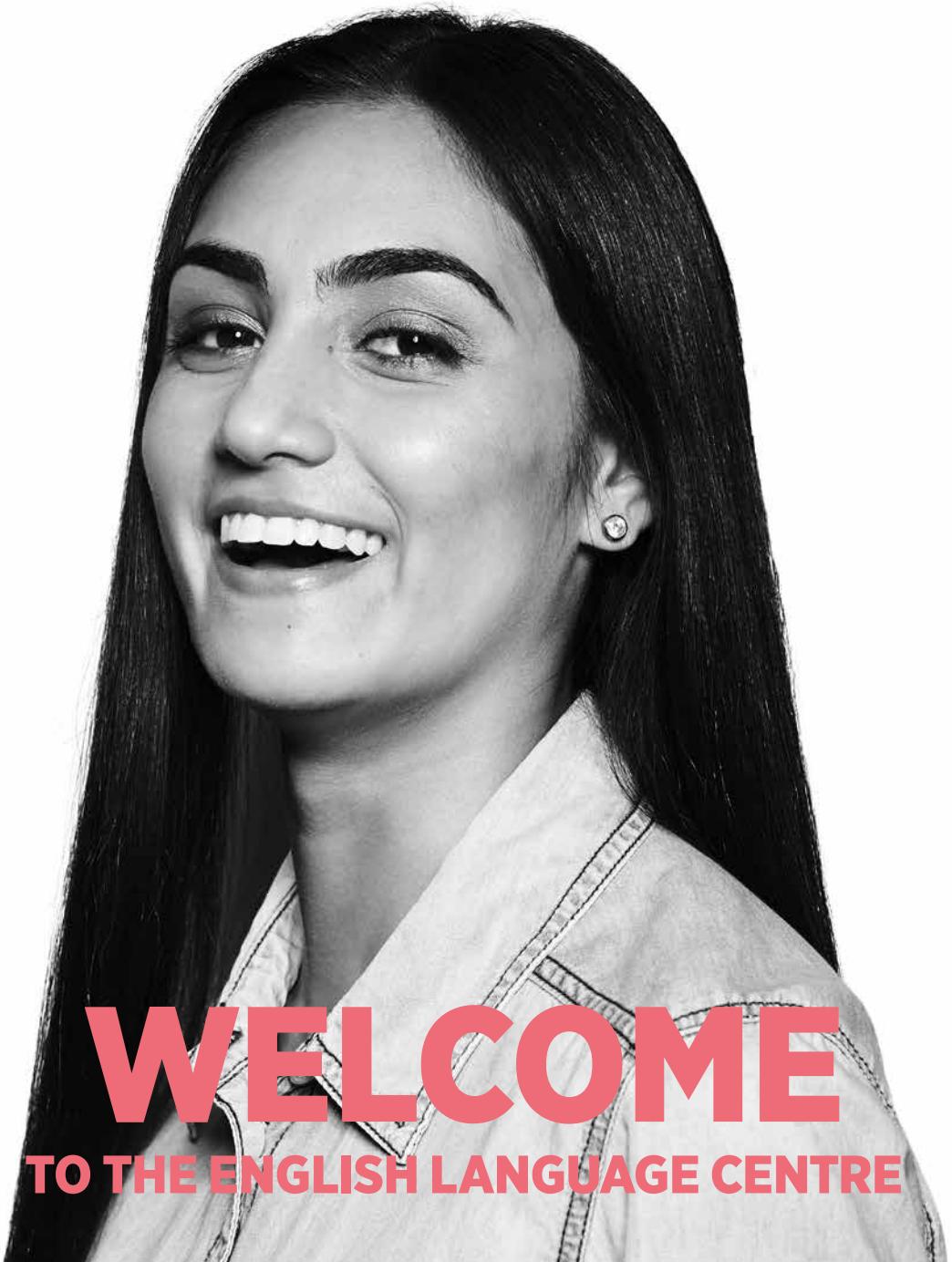




The College



**WELCOME
TO THE ENGLISH LANGUAGE CENTRE**





A MESSAGE FROM THE CEO

Welcome to Western Sydney University The College. I am delighted that you have chosen us to share this new experience with you. This is another step towards a great and successful career.

The College is the perfect bridge for domestic and international students transitioning from secondary school to the high-quality degree programs at Western Sydney University, or into a postgraduate program.

Our English language and pathway programs are designed to prepare you for both further university study and working life. All our programs are delivered by skilled, passionate and dedicated teachers at each of our vibrant campuses.

As a student at The College, you are a member of the Western Sydney University community and have access to the extensive range of services and facilities.

Everything we do is dedicated to your success. We commit to provide you with the best in teaching and academic support. Importantly, we will ensure you are well-prepared for your transition to university or to take on that postgraduate program.

We look forward to welcoming you to The College and we are interested in your journey. Please let us know how we can support you to be successful.

Dr Nicolene Murdoch
Chief Executive Officer,
Western Sydney University The College

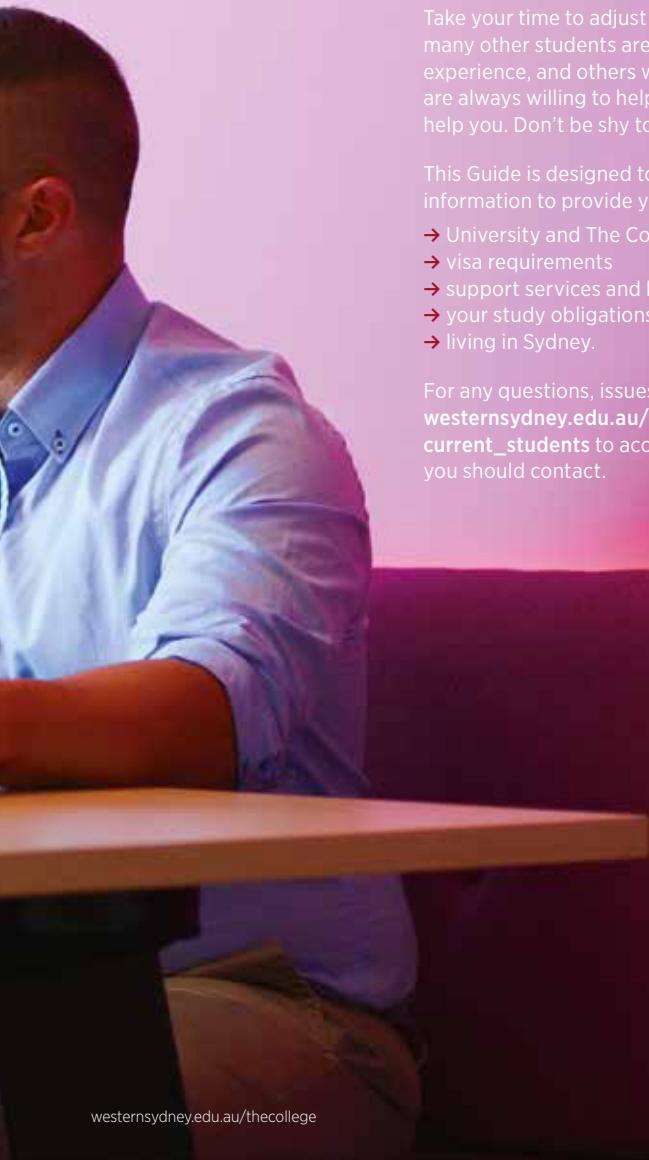
CONTENTS

WELCOME TO WESTERN SYDNEY UNIVERSITY THE COLLEGE	6
SETTLING IN: SETTING UP AND GETTING ORGANISED	8
Accommodation	9
On-campus accommodation Temporary accommodation Off-campus accommodation Ten tips to know before you rent Homestay and under 18s	
Essential Services	11
Money and banking Top tips to save money Phone and internet Students with families Counselling services Study, money and life skills	
LIVING AND TRANSPORT: ON CAMPUS AND OUT IN THE COMMUNITY	16
Australian Culture	17
Australian English Cultural immersion	
Lifestyle in Greater Western Sydney	17
History The outdoors Sport, shopping and food Culture and community Campus information	
Our Campuses	20
Map of Western Sydney Olympic Park Campus map Bankstown Campus map	
Transport	24
Shuttle bus service Public transport Buying a car or motorcycle Parking on campus Follow the road rules Vehicle licences Taxis and Uber	
LOOK AFTER YOURSELF: KEEP HEALTHY AND STAY SAFE	26
Overseas Student Health Cover (OSHC)	27
Medical Treatment	28
Medical emergency Doctors Pharmacies Public hospitals Mental health and wellbeing TalkCampus Sun safety Counselling services Ten tips to stay healthy	
Stay Safe	30
Campus safety and security Emergencyplus App Emergency numbers Walking Biking Driving Swimming Fire hazards Consumer rights and guarantees NSW Police Force eye watch Government assistance Opening a bank account Phoning and writing home	
STUDY SMART: HOW TO KEEP YOUR LEARNING ON THE RIGHT PATH	34
Your Library	35
Study Smart Zone Spaces to suit your study Access day and night Digital resources Course support Study break Contact us Stay connected	
Online Services and Systems	36
MyWestern Student email My Student Records (MYSR) SMS Twitter Facebook E-learning (vUWS) Student website	

STUDY REQUIREMENTS	38
Assessment tasks Class lessons Independent learning Critical thinking and analysis Course progression and attendance Leave of absence Student misconduct	
Attendance Policy and Procedure	42
Seven Habits for Academic Success	44
Essay Writing – What's Expected	45
Five Tips for Paying Fees	46
Course fees Additional fees and costs Student fees account Three easy methods to pay your fees	
ASK FOR HELP: SUPPORT SERVICES FOR STUDENTS	48
Student Central Student Clubs Help 24/7 Visiting Student Central Student Welfare Service	
Equity and Diversity	52
Ally Network Disability Service Chaplaincy Academic Support Programs	
Student Representation and Participation	53
The College Grievance Procedure	53
Ten Tips for a Great First Year	55
WORKING IN AUSTRALIA	56
How to Find a Job	57
Avoid Exploitation	57
Fair Work Ombudsman	57
Tax File Number (TFN)	57
Cash-in-hand Payment	57
Career Readiness	58
Student Employment and Experience	58
Post-Study Work Arrangements	58
YOUR STUDENT VISA	60
Visa Conditions	61
Education Service for Overseas Students (ESOS)	61
Financial Requirements	61

WELCOME TO WESTERN SYDNEY UNIVERSITY





This guide gives you the information you need as a new international student. It includes useful tips and contact information to help you live and study in Australia.

Take your time to adjust to this new lifestyle. Remember many other students are going through the same challenging experience, and others who have been here longer than you, are always willing to help. Western has plenty of services to help you. Don't be shy to ask!

This Guide is designed to work together with other University information to provide you with details about:

- University and The College policies and procedures
- visa requirements
- support services and key contacts
- your study obligations
- living in Sydney.

For any questions, issues or concerns, please go to westernsydney.edu.au/thecollegestudents/westerncentral/current_students to access information or determine whom you should contact.

SETTLING IN



Setting up and getting organised



ACCOMMODATION

Where will you live? While studying at Western Sydney University, you'll need to decide where you'll live, will you live alone or with others, on campus or off campus.

ON-CAMPUS ACCOMMODATION

Living on campus makes it easier to make friends with Australians and students from other countries, and better experience everything the University offers. You'll save money and time on transport, as you can simply walk to your lectures or jump on a free shuttle bus.

The University offers a wide range of high-quality, fully-furnished, self-catered accommodation options on each of its six campuses. Want your own space? Choose a studio apartment. Looking to meet new people? Choose a shared townhouse or villa. Room types vary on each campus, but we'll find the right fit for you.

Most Western Sydney University Villages include:

- student lounge with communal kitchen
- TV lounge
- computer and study rooms
- BBQ area
- laundry
- free internet
- access to exclusive ResLive program.

Many also have a range of sports facilities such as a swimming pools and table tennis or pool tables.

TEMPORARY ACCOMMODATION

Temporary accommodation is also available on certain campuses. If you require a place to stay while you look for other accommodation, please contact the Village.

westernsydney.edu.au/village

Phone **+61 2 8760 0012**.

OFF-CAMPUS ACCOMMODATION

The Western Sydney region has a range of affordable apartments and share-house options near the University's campuses. Real estate agents generally manage apartments while individuals or students manage shared accommodation.

Australia's laws protect both landlords and tenants. By law, landlords must ensure a property is maintained and liveable for you as a tenant. Do your research before you look at properties. Check out transport options and consider how you'll get to the University. Shared accommodation is a fun way to meet people in a new city and share living expenses.

TEN TIPS TO KNOW BEFORE YOU RENT OFF-CAMPUS



1. Inspect the property before agreeing to live there.
2. Sign a written contract between you and the landlord.
3. Find out what your legal status is in shared housing. Are you a tenant or a boarder/lodger? Your rights and obligations will vary.
4. A landlord/agent can ask you to pay a holding fee, rent in advance (no more than two weeks rent) and bond (no more than four weeks rent).
5. Your landlord/agent must deposit your bond with NSW Fair Trading.
6. Your landlord/agent must give you a condition report when you move in to be completed by you and the landlord within seven days of moving in.
7. If you do not deposit rent into a bank account make sure you always receive a receipt when you pay rent in cash.
8. If there is a change of shared tenancy make sure tenancy is officially transferred in writing.
9. If you are not sure, ask! You can get advice from your local Tenants Advice and Advocacy Service tenants.org.au or from Student Legal Services: westernsydney.edu.au/sls
10. You have the right to complain to NSW Fair Trading if you are treated unfairly: fairtrading.com.au

Phone: 13 32 20 or
+61 2 8760 0012

To find off-campus accommodation:

- domain.com.au
- realestate.com.au
- sydneyproperty.com.au
- tradingpost.com.au
- gumtree.com.au
- flatmates.com.au.

HOMESTAY AND UNDER 18s

You might want to live in a 'homestay' with an Australian family, where you'll live in a single or shared room in a private home, usually with 'full board' which means all meals are provided. You'll be part of the daily routine of the family, practise your English language skills and experience Australian culture first hand.

If you are under 18 years old, this is your only accommodation option. To enable the University to issue a Confirmation of Appropriate Accommodation and Welfare (CAAW), all students under 18 must live with a homestay family arranged by one of Western Sydney University's approved Homestay Providers:

globalexperience.com.au
homestaynetwork.org

You can find out more about accommodation for international students here: study.sydney/live/accommodation



ESSENTIAL SERVICES



MONEY AND BANKING

Opening a bank account

Opening an Australian bank account is easy. Banks are generally open Monday to Thursday 9.30am – 4.00pm and Friday 9.30am – 5.00pm. Once you have an account, you can do online banking or phone banking and withdraw cash from an Automatic Teller Machine (ATM) 24 hours, seven days a week.

Australia has many banks, credit unions and other financial institutions. Banks have a range of accounts, so you can choose the most suitable for you. These are some of the major banks:

- anz.com.au
- bendigobank.com.au
- commbank.com.au
- nab.com.au
- stgeorge.com.au
- westpac.com.au

If you open a bank account within six weeks of arriving, you'll only need to present your passport to the bank to fulfil identification requirements. After six weeks, you'll have to supply further identification. Some banks offer accounts especially for students with fee-free facilities, meaning no account fees are charged. You will need to present your student card to open this type of account.

Overseas telegraphic transfers can take about three working days to enter your Australian bank account, while overseas bank drafts can take two to three weeks. Make sure you have alternative means of obtaining cash in the first few weeks.

Automatic Teller Machine (ATM)

You can use your Australian plastic banking access card at any Automatic Teller Machine (ATM) in Australia. Insert your card into the ATM, enter your PIN (personal identification number) and follow the instructions on the screen to deposit or withdraw cash. You will find ATMs all over Australia including supermarkets, shopping centres and on campus. To avoid transaction fees, use ATMs that belong to your bank network.

TOP TIPS TO SAVE MONEY



- 1.** Before making purchases, think – can you do without it? Can you get it another time?
- 2.** Keep receipts for all purchases and transactions to check against your bank statements.
- 3.** Be aware that some things can blow out your budget, such as a car, cigarettes, take-away food, alcohol and impulse buying.
- 4.** Reconsider having a credit card, as it may create a debt that is difficult to pay off.
- 5.** Buy household items and clothes second hand. This is an ethical and budget-wise way to buy goods, and support charities.
- 6.** Use a pre-paid mobile phone or phone card.
- 7.** Use public transport, walk or bike.
- 8.** Plan your weekly meals in advance. Search the Internet for cheap and easy recipes.

Phone Banking

Your bank can provide a secure password for access and instructions on how to use this service.

Internet Banking

You can contact your bank to arrange internet banking to access your account details via the internet (password secured) and perform basic transactions online. You can check your account balance, pay bills, transfer funds or view account statements. You can even instruct the bank to change your account details.

BPAY

BPAY allows you to pay bills (e.g. telephone, electricity, credit cards, university fees) by phone or by internet. The bill/invoice you want to pay will provide you with the service provider's BPAY biller code and an account reference number. This is a convenient and secure way to pay bills from home.

PayPass or payWave

A rapidly increasing number of Australian retailers prefer you to pay for goods and services with a card, including contactless payment (PayPass or payWave) for purchases under \$100. Still carry some cash, as some places have a minimum spend for card payments.

For more information on

→ Saving, see moneysmart.gov.au/managing-your-money/saving

→ Budgeting, see moneysmart.gov.au/managing-your-money/budgeting

Financial difficulties

If you experience financial difficulties, contact your campus Student Welfare Officer as soon as possible. Please note the University may offer small amounts of funds but cannot pay your tuition fees. Textbook vouchers are available at the beginning of each session and are awarded on a needs basis. See details at westernsydney.edu.au/welfareservice

For information on saving, see moneysmart.gov.au



PHONE AND INTERNET

Telephone

To make an international call from Australia, dial 0011 + country code + area code + telephone number.

Pre-paid telephone cards offer competitive calling rates to all countries 24 hours per day. Costing \$5, \$10, \$20 and \$50, you can buy them at most newsagencies, post offices and convenience stores.

Mobile phones

Before bringing your mobile phone to Australia, check with the Australian Communications and Media Authority **acma.gov.au** to make sure it can operate here. Many different phone and internet services providers offer a wide range of mobile phones and payment options, including prepaid and postpaid. Many students find it easier to buy a prepaid plan; this will also help you keep track of your expenses.

Major service providers include:

- optus.com.au
- telstra.com.au
- virginmobile.com.au
- vodafone.com.au
- tpg.com.au

Internet

On campus, you can access free Wi-Fi using your smartphone or laptop with your student login and password. The Village also offers free internet access to all Western Sydney University students.

You can also access your student email, student records and latest news on your MyWestern account. Log on using your student ID and password. MyWestern: **westernsydney.edu.au/mywestern**

Public pay phones

You can find public payphones that accept coins in airports, post offices, railway stations, shopping centres and in the centre of the city. Local calls are untimed. They cost 50c from a pay phone if you use coins. Long-distance and international calls are charged by the minute. Find a public pay phone's location using the Payphone Locator search tool at: **envinsaonline.mapinfo.com.au/ppol**



STUDENTS WITH FAMILIES

Childcare

Western Sydney University Early Learning Limited has Long Daycare Centres conveniently located on six campuses for children up to and including five years old. The centres provide high-quality child care and early learning experiences in a stimulating, inclusive and nurturing environment.

westernsydney.edu.au/childcare or email **wsuell@westernsydney.edu.au**

New South Wales Schools

School attendance is compulsory for all children aged between six and seventeen years. Most children start school aged five. School students generally attend school from Monday to Friday, between 9.00am and 3.30pm. The academic year starts in late January and is divided into four terms of about 10 weeks each.

There are two main types of schools: government (public), and independent (private) schools. There are different independent schools and many are connected with a particular religion. Fees for independent schools vary greatly and you will need to contact the schools directly to find out what they charge or contact the Association of Independent Schools. **aisnsw.edu.au/Pages/schools.aspx**

Public Schools

As an international student studying in New South Wales, you can enrol your dependent children in a NSW public school. Your children can only be enrolled while you are studying full-time and their enrolment must not exceed the period stated on the visa.

If your children are enrolled in a NSW public school, you will be liable to pay the Temporary Visa Holders Education Fee. The only exceptions are dependents of international students who have a full scholarship from the Australian Government or a publicly funded Australian higher education institution.

If you wish to enrol your child of school age in a NSW public school, you must contact the Department of Education regarding enrolment of primary and secondary school children. **education.nsw.gov.au/public-schools/going-to-a-public-school/enrolment/international-students**

COUNSELLING SERVICES

This service helps you with personal, emotional, social and relationship difficulties or if you're just having trouble adjusting to uni life. Counselling is free and confidential. Make an appointment for a face-to-face consultation on all campuses, as well as over the phone.

To make an appointment to talk to a counsellor, see **westernsydney.edu.au/counselling**

Phone: **1300 668 370**

Email: **counselling@westernsydney.edu.au**

THE STUDY, MONEY & LIFE SKILLS

The Study, Money & Life Skills vUWS site has been developed by Student Support Services to help you get the most out of University. The site will help you increase your learning potential, develop personal awareness and assist with skills to manage your finances.

Find out how to:

- plan your studies and prioritise your commitments
- prepare for exams to manage those nerves
- develop your public speaking skills
- work well in teams
- manage your finances
- develop savings goals using the online budget planner
- manage perfectionism.

Visit **westernsydney.edu.au/skillsforsuccess**



LIVING AND TRANSPORT



On campus and out in the community

AUSTRALIAN CULTURE

'AUSTRALIAN' ENGLISH

You may speak fluent English before you arrive in Australia but it will usually take time to understand the Australian version of the language with its unique accents and unfamiliar terms. These terms often include colloquialisms, common words that often aren't in the dictionary but everyone knows, as well as slang and other words only found in the local dialect.

A number of people have tried to compile lists of these colloquialisms and you can find books or online resources – which can be particularly amusing.

Your local student peers, your lecturers, people in shops, on the radio and TV will use a range of accents and terms. You'll notice big differences between speakers depending on their age, residential area and educational level. Young people often mix terms that are of non-Australian origin, especially from US and UK TV and film, sometimes creating an Australian version of a non-Australian colloquialism, which can be even more confusing.

Don't be afraid to ask your friends, lecturers and tutors what they mean if they use a term that you don't understand, especially if you hear it more than once. It is also valuable for

the lecturer to be aware of the language they use and to know their students understand.

Look up Australian slang and phrases in the Aussie Slang Dictionary.

CULTURAL IMMERSION

You've decided to study and live in a foreign country. That's a huge step. It involves many changes you may find difficult, such as finding accommodation and suitable flat-mates, adjusting to new learning and social environments, and dealing with the impact of missing family and friends. These social and practical adjustments can impede your ability to study effectively and have a negative impact on your life as an international student.

But don't worry! Learning a new culture always takes time. You'll be puzzled about why things happen and make plenty of mistakes or wrong assumptions. If you share experiences with your peers, the whole experience will be much more fun and you'll probably have a few laughs together with your international and local classmates.

Acknowledge any difficulties as early as possible and take action. Contact any one of the various support services and in particular, talk to your campus Student Welfare Officer.

LIFESTYLE IN GREATER WESTERN SYDNEY

Greater Western Sydney is Western Sydney University's home. The region encompasses the area northwest, southwest and west of Sydney and is Australia's third-largest regional economy. With a population of more than two million people from 170 countries, it is a thriving centre of opportunity, diversity and innovation that welcomes international students.

HISTORY

Several Indigenous nations including the Bediagal and Darug people originally lived in the Greater Western Sydney region. Radiocarbon dating shows human activity in the area 30,000 years ago.

The area is also steeped in colonial history – European settlers arrived here just ten months after landing at what is now The Rocks in the heart of Sydney in 1788. Old Government House in Parramatta was the 'country' home of ten NSW governors in the first half-century of European settlement in Australia. The World Heritage listed site in Parramatta Park, built between 1799 and 1816, contains furniture and treasures from the 19th century and is open to the public.

Today many multinational corporations have operations in Western Sydney, including BHP Billiton, Coca-Cola Amatil, Sony and Canon, making it a hub of business development. Because of the University's strong ties to local business, industry and community leadership, you can access many study, internship, work and volunteer opportunities here.

THE OUTDOORS

With nature close at hand, including national parks, abundant parklands, the Parramatta, Nepean and Hawkesbury Rivers, Western Sydney is ideal for outdoor and sports enthusiasts. It's easy to find a place to jog, walk, cycle, row, kayak or swim or enjoy a peaceful picnic, barbecue or a friendly game of cricket, soccer or frisbee with friends.

The region is also close to the World Heritage-listed Blue Mountains, where you can go bushwalking, canyoning, camping, rock climbing and horse-riding against the dramatic back-drop of rainforests, mountains, valleys and waterfalls.

SPORT, SHOPPING AND FOOD

Western Sydney also boasts successful football, rugby league, cricket and Australian Football League teams if you want to watch a game or join a community sporting team yourself.

Sydney Olympic Park, site of the 2000 Olympics, offers Aquatic and Archery Centres and cycle tracks open to the public. Stadium Australia and other venues host national and international football, hockey, basketball and tennis tournaments, and athletics events as well as major contemporary music concerts.

Across Western Sydney, you'll discover a wide selection of department stores, cinemas, restaurants, cafes, local markets and specialty stores. You can explore major retail centres, including Westfield Parramatta, one of Australia's largest shopping centres. And with the region's rich multicultural population, you'll find the flavours, foods and spices you're accustomed to at home – or why not be adventurous and sample some new cuisines?

CULTURE AND COMMUNITY

Living in Western Sydney, you can also take part in festivals, such as Lunar New Year celebrations and other cultural events, including the annual Sydney Festival Parramatta, which has a packed program stretching over ten days. This festival kicks off with the Parra Opening Party, when the city's streets come alive with street performers, pop-up art installations, workshops and food trucks.

The Riverside Theatre is also the region's artistic, cultural and performance centre with a program of dance, theatre, music, opera and comedy throughout the year, showcasing local, national and international performers.

Western Sydney is home to more than 170 nationalities and hosts many community organisations including Chinese, Filipino, Syrian, Indian, Iranian, Afghan, Somali, Nepali, Vietnamese and many more. Joining these associations will give you a chance to speak your language, celebrate cultural events, eat your traditional food and network with established dual citizens who can help you settle in.

Websites that can tell you upcoming events in Sydney include: timeout.com/sydney/things-to-do/love-local

CAMPUS INFORMATION

Our Bankstown campus offers you state-of-the-art computer labs and study areas, great cafés and on-campus activities, plus a full range of student services.

Olympic Park campus is located in the heart of Sydney's famous Olympic precinct, with a bustling cafe and restaurant district, renowned stadiums and sporting facilities, entertainment venues, parks, medical centres, banks, retail shops and open spaces.



OUR CAMPUSES

westernsydney.edu.au/campuses



50 KM

Blue Mountains National Park

30 KM

20 KM

RICHMOND CITY

HAWKESBURY
W CAMPUS

PENRITH
W CAMPUS

PENRITH
CITY

KINGSWOOD



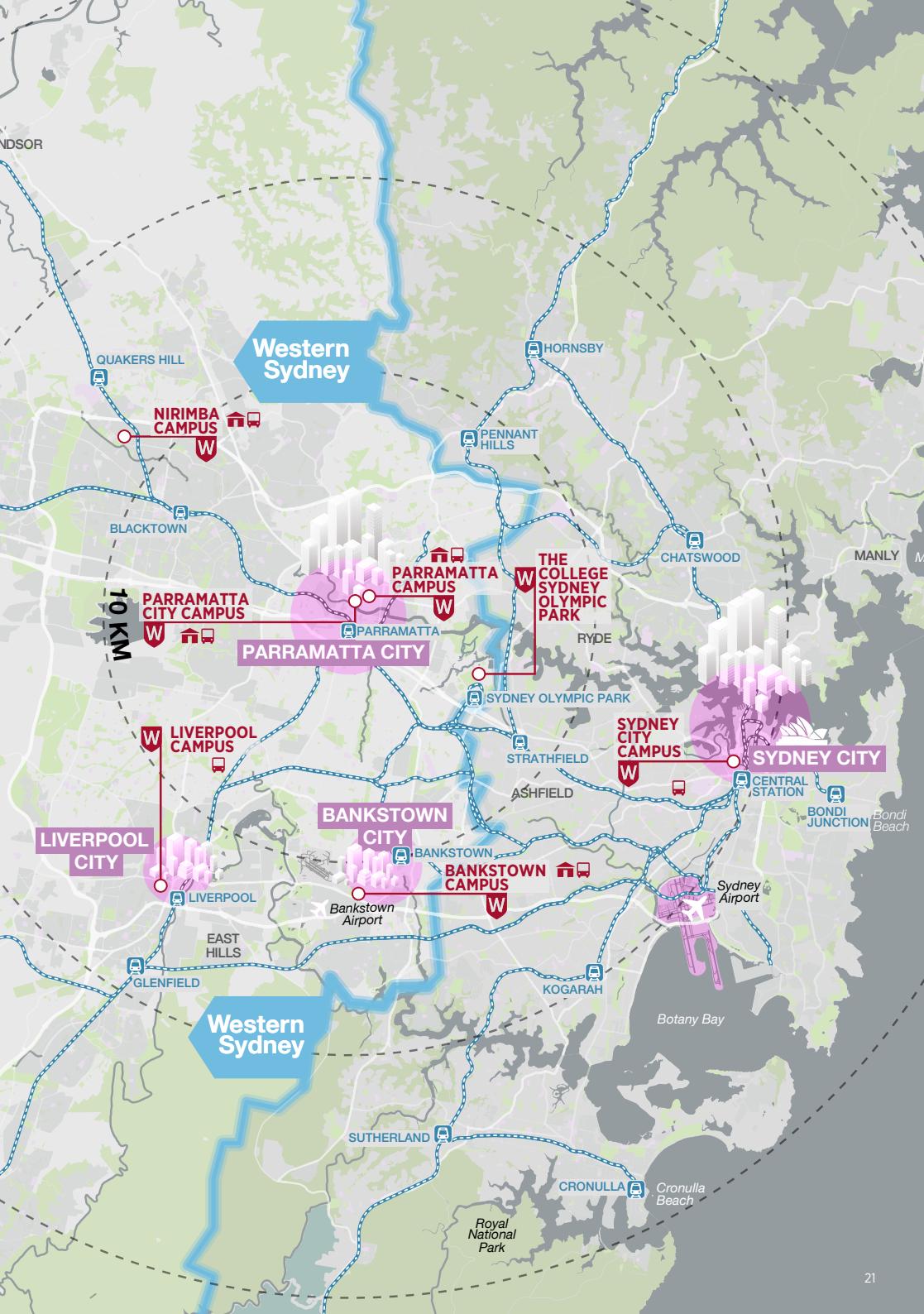
CAMPBELLTOWN
CITY

CAMPBELLTOWN
W CAMPUS

CAMPBELLTOWN

MACARTHUR

Camden
Airport



Olympic Park



WESTERN SYDNEY
UNIVERSITY



Western Sydney University The College
8 Australia Ave
Student Central, Level 4

Hours of Operation Mon - Fri, 7:30am - 6:00pm

KEY

- ATM
- Bike Rack
- Gym
- Parking Ticket Machine
- Public Bus Stop
- Train Station

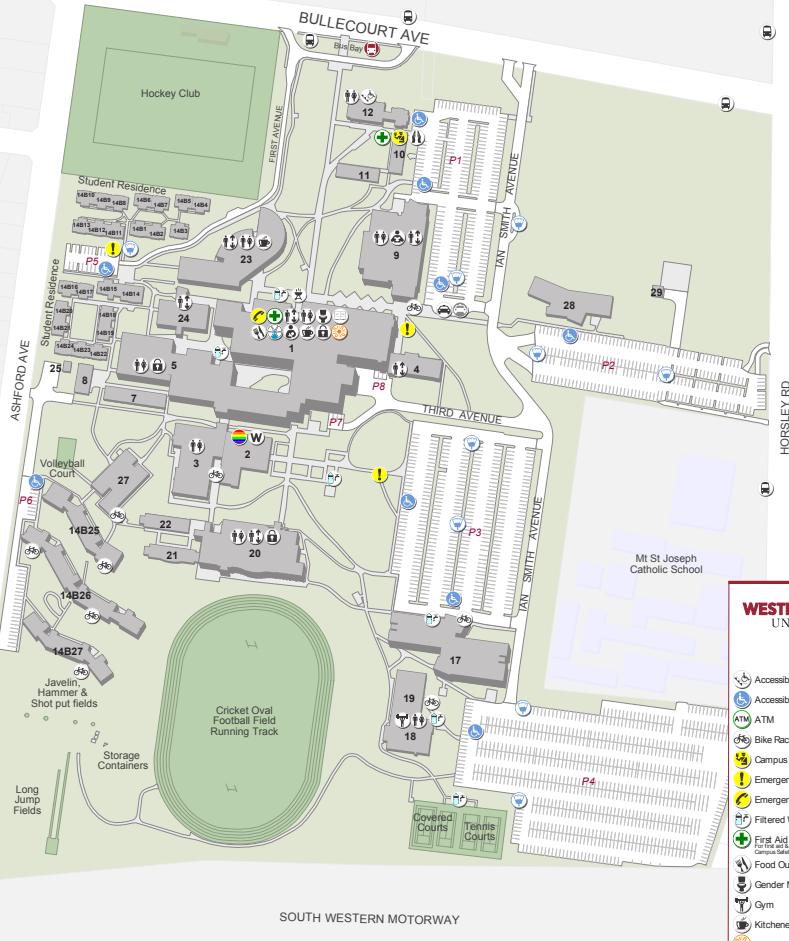
Date created : 16 March 2020

Security Assistance - 9685 9169 Internal Ext - 9169
Emergency Only - 1300 737 003 Internal Ext - 2300
ITS Contact - 02 3852 5111 Internal Ext - 5111

Student Central - 1300 668 370
Contact Service Centre - 1300 897 669
Student Support Services - 02 9852 5199

For more information on this campus go to maps.westernsydney.edu.au

Bankstown campus



WESTERN SYDNEY UNIVERSITY



- Accessible Lift
- Accessible Parking
- ATM
- Bike Rack
- Campus Safety & Security Office
- Emergency Contact Point
- Emergency Phone
- Filtered Water Refill Station
- First Aid
- Food Outlets
- Gender Neutral Bathroom
- Gym
- Kitchennette
- Learning Commons
- Library
- Lift
- Lockers
- NRMA Meeting Point
- Multi Faith Centre
- Parent Room
- Parking Ticket Machine
- Public Bus Stop
- Public Toilet (including Accessible Enhanced Access Toilet located in building 14B14)
- Queer Room
- Shuttle Bus Stop
- Student Central
- Taxi Pickup Point
- Western Sydney University is a smoke-free environment



Date created : 03 November 2020

Badami Centre for Indigenous Education	12	Gym	18	Indigenous Student Support	1	Student Representation & Participation	2
Campus Life Office	1	Justice Research Group	21	School of Humanities & Communication Arts	1, 5, 7	Student Welfare Service	1
Campus Safety & Security	10	Library	Joyce Wyle Library 9	School of Psychology	Barr House 24	The Co-op	1
Childcare Centre	28	Margot Hardy Gallery	23	Foundational Processes of Behaviour Research Lab	Barr House 24	The College	7, 21, 22
Computer Labs & IT Support	23	Multi Faith Centre Chaplaincy / Muslim Prayer Rooms	10	Student Central	1	The MARCS Institute for Brain, Behaviour & Development	1, 3, 5, 9
Food Outlets		Office of Estate & Commercial	10	Student Support Services		BabyLab	1
Cafe 20	20	Queer Room	1	Counselling Service	11	Urban Research Program	3
Coffee Express	1	Religion & Society Research Centre	1	Disability Service	11	Western Sydney University Village	14B14
Food Court	1	School of Business	20	PASS Program	23	Women's Room	1
Oliver Brown	1	School of Education	1, 4, 19, 23	Student Campus Council	1		

Security Assistance - 9772 6444 Internal Ext - 6444
Emergency Only - 000 737 003 Internal Ext - 2300

For operational times and current locations of Shuttle Buses please go to westernsydney.edu.au/shuttlebus

For more information on this campus go to maps.westernsydney.edu.au



TRANSPORT

The easiest way to get to campus is by public transport, cycling or walking.

SHUTTLE BUS SERVICE

Western Sydney University provides a free shuttle bus service for students and staff, on five of our campuses. Find out more information at westernsydney.edu.au/shuttlebus

PUBLIC TRANSPORT

To travel on most NSW public transport (buses, trains, ferries, light rail) you will need an Opal travel card. Opal cards are smartcard tickets that you keep, reload and reuse to pay for travel on public transport train, bus, ferry and light rail services. Opal cards are available at stations and newsagents. You'll be fined if you travel on a public transport without a valid ticket. It might be worthwhile registering your Opal card. If you misplace your card you may be eligible to apply for a replacement card. For more information on Opal cards, visit opal.com.au

For information on buses, trains and ferries, see [transportnsw.info](#) or call 13 15 00.

On a bus at night: sit close to the driver or other passengers.

On a train at night: sit close to the guard's compartment (indicated with a blue light).

BUYING A CAR OR MOTORCYCLE

If you buy a new or second hand car or motorcycle, you need to consider the costs of buying the vehicle, maintenance, running costs, insurance, parking and warranty periods.

Australian law requires all vehicles to have Compulsory Third Party insurance (known as CTP or Green Slip) as part of the vehicle registration process. Every vehicle must be registered - it is against the law to drive an unregistered vehicle. Most second-hand cars come with registration which needs to be renewed each year.

PARKING ON CAMPUS

Parking is not available at Sydney Olympic Park campus, however there are a range of public carparks within walking distance of the campus. Other campuses (except for Nirimba) have restricted parking areas. When you park on a campus, display a valid parking permit on the front windscreen of your vehicle and park in the correct bay for your permit. For example, if you have a yellow sticker, you can only park in yellow parking bays. To buy parking permits and learn more about parking, visit [service.nsw.gov.au](#)



FOLLOW THE ROAD RULES

NSW Police gives heavy fines for breaking speed limits, dangerous driving and for driving under the influence of alcohol or illegal drugs.

- Drivers must always keep to the left-hand-side of the road.
- Pedestrians should always look both ways before crossing the road.
- All car drivers and passengers must wear seat belts and child restraints.
- Cyclists must comply with normal traffic rules and it's compulsory for bicycle and motorcycle riders to wear helmets.

VEHICLE LICENCES

To drive a car or motorcycle in Australia, you must have a valid licence and carry it at all times.

You may drive on your home country licence or on an international licence for the period of its validity. If the licence is not written in English, you must carry a translation or International Driving Permit. An Australian licence has your photo on it and also serves as a useful form of identification. To get an Australian licence, you must pass a driving/riding test.

See the Roads and Maritime Services (RMS) rms.nsw.gov.au/roads/licence/visiting-nsw.html

TAXIS AND UBER

Taxis operate throughout Sydney but are relatively expensive. Costs are calculated on a set rate per kilometre displayed on a meter, with additional costs for luggage or phone bookings. Uber is also available in Australia, a taxi service run by individuals who use their own cars. You need an app to request an Uber.

uber.com/en-AU

LOOK AFTER YOURSELF



Keep healthy and stay safe

OVERSEAS STUDENT HEALTH COVER

Overseas Student Health Cover (OSHC) is an insurance that covers much of the cost of medical and hospital care for student visa holders while in Australia.

OSHC by Allianz Global Assistance is the preferred provider for Western Sydney University. While OSHC represents excellent value in health insurance, it does not cover every medical circumstance or cost. You should note some exclusions in the policy document.

To order your OSHC card, register at the OSHC Allianz website:
allianzassistancehealth.com.au/en

To register for your card, you'll need:

- your full name
- your date of birth
- your student ID number (this is the policy number + WSU. Research students will have their policy number on their e-CoEs.).

You'll receive your card at your Australian home address within a week or so. Once you have your card, you can go to medical providers that bill directly to Allianz. You can also pay for medical treatment upfront at any medical provider, then keep the original receipts to make a claim online, by post or on campus:
allianzassistancehealth.com.au/en

Phone: **13 67 42** or
+61 7 3305 8841



MEDICAL TREATMENT

MEDICAL EMERGENCY

In a medical emergency, call an ambulance by dialling 000 or go to your local hospital. There are public hospitals, which are operated by state/territory governments and private hospitals, which operate on a commercial basis.

DOCTORS

If you are unwell, go to a doctor called a General Practitioner (GP) near you. You can see a GP in their private practice (office) or medical centre with part or all of the fee paid by OSHC.

If your illness is more serious or the doctor is unsure of a diagnosis, she or he may refer you for further tests such as blood tests or x-rays, or to a specialist doctor. If you are dissatisfied with the doctor's diagnosis or service, you have the legal right to get another opinion from a different doctor.

PHARMACIES

GPs do not have medications to dispense to you. Your GP will write you a prescription and you take this to a pharmacy or chemist to obtain the medication. You will need to provide the pharmacy with your OSCHC card, your full name and address. In Australia, you can go to any pharmacy/chemist and will wait for a few minutes while your prescription medicine is prepared.

Medication prescribed by your doctor is not free. You must pay the pharmacy. If it costs more than AU\$37.70, you can claim the

difference back from your OSHC provider. Many pharmacists will offer you the option of having a cheaper 'generic' brand of medicine, exactly the same as that prescribed by your doctor.

Pharmacies/chemists also provide a variety of non-prescription medications useful for treating colds, headaches, allergies and the like, which do not require a prescription. Ask the pharmacist for advice regarding the best medication for your symptoms. Ensure you tell them about any other medications you may be taking.

PUBLIC HOSPITALS

OSHC provides full cover in a shared ward in any public hospital, including treatment by your own doctor. OSHC will cover all charges for outpatient medical treatment at a public hospital.

YOUR CLOSEST PUBLIC HOSPITAL

Bankstown:

→ Bankstown-Lidcombe Hospital

Blacktown:

→ Blacktown Hospital

Campbelltown:

→ Campbelltown Hospital

Hawkesbury:

→ Hawkesbury District Health Service

Liverpool:

→ Liverpool Hospital

Parramatta and Westmead:

→ Westmead Hospital

Penrith:

→ Nepean Hospital

Sydney Olympic Park:

→ Westmead Hospital

→ Auburn Hospital



TEN TIPS TO STAY HEALTHY

1. Eat a healthy diet: plenty of vegetables, legumes, fruit, cereals such as bread, pasta and noodles, lean meat, fish, poultry, reduced fat milk and other dairy products. Cook simple, healthy meals. Don't skip breakfast – it is very important.
2. Cook at home and buy fresh food rather than tinned or processed food.
3. Keep in touch with your friends and family.
4. Keep up to date with your studies.
5. Be safe while driving, crossing the street and at the beach.
6. Do daily physical activity, such as running, walking, swimming, cycling or team sports.
7. Limit your alcohol intake. Don't smoke.
8. You have OSCHC so use it. If you feel unwell, go to the doctor. If you feel unhappy, make an appointment with a University counsellor (for free).
9. Accept invitations to places or events to meet new people.
10. If you are feel homesick, talk to another student – many will probably feel much the same as you do.

MENTAL HEALTH AND WELLBEING

Anyone can feel lonely, sad or desperate. Call Lifeline on **13 11 14**. They take calls 24-hours a day, any day of the week from anywhere in Australia. This is a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia.

Lifeline is staffed by trained volunteer telephone counsellors ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

PRIVATE HOSPITALS

OSHC provides benefits towards treatment and accommodation in a Private Hospital. However, some private hospital charges are more than the benefit payable from OSHC. You will be responsible for paying the difference.

TALKCAMPUS

Get instant support in 25 different languages for your mental health any time of day and night through the TalkCampus app. Student life can be incredibly tough. At TalkCampus we're here for the moments when you just need a friend. Talk anonymously to students from universities and colleges around the world going through the exact same struggles you are any time of day or night.

This is a safe place where you can talk anonymously about anything and get support for your mental health and whatever is on your mind.

Find out more at talkcampus.io/western-sydney-university

SUN SAFETY

The sun in Australia is very strong and you can burn at any time of year. The sun is strongest between 11am and 3pm. Wear:

- a hat
- sunscreen on exposed skin
- a shirt with sleeves and a high neckline and sunglasses.

COUNSELLING SERVICES

This service helps you with personal, emotional, social and relationship difficulties or if you're just having trouble adjusting to uni life. Counselling is free and confidential. Make an appointment for a face-to-face consultation on all campuses, as well as over the phone or by Skype.



STAY SAFE

CAMPUS SAFETY AND SECURITY

- Campus Safety and Security ensures a safe and secure environment for all students, staff and visitors. 24-hour security hotline: **1300 737 003**. Program this number into your mobile.

Security can assist you in the following ways:

- 24/7 patrols of University campuses
- Security escort to or from your classroom, office, vehicle or on campus residence
- First Aid - in a First Aid emergency, call **1300 737 003** or internal extension **2300**
- Lost and found register on each campus.

Report any accidents or injuries to Security by attending your local security office and filling out an 'Accident/Incident/Hazard notification form'. More information about Security services can be found at westernsydney.edu.au/security

Report any criminal incidents, such as theft, assault or property damage, as well as any suspicious activity, to the police on the Police Assistance Line - **13 14 44**.

EMERGENCYPLUS APP

This is a free app developed by Australia's emergency services and their Government and industry partners.

The app uses GPS functionality built into smart phones to help a Triple Zero (000) caller provide critical location details required to mobilise emergency services.

EMERGENCY NUMBERS

Call **000** for ambulance, police and fire 24 hours a day.

EMERGENCY CONTACT POINTS

Emergency contact points have a 24/7 link to Campus Safety and Security. When an emergency contact point is activated, the contact point will automatically call the nearest Security office. A Security officer will speak with you to ensure you are safe. The staff answering these calls are trained and licensed Security officers, and will respond to your concerns in the best way the situation needs. This will usually involve staying in contact with you, while another Security officer is called to assist you at the emergency contact point.

Find out more at westernsydney.edu.au/emergencycontactpoints



WALKING

- Walk along well-lit streets and main roads.
- Avoid long conversations on your mobile phone when walking at night.
- Conceal all valuables, including your wallet or purse, phone and laptop.
- Don't carry large amounts of money or your passport.
- Look towards oncoming traffic before you cross the road.
- Never assume a driver has seen you or will stop.
- Use the footpath. If you must walk on the road, walk facing traffic.
- Look for turning vehicles.
- Never walk in front of a bus to cross the road.
- Use pedestrian crossings where available.
- Only cross the road when the traffic light is green (even if you see other people crossing when the light is red).
- Do not attempt to cross a railway line.



BIKING

- Always wear a helmet and ensure the strap is fastened.
- Follow road rules.
- Ride in a single file (one line).
- Use a hand signal before turning.
- Ride at least a metre away from parked cars as doors can open unexpectedly.
- Do not ride with your headphones on - you need to listen to traffic.



DRIVING

- Do not drink alcohol or drugs and then drive.
- Follow the speed limit.
- Wear a seatbelt.



SWIMMING

- Swim at beaches patrolled by surf lifesavers.
- Swim between the red and yellow flags.
- Never swim alone and watch out for your friends.
- Ask a lifeguard about the surf conditions.
- Avoid swimming directly after eating.
- Don't swim if you have been drinking alcohol or taking drugs.

- Never dive head first into the water.
- If you get in trouble in the water, stay calm, raise your arm to signal for help, float and wait for help.
- Don't swim against a current, even if it is taking you farther from shore. Float, raise your arm and wait for help.
- If a friend is in trouble, do not try to save them yourself. Call a lifeguard for help.
- Never go rock fishing. It is very dangerous.



FIRE HAZARDS

- Candles, oil burners and cigarettes can all be dangerous fire hazards.
- Do not smoke in bed.
- Dampen cigarette butts before putting them in the rubbish.
- Make sure your candles are on properly designed candle holders.
- Do not leave your room when a candle or oil burner is alight.
- Do not put candles or oil burners near windows; be careful, curtains can catch fire easily.



CONSUMER RIGHTS AND GUARANTEES

The Australian Competition & Consumer Commission is for consumers who experience problems such as:

- shopping problems (e.g. refunds, warranties and faulty goods)
- misleading or deceptive advertising
- overcharging
- poor quality products or services, or
- tourist scams (e.g. unfair employment schemes).

The ACCC has consumer help information at: accc.gov.au/consumers

NSW POLICE FORCE EYE WATCH

The NSW Police Force has a number of Facebook pages, including an eye watch page covering local areas close to the Western Sydney University campuses. These pages provide information about crime, warnings and crime prevention tips.

Please see the links below for your local eye watch page close to our campuses:

- Nirimba:
facebook.com/BlacktownPAC
- Bankstown:
facebook.com/BankstownPAC

- Sydney Olympic Park/
Parramatta:
facebook.com/ParramattaPAC
- Penrith:
facebook.com/NepeanPAC
- Campbelltown:
facebook.com/CampbelltownCityPAC
- Hawkesbury:
facebook.com/HawkesburyPAC

GOVERNMENT ASSISTANCE

Some domestic students may be eligible for the Youth Allowance, Abstudy, Austudy, or Rent Assistance. These are means-tested allowances provided by the Australian Government to eligible residents.

For more information, please visit centrelink.gov.au or call Centrelink on 132 468.

OPENING A BANK ACCOUNT

To open a bank account, you must prove your identity and your address. To meet the bank's 100 points of ID qualification, you can show the bank your:

- passport
- driver's licence
- proof of home address (e.g. bills sent to your home address), and
- any other form of official identification the bank may request.

You should check with the bank what identification to provide.

Remember, some banks offer student accounts with reduced bank fees, so it is a good idea to research before you make your decision.

Please see Student Central staff for assistance.

PHONING AND WRITING HOME

Telephone calls

Public telephones take coins or telephone cards that can be purchased from newsagents.

International phone calls

There are several international call providers in Sydney. It is up to you which provider you choose. Newsagents, post offices and some convenience stores sell international call cards for cheap calls from private or public telephones. Rates and quality of connections vary between call card providers.

For an overview of call cards available, visit phonecardselector.com.au and aussiephonecards.com.au or speak to your local newsagent.

If you are thinking of getting your own mobile phone or a landline, visit phonechoice.com.au for more information.

Tips for international calls

Check whether provider rates are charged each second, each minute or each call, and whether there is a connection fee.

STUDY SMART



How to keep your learning on the right path

YOUR LIBRARY

Western Sydney University has eight campus libraries that offer a wide range of study spaces, technology, resources and professional staff services to support your academic life.

STUDY SMART ZONE

The Library Study Smart Zone provides expert advice on how to improve your academic skills for your assignments and exams. Access resources on the Library website or talk to a Librarian face to face in the library for help with:

- academic reading and writing skills
- tips for analysing assignment questions
- tips and techniques for planning study
- developing a convincing academic argument.

Find out more at
westernsydney.edu.au/studysmart

SPACES TO SUIT YOUR STUDY

The library has architecturally designed spaces to suit your changing study needs. Use one of the desktop computers in open plan areas, book a group study room to collaborate or find yourself a quiet or silent study zone to focus on research, assignments or exam preparation. Most spaces have power available for you to charge up your own devices while you study.

ACCESS DAY AND NIGHT

The library is open every day during session, look for library staff wearing red. As a student at Western you have access to all campus libraries. On many campuses you can access the library after hours for Study Hall with your student swipe card. During this time a security guard will be on duty, however there will be no library staff to assist you.

DIGITAL RESOURCES

Access over 70 million digital resources – eBooks, digital textbooks, databases, journals and articles from the advanced library website search. Most library digital resources are available to view in multiple languages.

COURSE SUPPORT

In addition to holding an extensive range of reference books in the library, you can also download unit outlines and learning guides from the Library website. Bookmark the Library YouTube channel which has study video tutorials to enhance your learning.

Use the library printing and photocopying services or borrow a laptop for three hours.

STUDY BREAK

When you need a study break recharge in one of the Library sleep pods or relax in lounges, bean bags and comfy chairs while you download or stream free TV and movies from the EduTV service. Catch up on current news in your own language through our digital subscriptions to international magazines and newspapers.

CONTACT US

Contact Information Central at the library with your question by phone, email or chat online on the library website.

For assignment feedback, you can use Zoom – an online video conferencing platform and 'Zoom with a Librarian'.

STAY CONNECTED

Follow the Library Facebook, Instagram and Twitter channels to keep up to date with events and services in the library.

westernsydney.edu.au/library



ONLINE SERVICES AND SYSTEMS

MyWestern

Western Sydney University has a range of online services and systems to make your life easier and the MyWestern student portal is your first port of call. Here you can check your email, access Office 365 applications like Word and student systems like vUWS, and stay up to date with important news and events. It's your entry point to the applications, systems and notifications you'll need at Western Sydney University:

**[westernsydney.edu.au/
mywestern](http://westernsydney.edu.au/mywestern)**

STUDENT EMAIL

Every student gets a free Western Sydney University email account, which is the official way we communicate with you. We will send you vital information about your enrolment, exams, results and graduation, as well as University news and event information.

Check your email regularly to make sure you get the information you need, when you need it. When contacting the University and The College by email you must use your Western Sydney University student email account.

MY STUDENT RECORDS (MYSR)

Make sure your personal and contact details are correct and up-to-date in MySR.

**[mysr.westernsydney.edu.au/
connect/webconnect](http://mysr.westernsydney.edu.au/connect/webconnect)**

SMS

The University may contact you by SMS in an emergency. Emergencies include the risk of having your enrolment cancelled or the emergency closure of a campus. Make sure your mobile phone number is up to date and in the correct field in MySR so these emergency messages reach you.

TWITTER

Follow WesternSydneyU on Twitter to get regular updates and important information.

twitter.com/westernsydneyu

FACEBOOK

Become a fan of the official Facebook page and join in the online discussion with students and staff.

[facebook.com/
westernsydneyinternational](http://facebook.com/westernsydneyinternational)

E-LEARNING (vUWS)

Western Sydney University's e-learning system is known as vUWS (pronounced 'views'). All units taught at Western have a vUWS presence. vUWS provides important information on each of your unit or course sites and access to learning materials and online activities that you can complete individually or with others.

If you're new to vUWS, the easy step-by-step guide includes useful information about accessing vUWS, configuring the computer and software you may need: westernsydney.edu.au/e-learning

Once you've logged in, explore the 'vUWS Information for Students'. Your lecturer will set up a vUWS site for your unit and you may find that each site you access has different online learning activities to do. Refer to the 'Unit Outline and Learning Guide' for more information about what you are required to do online.

Help is available. You'll see quick guides and interactive resources to many of the functions you'll come across in vUWS. The Blended Learning Platforms team is also available to provide technical assistance with vUWS.

You can also access information about time management, procrastination, motivation, group work and secrets to success at university, which will help you make the most of your study time.

STUDENT WEBSITE

The Student website provides information about enrolment, tuition fees, forms, student support, services and graduation.

[westernsydney.edu.au/
students](http://westernsydney.edu.au/students)

STUDY REQUIREMENTS



All new students at Western Sydney University and The College will undergo a period of adjustment. This includes adjusting to a new country and to new learning and teaching methods. To be successful at university, it is important that you understand what is required of you in terms of study and assessment tasks.

westernsydney.edu.au/international/studyrequirements

ASSESSMENT TASKS

Your assessment tasks may include written assignments, oral presentations and exams. You may be required to do them individually or in a group with other students.

Assignments are academic tasks that you have to submit to your teachers to show you understand and engage with your subject. For more information see the English Language Programs Assessment Policy.

To produce good assignments, you should:

- know your course outline, course objectives, important dates and recommended readings (always ask your lecturer if you do not understand what you've been asked to do)
- read the set readings (such as textbooks) as well as recommended references
- write using academic English
- manage your time well.

CLASS LESSONS

Classes are another important part of academic life. You must attend your classes. You will need to attend class lessons for 4 hours per day, 5 days per week.

You must attend your classes because:

- they provide you with an opportunity to speak with your classmates and the teacher.
- they'll allow you to practise communicating your ideas by giving presentations.
- they provide valuable training in the process and behaviour of a formal discussion group.

INDEPENDENT LEARNING

Your learning is up to you. Teachers and lecturers help you understand what you have to study and give you feedback on your assessments. It is your responsibility to learn, understand and complete course and administration requirements.

CRITICAL THINKING AND ANALYSIS

Critical thinking is breaking information into parts, comparing, questioning and evaluating it. When you learn to think critically, you think rationally and objectively. Critical analysis is applying critical thinking to what you read or hear. You also draw links to other readings and lecture material. These skills are essential for writing effective assignments. You show your own position and argument, and separate it from the evidence and references you use.

COURSE PROGRESSION AND ATTENDANCE

As a condition of your visa, you must satisfy course progression and attendance/participation requirements and maintain a valid enrolment for your course.

English Language Programs monitors the academic progress of all students to ensure you pass enough units to progress to graduation. Education Coordinators identify poor academic performance while also giving you an opportunity to address your performance and seek counselling advice.

Students who do not meet academic progress requirements may be excluded or suspended from study.

This will be reported to Immigration as a breach of student visa conditions and can result in visa cancellation.

For more information, visit westernsydney.edu.au/future/study/application-pathways/the-college/english-programs.html

LEAVE OF ABSENCE

Leave of absence from study will only be granted in compassionate or compelling circumstances that prevent you from attending classes. If you are granted a leave of absence your student visa may be impacted and you may need to apply for a new student visa to remain in Australia to complete your course. Please contact the Head of Programs for further information.

STUDENT MISCONDUCT

English Language Programs have a number of policies and rules in place that are designed to promote ethical and safe behaviour among students. These set out important information about standards of behaviour expected from all students at Western Sydney University.

It is your responsibility to know and understand what conduct is expected of you in class and on campus and also what misconduct is and it is in your interests to make yourself familiar, particularly with plagiarism and class collaboration.

For more information, visit westernsydney.edu.au/currentstudents/current_students/student_misconduct_rule



ATTENDANCE POLICY AND PROCEDURE

INTERNATIONAL STUDENT ATTENDANCE POLICY AND PROCEDURE

The DHA states that international students must attend at least 80% of their classes to fulfil their visa requirements. The College must also inform DHA if a student does not comply with the requirements of their student visa.

The College expects all domestic and international students to meet this requirement. Failure to do so may result in failure to meet course requirements.

Your teacher will mark a class roll every lesson. These rolls will be monitored and recorded on a central data base. The College has the responsibility of monitoring the attendance level of every international student. Attendance is calculated daily.

If you are absent from classes for medical reasons, you must get an official medical certificate from your doctor, and present it to Student Central immediately on your return to The College. If you do not get a medical certificate, you will have no basis for appeal if the College intends to report you to DHA.

You will be informed of The College's Attendance Policy on your first day of study. The policy will be explained to you during Orientation and is available on The College website.

Students who have a medical condition which requires more than five (5) days absence must report their illness and expected absence to the Head of Programs. If the illness is expected to be for an extended duration, The College may withdraw the student from study. The student's visa may be cancelled, and the student will be required to contact DHA.

A student whose attendance falls below 80% will have received two written warnings, posted to the student's email address. Students will be interviewed by the Head of Programs and counselled as to any existing problems. Where possible, students will be interviewed in person or by telephone to emphasise the consequences of continued failure of attendance, and for students aged under 18, the Student Welfare Officer will contact the student's guardian.

If a student's attendance does not improve, after consultation, a final warning letter which indicates The College's intention to report the student is issued. This letter gives 20 working days for the student to appeal the decision. After this date, if no appeal has been received or the appeal was unsuccessful, the student's Confirmation of Enrolment will be cancelled after reporting for poor attendance on PRISMS.

Students who complete study at The College are given an attendance certificate for each teaching session they have been enrolled in at The College.

Students who are absent from class on the day of an assessment task will receive zero unless a valid reason is given and evidence is provided. Medical certificates must state that you were so unfit that you could not sit an exam or submit an assessment.

It will be difficult for students to pass the academic requirements of their course if they have missed many classes.

ATTENDANCE PROCEDURE CHART

Students must be correctly enrolled before they can attend classes. Students are admitted to class only if their name is on a class roll or on an admission slip for late starters.

Attendance calculations start on the first day of a student's arrival. Every absence or lateness counts toward a student's attendance calculation.

Students are expected to attend all of their scheduled classes. If a student is absent from class due to illness, attendance at religious ceremonies or for any other reason, they will be marked absent for the classes they have missed.

If you know you are going to be absent for any time during the term, please talk to Head of Programs. While The College cannot alter your attendance figure, it is helpful if there is, at least, an explanation for absences.

The College will keep students informed of their attendance by:

- providing weekly updates to students about their attendance for each teaching session.
- emailing attendance warning letter to student's email address detailing attendance, which indicate a student is at risk.

International students must maintain an attendance level above 80% in order to fulfil The College course and visa requirements.

100%

- Perfect Attendance
- Keep up your hard work to make progress in your English studies
- Remember to attend every class and arrive early to class

90%

- First Warning + Interview
- You have used half of the time you can be absent from class
- You need to meet with the Head of Programs

80%

- 2nd Warning + Interview
- You have used ALL of the time you can be away from class
- You are at risk of being reported to the Department of Home Affairs and you must meet with Head of Programs

Less than 80%

- Intention to report
- You have used ALL of the time you can be away from class
- You have 20 days to respond in writing

70%

- Reported to the Department of Home Affairs for poor attendance
- Your visa can be cancelled and any University offers withdrawn

SEVEN HABITS FOR ACADEMIC SUCCESS



1. Know what's expected

Get all the information about your classes, weekly topics, assessments, and timelines yourself. Read your unit outline and learning guide thoroughly. Check the marking criteria.



4. Participate actively in classes

Before the class: do some preparation, revise your class notes, do your weekly readings, and prepare something to share, or a question to ask. In the class try to join in the discussion, listen to others, and listen to the comments of other students and the answers the teachers give.



2. Engage with your topic

Give yourself time to read, re-read, understand, discuss with others and think about new information. Time management is an important skill to develop at university.



3. Don't miss classes

Always complete readings before the lecture to become familiar with the topic and terms, phrases, and words (key vocabulary) used in your course. In the class, listen carefully and take selective notes about the important points. After the class: revise your notes and/or handouts. Do further reading/research to fill in the gaps.



5. Learn essay writing

Writing essays at university is different from school or TAFE (vocational college). Learn the components of an academic essay and what is expected of you.



6. Read your material

Reading university textbooks and related material is an essential element of writing essays and assessment tasks. Choose a relevant book or article and skim or scan read for key information. Be an active reader. Think about how it relates to the lecture or other material and take notes.

→ Look at the table of contents and index for specific information and keywords.

→ Quickly read the preface, introduction and conclusion to get a general idea of a book or read the abstract of a journal article.



7. Avoid plagiarism

Plagiarism is the act of using the words or ideas of another person without acknowledgment. Plagiarism is cheating. If you hand in an assignment without acknowledging your sources, you'll probably fail the assignment. You may even fail that unit or be suspended from university.

Avoid plagiarism by acknowledging (referencing) everything that you research: ideas, words, music, images, tables and graphs.

Referencing means acknowledging the sources of your information and ideas. These sources may include: books, journal or magazine articles, newspapers, company, government or institutional reports, websites and personal communications, amongst others.

Use the referencing system that your course uses. Referencing is a way of showing recognition and respect for intellectual property. Your references show how widely you have read and indicate the quality of research and the sources that have influenced your thinking.

Western Sydney University's library has referencing guides:
[library.westernsydney.edu.au/
main/guides/referencing-citation](http://library.westernsydney.edu.au/main/guides/referencing-citation)

Find out what resources and workshops are available to help improve your academic skills at
westernsydney.edu.au/workshops

ESSAY WRITING – WHAT'S EXPECTED

In a university essay, you are expected to:

- present your position (thesis/argument) in answer to the essay question. This means writing in your own voice (words) as much as possible
- structure your essay well – introduction, body, conclusion and well-structured paragraphs using references
- write in an academic writing style: formal, grammatically correct and research-based
- check the marking criteria, analyse the question, plan your research and write in a clear and coherent manner. Leave time to edit and proofread before handing in.

You can also find out about workshops that can help at
[westernsydney.edu.au/
workshops](http://westernsydney.edu.au/studysmart)

The Library Study Smart Zone provides expert advice on how to improve your academic skills for your assignments and exams. Find out more at:
[westernsydney.edu.au/
studysmart](http://westernsydney.edu.au/studysmart)

FIVE TIPS FOR PAYING FEES



1. Pay your tuition fees by the due date of each session.
2. You can pay fees electronically using the University's secure online payment system **onestop**. [westernsydney.edu.au](http://westernsydney.edu.au/currentstudents/current_students/fees/international_fees) or by credit card or through Western Union. Refer to your Statement of Account for details on how to pay. westernsydney.edu.au/currentstudents/current_students/fees/international_fees
3. If you require a letter from the University to have your fees released from your home country, make this request to Student Central well in advance of the due date of your fees.
4. If you pay your fees after the due date, you risk having your enrolment cancelled.
5. Fee refunds are granted in accordance with the Refund Policy once you've lodged a Refund Request Form: westernsydney.edu.au/international/refund

COURSE FEES

All international students must pay their fees by the commencement date of the session. Course fees do not include other expenses such as accommodation, books, equipment, photocopying, printing, stationery and living expenses.

ADDITIONAL FEES AND COSTS

Annual course fees only cover the cost of your current classes. They do not include other expenses associated with university study such as accommodation, books, equipment, photocopying, printing, stationery and living expenses.

Find out more
westernsydney.edu.au/fees

STUDENT FEES ACCOUNT

As a commencing international student, you'll have already paid part of your fees when you accepted your offer of admission.

For continuing students, your next session's Statement of Account will appear on MySR prior to commencing that session. Ensure your address is correct in MySR and mark the payment due date in your calendar so you can organise for funds from overseas to reach Australia in time.

For more information, call Enrolments on **1300 668 370**, or email your enquiry to enrolments@westernsydney.edu.au

THREE EASY METHODS TO PAY YOUR FEES

Onestop – credit card

Payments are made directly to the University via the Onestop payment system. The University accepts MasterCard or Visa only.

Western Union Telegraphic Transfer (Overseas)

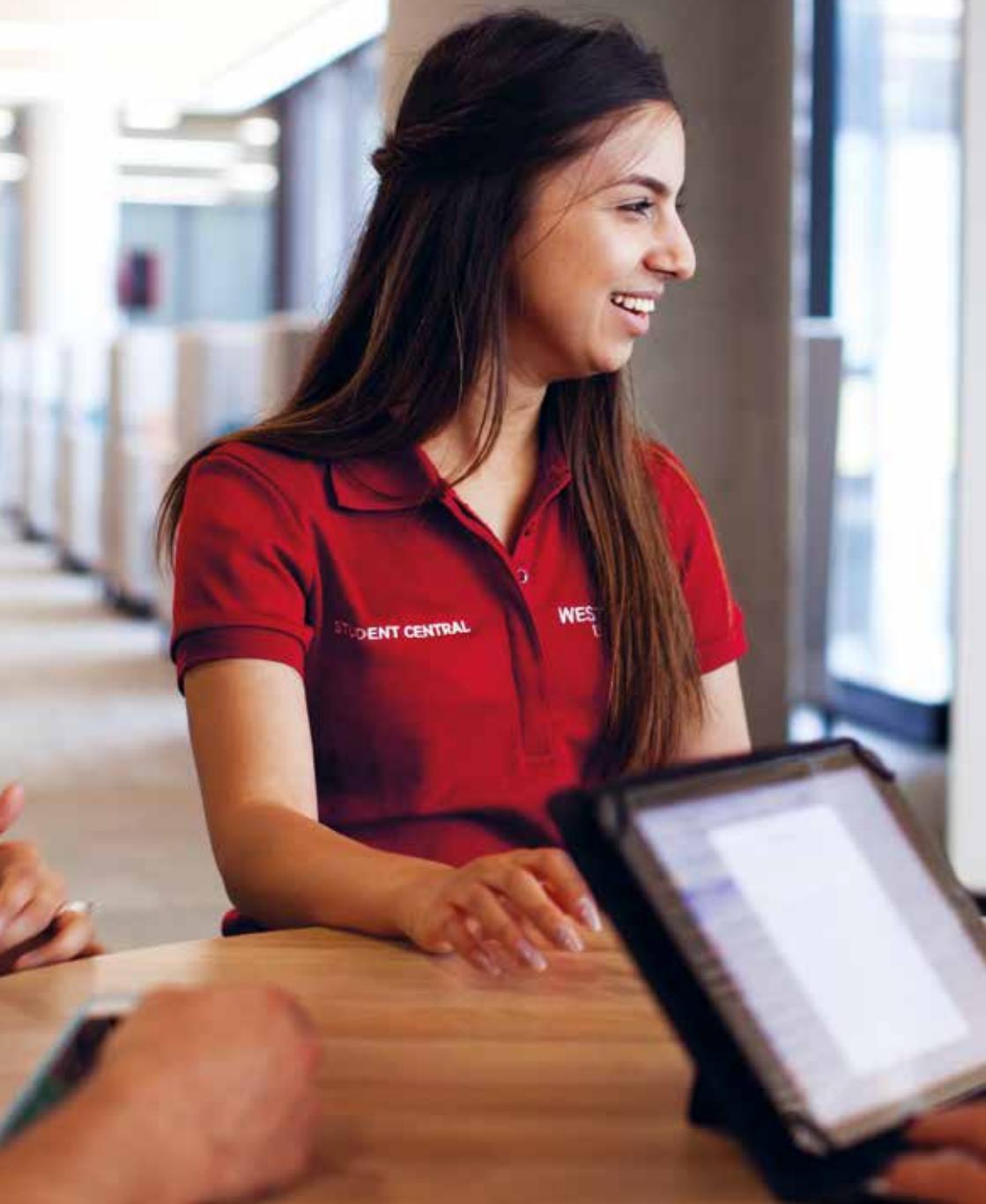
You can transfer your payment to the University's bank account via Western Union. This telegraphic transfer service allows you to pay your tuition fees from your home country in your own currency or the currency of your choice. You can avoid delays with payment delivered directly to the University on the same day or within two working days, and for the full payment amount. There are no extra bank fees and you can make a payment that is guaranteed for 72 hours – so you will know the final cost of fees. Western Union will provide you with payment receipts and you have access to a dedicated support.

Flywire

Flywire is a safe, convenient way to make international education payments to Western Sydney University. Flywire allows you to pay securely from banks worldwide. Depending on your home country, payment options can include local bank transfer, e-payments, e-wallets, and more. You will be able to track the progress of your payment online and receive SMS or email notifications each step of the way. Should you need assistance with your payment, multilingual customer support is available 24 hours and 7 days a week via phone **+61 (2) 800 69 729**.

For further information, please visit westernsydney.edu.au/international/home/apply/admissions/course_fees/payment_methods

ASK FOR HELP



Support services for students

During your time at Western Sydney University, you might need help in a variety of different situations – from personal to academic. We understand that. Some of our staff were international students themselves and come from a wide variety of backgrounds. That's why we've established a range of support services to help students make the most of their time at university, achieve their goals and succeed.

STUDENT CENTRAL

Have a question? Student Central is your first point of contact for general advice, information and referrals to other services. Each campus has a Student Central, where you can get your Student ID card, pick up and lodge your forms and get help lodging online forms. For international students, Student Central issues Confirmation of Enrolment (CoE), International letters and assists with resignation, reduced study load and leave of absence applications. For more information and Student Central locations/operating hours at each campus, visit westernsydney.edu.au/studentcentral

STUDENT CLUBS

Student Clubs are a great way to meet new people and get involved in campus life. With over 150 Student Clubs to choose from you can enjoy a vibrant social life on and off campus. Don't forget if there isn't a club for something you are interested in, you can also start your own!

WESTERNLife is your one stop online community to connect with student life, events on campus, student clubs, sport, free food on campus and much more! Join WESTERNLife today and start experiencing all the epic opportunities on offer at Western!

Find out more at **life.**
westernsydney.edu.au

HELP 24/7

Visit westernsydney.edu.au/future/student-life.html to find answers to commonly asked questions or simply get some help navigating a range of services and support available at Western.

VISITING STUDENT CENTRAL

Reserve your place in the queue using the Western Sydney app (select 'services') make sure that you choose the right location. You'll receive an SMS when it's your turn.

Locations:

Bankstown campus:

→ Building 1 (at the main entry)

Campbelltown campus:

→ Building 5 (opposite the Ceremonial Lawn)

Hawkesbury campus:

→ Building K4

Parramatta campus:

→ Building EJa (next to The University Store)

Parramatta City campus

(100 George Street):

→ Ground Floor, Parramatta City campus (1PSQ), Level 1

Penrith campus:

→ K, Room 1.16 (opposite Security)

Nirimba (Blacktown) campus:

→ Building U8

Sydney Olympic Park campus:

→ Level 4

STUDENT WELFARE SERVICE

The Student Welfare Service provides welfare support to all students. Operating on all campuses, it has professionally-trained staff to advise you about financial assistance, accommodation and health related issues. We can also assist with student advocacy needs. If you have any personal issues and would like to know if it will affect your study and visa, we strongly encourage you to meet with a Student Welfare Officer on your campus as early as possible for support and further assistance.

Under 18

If you are under 18 years old, the Student Welfare Service will provide for your welfare if your parents/guardian have entered into an accommodation agreement with a Western Sydney University approved homestay provider. This includes:

- arranging face-to-face and electronic meetings with you and your homestay provider on a regular basis to discuss any welfare, accommodation or study related matters for which you may require assistance
- helping you access other support services where necessary.

westernsydney.edu.au/welfareservice
westernsydney.edu.au/internationalstudentsupport
or email **welfareservice@westernsydney.edu.au**

HOW CAN WE HELP?



EQUITY AND DIVERSITY

Western Sydney University prides itself on being a 'Fair Go' university that celebrates and respects the diversity of all our students and staff.

We've developed a range of policies, procedures and structures which promote inclusive practice, and support and encourage students and staff from a diverse range of backgrounds in fully participating across our University community.

We support programs and practices that promote a peaceful, equitable and safe environment for all our students and staff, and host various events and initiatives across the year which reflect the varying interests and backgrounds of our University Community. Our Open Forums, which are held regularly across the year, explore a range of social issues of relevance to the University and wider Greater Western Sydney community.

Search 'Student Collectives' on our website to find local student groups that may provide support or networking opportunities such as the Women's Collective, Queer Collective, Ethno-cultural Collective and Disability Collective.

Find out more about Equity and Diversity at westernsydney.edu.au/equity

ALLY NETWORK

The Ally Network is an endorsed group of staff and students committed to creating an inclusive and respectful culture at the University for lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ) community members, by promoting greater visibility and awareness of LGBTIQ issues.

westernsydney.edu.au/ally

DISABILITY SERVICE

If you have a disability or a chronic health condition, the Disability Service provides you with support and services to ensure you can access University campuses and facilities to participate and compete equally in your studies.

This service works with University staff to implement all necessary reasonable adjustments for each student registered with the Disability Service, such as the provision of note takers, sign interpreters and class notes in alternative formats, as well as assistance for all exams and tests, in compliance with the Disability Discrimination Act (1992) and the Disability Standards for Education (2005).

To discuss your requirements with the campus disability adviser, please make an appointment.

westernsydney.edu.au/disabilityservice

Phone: +61 2 9852 5199

Email: disability@westernsydney.edu.au

CHAPLAINCY

The University Chaplaincy is a multi-faith service, supporting all students and staff by encouraging spirituality, offering hospitality and creating community. We believe in embracing our diversity, encouraging conversation and respecting our similarities and differences.

Our chaplains come from a variety of spiritual traditions, and provide:

- a safe place and a listening ear
- opportunities to nurture, express and explore your spirituality
- links to religious groups and faith communities
- connection of life and faith through critical thinking, exploration of ethical issues and action for social justice issues
- care and support in times of uncertainty, crisis and loss
- thoughtful acts of service with and for others.

Multi-faith facilities are available for students and staff on all campuses.

For locations and other information see westernsydney.edu.au/chaplaincy or email chaplaincy@westernsydney.edu.au

ACADEMIC SUPPORT PROGRAMS

The Student Learning Unit staff will help you with academic preparation courses and literacy workshops. These services are free to all students.

Workshops include:

- Essay Writing
- Referencing
- Essay Structure
- Mathematics And Statistics
- Nursing Maths
- Academic Writing
- Developing Writing Skills
- Critical Thinking
- Assignment Preparation
- Spoken English

See: **[westernsydney.edu.au/
workshops](http://westernsydney.edu.au/workshops)**

STUDENT REPRESENTATION AND PARTICIPATION

Student Representation and Participation at Western Sydney University is about getting involved, finding your voice and making it heard. The goal of student representation is to provide all students with the opportunity to be part of Western Sydney University's decision-making process.

You can get involved at two levels:

- Student Campus Councils (SCCs) – campus level opportunities for viable change.
- Student Representative Council (SRC) – wider level opportunities for viable change.

The SCCs and SRC are run by students for students and will listen to your concerns, whether it's an issue with your course, access to resources on campus or an equity issue.

We'd also love to talk to you about new ways we can engage with students to increase participation and democratic student input.

**[westernsydney.edu.au/
studentrepresentation](http://westernsydney.edu.au/studentrepresentation)**

THE COLLEGE GRIEVANCE PROCEDURE

ENGLISH LANGUAGE PROGRAMS

If you have a problem

Speak directly with **teacher or Course Coordinator**

Problem not resolved

Speak with **Head of Programs, English Courses**

Problem not resolved

Write a letter to the **Director, English Language Centre**

Problem not resolved

Write a letter to the **CEO**

Problem not resolved

Contact the **Overseas Students Ombudsman**

Phone: 1300 362 072

Web: [ombudsman.gov.au/How-we-can-help/
overseas-students](http://ombudsman.gov.au/How-we-can-help/overseas-students) (Online complaint form)

Email: ombudsman@ombudsman.gov.au

All students are advised to read *English Language Programs Complaint Handling and Resolution Policy* available on our website at westernsydney.edu.au/thecollege

The standard procedure for resolving a grievance is:

- discuss your problem with the appropriate member of staff
- if you still have a problem after speaking to the appropriate member of staff, you should write a letter to the Director, English Language Centre. If a satisfactory outcome is still not achieved, you can write to the Chief Executive Officer of The College

In all of these discussions, you can bring a support person.

The flowchart on the left sets out the steps that will be followed if a grievance is brought to The College.

TEN TIPS FOR A GREAT FIRST YEAR



1. Be bold

You have nothing to lose. Most students starting university don't know anyone either. It's worth saying 'hello' and starting a conversation because you might just make a new friend.

2. Ask questions

If you're unsure, ask someone. Your Academic Course Adviser or Director of Academic Program can help you choose the right units and answer questions about your course and assessments. Student Central can help with non-course related questions.

3. Get organised

University life is not just about academic study. You want to have the best experience possible. Plan your time and get organised. University study is independent and self-directed. Make sure you know the important dates that relate to your study and set reminders for them.
westernsydney.edu.au/dates

4. Set short, medium and long-term goals

Starting university study has many unknowns and setting goals for the things you want to achieve can help keep you motivated and give you a sense of certainty.

5. Keep social

'Like' the Western Sydney University Facebook page to see updates, follow @WesternSydneyU on Twitter and keep up to date with Campus Life. Get involved with your Student Campus Council for updates on what's happening around the University and your campus.

6. Balance your budget

Living and studying in Australia is expensive for many students. The cost of food, transport, accommodation and socialising can easily get out of control. Keep track of how much money you have, how much you can spend per week/month/session and plan how to get the most value for your money.

7. Stay healthy

A healthy body is essential for a healthy mind. Why not join the University's fitness gym at a student discounted rate. gym.westernsydney.edu.au westernsydney.edu.au/mentalhealthandwellbeing

8. Manage your stress

An overly stressed mind is an inefficient mind. Take time out every day to unwind and relax mentally as well as physically. Make sure you have normal sleep patterns and do not miss sleep for work or study. Exercise, yoga and mindfulness training are great ways to manage stress.

9. Explore the area

The University has seven campuses in different areas of Western Sydney. These have a range of recreational and entertainment options. Check the local newspaper, the council's website or like them on Facebook to find out what's happening in the community.

10. Check out the culture

Western Sydney University has regular art shows, theatre performances, museum exhibitions and events to celebrate cultural diversity. Check the University events calendar to find out what's happening around campus. westernsydney.edu.au/home/events

WORKING IN AUSTRALIA



As an international student, once your course starts you may work 40 hours per fortnight during semester and full-time in vacations. Understand your study obligations before you commit yourself to part-time work and don't expect that you'll find part-time work immediately.

HOW TO FIND A JOB

Start by registering with the CareerHub at westernsydney.edu.au/careerhub and check the listings for casual and part-time jobs regularly. Put together a resume or CV of your work experience and education. Disclose your visa status to employers and be prepared to show evidence of this.

Sometimes an employer may also ask for a letter from the University confirming that you are a student or are on vacation and Student Central will provide you with this letter. Western Sydney Careers offer workshops which cover such topics as Success at Job Interviews and One Stop Careers.

AVOID EXPLOITATION

Although most employers do the right thing, some may try to take advantage of the fact that you are a young person living in another country and that your first language might not be English. Most employers will treat you fairly. To ensure that you avoid bad work situations, you should be in a workplace that:

- complies with workplace Health and Safety legislation and standards
- provides appropriate information, training, instruction and supervision
- provides a non-discriminatory and harassment-free environment
- ensures payment of appropriate wages.

FAIR WORK OMBUDSMAN

If you are concerned about conditions in your workplace or require assistance with resolving workplace issues, contact the Fair Work Ombudsman on **13 13 94** (8am-5.30pm Monday to Friday, except public holidays). You can also access information about your employment rights and conditions from the Fair Work Ombudsman website

fairwork.gov.au/

TAX FILE NUMBER (TFN)

If you intend to work in Australia, you will need to apply for a Tax File Number (TFN). Your bank will also ask you for a TFN, as this will reduce the amount of tax you pay on any interest earned on your bank account. You can apply for a TFN online. You will need to have a permanent address before you apply for a TFN.

ato.gov.au/Individuals/Tax-filenumbers/Applying-for-a-TFN

CASH-IN-HAND PAYMENT

Working 'Cash-in-hand' refers to an employment arrangement where your employer does not declare you as an employee to the Australian Taxation Office.

Problems with getting paid cash-in-hand include:

- you are not covered by insurance if you are injured at work
- you can be fined for not declaring income to the Australian Taxation Office
- your employer might attempt to avoid paying you full entitlements, such as sick leave and overtime
- you might be paid below the minimum rate for your age.

CAREER READINESS

Western Sydney University Careers provides a wide range of online and face-to-face services to enhance students' career readiness. Logon to our CareerHub: westernsydney.edu.au/careers

Some of our services include:

- career information tailored specifically for International Students
- career building and job seeking workshops and online resources
- employer networking events such as careers fairs and expos.

STUDENT EMPLOYMENT AND EXPERIENCE

Western Sydney University has a 'Jobs on Campus Program', which offers paid professional experience right here at the University, providing degree-relevant work experience and extra income. We also advertise thousands of external jobs for students annually. Many international students have found roles in various areas such as design, marketing, business, engineering, finance, accounting, research, science and health. To find out more, see westernsydney.edu.au/careers

For general inquiries phone our student assistance line on **+61 2 4736 0424**, email careers@westernsydney.edu.au or for help with job seeking and career planning call our Careers Hotline on **+61 2 4736 0522** (operates 10am-1pm weekdays only).

Other services for international students:

- Star Pronunciation – an online course to help improve your English pronunciation
- Harrison Assessment – available in several languages, this career assessment identifies areas of strength and matches it with careers you might enjoy
- Going Global – a database that contains country-specific career and employment resources for more than 80 locations.

POST-STUDY WORK ARRANGEMENTS

Once you complete your degree, you may be eligible to apply for a post-study work visa. A visa in this category may be granted for up to four years, depending on your qualification.

immi.homeaffairs.gov.au visas/getting-a-visa/visa-listing/temporary-graduate-485



YOUR STUDENT VISA



VISA CONDITIONS

Student visas come with a number of conditions. It is important that you are aware of the rules of your student visa, and you do not breach them, to avoid your visa being cancelled:

- satisfy course progression and attendance/participation requirements and maintain a valid enrolment for your course. If your progress is less than satisfactory, seek help from the various support services available and speak to your Education Coordinator. For further information, please see the English Language Programs Attendance Policy and Course Progress Policy.
- study enough units in each session to finish in your visa period. If you study less than a full-time load, make sure the University has approved your reduced load
- do not work more than 40 hours per fortnight in term time (including mid-term breaks). You can work unlimited hours during official holiday periods between study semesters/sessions
- maintain your Overseas Student Health Cover (OSHC) while in Australia. The Australian immigration department will require you to show OSHC for the duration of your student visa for any permanent residency (PR) application. The University requires all international students to show proof of OSHC prior to enrolment being finalised in each year

- ensure you leave Australia or apply for a new visa before your visa expires
- if you change to a lower study level (for example from Bachelor to a Diploma or Certificate course, or from a Master to a Bachelor or lower) apply for a new student visa
- remain with Western Sydney University for the first six months of the course for which you were given the visa. If you would like to make a request to transfer to another education provider, you must apply for a letter of release. Requests for transfers are not given automatic approval. The University will assess your transfer request on an individual basis westernsydney.edu.au/esos
- advise the University of your residential address within seven days of your arrival in Australia. If you change your address, notify the University of your new address within seven days
- if you have dependents under 18 years of age with you in Australia for more than three months, you must make sure they are enrolled in school
- there may be other conditions on your visa, depending on your personal circumstances. For more information, see the Australian immigration website immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions or visit westernsydney.edu.au/studentvisa

EDUCATION SERVICES FOR OVERSEAS STUDENTS (ESOS)

The ESOS Act regulates the provision of education to overseas students in Australia. It covers the conduct of providers (universities, colleges, and schools), students and the various government departments involved. Its main purpose is to provide consumer protection for overseas students. See westernsydney.edu.au/about_uws/leadership_governance/education_services_for_overseas_students_esos

The Australian Government reviews its Student Visa Program regularly. Please check the Australia immigration department website for updates: immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study

For more information on

- ESOS, see westernsydney.edu.au/esos
- International Student Refund, see westernsydney.edu.au/international/home/apply/admissions/course_fees/refund_agreement
- International Transfer Procedure, see westernsydney.edu.au/esos

FINANCIAL REQUIREMENTS

International students are required to have genuine access to sufficient funds while studying in Australia. Funds should be sufficient to contribute to the cost of travel, tuition, school costs of any dependents, and living costs.

Contact information

Student Central
1300 668 370 (within Australia)
+61 2 9852 5656 (from overseas)
studentcentral@westernsydney.edu.au

Student Welfare Service
+61 2 9685 9751

welfareservice@westernsydney.edu.au
westernsydney.edu.au/welfareservice

Western Sydney University The College
PO Box 224
Quakers Hill NSW 2763

CRICOS CODE 02851G



facebook.com/westernsydneyinternational



WESTERNSYDNEY.EDU.AU