, computing, printing facilities, LCD projectors, digital cameras and DVD players available for your use or to borrow.

Go to library.vu.edu.au for more details.

FITNESS CENTRES AND FACILITIES

Campus life is about more than study. Our fitness facilities will give you plenty of opportunities to keep fit and healthy. They include:

- modern, fully equipped fitness centers at the Footscray Park, St Albans and Werribee Campuses that offer group and individual fitness programs
- a 25-metre indoor heated swimming pool at the Footscray Park Campus
- a first-class athletics track and rugby field at the Werribee Campus
- multi-purpose sports halls at the Footscray Park, Footscray Nicholson and Melton Campuses
- tennis courts at the Footscray Park and Werribee Campuses
- a wide range of sporting and recreational equipment available for hire.

For details and costs visit www.vu.edu.au/campuses-services/sport-fitness/fitness-centres

PRAYER ROOMS

VU embraces and celebrates the religious and spiritual diversity of our community. We recognise that some faiths require such religious observance as prayer or other ceremonial activities during and between classes. To support this, VU provides Muslim prayer rooms for staff and students across seven campuses.

Find a prayer room at www.vu.edu.au/campuses-services/our-facilities/prayer-rooms

CHAPLAINCY AND PLACES OF WORSHIP

We invite you to take part in VU's Chaplaincy services. At Chaplaincy we are pleased to meet people from every faith, or no faith.

The VU chaplain can put you in contact with people of your own faith and help you find:

- churches
- mosques
- Buddhist and Sikh temples
- synagogues.

Contact the Chaplaincy on +61 3 9919 2292 or visit www.vu.edu.au/campuses-services/our-facilities/chaplaincy

CHILDCARE

VU offers childcare services for the children of students and staff. We have three Children's Centres, offering full-time and daily care for children from three months to six years old. We also offer a four-year-old kindergarten program.

Demand for places is high, so you do need to apply early to get your child. To find a VU children centre near you visit www.vu.edu.au/campuses-services/our-facilities/childrens-centres



EVERYDAY LIVING COSTS

As outlined by the Australian Government, under the migration regulations, student visa applicants and their family members must have access to the following funds to meet the living costs' requirements:

- A\$18,610 a year for the main student
- A\$6,515 a year for the student's partner
- A\$3,720 a year for the student's first child
- A\$2,790 a year for every other child and where required.

Living costs are difficult to calculate precisely, as individual usage can vary greatly.

In addition to the approximate living costs in the table below, remember to allow approximately A\$625 for books and stationery annually. You also need to budget for any special expenses involved in your course – for example, if you have to buy special equipment or clothing.

These figures quoted are approximate (based on the estimated cost of living at Victoria University's Student Village).

PER WEEK A\$

| | |
|-------------------------------------|---------------|
| Accommodation (Rented Room) | \$120 - \$210 |
| Food and drinks | \$50 - \$100 |
| Public transport – Zone 1 | \$30 |
| Utilities (gas, electricity, water) | \$50 - \$100 |
| Personal care | \$20 |
| Mobile phone | \$7.50 |
| Internet | \$10 |

To ensure you can focus on your studies rather than worry too much about your expenses. Victoria University recommends that you budget for higher living expenses than those listed by the Australian Government.

www.immi.gov.au/students/student-visa-living-costs.htm

FINANCIAL ASSISTANCE AND BUDGETS

Student Welfare staff at Victoria University can provide you with information and advice on saving money and inform you of your financial and debt rights. You can make an appointment with a student welfare officer by calling +613 9919 5400.

Completing a budget will help you manage your money. For a useful budget planner visit www.moneysmart.gov.au/tools-and-resources/calculators-and-tools/budget-planner

TUITION FEES

The tuition fees you must pay are set out in the International Student Written Agreement you received from VU. Please note that the fees were correct at the date your International Student Written Agreement was issued and may be subject to change.

VU reserves the right to annually adjust course tuition fees for new and commencing students. Changes to tuition fees will be applied at the beginning of each calendar year.

Your tuition fees may also change if you take longer than anticipated to complete your course, or if you enrol in greater than a full-time study load.

PAYING YOUR COURSE FEES

Where the duration of your course or English language program is 24 consecutive weeks or less, you will need to pay 100% of your course tuition fees when you accept your offer. If you are enrolling in a course or an English language program where the duration is greater than 24 consecutive weeks, you will only need to pay 50% of the total tuition fees when you accept your offer, and the balance when you enrol.

Your International Student Written Agreement will provide an estimated total of the fees that you will pay for the duration of your studies. These calculations are estimates based on the fee applicable for enrolling in one semester of full-time study.

For a list of each course fees visit: www.vu.edu.au/international/courses

ANTONY CRANSTON

Earning while learning

Antony Cranston earned where he learned while studying in Melbourne.

"I got a job as soon as I came here so I was able to manage my living expenses quite easily. I found the cost of living in Melbourne was cheaper outside of the city.

Tuition fees are lower at Victoria University compared to other universities in Australia. The quality teaching all adds up to good value for money.

The great thing about VU is they can provide casual jobs to students. I worked in accounts receivable with the University's International Student Support team. This was a chance for me to gain knowledge and experience to put on my resume.

I was always confident that a professionally accredited qualification in enterprise resource planning focusing on SAP, would help me find a good job.

Now I work as a SAP consultant in Chennai, India."

Courses studied: Master of Business (Information Systems and Enterprise Resource Planning Systems)

Citizenship: India



INTERNATIONAL STUDENT COSTS

Prior to each semester, you will receive an email with instructions for accessing your statement of account on the MYVU portal. Details about the amount of fees owing and the due dates are available on the MYVU portal after you have enrolled. For information about accepting your offer and paying your fees visit www.vu.edu.au/courses/how-to-apply/international-applications/accept-your-offer-to-study

For financial advice and free legal advice contact welfare services or visit www.vu.edu.au/campuses-services/student-support/wellbeing-advice/welfare-services

BANKING

A passport is usually all you need to open up a bank account with most major Australian banks. You can easily open an account online before you leave or within the first six weeks you arrive in Melbourne.

If you open a bank account after six weeks of arriving you will need to supply 100 points of identification including:

- passport
- electronic Confirmation of Enrolment (eCoE)
- student ID
- one other form of identification.

Most of these six major banks in Melbourne offer low-cost accounts for international students.

- ANZ - www.anzbank.com.au
- Bendigo – www.bendigobank.com.au
- Commonwealth – www.commbank.com.au
- National Australia – www.nab.com.au
- St George – www.stgeorge.com.au
- Westpac – www.westpac.com.au

TAX

You will be considered an Australian 'resident for tax purposes' once you have been living and studying in Australia for more than six months. All interest earned on the savings in your bank account or the money you earn working in Australia is then taxable by the Australian Taxation Office. You can reduce the amount of tax you will have to pay.

After you start your course:

- apply for a Tax File Number (TFN)
- give your TFN to your bank.

Having a TFN will automatically qualify you for some financial benefits. You can:

- avoid paying 45% tax on all earnings for not supplying a TFN or an overseas address
- earn bank interest and only pay 10% income taxes (automatically debited)
- apply for an income tax return at the end of the financial year (1 July – 30 June).

Apply for a TFN online free of charge at www.ato.gov.au



OVERSEAS STUDENT HEALTH COVER (OSHC)

Overseas Student Health Cover (OSHC) will cover the basic costs of many of your expenses if you have an accident or get sick. The Australian Government requires that you – and your family if they are with you – are covered by OSHC for the total duration of your student visa.

1. PAY FOR OSHC

When you accept your offer, you will be asked to pay the full cost of OSHC, as set out in your International Student Written Agreement, at the same time as your tuition fees to VU. When you pay your fees, VU staff will give you a permanent student ID number that will form part of your Policy Number. VU's preferred provider of OSHC is Allianz.

2. FIND YOUR POLICY NUMBER

Your OSHC Allianz Policy Number is your VU student ID (without the 's') followed by 'VU', for example 3000000VU. You will need your Policy Number to order your membership card.

3. ORDER YOUR OSHC MEMBERSHIP CARD

Once you have your Policy Number, and know your permanent address in Melbourne, you can order your membership card via the OSHC Allianz website.

If you require cover before you receive your Membership Card you can print a 'Temporary Certificate' from the OSHC Allianz website. This certificate will show your membership details and you can present it when enquiring about your health cover or visiting a doctor.

4. VISITING A DOCTOR

It is important for you to carry your OSHC Allianz Membership Card or Temporary Certificate with you and present it at every medical consultation. If you need to see a doctor urgently, and your Membership Card or Temporary Certificate have not been processed, you can still see a doctor. However it may be necessary initially to pay the full cost of the visit and claim a full or partial refund at a later date.

5. CONTACT AN OSHC REPRESENTATIVE

It's important to make sure that you do not let your health cover lapse. OSHC Allianz representatives are on campus at VU every week to help you with:

- membership renewals
- medical expense claims
- answer questions about your health cover.

For assistance contact Allianz Global Assistance toll-free on 136 742 or visit www.oshcallianzassistance.com.au

OSHC Allianz offers a 24-hour emergency helpline including:

- medical assistance
- interpreting services
- legal advice.

For emergencies telephone 1800 814 781 (free call in Australia). To speak to an independent health advisor at VU visit www.vu.edu.au/campuses-services/student-support-services/wellbeing-advice/health-advice



HEALTH AND SAFETY

SAFETY IN MELBOURNE

Melbourne is a safe place to live. Like many large cities around the world, there are some risks – especially at night. Here are some tips for staying safe:

ON THE STREETS:

- avoid parks, lanes or poorly lit areas at night
- travel with a friend whenever possible
- check directions before you travel
- take care when crossing roads; look to the right and also to the left before you step off the kerb; use pedestrian crossings or traffic lights whenever possible
- avoid getting in a car with people you don't know
- don't knowingly allow an intoxicated person to drive a car
- feel free to approach police officers on the street or walk into a police station at any time.

ON PUBLIC TRANSPORT:

- when travelling on a train, sit in its first carriage to be near the driver and press the emergency button only if necessary
- when walking or cycling at night wear brightly coloured clothing so that drivers can see you
- never cross railway crossings when lights are flashing or barriers are in place
- remember to carry change for Myki ticket machines.

AT A PUBLIC PLACE:

- stay alert when using ATMs
- do not give out your phone number or personal details freely
- always buy your own drinks
- never carry more than A\$50 with you
- in an emergency dial 000 as a free call from any telephone, 24 hours a day, for fire, police and ambulance.

SAFETY ON CAMPUS

SECURITY OPERATIONS CENTRE

The primary functions of VU's Security Operations Centre is to:

- protect all people
- protect property
- prevent and detect crime
- operate a 24-hour control room monitoring CCTV, building access controls and alarm systems
- maintain visible patrols of all campuses and car parks.

For reports or enquiries about safety on campus visit a campus security officer or call +61 3 9919 4999.

SHUTTLE BUSES

If you are leaving the campus after 5pm, consider using one of VU's free shuttle bus services. Operating five days per week during semester, the buses offer safe and reliable transportation from:

- Footscray Park Campus to:
 - Footscray Railway Station
 - Maribyrnong Student Village
- St Albans Campus to St Albans Railway Station.

For bus timetables visit: www.vu.edu.au/safety

MEDICINES

It's important for an Australian doctor to be aware of your medical history so that he or she can treat your condition. If you need to bring medication with you, you should include:

- medical records
- medical prescriptions
- a letter from your doctor explaining why you need the medication.

If you need to travel to Australia with medication, confirm with the Australian embassy or consulate in your country that the medications and the amounts you need to carry are permitted in Australia.

FIRE SAFETY

International students are increasingly appearing in statistics related to fire incidents and deaths in Australia. Sadly, most of these fires are preventable. You can take some simple steps to reduce the risk of fire in your accommodation by following these fire-safety tips.

VU would like to thank the Community Resilience Department of the Metropolitan Fire Brigade for providing the following information on fire safety.

SMOKE ALARMS

When you are sleeping you cannot smell smoke. Smoke alarms save lives. They wake you and alert you to the danger from smoke and fire. You **MUST** have a smoke alarm where you live. That is the law. All homes must have a smoke alarm on each level.

Landlords are legally responsible for installing alarms in rental properties; tenants are responsible for testing and maintaining them. If you live on campus there will be a smoke alarm in your room. If you live off campus in a house or flat there must be a smoke alarm outside your bedroom.

- Look after your smoke alarm; it can save your life.
- Test your smoke alarm regularly by pressing the test button.
- Vacuum around your smoke alarm vents yearly.
- Replace your nine volt battery each year.
- DO NOT remove the battery
- DO NOT take the smoke alarm down
- DO NOT cover your smoke alarm
- If there is no smoke alarm or it doesn't work, report it to your landlord.

ELECTRICITY

The safe use of electricity helps prevent house fires.

The improper use of power boards and double adaptors can lead to fires. A double adaptor or a power board plugged into another double adaptor or power board creates a danger of overloading the system. For safety, use a single extension cord rather than joining shorter cords. Leaving an extension cord coiled while in use or placing a cord under floor coverings can cause overheating.

Be careful to keep electrical appliances away from water.

A hair dryer takes time to cool down. For safety, allow this to happen on a non-combustible surface before storing it.

Computers, monitors and TVs can overheat and cause fires even when not in use. They should be turned off after each session. Good air circulation is necessary around TVs and videos. TVs should be turned off at the set, as well as with the remote control.



Light globes can become dangerously hot.

It is dangerous to cover a lamp with any type of fabric. Dim a lamp by using a lower wattage globe.

HEATERS

It's nice to keep yourself warm during cooler weather, but remember that heaters are a major cause of house fires.

- Read and follow your heater's operating instructions.
- Keep all clothes and curtains at least one metre from the heater.
- Turn off all heaters before you leave your room or go to bed.
- Before you go to bed at night or leave your home, ensure that all heaters are turned off at their power source and that all fires are extinguished.

CANDLES, OIL BURNERS AND CIGARETTES

Candles, oil burners and cigarettes can all be dangerous fire hazards.

- Don't smoke in bed.
- Wet cigarette butts before putting them in the rubbish.
- Make sure your candles are on properly designed candle holders.
- Don't leave your room when a candle or oil burner is alight.
- Don't go to sleep when a candle or oil burner is alight.
- Don't put candles or oil burners near windows as curtains can catch fire easily.

COOKING

Most house fires start in the kitchen.

- Prepare food only in the kitchen.
- Always stay in the kitchen while food is cooking.
- Hot oils and fats catch fire easily.
 - DO NOT use water to put out an oil fire.
 - Use a dry powder extinguisher, fire blanket or saucepan lid to extinguish them if it's safe to do so.
- Turn off all cooking appliances before you leave the room or go to bed.

PLAN YOUR ESCAPE

In a fire:

- get down on the floor and crawl to the door
- get out of your room
- close the door – this prevents smoke and fire from spreading
- alert others
- when outside stay out
- call 000.



TONGZHOU ZHUO

Future Focused

International student Tongzhou Zhuo is seizing the pathway and workplace opportunities at VU.

"As an international student, I considered a few factors before choosing a university, including location, campus life and career development. VU was an easy choice – it has campuses in the city and around Melbourne, is dedicated to student development, and provides work placement opportunities.

In 2012 I was Vice President of the International Student Association (ISA). I was responsible for marketing, the activity and education departments, conferences, organising the ten-year anniversary celebration of ISA, and the University's multicultural festival.

The best thing about my course is that I'm gaining real skills due to my one-year Co-operative Education position at the Grand Hyatt. I also enjoyed my study pathway from the diploma into the degree. It helped build my confidence and lay my study foundations.

My short-term goal is to become a supervisor in a large hotel group and begin my masters in business."

Courses studied: Bachelor of Business (International Hospitality Management), Diploma of Business (Enterprise)

Citizenship: China



LEAVING THE UNIVERSITY

COMPLETING YOUR STUDIES

A Letter of Completion is automatically sent to all students who have applied to graduate (subject to College approval).

To request an urgent official Letter of Completion before the graduation ceremony you must:

1. apply to graduate through the MYVU Portal. If you cannot apply online, you can complete an Application for an Award form at a Student Service Centre
2. note the reason you urgently need a Letter of Completion on the application
3. send your Application for an Award form to the Assessment and Graduations department.

You will receive your official Letter of Completion once your college has confirmed your eligibility.

If you have previously graduated, and require an additional or a replacement Letter of Completion, a fee of A\$15.00 applies.

Please allow at least two to three weeks to receive your Letter of Completion.

GRADUATION

Attending graduation is one of the most exciting parts of obtaining your qualification. Graduation is a formal event, and a public acknowledgement of your achievement.

After you apply to graduate you'll receive a:

- Letter of Completion – An official statement from the University with your name, current date and course you completed.
- Academic Transcript – A true account of your results achieved at Victoria University.
- Testamur – An official award certificate that includes the VU Seal, your name, course name and the graduation date.
- Australian Higher Education Graduation Statement – An internationally recognised statement about the University, your award details including admission information and any academic achievements.





ORIENTATION AND ENROLMENT DATES

ABOUT ENROLMENT

You need to attend a scheduled enrolment session. Your attendance at enrolment is your first opportunity to:

- formerly enrol in your course
- choose your units
- access the MYVUPortal (includes enrolment, results and examination details).

If you don't enrol at the scheduled session without approval the University can:

- impose a late enrolment fine
- prevent you from starting your chosen course
- cancel your eCoE
- cancel your visa.

Find out more about enrolment
www.vu.edu.au/student-life/enrolment

If you can't attend enrolment, complete the late arrival form at www.vu.edu.au/student-life/new-to-vu/coming-from-overseas/before-leaving-home/special-consideration-for-late-arrival

ABOUT ORIENTATION

Make a successful transition into life at VU great by attending Orientation. You will meet lots of new people and the events will help you prepare for a positive student experience.

You'll find out important information about:

- health and safety
- arriving in Melbourne
- accommodation and rental advice
- your student visa rights and responsibilities
- academic and support services for international students.

As a new international student you are required to attend an international Orientation session. Plan to arrive in Melbourne at least one week before Orientation.

ORIENTATION AND ENROLMENT DATES

As part of adjusting to life in Australia, arriving before Orientation you will give you time to:

- enrol in your course
- find permanent accommodation
- meet your lecturers, other students and the International Student Advisers
- get essential information that will help you successfully live and study in Australia.

Orientation dates can vary depending on which of these courses you are studying:

❑ Undergraduate and postgraduate course Orientation and enrolment dates

If you are studying a bachelor degree (undergraduate); or a graduate, master or doctoral degree (postgraduate) you will need to attend the international Orientation one week before your classes start, check your International Student Written Agreement for your course start dates.

❑ TAFE Orientation and enrolment dates

If you are studying a certificate, diploma or advance diploma; your orientation may be held after your course commences. These courses have different start dates, check your International Student Written Agreement for your course start dates.

❑ English course Orientation and enrolment dates

If you are an English Language student, your Orientation will be held on the day after your enrolment. Contact VU English (VUE) for information about Orientation and course dates or visit

www.vu.edu.au/study-with-us/international-students/english-language-studies or email <mailto:vue@vu.edu.au>

For final international Orientation dates and enrolment information visit www.vu.edu.au/student-life/new-to-vu

REGISTER FOR ORIENTATION

Stay informed about Victoria University's international student Orientation program by submitting an Orientation registration form online at www.vu.edu.au/student-life/new-to-vu/orientation

STUDENT ID CARD

After you enrol you will receive your Student ID Card, which is also your library card.

ACADEMIC CALENDAR

Victoria University's Academic Calendar contains the year's important dates including:

- course start dates and teaching periods
- public holidays
- census dates (last date to withdraw from your course without academic penalty)
- exams and supplementary exams
- mid-year breaks.

You can download the calendar in PDF format at www.vu.edu.au/student-life/calendars-timetables

CENSUS DATE

You can amend your enrolment without academic penalty until the census date for each semester:

- Semester 1 enrolments: 31 March
- Semester 2 enrolments: 31 August

Enrolment amendments made after the census date (higher education only) are subject to a late amendment fee. Check your enrolment for errors on the MYVU Portal before the census date.

If you need to make a late amendment, the unit of study's lecturer and course coordinator must complete, sign and approve a Late (Post-Census) Amendment to Unit of Study Enrolment – A14 form. Submit the completed form to a Student Service Centre www.vu.edu.au/campuses-services/our-facilities/student-hubs-service-centres





PACKING CHECKLIST

If you have completed or nearly completed your course you must formally apply for an Award (certificate), even if you do not attend the ceremony.

For details about graduations visit www.vu.edu.au/student-life/graduation-beyond

LEAVE OF ABSENCE

If you need to be absent from your course after you have commenced studies, under government regulations the University can approve an intermission (also known as a Leave of Absence) in compassionate or compelling circumstances. This may be due to events such as:

- serious illness or injury
- death of a close family member such as parents or grandparents, husband/wife or child
- major political upheaval or natural disaster in your home country, specifically if it requires emergency travel
- a traumatic experiences such as being involved in an accident or being the victim of a serious crime
- unavailability of pre-requisite units
- an academic progress decision resulting in an intervention strategy.

You will need to provide supporting evidence of your circumstances, such as an original or certified copy of a medical certificate (in English) from a medical practitioner or a registered counsellor.

You will need to continue attending classes until you receive official notice in writing from the University that your intermission is approved.

Before requesting an intermission you should speak to an International Student Adviser to find out if you're eligible by emailing iss@vu.edu.au

For intermission application and visa information visit www.vu.edu.au/student-life/enrolment/change-your-enrolment/leave-of-absence

CHANGING INSTITUTIONS

If you want to transfer from Victoria University to another place of study, and you have studied at Victoria University for at least six months of your principal course, you can withdraw from your course.

If you have not completed six months of your principal course at Victoria University, you need to:

1. obtain a 'letter of offer' from where you intend to study
2. complete an International Student Release Letter Application form
3. complete a Course Discontinuation form (higher education) - A40 or a Course or Unit of Study withdrawal application (TAFE) - A07
4. provide detailed reasons for transferring from VU on the application form(s)
5. Submit your completed form and supporting documents to Victoria University International.

The University assesses all release requests according to our international student transfer policy. We do aim to approve all requests whenever possible, but may refuse a request in line with our policy if we believe it is not in your best interests.

To find out more about withdrawing from your course and to download the International Student Release Letter Application form visit

www.vu.edu.au/student-life/enrolment/change-your-enrolment/transferring-between-providers

CHANGE OR DEFER YOUR COURSE

If you need to defer the start date of your course, or change your course before you formally enrol, you need to complete a Defer Your Studies/Change of Course Preference form - A220.

If your application to defer or change your course is successful you will:

1. receive a new International Student Written Agreement
2. accept your new offer outlined on the International Student Written Agreement
3. pay any fees owing.
4. You will then receive a new electronic Confirmation of Enrolment (eCoE) from VUI with revised course enrolment information.

To find out more and to download the Defer Your Studies/Change of Course Preference form - A220 visit www.vu.edu.au/student-life/enrolment/change-your-enrolment/course-withdrawal

IMPORTANT DOCUMENTS TO BRING WITH YOU

- A valid passport
- Your student visa and entry permit
- If you have an e-visa, you will need to bring a hard copy with confirmation of your visa expiry date
- Your International Student Written Agreement
- A copy of your electronic Confirmation of Enrolment (eCoE)
- Receipt of your tuition payment
- Certified copies of:
 - academic qualifications
 - English proficiency.
- If applying for course credit/advanced standing, details of your academic history including:
 - outlines for past courses undertaken
 - assessment method
 - contact hours
 - subject duration
 - textbooks used.
- Evidence of sufficient funds to support yourself during your study. This could be a:
 - scholarship offer
 - bank statement.
- Other official documentation such as a:
 - driver's licence (with English translation if required)
 - national ID card
 - certified copy of your birth certificate (with English translation if required)
 - certified copies of your children's birth certificates if they are travelling with you (with English translation if required)
 - marriage certificate (if applicable and with an English translation if required).
- Written references in English from a:
 - previous employer if you plan on looking for part-time work. You should also bring a copy of your resumé
 - previous landlord, if you or your family had one, and if you are considering renting
 - eye doctor, for optical prescriptions (if required)
 - doctor, for medical prescriptions (if required).
- Contact telephone numbers for:
 - Victoria University International
 - Harlan Coach Tours if you have applied for Airport Reception
 - your embassy or consulate in Australia.



SETTLE IN MELBOURNE

CLOTHES AND CLIMATE

Before you pack, consider Melbourne's changing weather. It's climate has four distinct seasons:

- summer (December, January, February): 14–25 degrees Celsius with high temperatures of 35–40 degrees
- autumn (March, April and May): 11–20 degrees Celsius
- winter (June, July, August): 6–14 degrees Celsius, but can be near zero at night
- spring (September, October, November): 10–20 degrees Celsius and this is usually the wettest season.

The weather is very changeable and sometimes you can experience four seasons in one day! So layered clothing works well with t-shirts, jeans and skirts for summer, and a warm jumper (sweater), warm pants, scarves and gloves and a waterproof jacket for winter. You may need a formal set of clothes for job interviews or special occasions.



EXCESS BAGGAGE

You will need to balance what to pack with the amount of baggage you can manage and the weight limits imposed by your airline. To avoid paying extra excess baggage fees:

- check your maximum baggage weight limit with your airline carrier before you finalise packing
- consider freighting your baggage separately to your permanent address in Melbourne.

For more information on what you can and can not bring into Australia visit: www.customs.gov.au/webdata/resources/files/GuideforTravellersJune2012-WEB_000.pdf



SHOPPING AND FOOD

Melbourne's long history of welcoming and embracing cultures from all over the world has led to its reputation as the culinary and cultural capital of Australia. The city and surrounding suburbs are filled with a vast array of award-winning restaurants, cafés, bars, casual eateries and food stores representing almost every cuisine in the world. You can have a lot of fun exploring new tastes here, and you'll have no trouble finding everyday favourites as well.

One of the best places to experience Melbourne's diversity is by absorbing the sights, smells and sounds of the historic Queen Victoria Market, or by checking out the many other markets in Melbourne's inner suburbs. Another multicultural feature of Melbourne is its precincts, each with its own unique culture and character including:

- Hopkins Street in Footscray, where you will find Vietnamese and halal restaurants and food stores
- Chinatown and the Greek precinct in the city
- Lygon Street in Carlton, the historic heartland of Melbourne's Italian community and the place where the city's famous café culture was born
- Carlisle Street in East St Kilda, a traditional centre for Eastern European and kosher foods
- Victoria Street in Abbotsford, with its selection of Vietnamese grocers and restaurants
- Sydney Road in Brunswick, where you'll find many halal stores and Middle Eastern restaurants
- Johnston Street in Fitzroy, featuring many Spanish restaurants
- Brunswick Street in Fitzroy, home to Melbourne's bohemian culture with a fascinating collection of designer and retro clothes shops, bookstores, galleries and cafés, and a vibrant nightlife.

Ask other students about the best food and shopping centres near your campus and home.

For shopping centre locations and markets in Melbourne:

- www.onlymelbourne.com.au
- www.whitehat.com.au/Melbourne/Markets/MarketsM.asp



PERMISSION TO WORK IN AUSTRALIA

Since 26 March 2012 international students living and working in Australia have been able to work for 40 hours over a two-week period while their course is in session, excluding any work as a registered component of their course of study or training.

You can work unlimited hours during scheduled course breaks, but you cannot work more than 40 hours over any given two-week period. PhD students can work full-time.

There are a few things you need to reflect upon:

- students cannot begin work until the commencement of their classes at the university
- you may find it difficult to gain appropriate part-time work
- working part-time while studying will not give you enough money to cover your tuition fees
- to stay updated with Permission to Work rules, visit the DIBP website below
- you can work greater than 40 hours a fortnight during non teaching periods
- you must have a Tax File Number.

From early 2013, graduates who have completed a bachelor degree, masters by coursework degree, masters (extended) degree, masters by research degree or a doctoral degree in Australia will be eligible to apply for a post-study work visa for two to four years.

Visit the DIBP website at www.immi.gov.au/students/students/working_while_studying/how-to-apply.htm for up-to-date advice and further information.

- List of accredited secondary schools for international students in Victoria – www.study.vic.gov.au/Download.htm
- Secondary school fees for international students – www.study.vic.gov.au/Intstu/fees.htm



MARGARET JONES

Scholarships Coordinator Margaret Jones helped a visually impaired international student become a confident young man.

"We became aware of this student's low vision condition after he applied. As VU's contact person for sponsored international students, I immediately made arrangements to assist him in whatever way we could before he arrived.

I was the first person to greet him at the airport and had coordinated accessible accommodation before he arrived.

Since the student was from a tropical island and had started his studies in winter, he needed additional winter clothing. We went to a department store and selected some basic winter jackets and footwear for him. I also accompanied him to an optician to get corrective eyewear.

With the help of his friends and lecturers, the student is now very independent and chats with the bus driver on his daily commute."

CULTURAL EXPECTATIONS

As an informal society with people from many cultures, the Australian lifestyle encourages you to maintain and share your cultural beliefs and to have confidence in your traditional practices. At the same time, there is an expectation that you will respect the right of others to do the same.

Melbourne's multicultural background influences its social conditions in many ways, but many of the customs are based on English, European and North American social behaviour and attitudes. If you understand some of the common customs, you will adapt better and feel at home.

You can adjust to the Australian lifestyle fairly quickly by observing different cultures interacting and observing some of their habits.

COMMON SOCIAL BEHAVIOUR – 'SOME DOS AND DON'TS'

- You should blow your nose or spit into a handkerchief or tissue, and not onto the footpath.
- Many people will say 'Bless you' when you sneeze. This phrase has no religious meaning and it is considered polite if you say this when someone sneezes.
- Queuing is standing patiently in a line behind people who have arrived before you, and it is considered very impolite if you try to push ahead.
- Leave some personal space around other people, especially standing in a queue, on public transport and in shops.
- 'Please', 'thank you', 'no thank you', 'excuse me' and 'sorry' are a few words you should learn to help you to build good relationships. These are words you can also use when receiving something or buying goods or services.

DIBP – Living in Australia:

www.immi.gov.au/living-in-australia/choose-australia/about-australia/au-customs/polite-behaviour.htm

GREETING PEOPLE

As a sign of respect when you meet someone for the first time:

- shake the person's right hand with your right hand

- do not kiss or hug them
- remember their name, and refer to them by that name unless they tell you otherwise
- avoid asking about personal matters
- look at them in the eyes when you are talking to them.

CLOTHING CUSTOMS

The type of clothing people wear reflects Australia's diversity as much as the variation in climate. There are no laws or rules regarding clothing, but most people tend to dress casually at a University, especially in summer.

Clothing is an individual choice and people tend to dress based on:

- comfort
- weather
- social situations.

Australians live a relaxed lifestyle. On hot days it's common to see men and women wearing light clothing. It reflects what is socially acceptable in Australia.

You can choose to wear your national dress. This could be monks' robes, a burqa, a hijab or a turban. You are encouraged in Australia to wear clothing as a part of your cultural beliefs and practices.

PUNCTUALITY

You should always try to be on time for meetings and visits with your lecturers and tutors and for other professionals. If you realise you are going to be late for scheduled appointments, try to contact the person to let them know. This is very important because professionals such as doctors may charge you money for being late.

It is considered polite to be on time for meetings with other students, friends and acquaintances.

SMOKING

Be prepared to smoke cigarettes, cigars outside. It is forbidden to smoke in most indoor places like:

- a public place where food and drink is served
- on public transport
- in cinemas
- in public buildings.

EQUALITY

Everyone in Australia is considered to have equal social status, political and legal rights. Women expect to have the same rights, status and opportunities as men. You are also expected to respect the rights of all people regardless of their gender, occupation or nationality.

There are anti-discrimination laws in Australia that make it illegal to treat people unfairly. Remember to treat everyone you interact with as you would like to be treated.

TRANSPORT AROUND MELBOURNE

Melbourne's extensive privatised public transport system consists of trains, trams and buses. The system is fairly reliable and safe to use, with premium train stations and services at most locations on weekdays, weekends and public holidays. Each of the University's campuses is within walking distance of a train station or bus stop so they are well serviced and you can travel safely and cost effectively.

With the easy purchase of a single Myki ticket you can move freely between the three types of transport. Trams operate within the CBD and some inner suburbs, and trains and buses serve the city centre and outer areas.

To find the right mode of transport for your journey, timetables and fare information visit ptv.vic.gov.au

TAXIS

There are many taxis in Melbourne and you can identify them easily:

- they are all yellow
- drivers should be well-groomed and wear a uniform with their company logo
- drivers must have an identity card on show at all times

You can get a taxi in three ways:

- go to designated taxi rank areas that are clearly signposted at central locations like major hotels in the CBD, or busy locations such as outside the major city train stations
- hail a taxi in the street – if the rooftop light is on, it means the taxi is available for hire
- telephone for a taxi to come pick you up.

Taxi fares can be quite expensive depending on your journey.

For a list of taxi services and areas visit www.melbourneaustralia.com.au/transport/taxi

DRIVING

If you hold a current valid driver's licence from your own country, you will be able to drive in Australia on your overseas licence for an indefinite period while you hold a temporary visa. Your licence must be in English or you must have an English translation, or you can use an International Driving License.

Once you have settled in Melbourne, you can also apply for a Victorian Driver's Licence by completing tests of your knowledge of the road laws and your practical driving ability.

Before you begin driving in Melbourne:

- take some professional driving lessons to gain confidence
- study the Victorian Traffic Handbook before driving to get a good overview of the road rules and signs.

Regardless of your driving experience, it is essential that you know the road rules and signs before driving. For a summary of Victorian road rules visit www.vicroads.vic.gov.au/Home/SafetyAndRules/RoadRules

BICYCLES

Riding a bike is one of the best ways to cut your transport costs and keep fit at the same time. There are many bike paths and on-the-road bike lanes to keep you out of the traffic zones.

As a cyclist, you must obey the road rules and wear an approved safety helmet. Your bike has to be in good condition, with all the legal safety features such as a bell, reflectors and a light.

Bicycle Victoria and Vic Roads have cycling network maps and general information about cycling safety on their websites

- Bicycle Victoria – www.bv.com.au
- Vic Roads – www.vic.gov.au



NICK POPE

Declaration of independence

New Yorker Nick Pope loved the freedom of being an exchange student in Melbourne.

"I really enjoyed Melbourne's different cultures. It's very relaxed – like Australia in general.

I've achieved my independence here. I ran a household, which was a change from living on campus in the US.

I came to Melbourne because I wanted a change and expand my networks. I've also been able to succeed in class and experienced a lot of personal growth here.

While I studied at VU I worked part-time as a kitchen-hand in a restaurant. I'd like to do more work abroad. It gives you a different view of the world. It broadens your horizons because you can make contacts and network with people you wouldn't at home.

The people in International Student Support have been wonderful. They've helped with visas, housing, and providing events so we can meet new people and see new parts of Melbourne."

Courses studied: Exchange student studying the Bachelor of Business (Banking and Finance)

Citizenship: United States of America

CAMPUS LOCATIONS



GETTING TO CAMPUS

Three of our campuses are located in Melbourne's Central Business District (CBD), putting you right at the heart of all Melbourne has to offer.

Four other campuses are within 10 kilometres of the CBD. All of our campuses are easily accessed by public transport. Students often comment that each VU campus has a unique atmosphere and culture. This adds another layer of diversity to your studies.

To learn more about your campus visit the appropriate campus websites below. Please note that the campus you study at may depend on the campus and subjects you select. Transport to campus can vary so check out some of the options below.

CITY CAMPUSES

All city campuses can be reached by train and tram services. However, bus connections may be necessary to start you on your journey. Investigate what will best meet your needs.

CITY FLINDERS AND CITY FLINDERS LANE



Located directly opposite Melbourne's main Flinders Street train station, the campus is also near an extensive tram network that heads towards the western end of the city or further out towards the northern or eastern suburban areas.

www.vu.edu.au/campuses/city-flinders or www.vu.edu.au/campuses/city-flinders-lane

CITY KING



This campus is located one block from Southern Cross train station, Melbourne's central hub for interstate train and bus travel. You can also travel by bus directly between Southern Cross and Melbourne Airport.

www.vu.edu.au/campuses/city-king

CITY QUEEN



Within five minutes walk of this campus is an extensive train and tram network. One block to the western side of the Queen Street Campus is Flagstaff train station, one block to the eastern side is the busy Melbourne Central train station.

www.vu.edu.au/campuses/city-queen

ST ALBANS



St Albans Campus is approximately 10 minutes' walk from St Albans train station down McKechnie Street. For connection to Melton, change at Sunshine. For Werribee, Williamstown and City trains change at Footscray Station. VU also offers free shuttle buses after 5pm from St Albans Campus to the St Albans train station.

BUS ROUTES

- 408 – St Albans Railway Station – Highpoint City (via Sunshine)
- 418 – St Albans – Keilor Downs to Highpoint Shopping centre (via Sunshine Railway Station)
- 419 – St Albans – Watergardens Railway Station (via Taylors Lakes)
- 421 – St Albans – Watergardens Railway Station (via Keilor Downs Shopping Plaza)
- 422 – St Albans – Delahey (via Taylors Road)
- 423 – St Albans Railway Station – Brimbank Shopping Centre (via Furlong Road)
- 424 – St Albans Railway Station – Brimbank Shopping Centre (via Gillespie Road)
- 425 – St Albans – Watergardens Railway Station (via Delahey)

NOTE: All of these buses stop at St Albans Station.

TRAINS

St Albans is on the Sydenham train line.

www.vu.edu.au/campuses/st-albans

FOOTSCRAY PARK



Footscray Park Campus is a 15-minute walk from the Footscray train station. Walk down Irving Street, turn right onto Leeds Street and left onto Hopkins Street, then right onto Nicholson Street, which leads to Ballarat Road where the campus is located. The 406 bus runs along Ballarat Road past the main university entrance and continues on to the train station. VU also offers free shuttle buses after 5pm from Footscray Park Campus to the Maribyrnong Student Village and the Footscray train station.

BUS ROUTES

- 402 – Footscray – East Melbourne (via North Melbourne)
- 404 – Footscray – Moonee Ponds (via Newmarket)
- 406 – Keilor East – Footscray (via Avondale Heights – Maribyrnong)
- 220 – Sunshine – City – Gardenvale (via Footscray Market, Victoria Market, Southgate, The Shrine of Remembrance, Prahran Market, Chapel Street)
- 411 – Laverton Railway Station – Footscray via Altona Meadows, Altona Gate Shopping Centre (via Millers Road)
- 412 – Laverton – Footscray via Altona Meadows, Altona, Mills Street, Altona Gate Shopping Centre.
- 414 – Aircraft Railway Station – Footscray via Geelong Road
- 472 – Williamstown – Moonee Ponds (via Footscray)

TRAINS

Three train lines run through the City of Maribyrnong to Footscray

Park and Footscray Nicholson Campuses.

- Sydenham line: Stopping at Footscray, Middle Footscray, West Footscray and Tottenham stations.
- Williamstown line: Stopping at Footscray, Seddon and Yarraville stations.
- Werribee line: Stopping at Footscray, Seddon and Yarraville stations.

TRAM ROUTES

- 57 – West Maribyrnong – City (Elizabeth Street/Flinders Street), via Maribyrnong
- 82 – Moonee Ponds – Footscray, (via Ascot Vale and Maribyrnong)

NOTE: The 82 tram runs direct from the train station up Droop Street, dropping students at Tiernan Street – a five-minute walk from the University.

www.vu.edu.au/campuses/footscray-park

FOOTSCRAY NICHOLSON



This campus is located just a five minute walk down Irving Street and left onto Nicholson Street from the Footscray train station.

BUS ROUTES

220, 223, 409, 411 & 412 all pass along Buckley Street outside the Footscray Nicholson campus.

www.vu.edu.au/campuses/footscray-nicholson

TRAINS

See Footscray Park.

SUNSHINE



The Sunshine Campus is located 20 minutes' walk from Sunshine Station. Walk through Sunshine Shopping Plaza to Hampshire Street, which leads directly to the campus.

BUS ROUTES

- 215 – Caroline Springs – Highpoint Shopping Centre (stops directly out the front of Sunshine campus)
- 219 – Sunshine Park – City – Gardenvale – Caroline Springs
- 220 – Sunshine – City – Gardenvale (stops directly out the front of Sunshine campus)
- 408 – St Albans – Highpoint Shopping Centre (via Sunshine)
- 410 – Sunshine – Footscray (via Ballarat Road)
- 451 – Sunshine – Deer Park North (via Ardeer)
- 454 – Sunshine – West Sunshine (via Glengala Road)
- 456 – Sunshine – Melton (via Woodgrove Shopping Centre and Caroline Springs)
- 471 – Williamstown – Sunshine (via Newport Railway Station and Altona Gate Shopping Centre)

NOTE: All buses stop at Sunshine Station.

TRAINS

Sunshine is located on the Sydenham and Melton train lines. For Werribee, Williamstown and city trains, change at Footscray Station.

www.vu.edu.au/campuses/sunshine

WERRIBEE



The Werribee Campus is located five minutes walk from Hoppers Crossing Station, directly down Hoppers Lane.

BUS ROUTES

- 413 – Laverton – Werribee Plaza (via Boardwalk Boulevard)
- 416 – Aircraft Railway Station – Hoppers Cross (via The Strand)
- 436 – Werribee – Hoppers Crossing (via Riverdene, Werribee Plaza, Morris Road)
- 437 – Werribee – Hoppers Crossing (via Werribee Plaza, Willmott Drive, Bellbridge Drive)
- 442 – Hoppers Crossing – The Grange (via Heaths Road, Werribee Plaza)
- 444 – Hoppers Crossing – Tarneit (via Werribee Plaza)
- 445 – Hoppers Crossing – Werribee (via Thames Boulevard, Werribee Plaza)
- 440 – Werribee – Hoppers Crossing (via Wyndham Vale, Heaths Road and Werribee Plaza)

NOTE: All buses stop at Hoppers Crossing Station.

www.vu.edu.au/campuses/werribee

TRANSPORT INFORMATION

CONTACT

Metlink – Public transport information:

<http://ptv.vic.gov.au/Guide-to-Melbourne's-public-transport>

POSTAL ADDRESS

Victoria University International
City Flinders Campus
PO Box 14428
Melbourne, Victoria 8001
Australia

STREET ADDRESS

Victoria University International
City Flinders Campus
Ground floor (VU HQ), 300 Flinders Street
Melbourne, Victoria 3000
Australia

Phone: +61 3 9919 1164
Email: international@vu.edu.au

www.vu.edu.au/international

FIND US IN SOCIAL MEDIA

Learn more about Victoria University by visiting one of our social media pages. Engage with our staff and students, ask questions and watch videos to find out more about life in Melbourne, and life at Victoria University.



Like our Facebook fan page:
www.facebook.com/victoria.university



Follow our Twitter news feed:
www.twitter.com/victoriauninews



Watch our videos on YouTube:
www.youtube.com/victoriauniversity

www.vu.edu.au
Victoria University CRICOS Provider No. 00124K

 **VICTORIA
UNIVERSITY**
MELBOURNE AUSTRALIA