INTERNATIONAL STUDENT SUPERVISION PROGRAM
Table of Contents

Welcome Letter ............................................................................................................................................... 4

SECTION 1: INTERNATIONAL STUDENT SUPERVISION PROGRAM ............................................................ 5
   Who is eligible for the International Student Supervision Program? ................................................................. 5
   Accommodation Care Arrangements ................................................................................................................. 5
   Accommodation Procedures and Rules ......................................................................................................... 5
   HOUSE RULES: ................................................................................................................................................ 5
   What is the procedure for applying for the Supervision Care Arrangement? .................................................... 9
   Before you arrive .............................................................................................................................................. 10

SECTION 2: STARTING AT UQ ......................................................................................................................... 11
   SUPERVISION PROGRAM ORIENTATION SESSION ............................................................................................ 11
   CONTACT FOR PARENT/LEGAL GUARDIAN ...................................................................................................... 11
   WORKSHOPS DURING THE INTERNATIONAL SUPERVISION PROGRAM ........................................................... 12
   Turning 18 ........................................................................................................................................................ 13

SECTION 3: IMPORTANT INFORMATION FOR STUDENTS ........................................................................... 14
   Expectations of an International student: ........................................................................................................ 14
   Getting a Confirmation of Enrolment (COE) as soon as possible ...................................................................... 14
   Transitioning from another registered education provider .............................................................................. 14
   Refunds for International Student Supervision Program .................................................................................. 15
   What happens if a student breaches the rules and conditions of a CAAW and/or the Supervision Program? 15
   Understanding Student Visa Conditions ........................................................................................................... 15
   Overseas Student Health Cover Card (OSHC) ................................................................................................... 16

SECTION 4: UQ KEY SERVICES ......................................................................................................................... 17
   Safety................................................................................................................................................................ 17
   Beach Safety ..................................................................................................................................................... 17
   Personal Safety ................................................................................................................................................. 17
   English & Academic Support ............................................................................................................................ 17
      Improve your English ................................................................................................................................... 17
      Improve your Academic Skills ...................................................................................................................... 18
   Changing your study......................................................................................................................................... 18
   Grievance with the University .......................................................................................................................... 19
   Making Friends ................................................................................................................................................. 19
      On campus ................................................................................................................................................... 19
      Off campus .................................................................................................................................................. 19

FREQUENTLY ASKED QUESTIONS (FAQs) ........................................................................................................ 20
   Students: .......................................................................................................................................................... 20
Parents: ............................................................................................................................................................ 22

Appendix 1: Arrival Checklist Students ................................................................. 24

Terms and Conditions .................................................................................................. 25
Welcome Letter

Welcome to the UQ family!

We are delighted that you have chosen The University of Queensland and our International Student Supervision Program.

To our new students:

Not only have you chosen one of the top universities in Australia, but you will have access to a comprehensive, personalised academic and social support program until you reach the age of 18.

This may be the first time you will be studying in Australia and living away from your family; however, being part of the Supervision Program will help you settle in to UQ, as well as become quickly familiar with the local surroundings and Australian way of life.

For those of you already familiar with Brisbane, we aim to make your transition to studying at UQ as smooth as possible, as you will learn many new processes and different styles of study.

The Supervision Program includes a series of weekly workshops to help you successfully transition to your studies at UQ and competently live away from home. Our weekly workshops are compulsory under the care arrangements so we can regularly monitor your wellbeing. UQ also offers many other social, cultural, and sporting activities to help you adjust to your studies and life in Australia. Clubs and societies on campus are a great way to meet other students and create a sense of belonging to a new community.

To our parents:

By working together with you, we hope to make this time at UQ one of the happiest and most rewarding times of your child’s life. We have strong relationships with the accommodation providers, so we have the ability to look after your child’s welfare at university, as well as in their new home.

We encourage you to make sure your child has some basic cooking skills before they arrive and some experience doing chores, like laundry and domestic cleaning. So many experiences are going to be new – it is good to have some already mastered!

We are looking forward to working with you and your child, and we encourage your queries and feedback at any time within the duration of the care arrangement. If you have any concerns about your child, please contact us via supervision@uq.edu.au so we can solve any issues promptly.

Yours sincerely,

Elizabeth Gorga

International Student Supervision Program Coordinator
SECTION 1: INTERNATIONAL STUDENT SUPERVISION PROGRAM

The University of Queensland’s International Student Supervision Program supports the welfare and wellbeing of students under the age of 18 years who are enrolled in university studies and are in the country without a parent or legal guardian. Under this program, UQ offers ongoing monitoring and assistance with academic studies, accommodation, and welfare. Students live in accommodation and have a Supervision Care Arrangement approved by UQ. The Care Arrangement includes the CAAW letter and the compulsory UQ International Student Supervision Program.

The UQ International Student Supervision Program includes:
- Compulsory workshops and activities
- Individual meetings with the Program Coordinator to support students’ academic and social adjustment to university

Who is eligible for the International Student Supervision Program?

The International Student Supervision Program is available to students who:
- a) Need a Confirmation of Appropriate Accommodation and Welfare (CAAW) to meet the Department of Home Affairs student visa requirements.
- b) Will be under 18 when entering Australia to begin a course at UQ.

Accommodation Care Arrangements

Wherever their studies take them, UQ students will receive a warm welcome, stay in comfortable, safe, and secure accommodation, and enjoy a stress-free living experience. The amazing staff at Halls of Residence (Gatton), International House (St Lucia), Kev Carmody House (St Lucia), and Student One (off campus) work together with UQ to ensure living and studying in Brisbane is everything a student requires to be successful. We’re dedicated to providing a safe, inclusive, and educational community experience 24/7. When living at Halls of Residence (Gatton), International House (St Lucia), Kev Carmody House (St Lucia), or Student One (off campus) students join our community and we’re with them every step of the way.

Accommodation Procedures and Rules

Procedures and rules about accommodation for students are appropriate to their age group and are designed to protect their safety and wellbeing. Students must be fully aware of, and comply fully, with these conditions.

In collaboration with UQ, all approved accommodation providers have agreed to the following House Rules:

HOUSE RULES:
- 17-year-old students have a 10pm curfew. Students must sign in at reception between 9:30pm and 10pm every night to avoid their parent/legal guardian, or institution being contacted.
- 16-year-old students have a 9pm curfew. Students must sign in at reception between 8:30pm and 9pm every night to avoid their parent/legal guardian, or institution being contacted.
• No overnight guests are permitted. All visitors must leave the rooms by 9pm or 10pm (depending on age).
• If students intend on staying away from their accommodation overnight or for a holiday, they must seek approval from the Supervision Program Team by completing the UQ Activity Permission Request Form. Overnight stays away are usually only approved if student is staying with a parent/legal guardian, grandparent, or sibling over the age of 18, or if the activities are directly related to their university studies (i.e., field trips). It is a requirement of the Australian Government that all other persons who students will be staying with during this activity must hold a current Blue Card. For more information about Blue Cards, please visit https://www.bluecard.qld.gov.au/.
• The UQ Activity Permission Request Form must be completed by the student, signed by a parent/legal guardian, and submitted to supervision@uq.edu.au at least one week BEFORE the intended day(s) of absence.

<table>
<thead>
<tr>
<th></th>
<th>Location</th>
<th>Options</th>
<th>Facilities</th>
<th>Meals</th>
<th>Cost per week</th>
</tr>
</thead>
<tbody>
<tr>
<td>Halls of Residence</td>
<td>On campus (Gatton)</td>
<td>Single room with shared bathroom</td>
<td>Common room with access to kitchen facilities, study areas. Access to all on campus facilities such as the pool, gym, ovals and playing fields</td>
<td>21 meals per week</td>
<td>$380 per week</td>
</tr>
<tr>
<td>International House</td>
<td>On campus (St Lucia)</td>
<td>Single Room with Shared Bathroom (4-5 persons)</td>
<td>Study rooms, tutorials, games room, outdoor BBQ area, basketball court</td>
<td>19 meals per week, shared kitchen, restaurants nearby</td>
<td>Catered: $550 per week</td>
</tr>
<tr>
<td>Kev Carmody House</td>
<td>On campus (St Lucia)</td>
<td>Single room with ensuite</td>
<td>Gym, pool, music room, recording studio, study space, common cooking areas</td>
<td>Fully functioning communal kitchen, restaurants nearby</td>
<td>$299 per week</td>
</tr>
<tr>
<td>Student One</td>
<td>Off campus – 30 min bus ride</td>
<td>Standard room in a 5-bedroom apartment</td>
<td>Gym, sky deck, study areas, common cooking areas, BBQ and games area</td>
<td>Fully functioning shared kitchen, restaurants nearby</td>
<td>$259 per week</td>
</tr>
</tbody>
</table>
Halls of Residence (Gatton Campus):

International House (St Lucia Campus):

Kev Carmody House (St Lucia Campus):

Student One (off campus):
How do I apply for the International Student Supervision Program?

1. Students and parents or legal guardian must **complete the following forms** and send as directed:
   - Determine which campus the student will be studying at, i.e., St Lucia, Herston, or Gatton Campus.
   - Complete the [International Student Supervision Program Registration Form](#) and the online [Declaration Form](#) *(located under the ‘Registration’ tab)*.
   - For students studying at our Gatton campus, please contact the Supervision Program Team by email at supervision@uq.edu.au, for advice about accommodation and information on how to apply.

2. **Pay fees.** The Supervision Care Arrangement includes:
   - A non-refundable registration fee of $110.
   - Program fees are $8.20 per night while you are enrolled in the program.*

* To calculate the **total number of days you will be in the program**, enter the date your CAAW commences and when you will turn 18 in the [Time and Date calculator](#). To calculate the **total amount of the program fee**, multiply the number of days by $8.20 and add this amount to the registration fee ($110).

Payment for the International Student Supervision Program can be made via UQ Pay upon registration using MasterCard, Visa, or American Express. Once the payment has been made, a receipt will be forwarded to the nominated email address. Students do not need to inform us that payment has been made.
What is the procedure for applying for the Supervision Care Arrangement?

This table outlines the steps to follow to apply for the Supervision Care Arrangement:

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Step 2</th>
<th>Step 3</th>
<th>Step 4</th>
<th>Step 5</th>
<th>Step 6</th>
<th>Step 7</th>
<th>Step 8</th>
<th>Step 9</th>
<th>Step 10</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receive a conditional/unconditional Letter of Offer from UQ or UQ College</td>
<td>Send in signed Letter of Offer</td>
<td>Complete the International Supervision Program Application Form</td>
<td>Student/Parent to pay the Supervision Care Arrangement Fee</td>
<td>Student to confirm accommodation at either Gatton Halls of Residence, International House, Kev Carmody House, or Student One and pay deposit (if applicable)</td>
<td>Student receives CAAW and COE from UQ / UQC</td>
<td>Student/Parent apply for Student Visa</td>
<td>Student/Parent book flights arriving no earlier than 9 days prior to the course start date and no later than the day before orientation day.</td>
<td>1. Student/Parent to send a copy of flight tickets/travel itinerary to <a href="mailto:supervision@uq.edu.au">supervision@uq.edu.au</a> 2. Student to book airport pick up service through UQ</td>
<td>Student/Parent receive pre-welcome email</td>
</tr>
</tbody>
</table>
Before you arrive

1. Complete the Arrival Checklist (Appendix 1, pg. 25).
2. Send a copy of the flight itinerary to supervision@uq.edu.au.
3. Book Airport Reception Service
   UQ organises a compulsory, free, airport pick-up service for newly arriving international students in the program. The service picks students up from Brisbane International or Brisbane Domestic Airport and takes students directly to either Gatton Halls, International House, Kev Carmody House, or Student One. Please note, there are no porters available to carry your bags.
   - Arrival transfer: Brisbane International or Brisbane Domestic Airport to student accommodation.
   - Please refer to the website for availability https://my.uq.edu.au/information-and-services/student-support/accommodation/about-accommodation/airport-pickups or supervision@uq.edu.au.
   - Hours of operation: 24/7 (*except Christmas Day).
   - Cost is complimentary for students. Please note there is a cost for family or friends.

For further information about the airport pick up service, please refer to the website: https://my.uq.edu.au/information-and-services/student-support/accommodation/about-accommodation/airport-pickups or email accommodation@uq.edu.au.

4. Check Australian Customs and Quarantine Information

FRIENDLY REMINDER: Before travelling to Australia, students need to make sure they do not bring any prohibited items into Australia, such as firearms, weapons, illicit drugs, protected wildlife, and associated products. Travellers must declare any of these items on arrival by completing an Incoming Passenger Card during the flight or before going through Customs. Importation of fresh or packaged food, including dairy, egg products, meat, poultry, seafood products, seeds, nuts, fresh food, fresh vegetables, plant material, live animals, and animal products are strictly controlled. If you are not sure about any items to be declared, ask a customs official. Failure to declare may result in serious consequences or penalties.

For further information, please visit Immigration Department, Department of Agricultural and Water Resources or Arriving in Australia – Biosecurity.
SECTION 2: STARTING AT UQ

International students who are under the age of 18 years old must email the Supervision Program Team via supervision@uq.edu.au within 24 hours of arriving in Brisbane. Students will need to send through their Australian Mobile number and update it on mySI-net within 24 hours. The Supervision Program Team are available to help and provide information about settling into Brisbane and commencing studies at UQ. Staff can assist students with various tasks, including (but not limited to) the following:

- **Registering** for compulsory and other orientation events;
- **Enrolment** process questions;
- **UQ student ID cards**, including where and how to get student ID cards;
- **Navigating the campus**, including where to find offices, buildings, and locations;
- Setting up **bank accounts** and making tuition **fee payments**;
- **Australian SIM cards**;
- Using **wireless internet** on campus;
- **Transportation system** in Brisbane and international students’ rights to concession transportation tickets;
- **Health insurance**;
- How to apply for a **Tax File Number** (TFN) and why;
- **Employment**, including part-time, internship opportunities, and volunteering and;
- **Student life**, including extracurricular activities on- and off-campus.

SUPERVISION PROGRAM ORIENTATION SESSION

The Supervision Program Orientation Session provides important information about program rules and conditions, student visa conditions, transitioning into university life, and preparing for first appointments/workshops. It is **COMPULSORY** for all Supervision Program students to attend. We will arrange a meeting time closer to arrival.

At the Supervision Program Orientation Session, students will:

- Be introduced to the Supervision Program Team;
- Receive the Rules and Expectations of the International Student Supervision Program;
- Check personal details are current in the UQ system and that students are enrolled in the correct courses;
- Be provided with the opportunity to meet and connect with other students in the program.

CONTACT FOR PARENT/LEGAL GUARDIAN

Parents/legal guardians also play an important role in helping to encourage their child to be successful at study and socialising at UQ.

Parents can contact supervision@uq.edu.au at any time if they have concerns for their child. We can give them a reminder to call home or pass on any important messages. We are committed to providing the students with the best support service possible. **Please note, we do not have access to the academic course results of students in the Supervision Program. We encourage students to seek our support if they are having academic concerns.**
WORKSHOPS DURING THE INTERNATIONAL SUPERVISION PROGRAM

At UQ, we encourage our students to get to know each other and make friends very early on in the program. We find this is the best way for students to have a more enjoyable experience on campus and start their studies on the right foot. Through the compulsory workshops, students are provided with a great support network made up of both staff and fellow students. Below are some examples of the compulsory workshops we have run in the past for international students in the program.

**Weekly & Semester Academic Planning**
This workshop provides students with the skills and resources to manage their time and organise their weekly timetable and semester plans (*including mapping out their course assessments early*).

**Healthy Relationships**
This small-group interactive workshop provides students with information on healthy relationships and ensures they are caring for their own health and wellbeing.

**Nutrition**
Here we focus on developing healthy eating habits, how to make healthy snacks, understanding more about nutrition, and learning how to cook healthy, tasty meals on a budget.

**Keeping active**
During this activity-based workshop, we turn our attention to exercising and keeping active. Students will team up and play a friendly game of Quidditch (*the game made famous in the Harry Potter books and movies!* ) with the UQ Quidditch Society. This is a great opportunity for students to take some time out, socialise, and de-stress.

**Study Strategies & Stress Management**
Throughout the semester, we look at ways to study effectively and minimise stress – especially as workloads increase and time goes quickly. Students learn how to prioritise their workload and learn about mindfulness and other relaxation practices.

**Exam Preparation**
In the week leading up to the exam period, we discuss some useful tips and tricks, as well as offer guidance, on university exam rules so that students are ready and confident for their exams.
Turning 18

If a student turns 18 years old before or on their arrival date in Australia, they can still lodge their visa application before their 18th birthday; however:

1. They must include a Student Guardianship Arrangement 157N Form with your their visa application.
2. They must complete questions 1-8 in the 157N Form and tick ‘YES’ for question number 8 of the form – that you they will turn 18 before arriving.
3. Their parent(/s) or legal guardian must sign the 157N Form.
4. If they tick ‘NO’ in the form (that they intend to arrive in Australia before their 18th birthday), the Department of Home Affairs will ask further questions regarding the student’s welfare.

Once the student turns 18 years old, UQ will no longer be required to monitor their accommodation and welfare. They may choose to stay with the accommodation provider or live elsewhere when their lease ends. Before making any decision, please refer to the lease arrangements made with the accommodation provider.

Weekly academic and welfare sessions will no longer be compulsory after a student turns 18, but students are welcome to access the support from the UQ Student Services team.
SECTION 3: IMPORTANT INFORMATION FOR STUDENTS

Expectations of an International student:

- Update current Australian contact details – address, email, mobile, and home phone number on mySI-net [https://www.sinet.uq.edu.au](https://www.sinet.uq.edu.au) within 24 hours of arrival, as required by student visa conditions;
- Check university email account regularly for scheduled meetings/workshops;
- Attend workshops and/or activities with Supervision Program Coordinator until turning 18;
- Abide by the accommodation house rules and conditions concerning under 18 students;
- It is preferred that students depart Brisbane during summer/winter vacations and return to their home countries and care of their families. It is best if they leave as soon as classes/exams finish. To ensure welfare, it is strongly recommended students return home only outside of semesters. Mid-year and end-of-year breaks are a good time to rest at home. The December to February break is extensive and only students who are involved in Summer Semester courses should stay in Australia. **Please note:** in the case of international border closures due to COVID-19, it is strongly advised students do not return home during holiday breaks. UQ will provide ongoing welfare and an engaging holiday program in these cases.
- If returning home for the holidays, advise the Supervision Team the departure and return dates prior to mid-term and end-of-term (a UQ Activity Permission Request Form must be completed);
- Seek approval from the Supervision Program Coordinator to stay away from the approved accommodation overnight at least one week in advance. Overnight stays away can only be with a parent/legal guardian, grandparent, or siblings over the age of 18 OR be directly related to your university studies (i.e., field trips).
- Notify the Supervision Team of any concerns about studies or stay in Australia.

Getting a Confirmation of Enrolment (COE) as soon as possible

The UQ International Admissions Team will assess student applications once they complete the online application form and pay the Supervision Care Arrangement fee. If student application documents meet the requirements, the applications will be approved, and the students will be sent the Confirmation of Enrolment (COE) and Confirmation of Appropriate Accommodation and Welfare (CAAW).

**PLEASE NOTE:** Students will be notified if their application does not meet the requirements.

Transitioning from another registered education provider

To transfer studies to UQ, please [apply online](https://www.uq.edu.au) and UQ will assess upon individual circumstances. Once the student receives an offer from UQ, they need apply for the International Student Supervision Program. The accommodation and welfare takeover date will be negotiated between UQ and the former provider. There will be no gap in welfare arrangements between both providers. More information about transfer students can be found [here](https://www.uq.edu.au).
Refunds for International Student Supervision Program

If a student enrols in the Supervision Care Arrangement and subsequently wishes to withdraw, they must notify the Student Supervision Program Team at supervision@uq.edu.au. A full refund minus the Confirmation of Appropriate Accommodation and Welfare (CAAW) registration fee ($110) will be made if written notification of withdrawal is received by SDI before the start of the care arrangements. After this date, unused portions of the Program fee minus the registration fee ($110) will be refunded. Students are required to give 10 working days’ notice if they are discontinuing in the International Student Supervision Program.

If a student has been issued with a CAAW and they withdraw from the UQ Under 18 International Student Supervision Program, UQ will cancel the CAAW and notify the Department of Home Affairs that these care arrangements have been cancelled. The student’s visa will subsequently be cancelled.

What happens if a student breaches the rules and conditions of a CAAW and/or the Supervision Program?

If a student breaches the rules and conditions of a CAAW and/or the Supervision Program, depending on the severity of the breach, the following procedures take place:

1. First Breach – notification by email to student
2. Second Breach – notification by email to parent and student
3. Third Breach – parent and student are notified by formal letter from the Director of Student Services.

Further breach is reported to the Department of Home Affairs, which may result in the cancellation of students’ Confirmation of Appropriate Accommodation and Welfare (CAAW) and Student Visa. If there is a serious breach at any time, the Department of Home Affairs may be notified immediately.

For further information about the International Student Supervision Program, please refer to http://www.uq.edu.au/student-services/-supervision or email supervision@uq.edu.au.

Understanding Student Visa Conditions

Before arriving in Australia, students should ensure they have completed the procedures to obtain the correct visa. Important things to note:

- Their main course of study must continue to be a course in the education sector that matches their student visa;
- They must notify the university of changes in contact details within 7 days;
- They must continue to have sufficient financial capacity to support their study and stay in Australia;
- They must maintain Overseas Student Health Cover (OSHC) for the length of their visa;
- They cannot transfer providers within the first six months without a release letter;
- They must maintain satisfactory course progress;
- They must ensure they do not exceed their work restrictions.
For further information, please visit the Department of Home Affairs Student Visa conditions.

Overseas Student Health Cover Card (OSHC)

Students can order their OSHC card online via their OSHC provider website, i.e., Allianz.

For questions regarding the specific Overseas Student Health Cover (OSHC), students must contact your OSHC provider. All have help lines available, or help desks for those who prefer to speak to someone face-to-face.

- **Allianz**
  There is a help desk located at the St Lucia campus Student Central (Building 42).

- **BUPA**
  BUPA Centres are located in Brisbane city and Indooroopilly, or you can find the centre closest to you here.

- **NIB**
  The NIB Brisbane office is located in the city.

- **Medibank**
  The nearest Medibank store is located in the city - Australian Health Management.

**Important Documents**

Please scan and make copies of important documents, (including but not limited to):

- Passport;
- Student visa;
- CAAW;
- Confirmation of Enrolment (COE);
- Letter of Offer from UQ;
- Birth Certificate.

**Note:** It is important for students to keep both soft and hard copies in the case of an emergency.
SECTION 4: UQ KEY SERVICES

Safety
If students fear for their safety and require urgent assistance, they can contact:

Emergency Services      000

To help students stay safe on campus, check out the UQ Safezone app or contact UQ Security on (07) 3365 3333 in case of an emergency.

Students with Allianz OSHC should download the free Sonder app. It provides 24/7 access to local help and welfare check should you feel unsafe in Australia.

Students who have feelings or concerns about being unsafe can discuss this confidentially with a counsellor or the International Student Supervision Team. Please contact supervision@uq.edu.au.

Beach Safety
Queensland’s beautiful beaches are famous across the world, but it’s important to recognise they can be a dangerous place at times. In the past ten years, there have been 78 drownings at Queensland beaches and, of these, 38 were international tourists or migrants.

Surf Life Saving Queensland (SLSQ) conducts sessions during UQ Orientation Week to keep students safe at the beach and amongst the waves. During these sessions, SLSQ provides students with vital information and some translated resources containing safety information to raise awareness on how to stay safe. They will help ensure students’ next trip to the beach is memorable for all the right reasons.

Read more information from SLSQ about essential beach safety.

Personal Safety
In Australia personal safety is important and strict laws apply. A wide range of abusive behaviours include, but are not limited, to:

- Physical abuse
- Verbal abuse
- Social abuse
- Financial abuse
- Damage to personal property
- Psychological
- Spiritual / Cultural
- Stalking
- Sexual abuse

English & Academic Support

Improve your English
There are many opportunities for students to improve their English language skills, both on- and off-campus. Students should first consider if they would like to improve their academic or conversational English-language skills. Some suggestions for formal and informal methods include:

• Free English Classes in Brisbane: [www.yourenglishcorner.net/brisbane.html](http://www.yourenglishcorner.net/brisbane.html)

• [Mates at UQ](http://www.uqcollege.uq.edu.au/) offers an opportunity to practice English conversation in an informal setting by connecting students with other students through fun events and activities.

• Check [our resources](http://www.uqcollege.uq.edu.au/) for more tips and information.

• Book an [appointment](http://www.uqcollege.uq.edu.au/) with Student Services to discuss individual circumstances. We will provide tips and different options to explore.

**Improve your Academic Skills**

Studying in Australia will provide a different learning context compared to students’ home countries and may require a new approach to assessment tasks. Student Services conducts a multitude of workshops which can help students adjust to this unfamiliar academic culture and understand what is expected to succeed:

• Academic Grammar and Language
• Assess Your Academic Writing Skills
• Developing Argument in Your Writing
• Incorporating References in Your Writing
• Linking Concepts in Your Writing
• Oral Presentation Skills
• Paraphrasing and Summarising
• Peer Writing Support - Bring Your Draft
• Practise Linking in Your Writing
• Practise Paraphrasing and Summarising
• Reading and Writing Critically
• Referencing Correctly and Avoiding Plagiarism
• Structuring Excellent Essays
• Writing a Case Study
• Writing a Critical Review
• Writing a Literature Review
• Writing for the Sciences and Engineering
• Writing Reflective Assignments

A complete list of current workshops can be found on our [website](http://www.uqcollege.uq.edu.au/).

**Changing your study**

International students are required to complete their degree within their COE/Visa timeframe. However, there are many reasons students may consider dropping courses, withdrawing from their program, or taking a leave of absence and interrupting their studies. It can be confusing to make this decision and difficult to understand what options are available.

It is important to consider the reasons, options available, and the implications of making this decision. International students need to consider how any changes will affect their visa and require
Faculty approval first. Please book an appointment with the International Student Supervision Team to discuss these considerations.

See My.UQ for helpful information about program management. Remember to be mindful about important dates, and in particular:

- Census date (last date to drop courses on mySI-net without financial liability);
- Last date to drop courses or cancel enrolment on mySI-net without academic penalty (financial liability remains).

Grievance with the University

If students disagree with a decision made by the University, or if they have a complaint to make, they can consider the grievance resolution processes.

The International Student Supervision Team can help students understand the University policies and procedures and provide initial information about grievance resolution procedures. In the case that students require specific advice or assistance to write a letter or appeal, we will refer them to Student Advocacy and Support (SAS) for more specialist advice. SAS has many helpful resources on a range of topics, including grievance and complaints resolution, student misconduct, show cause, re-mark or assessment issues, and more.

Making Friends

On campus

The best way to meet people initially is for students to join groups or activities they are interested in. Here are a few examples of groups and activities in Brisbane students can become involved in while at UQ:

UQ Mentoring

UQ offers a number of mentoring programs that provide valuable leadership and guidance through all stages of your time at UQ and beyond. From supporting your transition to uni life to fostering positive cultural, social and professional connections, access the knowledge of those who have come before you.

School and Faculty Events

There are many events happening throughout the year at UQ, from Orientation and Career Expo to concerts, exhibitions, and public lectures! Schools and Faculties also hold events throughout the semester. This is a great opportunity for students to get connected with others in their field of study, as well as familiarise themselves with their school or faculty more broadly.

Clubs and Societies

There are hundreds of student-run clubs and societies at UQ which can help students meet like-minded people that they share something in common with. Amnesty International UQ, Chess Club, Dance, Debating Society, Karaoke Club, Photography Club, Writer’s Club, Harry Potter Alliance, UQ Surfers, and many more to explore. Students may find a club with people from their home countries or a society for their faculty!

Off campus

Virtual Village
The UQLife Virtual Village is a student-led UQ community, helping to bring everyday connections online. The Village offers students the opportunity to connect with UQ groups, individuals, and faculty groups, create student-led events and programs, freely discuss issues, connect over hobbies and interests, and learn from each other.

**Meetup**

Meetup.com is a website containing the world’s largest network of local groups. Meetup makes it easy for anyone to organise a local group or find one of the thousands already meeting up face-to-face. Like Clubs and Societies at UQ, there is a Meetup group for every interest!

**Community Events**

Many Australians enjoy being involved in their community. Brisbane City Council’s website is a good place to search for community events. The council also runs some programs to promote community involvement. These are usually run free of charge or at a low cost.

**Volunteering**

Get involved with a community, help others, meet people, and get skills and experience - all at the same time!

**FREQUENTLY ASKED QUESTIONS (FAQs)**

**Students:**

I am 17 years old and my aunty lives in Brisbane. I plan to live with my aunty. Do I need a CAAW from UQ?

No, you do not. As your Aunty is a blood relative, your parents can nominate her as your legal guardian. A legal guardian must be someone you live with, be of good character, over 21 and be approved by [Department of Home Affairs (DoHA)](https://www.homeaffairs.gov.au).

I am 17 years old and my family friend lives in Brisbane. I plan to live with her. Do I need a CAAW from UQ?

Yes, you do. As your family friend isn’t a blood relative, your parents cannot nominate her as your legal guardian. A legal guardian must be someone you live with, be of good character, over 21 and be approved by [Department of Home Affairs (DoHA)](https://www.homeaffairs.gov.au).

I will be 18 years old during the first week of the term, do I still need a CAAW from UQ?

Yes, you do. You will need a CAAW to apply for a student visa before coming to study in Australia.

When should I arrive in Australia?

You need to arrive in Australia in time for the beginning of Orientation week. However, you can only arrive 9 days prior to your semester start date if traveling from overseas.

I’m new to UQ. Can I arrange my own transport when arriving in Australia?

No. You must book UQ’s [free airport pickup service](https://www.uq.edu.au/students/travel), which is compulsory for international students under our care arrangement. Please note that our service only covers transport from domestic and international airports in Brisbane. **The service is only free if you are coming to UQ for the first time.**
It is still mandatory for you to book our service if you wish to travel to the airport at risky hours once you start university (i.e., returning home during semester breaks, etc.) at your own cost.

I’m returning to my home country during semester breaks. Can I take an Uber or order a taxi by myself to the airport?

No. International students under our supervision care arrangements are not permitted to take any ridesharing service (i.e., Uber, DiDi) or travel with people without a blue card. If you are travelling between 6am and 8pm, you can only take public transportation. Otherwise, you can either travel with a nominated supervisor approved by your parents, or book a taxi from UQ at your own cost.

My parents are coming with me to Brisbane, and I will stay in a hotel with them for the first 2 nights. Who must I inform?

You need to inform supervision@uq.edu.au of your arrival date and where you will be staying. Your parents also need to send an email with their flight tickets and hotel reservation confirmation as evidence. You might be asked to complete an Activity Permission Request Form.

My parents are visiting me in Brisbane, and I will stay with them during their visit. Who must I inform?

You need to inform the Supervision Team via email supervision@uq.edu.au and submit an Activity Permission Request Form along with your parents’ signature and any relevant documents.

Can I stay with a family friend over night?

Overnight stays other than your usual accommodation are only permitted when you submit the Activity Permission Request Form with your parents’ signature, photo ID of the person you intend to stay with to verify their identity, and blue cards of anyone else that you will spend time with during the activity.

Can I change my accommodation if I am not happy?

No, you must stay in the UQ-approved accommodation that you have signed a contract with at least until you turn 18. Therefore, we strongly recommend you look into all available options before signing a contract. We only allow accommodation changes if there are extenuating circumstances. Changes can only occur after being assessed and approved by the Supervision Program.

I’m going back to my home country for holiday before my 18th birthday. Do I still need to pay rent until my 18th birthday?

Yes. Under the care arrangement, you are required to sign a lease agreement with your accommodation provider to cover the entire period when you are under 18. If you wish to return home prior to your 18th birthday, you need to submit an Activity Permission Request Form for the Supervision Program to approve your leave. However, the rent must be paid to the accommodation provider according to the lease agreement.

Can I change from a CAAW with UQ to a legal guardian?

Once welfare and accommodation arrangements have been approved by UQ, students must obtain permission from UQ to change them. Please talk to the Supervision Program Coordinator about changing your legal guardianship before you take any action.

How long does my CAAW last?
Your CAAW letter will commence 9 days prior to the commencement of the beginning of the semester and will conclude 7 days after the end date of your course or the day you turn 18, whichever date is the earliest.

**What if I miss a scheduled meeting or workshop with the Program Coordinator?**

If you know you are going to miss the session, you must email or call the Supervision team immediately to notify, and to arrange a make-up session. You need to provide a medical certificate or other relevant documents to verify your absence. Should you continue to be absent from your weekly sessions, the Coordinator will advise Department of Home Affairs which may have an impact on your student visa.

**Parents:**

I have a good friend living in Brisbane can they be my child’s legal guardian?

International students under 18 years of age can meet visa requirements in the following ways:

Option 1: Live in Australia with a parent or custodian. When your child applies for their student visa, a parent or legal custodian must hold or have applied for a visa that allows him or her to remain in Australia until your child turns 18. They can for example apply for a short stay visitor visa or a Student Welfare advisor visa.

Option 2: Live in Australia with a relative approved by Department of Home Affairs. A relative can be your child’s sibling, grandparent, aunt, uncle, niece, or nephew. He or she must be over 21 years of age, of good character, and hold or have applied for a visa that allows them to stay in Australia until your child turns 18. They can, for example, apply for a short stay visitor visa or a Student Welfare advisor visa.

Option 3: Agree to care arrangements approved by the University.

I am worried about my child arriving in Brisbane without any family. What support can they get to help them settle in?

Book a free UQ airport pickup service and ask your child to email us supervision@uq.edu.au their Australian phone number upon arrival. All students in our Supervision Program will attend a mandatory orientation session held by the Supervision team with all the information they will need to be successful at UQ.

**Who do I contact if I am worried about my child’s study or living arrangements?**

As part of your child’s CAAW with UQ, the Supervision team is to monitor their welfare and accommodation until they turn 18 years of age. They will be required to meet regularly with the Coordinator at weekly workshops that focus on academic, accommodation, and welfare arrangements. They are encouraged to share any questions or concerns that they face in and outside of UQ. You may contact the Supervision team through supervision@uq.edu.au anytime as well.

**What is CAAW and who is it for?**

CAAW is short for Confirmation of Appropriate Accommodation and Welfare. CAAW and CoE are both issued by universities so that students can apply for their student visa.

For further details, please visit the Department of Home Affairs website.

**When is the earliest date that my child can arrive in Australia from overseas?**
The earliest arrival date is 9 days prior to class commencement date. If they arrive in Australia earlier than 9 days prior to their class commence date, there would be no classes, and therefore difficult for us to monitor the students’ welfare.

Can my child arrange their own transport to accommodation once they arrive in Australia?

Unfortunately, no. All students under Supervision Program MUST book UQ's free Airport pickup service upon arrival. Our contracted drivers all have blue cards and will maximise their safety during their trip to accommodation. The students are not allowed to take any ridesharing service, or a taxi booked by themselves as the drivers from external providers do not necessarily have blue cards.

What happens when my child turns 18?

When your child turns 18, although the University will no longer be required to monitor their accommodation and welfare, their arrangement with their accommodation provider may continue according to their contract. Similarly, they can still gain support from UQ Student Services if they wish.
Appendix 1: Arrival Checklist Students

Please complete the following checklist

☐ Confirm your arrival and flight details by completing the attached Notice of Arrival Form and send to supervision@uq.edu.au with a copy of your e-ticket.


☐ Arrive in Brisbane no earlier than [Publish Date], the beginning of your CAAW, and no later than [Publish Date], so you can attend the compulsory U18 International Student Orientation Session.

☐ Go directly to your approved accommodation, on your arrival in Brisbane. Please note, if your parents accompany you, you cannot stay overnight away from your approved accommodation without permission from the U18 International Student Supervision team and your accommodation provider.

☐ Email UQ Student Services via email supervision@uq.edu.au. Please do this no later than 24 hours after your arrival.

☐ Contact supervision@uq.edu.au if you have any questions or concerns.
Terms and Conditions

These terms and conditions apply to use of the International Student Supervision Program by UQ.

In these terms and conditions:

- Program Coordinator means the University of Queensland International Student Supervision Program Coordinator.
- International Student Supervision Program is the welfare guardianship service operated by University of Queensland that provides services to approved UQ.
- Accommodation Provider means one of the UQ-approved accommodation providers listed on the International Student Supervision Program registration form.

Visa requirements

To meet the requirements of the student visa:

1. Students must not change their accommodation or welfare arrangements without written approval from their Program Coordinator.
   - Students must make and attend an appointment with their Program Coordinator if they want to propose a change to their accommodation or welfare arrangements.
   - Approval for any requests to change accommodation or welfare arrangements is not automatic. The Program Coordinator may decline to approve any change in arrangements, if this is determined to be in the best interest of the student.
2. Students must not enter Australia before the day nominated by UQ as the day on which their welfare and accommodation arrangements are to commence. This is the Confirmation of Appropriate Accommodation and Welfare (CAAW) start date.
3. If students have not selected the International Student Supervision Program, they must apply for a Department of Home Affairs approved arrangement. The student is then required to stay in Australia with the person who is their parent or legal custodian, or a relative nominated by their parent or legal custodian who has turned 21 and is of good character. This arrangement is approved by the Department of Home Affairs, not by University of Queensland.
4. Students must meet their visa conditions while studying and living in Australia, or their visa may be cancelled and they may have to leave Australia.
5. Students must remain enrolled in the course or transfer to another course with the approval of UQ, or they may be reported to the Department of Home Affairs as being in breach of their visa.
6. Students must maintain satisfactory academic results for each term, trimester or semester of the course. If their results do not meet the course requirements, they may be reported to the Department of Home Affairs for unsatisfactory progress which is a breach of their visa.
7. Students must return to their home country if there is a large gap between their courses.
   - Any gap of two months or more will normally require underage students to return to their home country. Students must seek immediate advice from their Program Coordinator if the gap is two months or more.
**UQ Requirements**

To meet UQ requirements (whichever is your child’s current enrolled educational institution):

1. Students must attend every meeting or workshop that their Program Coordinator schedules for them and respond promptly (within 24 hours) to their Program Coordinator requests for information.
2. Students must attend compulsory orientation activities.
3. If students have any issues or concerns, they must raise them with the Program Coordinator to seek assistance and advice.
4. Students must obtain the Program Coordinator’s permission before making any travel arrangements.
5. If a student is absent from class for any reason, they must notify the Program Coordinator.
6. If a student is absent from UQ without the Program Coordinator’s permission, UQ may implement its Missing Student Procedure and the student’s absence may be reported to law enforcement authorities and to the Department of Home Affairs, as going missing is a breach of their visa.
7. Students should ask the Program Coordinator for assistance if they need help arranging their travel plans to return home during holiday breaks. If they are travelling at risky hours, they must book transport services from UQ at their own cost.
   - Risky hours include any time from 8pm to 6am.
8. Students must obtain the Program Coordinator’s permission before they will be allowed to attend an excursion or camp.
9. Students must ask for the Program Coordinator’s advice if they are thinking of working in Australia.
10. Students must abide by Australian law.
11. Students are not permitted to purchase or consume alcohol, or enter licensed premises unless accompanied by a responsible adult and legally allowed to do so.
12. Students are not permitted to purchase or consume cigarettes.
13. Students are not permitted to hold a full Queensland driver’s licence or to drive a car.
14. If a student has any complaint or grievance with the UQ Supervision Program, they can follow the UQ Grievance Policy to report and seek to resolve their complaint: https://my.uq.edu.au/information-and-services/manage-my-program/complaints-and-academic-appeals/grievance-resolution-process

**UQ accommodation requirements**

To meet UQ accommodation requirements (whichever is the student’s current enrolled educational institution):

1. Students must return to their accommodation by the curfew time set by the Accommodation Provider.
2. The Accommodation Provider will inform the Program Coordinator if the student returns to the accommodation after curfew or if they do not return to the accommodation overnight.
   - A student who breaches curfew can expect to be given a warning letter and asked to agree to a behaviour contract. If the student continues to breach curfew, they may be suspended or excluded by UQ and reported to the Department of Home Affairs for breach of their visa.
3. Students must get the Program Coordinator’s permission before they will be allowed to be absent overnight or longer from their accommodation.
4. If a student is going to be late arriving or registering at their Accommodation Provider, they must inform the Accommodation Provider and Program Coordinator of their new arrival time and date. If they have made a booking and fail to arrive or check in, the Accommodation Provider will notify the Program Coordinator and their accommodation booking might be cancelled.

**International Student Supervision Program fees and refund policy**

1. If a student provides certified evidence that the Department of Home Affairs has rejected their application for a student visa, the International Student Supervision Program will give a full refund of welfare fees paid, within 28 days of receipt of written notice of cancellation.
2. If after commencing with the International Student Supervision Program a student changes to a Department of Home Affairs approved arrangement, they will be refunded the balance of the International Student Supervision Program fees (excluding registration fee of $110) from the latter of the date provided to with UQ valid documentation showing a new Department of Home Affairs approved arrangement or the start date of the new Department of Home Affairs approved arrangement.
3. If after commencing with the International Student Supervision Program a student changes education provider, they will be refunded the balance of the International Student Supervision Program fees (excluding registration fee of $110) from the latter of the date provided to UQ with valid documentation showing a new welfare provider or the start date of the new welfare provider.

**As a parent of an Under 18 student, I understand and agree that:**

1. The International Student Supervision Program will contact me regarding any concerns over my child’s welfare, breach of accommodation rules or other requirements of UQ dealt with in these Terms and Conditions.
2. The International Student Supervision Program may remove my child from their accommodation without notice if it considers this is necessary to ensure my child’s safety.
3. If my child is involved in a critical incident, the International Student Supervision Program will follow its Critical Incident Management Procedure to manage the situation.
4. If my child requires urgent medical attention and the International Student Supervision Program is unable to contact me, I authorise it to make decisions on my behalf.
5. If considered by the International Student Supervision Program to be necessary, my child can be transported by staff in accordance with UQ policy for transporting students.
6. International Student Supervision Program can give permission for my child to attend approved activities, such as extra-curricular excursions and overnight camps.
7. The International Student Supervision Program can access my child’s timetable.
8. The International Student Supervision Program can liaise with external providers, such as the Accommodation Provider, emergency services etc. regarding my child’s welfare.
9. Internet access at UQ is provided for academic, research and administrative purposes. While UQ does not filter any content, my child’s usage of the service is subject to the conditions of the Acceptable Use of UQ ICT Resources: [https://ppl.app.uq.edu.au/content/6.20.01-acceptable-use-uq-ict-resources](https://ppl.app.uq.edu.au/content/6.20.01-acceptable-use-uq-ict-resources)
10. I am responsible for informing the Supervision team of any change to my contact details.
11. If the Supervision team requests my permission for my child to engage in an activity, I am responsible for providing my authorisation in writing.
12. If my child refuses or fails to comply with any of these Terms and Conditions, International Student Supervision Program, UQ, are unable to compel my child’s compliance and so are not liable for any consequences which may affect my child’s well-being.

13. If my child does not comply with any of the requirements set out in these Terms and Conditions, this may lead to my child’s exclusion from UQ.