



THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

CREATE CHANGE

ICTE Student Handbook

TRP edition



In an emergency contact:

UQ Security (all hours)	+61 7 3365 3333
ICTE Emergency Support	+61 428 266 170
Police, Fire or Ambulance	000
OSHC 24-hour emergency helpline (for students with Allianz Global Assistance OSHC only)	1800 814 781

For urgent homestay/airport issues after-hours

+61 419 435 147
or +61 417 712 674

Useful contacts

Department of Home Affairs

Brisbane Visa and Citizenship Office

Ground Floor
299 Adelaide Street
Brisbane QLD 4000

Telephone (English): 13 18 81

Web: www.homeaffairs.gov.au



Allianz Global Assistance OSHC

(for students with Allianz Global Assistance OSHC only)

Telephone Member Services and General

Enquiries: 13 OSHC (13 67 42)

Claims: 1800 651 349

24 Hour Emergency Helpline: 1800 814 781

The Allianz OSHC 24 Hour Emergency Helpline can assist you with urgent medical or legal advice. Interpreters are available.

Web: oshcallianzassistance.com.au



Useful websites



Visit Brisbane
(events and things to do)
visitbrisbane.com.au



ICTE
icte.uq.edu.au



The University of Queensland
uq.edu.au



Public Transport
translink.com.au



Google Maps
google.com/maps



UQ Union
uqu.com.au

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Orientation

Orientation and classes are held from 8.15am – 12.45pm or 1pm – 5.30pm. You will be advised which orientation to attend when you receive your acceptance letter or, via email approximately one week prior to your arrival.

During orientation sessions you will:

- meet ICTE staff
- find out about your course requirements and expectations
- learn about support and services available at ICTE and UQ
- go on a campus tour and see the university facilities
- learn useful information about living in Brisbane.

Class times

Classes start at either 8.15am or 1pm as advised on your first day.

BE students are advised of their class and class times prior to week one.



For all other courses, class timetables are emailed in the afternoon of day one or you can find your class on the level 3 and 4 notice boards.

Sample timetable

You will be placed in a morning or an afternoon session based on your course and class level. Evening classes can also be scheduled subject to demand. All times are subject to change.

Morning session (8:15am - 12:45pm)		Afternoon session (1:00pm - 5:30pm)	
Monday - Friday		Monday - Friday	
Class	8.15 - 10.15am	Class	1.00 - 3.00pm
Break	10.15 - 10.45am	Break	3.00 - 3.30pm
Class	10.45am - 12.45pm	Class	3.30 - 5.30pm

5 Top Tips for ICTE Students

1. Show respect to your classmates and teachers at all times
2. Come to class on time and make sure you maintain satisfactory attendance
3. If you miss a class for any reason, complete an absence form online: survey.app.uq.edu.au/AbsenceForm.aspx 
4. If you have study or personal problems, ask for help at ICTE Student Information
5. Student visa holders **must** provide their details within 7 days of their arrival in Australia. Scan the code and complete the online form. 

Week One Checklist

Attend orientation

Get your student ID card

- Take your passport and e-CoE (electronic Confirmation of Enrolment) to the Prentice Building (#42), to collect your student ID card (if you submitted a photo online) or have your photo taken and collect your student ID card.

Set up your OSHC app

- Download the Allianz Overseas Student Health Cover, My OSHC Assistant App: oshcallianzassistance.com.au/app
- With this application you can access your e-membership card, update your personal details, submit a claim, locate your nearest direct-billing doctor, contact the 24-hour helpline and access a medical term translator.



Complete the online registration form before Wednesday

- Complete the online registration form at survey.app.uq.edu.au/ChangeCont.aspx by no later than Wednesday of your first week.



Your ICTE student card

You can use your card to:

- borrow items, print and photocopy at the UQ Library
- book and join ICTE Activities
- get student discounts at UQ Sport and use other services on campus
- buy student tickets for selected cinemas and activities in Brisbane such as the South Bank Wheel of Brisbane or the Story Bridge Adventure Climb.

Please note that you cannot use your student card to buy student tickets on public transport.

Computer and Internet Access

Username and password

You will need your UQ student number and password to access all computer and internet facilities (including wifi) on campus.

Before you start your course UQ will send you an email with an 'activation' button to set your password.

If you did not receive the email, please visit ICTE Student Information on Level 4.

You must change your password before it will work with the wifi on your device. To change your password, go to uq.edu.au/password

Using wifi on campus

To use wifi on campus:

1. Click "UQ" on the list of available wifi networks
2. Enter your username as follows:
s_ _____ ("s", followed by the first 7 digits of your 8 digit UQ student number)
3. Enter the password you set through the activation email.

UQ library computers

ICTE students can use the student computers in UQ Libraries.

Always protect your personal information

Do not give your personal details to strangers or phone callers.

Do not supply personal information in emails to people you don't know.

Do not post personal details online unless you are sure it is a safe website.

UQ Internet Policy

You need to know the UQ Internet policy about acceptable use of the service.

You can find this policy at: ppl.app.uq.edu.au/content/6.20.01-acceptable-use-uq-ict-resources

Printing and photocopying

If you need to use a printer or photocopier go to the Social Sciences and Humanities Library (Building #12).

To use the printers and photocopiers in the library load print credit onto your Student Card. For more information visit: web.library.uq.edu.au/library-services/it/print-scan-copy/your-printing-account

Get future ready at UQ

Digital Essentials is a series of online modules for you to quickly build your digital skills so you can succeed in study and work. If you are new to UQ, we suggest you begin with the recommended modules:

web.library.uq.edu.au/research-tools-techniques/digital-essentials

Helpful Apps



UQnav

Free campus maps on your smart phone.
uq.edu.au/uqnav



UQ SafeZone

Connect directly with UQ security officers or emergency services for first aid or assistance in an emergency situation on-campus.
pf.uq.edu.au/unisafe/uqsafezone



My UQU Rewards

Become a My UQU Rewards Member today and get access to some great discounts on and off-campus.
uqu.com.au/rewarding-u



Learn.UQ Mobile

Keep up with your study by accessing your course materials whenever and wherever you want.
learn.uq.edu.au



MyTransLink

Access to real-time bus, train and ferry information to help plan your travel.
translink.com.au



CellOPark

A smartphone app which allows you to pay for parking at UQ quickly and easily.
cellopark.com.au



Free wireless internet (wifi) in Brisbane

Brisbane City Council now offers free wireless internet (wifi) access in public spaces across Brisbane.

For details visit: brisbane.qld.gov.au/things-to-see-and-do/experiences-and-culture/free-wi-fi-in-brisbane



Activities at ICTE

ICTE organises a range of free and low-cost activities so you can enjoy life on-campus and be part of your local community. Our fun activities help you get to know other ICTE students and practise using your English skills outside of class. We provide all the equipment and our friendly volunteers can help you get started.

Visit the Activities section of the ICTE website for the monthly calendar at icte.uq.edu.au/activities. See the latest events and workshops you can join.

To register for an activity is simple:

1. Visit icte.uq.edu.au/activities
2. Click on Activities and Workshops
3. Click on the activity you want to join
4. Log on as 'current student'
5. Enter your UQ password and email address
6. Choose the activity time and register

Some example activities:



Chorus



Friday sport



Conversation Club



Workshops




Cooking classes





Art classes

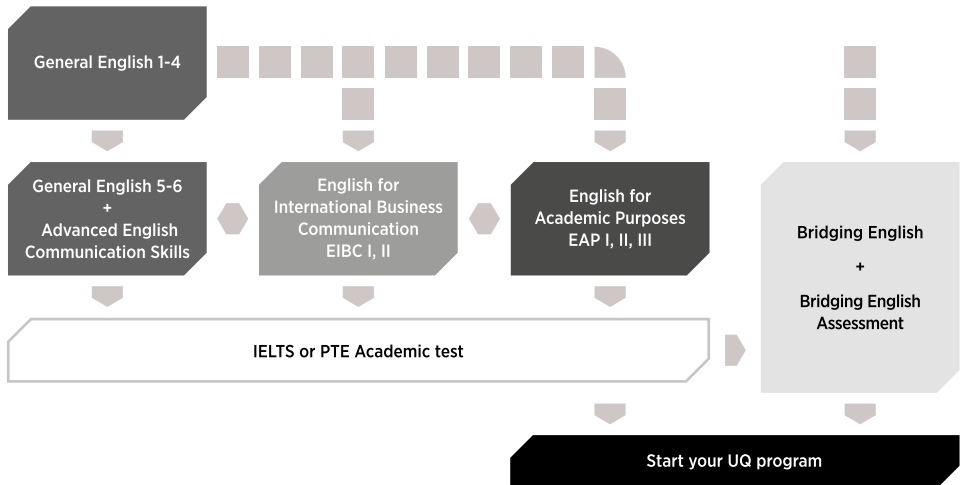


Study Options at ICTE

 Learn English for everyday use

 Learn English for the workplace

 Gain entry to a UQ program



Extending your enrolment

At the end of your course you may want to continue studying English at ICTE.

It is a good idea to discuss your study plans with the Academic Managers (see page 23 for details) as they can recommend which classes you should take.

To extend your enrolment complete an application form (available from ICTE Student Information on Level 4) and pay the fees.

You may need to change or extend your visa. Please talk to ICTE Student Information if you have any questions about your visa and staying in Australia for more English classes.

ICTE courses can become fully booked. If you would like to re-enrol make sure you apply early to reserve your place.

Interested in studying at UQ?

Visit UQ Student Centre on-campus:

Level 1, JD Story Building (#61)

T: +61 7 3365 7941

E: applicationstatus@uq.edu.au

Visit the website:

future-students.uq.edu.au



UQ CRICOS Provider No 00025B

About Brisbane

Brisbane is the sunny, sophisticated capital city of Queensland and gateway to its many famous attractions. It's Australia's third largest city and fastest-growing capital with a population of 2.4 million, offering a safe, friendly, multicultural environment. The inner city is characterised by riverside walks, parklands, museums, art galleries, shopping districts, markets, and a variety of cosmopolitan restaurants and cafes.

Australians love visiting the beach and there are two popular beach areas close to Brisbane:

- Gold Coast (1 hour south of Brisbane)
- Sunshine Coast (1 hour and 30 minutes north of Brisbane).

For information about Brisbane visit:
brisbane.qld.gov.au

For information about Queensland visit:
queenslandholidays.com.au

Climate

The average temperature is 25°C – 15°C.

Some homes have air-conditioning and ceiling fans to assist with comfort during such heat. During high temperatures be sure to drink plenty of water and stay out of the heat of the day when possible.

For more information regarding Brisbane weather visit: australia.com/en/facts-and-planning/weather-in-australia/brisbane-weather.html

What to pack

- **Colder months:** Lightweight clothing is suitable but you will require a sweater or warm jacket, as it can get cold at night. Most Brisbane homes do not have central heating, so please bring warm clothing to wear inside and for sleeping.
- **Warmer months:** Lightweight clothing is suitable to wear, as these months have some very hot and humid days. Brisbane summers have recorded temperatures as high as 35 – 38°C.





Time

Brisbane remains on Australian Eastern Standard Time (AEST) throughout the year.

Queensland does not change to daylight saving time in the summer months.

Electricity

Australia uses 240-volt electricity. You will require an adaptor to convert your appliances such as a hairdryer, electric shaver, phone, tablet and laptop chargers.

 Autumn Mar – May	 Winter Jun – Aug	 Spring Sep – Nov	 Summer Dec – Feb
Average 13°C– 28°C	Average 9.5°C – 21°C	Average 12°C – 27°C	21°C – 30°C
Cooler days and nights, with some rain	Cool, fine and sunny days and cold at night	Ideal weather with warm and sunny days	Hot and humid days that can reach 35°C – 38°C

Cost of Living

Estimated weekly living costs	Student living in ICTE Homestay	Student living in on-campus college	Student living in off-campus commercial accommodation	Student living in off-campus share house	Student with dependants (2 adults, 1 child) living off-campus
Rent	\$270	\$450-\$700 ³	\$180-\$520	\$130-\$250	\$450-\$600
Food	\$50 ¹	Included	\$100-\$125	\$100-\$125	\$250-\$300
Utilities ²	Included	Included	Included ³	\$10-\$20	\$40-\$50
Internet	Included	Included	Included ³	\$5-\$10	\$15-\$50
Phone	\$20-\$30	\$20-\$30	\$20-\$30	\$20-\$30	\$20-\$30
Public transport	\$35-\$50	\$10-\$20	\$20-\$40	\$20-\$40	\$80-\$160
Recreation	\$30-\$50	\$30-\$50	\$40-\$60	\$40-\$60	\$60-\$100
TOTAL	\$405-\$450	\$510-\$800	\$360-\$775	\$325-\$535	\$915-\$1290

¹ weekday lunches only

² gas and electricity

³ Many student accommodation providers include electricity, gas and internet costs in rent; however, check with your provider to be sure.

For the most up-to-date cost of living prices see: future-students.uq.edu.au/cost-living

Rental accommodation

studystays.com.au

ICTE students can access the online UQ Rentals Database. For more information, visit the UQ Accommodation website at my.uq.edu.au/student-support/accommodation.



Before you sign a lease, take it to UQ Accommodation Services and ask them to check it for you.

Mobile Phones

Local SIM card

We suggest you purchase a local SIM card soon after you arrive, so that you can communicate with family and friends, and also use in an emergency. A local SIM card will also avoid international roaming charges.

Major SIM cards and pricing information for phone calls, SMS and data can be found at some newsagents or at mobile phone kiosks in most major shopping centres. The major phone companies in Australia are Telstra, Optus, and Vodafone. Some suppliers also sell SIM cards over the internet.

If you have requested an airport transfer or you are part of a group arrival, please do not purchase your SIM card on arrival at the Brisbane airport terminal.

Buying and activating a SIM card in Australia is not a quick process, and may cause you to miss your coach or vehicle transfer.

If you wish to use a local SIM card to call your home country, please check the international call access and international call rates for the SIM card you intend to purchase.

You may find the mobile phone plan comparison website useful for this purpose: whistleout.com.au/MobilePhones

Phonecards

A large selection of discounted domestic and international telephone cards are available from newsagents and retail outlets in Brisbane.

Working in Australia

Can I work on my student visa?

Student visa holders are allowed to work up to a maximum of 40 hours per fortnight when the course is in session, and full-time during holidays.

To be able to work in Australia you **MUST** have a Tax File Number, available from:

Australian Taxation Office

Telephone: 13 28 61

Web: ato.gov.au



Safety and Security

Safety on campus

Download the free UQ SafeZone app to connect directly with UQ Security for first-aid support or assistance in an emergency: pf.uq.edu.au/unisafe/uqsafezone

Make sure you know how to access the emergency button.

Call **1800 800 123** to ask for a security officer to escort you if you are walking in quiet areas on campus at night.

You can also use the Unisafe bus to travel around campus late at night.

Look after your valuable items

- Keep your wallet, phone, passport, keys and other valuable items with you at all times.
- Do not leave valuable items in ICTE classrooms during class break times.
- ICTE recommends that students purchase travel insurance for all valuable items.

ICTE Emergency procedures

If the emergency alarm sounds during class time:

- Follow the instructions of your teacher or ICTE staff member.
- Go to the grassed area opposite the ICTE building. Find your teacher and stay with your class.

If the emergency alarm sounds during break time, leave the building immediately.

Remember: Never use the elevators during an emergency evacuation.

Protect yourself from identity crime

- Never give your personal details to strangers or phone callers.
- Never supply your personal details in emails to people you don't know.
- Never post personal details online unless you are sure it is a safe website.

Beware of callers

- Pretending to be from the police, Australian Taxation Office, or Department of Home Affairs.
- Threatening you into paying money or sharing your personal details.
- Offering a cheaper way to pay tuition fees, or asking you to transfer money for accommodation before you see the property, or for other services.

Legal advice

If you need help with a legal matter there are free support services for students.

Contact the UQ Union Legal Service:
uqu.com.au/student-support/legal

Safety in Brisbane

Brisbane is a safe and welcoming city. However, when you are visiting any new city, it is important to follow a few simple tips to stay safe.

- Try not to go out or travel by yourself, especially at night. Where possible, stay with your friends.
- At night, walk in busy areas with good lighting.
- Keep your bag close to your body at all times.
- Before you leave home, always check Translink.com.au to make sure you know how to get home and what time the last bus or train leaves at night. There are limited services during weeknights in Brisbane.
- Never accept a car ride from a stranger.
- Use marked pedestrian crossings to ensure your safety when crossing roads.
- Remember that wearing headphones or using a mobile phone reduce your personal safety.

Emergency contact numbers

000

for emergency or life-threatening situation

UQ Security

+61 7 3365 3333

for on-campus emergencies

If you need police to help you with a situation that is not an emergency, phone **131 444**

Swim Safety

Australian beaches can be a fun but always look for the safe places to swim.

F

Find the red and yellow flags and swim between them.



L

Look at, understand and obey the safety signs.



A

Ask a lifeguard or life-saver for advice before you enter the water.



G

Get a friend to swim with you.



S

Stick your hand up, stay calm and call for help if you get into trouble.



Sun safety

In Australia it is very important that you protect yourself from the sun as it contains harmful UV rays. To prevent sun damage:

- Wear clothing that covers as much skin as possible, a hat that protects your face, head, neck and ears, and sunglasses.
- Use a broad-spectrum, water-resistant SPF30+ sunscreen. Put it on 20 minutes before you go outdoors and every two hours afterwards.
- Stay in the shade – especially between 11am and 3pm.
- Drink lots of water.

Wellbeing

Counselling

Studying in Australia brings lots of changes and these can affect the way you feel.

If you feel stressed or homesick, or if you cannot sleep and feel sad, free help is available to you.

UQ offers free private appointments, with a professional counsellor which can help improve your mental health, or personal relationships.

A counsellor will listen to your problems and work with you on some actions that are right for you.

Anything that you say will be kept in confidence and will not affect your academic record.

Safe relationships

At UQ we want to ensure that the campus is a safe and respectful environment for our students.

As a member of the UQ community we expect you to conduct yourself in accordance with the University's Student Charter (see page 18).

Bullying, harassment and sexual misconduct are not tolerated at UQ.

If someone in a relationship tries to force you to do something that you don't want to do, remember that it's not okay.

If this has happened to you, support is available at UQ:

- 000 for immediate police or ambulance assistance
- UQ Security +61 7 3365 3333 for on-campus emergencies

If you would like help



Phone +61 7 3365 1704
or book online:
uq.edu.au/student-services/counselling-services



Or you can visit Student Services in Building #21D



ICTE Student Information on Level 4 can also assist you

24/7 help



UQ Counselling and Crisis Line: 1300 851 998

Lifeline also offers crisis support: **13 11 14**

1800RESPECT
(1800 737 732)

1800 QSTUDY
(1800 778 839)

Health and Medical Services

If you are sick on campus

Book an appointment online at uqhealthcare.org.au or go to ICTE Student Information on Level 4 for assistance with making an appointment at UQ Health Care (UQHC).

UQHC can get very busy. If it is not an emergency we recommend you visit a doctor near your home.

The UQHC is located at:

Level 1, Gordon Greenwood Building (#32), Union Road

Telephone: +61 7 3365 6210

The UQHC is free for students who have Overseas Student Health Cover (OSHC). You must take your card or have the OSHC App to show you have cover.

Medicine can be bought from the Campus Pharmacy in the Union Court.

If you need to go to hospital

Visit your local doctor or medical centre for things like minor coughs, flu and stomach aches. Do not go to hospital.

If you are very sick or injured, take a taxi to 'Emergency' at the nearest hospital. Only use an ambulance to take you to hospital for a life-threatening accident or illness. If you need an ambulance, call 000.

If you are sick at home

Call a local doctor to make an appointment. If you are sick during the night phone a local doctor. An answering service will tell you how to contact a night-time medical service.

After-hours doctors

There are a number of services for after-hours doctors:

- **13SICK: 13 74 25**
- **Dial A Home Doctor:** 1300 980 980
- **Australian After Hours Doctors:** 1300 466 337
- Allianz OSHC holders can also use Doctors on Demand in the Allianz app.

Contact details for some local doctors:



Indooroopilly Medical Centre

Suite 5, 66 Station Road, Indooroopilly
T: +61 7 3878 3733

Myhealth Medical Centre

Toowong Village
9 Sherwood Road, Toowong
T: +61 7 3217 8033

Taringa 7-Day Medical Practice

15 Morrow Street, Taringa
T: +61 7 3870 7239

UQ Healthcare Annerley

4/20 Cornwall Street, Woolloongabba
T: +61 7 3346 1122

7 Day CBD Medical Centre

245 Albert Street, Brisbane
T: +61 7 3211 3611

Good Health Medical Centre

1290 Logan Road, Mount Gravatt
T: +61 7 3349 9911

OSHC (Health Insurance)

If you requested OSHC with your offer, your OSHC is provided by Allianz Global Assistance.

You will receive an email from Allianz OSHC with your policy number before your course start date.

To access your account you need your policy number and the email address you provided on your application.

Use this application to access your e-membership card, update your personal details, submit a claim, locate your nearest direct-billing doctor, contact the 24-hour helpline and access a medical translator.

Help with OSHC provided by Allianz Global Assistance

An Allianz Global Assistance representative is available most weekdays on campus at Level 1, JD Story Building (#61).

Contact Allianz Global Assistance

Member Services and General Enquiries

13 67 42

Claims

1800 651 349

24 Hour Emergency Helpline

1800 814 781

Postal Address

Allianz Global Assistance
OSHC Locked Bag 3001
Toowong QLD 4066

Visit oshcallianzassistance.com.au for information about your cover.



Download the Allianz OSHC App: oshcallianzassistance.com.au/app



**Sonder is a 24/7
safety service
for students with
Allianz OSHC**

To activate your account visit
sonderau.com/uq



Questions? Please email **Sonder** at
customerservice@sonderaustralia.com

Public Transport

General information

- Brisbane's public transport system includes buses, trains, CityCats (river ferries) which you can use to travel to the UQ campus and around Brisbane.
- The average weekly cost for transport is AUD\$45.00 and varies according to the number of zones travelled.
- It is a good idea to download the MyTransLink app on your phone when you arrive so you can check your bus and train timetables. This app is available from the App Store and Google Play.

Visit: translink.com.au/plan-your-journey/mytranslink

Go card for trains, buses and ferries

- It is recommended that you purchase a 'go card' when you arrive in Brisbane.
- A translink go card covers Brisbane, the Sunshine Coast and Gold Coast regions.
- Ensure you 'touch on' and 'touch off' with your 'go card' (on the bus), trains (on the platforms), CityCat (on the CityCat) at the beginning and end of your journey.

Where can I buy and add credit to my go card?

- Selected newsagents (for example, UQ Campus News at St Lucia campus).
- 7-Eleven stores.
- Train stations where you see the 'top-up' symbol.

More information, timetables and journey planner

Phone: 13 12 30
(24 hours a day
7 days a week)
Web: translink.com.au



- Translink fare machines at train stations and busway stations.
- Financial top-up amounts can be added to your registered 'go card' online at gocard.translink.com.au/webtix
- Visit the following link to find a retailer close to your accommodation that sells 'go cards': translink.com.au/tickets-and-fares/go-card/buy-and-top-up

How much do I pay?

ICTE students cannot purchase student tickets for bus, train, or CityCat fares with an ICTE student card. This applies to all international students studying English and short-term programs in Queensland.

If you make eight (8) paid 'go card' journeys in a week (Monday to Sunday), you will receive 50% off all other trips for the remainder of the week. This will be calculated automatically when you 'touch on' and 'touch off' the bus, train or ferry.

More information

For transport information in selected languages visit translink.com.au/languages or call **13 12 30** to speak with an interpreter.

Airtrain

The Airtrain travels from all downtown stations* to Brisbane Airport (International and Domestic terminals). Airtrains depart every 15 minutes during peak times and every 30 minutes off-peak.

Tickets are available online at airtrain.com.au or from train stations.

**Bowen Hills, Roma St, Brunswick St, Central, South Brisbane, South Bank.*

Information, ticket prices and timetables: airtrain.com.au



Taxis and rideshare

Rideshare

Prices start at \$2.50 for the initial fee, and \$0.38 per minute. Please note that prices will vary according to the service chosen.

Shebah is Australia's first ride-sharing service created by women for women. Download the Shebah app from the Google Play Store of App store.

Taxi options

Fares vary due to distance, traffic conditions and time, however, a fare to Brisbane's CBD from Brisbane Airport will be approximately AUD\$33 plus a AUD\$3 fee.

For further information on fares and bookings, you can visit the Black & White Cabs website at blackandwhitecabs.com.au

Information for Students Under 18

The University of Queensland offers a supervision program which approves accommodation, support and general welfare of UQ Package students at ICTE who are under 18. Details are available at: uq.edu.au/student-services/u18-supervision



The ICTE Emergency contact number is +61 428 266 170

International Education Services (IES) is responsible for accommodation and welfare arrangements of UQ Foundation Package students who are under 18.

In case of an emergency, please contact the Student Welfare Officer at UQ Foundation Year (IES). Mobile number: +61 411 554 658

Adjusting to life in Australia

The UQ Student Advisors will be in contact with you regularly to ensure you are adjusting to life in Australia. However, you are also welcome to speak with ICTE staff at Student Information on Level 4 if you need any assistance while you are studying at ICTE.

Studying at ICTE

If you have any questions or concerns in regard to your ICTE course or progress, please visit Student Information on Level 4 to arrange to speak with your Academic Manager.

ICTE will provide information to your parents or guardian about your course grades, attendance and progress including attitude, homework, motivation, participation and punctuality. ICTE may also contact your parents or guardian if we are concerned in regard to your attendance, class performance, behaviour or welfare during your course.

Activities

We encourage all students to enjoy the many social and sporting activities that ICTE and UQ has to offer on campus. The ICTE Activities Officer can also assist students to experience the best of Brisbane and South East Queensland after classes and at weekends.

If you make any bookings through ICTE, please tell the Activities Officer you are under 18 at the time of the booking.

For any activities where you will stay away overnight or there is a risk of harm, you must get consent from your parent or guardian before starting the activity.

Student Code of Conduct and Charter

We expect students to conduct themselves in a manner consistent with the University's values and guiding principles in order to maintain a safe harmonious environment.

All students in ICTE programs and activities are expected to uphold the principles outlined in the Student Charter at icte.uq.edu.au/asset/icte-uq-student-charter



ICTE Attendance Policy and Student Visa Requirements

The ICTE Attendance Policy requires all students to attend a minimum of 80% of classes during their course.

What is my attendance period?

Attendance is calculated in each course for which you have a Confirmation of Enrolment (CoE).

If you change your course, for example move from General English to English for Academic Purposes, you will be issued with a new CoE and a new attendance period will start. You are required to achieve 80% at the end of your first enrolment, and 80% at the end of your next enrolment. For this reason it is important to maintain your attendance above 80% at all times.

How is my attendance recorded?

Attendance is marked by your teacher at the beginning of every class.

There are 10 classes (20 hours) in the weekly timetable.

Sample class timetables with class times are included in this guide on page 2.

If you arrive more than 10 minutes late to class, or leave any class for more than 10 minutes you will be marked absent for that class.

Any class you miss is counted as an absence, even when due to illness.

What happens if I miss a class?

If you are going to be absent for more than five consecutive days, you must get approval from ICTE.

If you are absent due to illness, please email reception.icteduq.edu.au. You will also need to complete an online absence form: survey.app.uq.edu.au/AbsenceForm.aspx.

Evidence such as a medical certificate will be required and should be uploaded with the online absence form.

Please note, providing evidence for ongoing absence does not change your attendance.

What happens if my attendance is too low?

1. If your attendance falls below 85% our staff will need to meet you and provide you with advice.
2. If you do not achieve 80% attendance by the end of your course you may be reported to the Department of Home Affairs (DHA) for unsatisfactory attendance.

Cancellation, Suspension, Deferral, Transfer and Refund Policy

If you have to cancel, suspend or defer your course, or would like to transfer to another school, we recommend you visit our website for our current policies and forms icte.uq.edu.au/all-enrolment-terms-and-conditions

Please visit ICTE Student Information on Level 4 if you require any further information. An appointment can be arranged with the Student Experience Lead or an Academic Manager if you wish to discuss the circumstances around your request.

Complaints and appeals



For full details:
icte.uq.edu.au/asset/student-grievance-resolution

If you have a problem or complaint please see ICTE Student Information.

Step 1: Informal resolution

Where appropriate, students are encouraged to resolve the issue informally.

Step 2: Formal resolution

If the issue cannot be resolved informally, you can submit a Complaints and Appeals form available from the ICTE website.

A student's enrolment will be maintained while the complaint and appeal process is ongoing.

You will receive a decision in writing within 10 business days.

Step 3: Appeals

If your complaint or appeal remains unresolved after Steps 1 and 2, you may appeal to the ICTE Director within 10 business days of notification of the decision.

You must explain why the decision was incorrect and provide additional documentation to support your claim.

External appeal

You may also take your complaint, at no cost, to an independent external body: see next page.

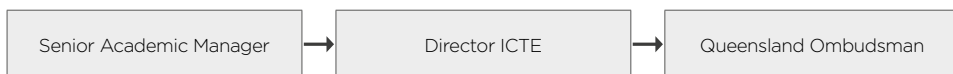
Student Grievance Resolution Process

The flow charts describe the steps you should take to resolve a grievance, or to appeal a decision.

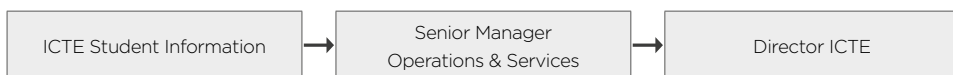
Concerns or complaints should initially be addressed to the person listed first in the flow chart. However, in some cases that may not always be possible or appropriate, so the next person in the flow chart should be approached.

Complaints and Grievance specifically relating to:

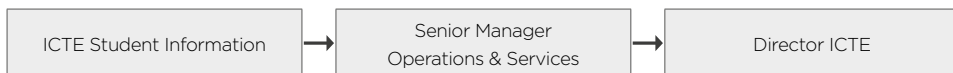
Academic Course / Problem



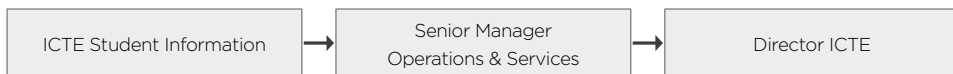
Homestay / Accommodation



Enrolment Cancellation / Suspension / Deferrals / Transfers



Tuition Fee Refund*



**Students have the right to take further action under Australia's Consumer Protection Laws*

Appealing to an independent external body

If, after completing the ICTE Student Grievance Resolution process, you remain dissatisfied with the outcome, you have a further 10 business days in which you may take your complaint, at no cost to yourself, to an independent external body:

Queensland Ombudsman

ombudsman.qld.gov.au

The Ombudsman would normally focus on issues of procedural compliance or fairness in the decision-making process rather than matters concerning academic judgement.

The Ombudsman may decline to investigate a complaint if you have not first attempted to resolve the problem through the ICTE grievance resolution process.

ICTE Staff Contact Details

Director

Mr Julian Wilson

- director@icte.uq.edu.au
- +61 7 3346 6700 or +61 459 107 724

TESOL

Senior Academic Manager

Iain Mathieson

- +61 7 3346 6770

Academic Managers

- Paul Forster (Bridging English)
- Kit Nuttall (GE / EAP / EIBC / AECS)

See page 23 for how to make an appointment

Teachers

If you need to talk to a Language Teacher please make a time after class

Learning Advisors

See page 23 for how to make an appointment

Student Administration

ICTE Student Information

- reception.icte@uq.edu.au
- +61 7 3346 6770

For assistance

Personal matters, safety and wellbeing

- support@icte.uq.edu.au

Enrolments, fee payments, cancellations and refunds

- admissions@icte.uq.edu.au

Attendance

- reception.icte@uq.edu.au
- +61 7 3346 6770

Accommodation

- homestay@icte.uq.edu.au
- +61 419 435 147 or +61 417 712 674

Complaints and appeals

- n.marsh@icte.uq.edu.au
- +61 428 266 170

Learning Centre

The Learning Centre is a collaborative learning space for ICTE students. It's a great place to study and improve your English skills, with lots of resources and access to Learning Advisors who can provide free one-to-one tutoring or supervised self-study sessions.

Location: General Purposes North (#39A), Level 2, Room 235

Opening hours: Monday to Friday - 9:15am to 4:15pm

icte.uq.edu.au/learning-centre

Talking to an Academic Manager or Learning Advisor at ICTE

0

LOG IN TO
STUDENT
HUB

1

Book an appointment with your Academic Manager or Learning Advisor

Log in to studenthub.uq.edu.au with your UQ student number and password



CHOOSE

2

Select 'Appointments'

Choose from the list of Advisors:

- **Kit Nuttall or Franca Delpopolo:** GE / EAP / EIBC / AECS
- **Paul Forster or Jason Steele:** Bridging English (BE)
- **Justine Lawson:** Learning Advisor



BOOK

3

Book time & date

1. Choose an available time and day that suits you
2. Click 'View appointment' and 'Book Now'
3. Write what you want to talk about in the 'Add comment' box.
4. You will receive an email confirming your appointment.



ARRIVE

4

Arrive on time

Arrive for your appointment at the right time and on the right day. Check your booking or email for details. Don't be late!



ASK

5

Questions

I can't get on the StudentHub website! What should I do?

Make sure you use your student number with the 's' in front of it as your login username. It's also on your student card.

- Make sure you are not using Safari in 'incognito mode'.
- If you still can't get on, see ICTE Student Information on Level 4 for help.

Book here: studenthub.uq.edu.au

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The English language test that's recognised and respected around the world

Wherever you are in the world and wherever you want to go, IELTS can help you get there.

Why take IELTS at ICTE?

- We are Brisbane's first IELTS test centre, with nearly 30 years' experience .
- Choose between daily computer-delivered tests, or a paper-based test held on Saturdays.
- We offer free, expert preparation online and in monthly classes.

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Classroom Guidelines



No food or drink
in classrooms.

Bottled water is okay



No smoking.

UQ is 100% smoke-free

Mobile Phone Use in Class



Please turn your phone to silent in class.



It is OK to use your phone as a dictionary in class.
Your teacher may ask you to use your phone as a
learning tool. Your teacher will direct you.



Texting, making calls, and recording lessons
are not acceptable under any circumstances.



ENGLISH ONLY at ICTE please

Contact us

Institute of Continuing & TESOL Education
Level 4, Sir Llew Edwards Building (#14)
The University of Queensland
Corner University Drive and Campbell Road
St Lucia 4072 QLD

T: + 61 7 3346 6770

F: + 61 7 3346 6771

E: reception.icte@uq.edu.au

W: icte.uq.edu.au

Emergencies only

+61 428 266 170



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