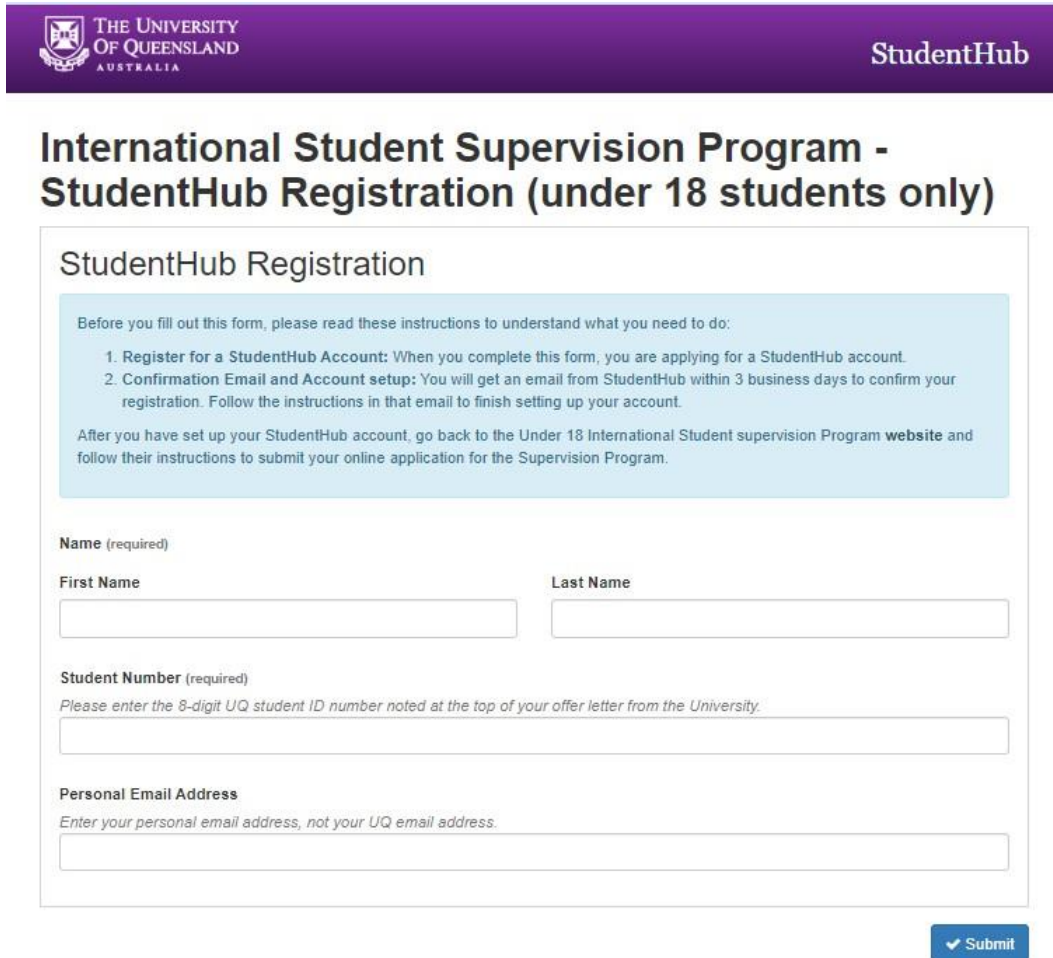



# International Student Supervision Program (ISSP) Registration Instructions

## Step 1: Create a StudentHub Account

1. Register for a StudentHub account via this [link](#).



 THE UNIVERSITY  
OF QUEENSLAND  
AUSTRALIA

StudentHub

### International Student Supervision Program - StudentHub Registration (under 18 students only)

#### StudentHub Registration

Before you fill out this form, please read these instructions to understand what you need to do:

1. **Register for a StudentHub Account:** When you complete this form, you are applying for a StudentHub account.
2. **Confirmation Email and Account setup:** You will get an email from StudentHub within 3 business days to confirm your registration. Follow the instructions in that email to finish setting up your account.

After you have set up your StudentHub account, go back to the Under 18 International Student supervision Program [website](#) and follow their instructions to submit your online application for the Supervision Program.

**Name (required)**

First Name

Last Name

**Student Number (required)**

Please enter the 8-digit UQ student ID number noted at the top of your offer letter from the University.

**Personal Email Address**

Enter your personal email address, not your UQ email address.

You will receive an email from StudentHub within 3 business days to confirm your email address. If you do not receive it within this time, please contact [studenthub@uq.edu.au](mailto:studenthub@uq.edu.au).

2. Follow the link in the email from StudentHub to confirm your email address.

Hi,

Please use the following link to confirm your email address with University of Queensland StudentHub.

<https://studenthub.uq.edu.au/admin/email/confirm/????????>


If your email client does not support HTML formatted email you may need to confirm your email address manually. To do this enter the confirmation code below on

<https://studenthub.uq.edu.au/admin/email/confirm/????????>

**Confirmation Code:** kmjJLLKKQw\_34Ert

3. Enter the confirmation code from the above email.

**CareerHub admin**  
University of Queensland



Confirmation code (required)

The confirmation code is not valid. Please try re-sending your confirmation email.

Confirm email address

4. After confirming your email address, you will receive a login detail email. Follow the link in this email to create a new password.

Hello Student Name,

You have new login details at UQ StudentHub.

- Username: **s99999999**
- Password: Not included in this email for security reasons

You can login to StudentHub at:

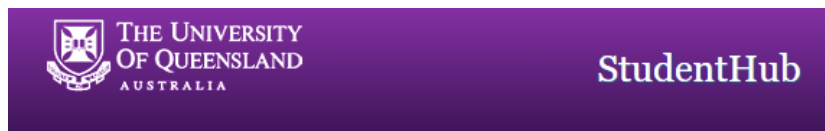
<https://studenthub.uq.edu.au/>

If you don't know your password, you can create a new one using the following link:

<https://studenthub.uq.edu.au/students/resetpassword>

If you have general inquiries, please feel free to contact StudentHub. If your query concerns specific events or programs, please contact the relevant department responsible for this service.

5. Enter your StudentHub username and email to receive a password reset email.



Need to Reset your Password? Don't worry, we can help.

UQ

To recover your **UQ** password please go to  
<https://www.uq.edu.au/secure/uqsignin/info.php?option=passwordcareers@uq.edu.au>

OR

StudentHub Login

You can recover your **StudentHub Login** password using the form below.

**StudentHub Username or Student Number**

**Email**

The address must be one of the addresses registered with StudentHub

Send password reset email

6. Follow the instructions in the password reset email to create your new password.

Hi Student Name,

To reset your password please use the following link:

[https://studenthub.uq.edu.au/students/resetconfirmation/TOKEN\\_REMOVED\\_FOR\\_SECURITY\\_REASONS](https://studenthub.uq.edu.au/students/resetconfirmation/TOKEN_REMOVED_FOR_SECURITY_REASONS)

You have three days to use the reset link. If you cannot use this link you can generate another using the Reset Your Password Page.

Your username is s1234567.

If you have any problems using this feature. Please contact [StudentHub](mailto:studenthub@uq.edu.au) (studenthub@uq.edu.au).

7. Use your StudentHub username and password to log in as a 'Future Student' through this [link](#) to start the registration process for the International Student Supervision Program.

## Step 2: Complete the ISSP Registration Process

Once you have log into StudentHub via this [link](#), you will see information detailing the required actions to complete the International Students Supervision Program registration process.

### International Students Supervision Program 2025 Caleb Ewan Test

Welcome to your International Student Supervision Program 2025

The University of Queensland welcomes international students under the age of 18 years who will not be accompanied by their parent/guardian. Now that you have received your offer letter, follow the steps below to register for the Supervision Program.

**Step 1: Submit Supervision Application Form**

**Step 2: Confirm Accommodation and Pay Supervision Program Fees**

After you have completed Step 1 and 2, the International Student Supervision Team will inform the International Admission Teams to issue your CAAW and COE. You will need these documents to apply for your Student Visa.



**Step 3: Upload Flight Itinerary and Book Airport Pickup**


Please read these instructions and follow the steps in order. Each step must be reviewed by the Supervision team before you can move to the next step.

If you have any questions, please email [supervision@uq.edu.au](mailto:supervision@uq.edu.au).

Please follow the instructions to complete the following steps in order:

### Step 1: Submit Application Form




#### Step 1: Submit Supervision Program Application

Before you register for the program, you must have a conditional or unconditional offer to study at UQ and/or UQ College. When you receive your offer, complete the online registration form and provide the following required documents:

- a completed and signed supervision program declaration form (download the form [here](#))
- a copy of student's passport photo and information page
- a copy of parent or legal guardian's identification with photo and signature
- a conditional or unconditional UQ offer
- a conditional or unconditional UQ College offer (if applicable)
- an English Course offer (if applicable)
- a translated copy of documentation from the student's doctor outlining any relevant medical conditions and additional support they require (if applicable)

**Important notes**

- **For students under the age of 17:** any international students aged 16 years old at the time of application will require additional approval and may be subject to additional requirements to ensure their health and safety.
- **Arrival Date:** Student should not arrive more than 9 days prior to the first day of their compulsory orientation as stated in their offer letter, and no later than the day before Orientation Week.

 [Submit 'International Student Supervision Program 2025 - Application' on behalf of client](#)

Once our team has received and checked all the required information, you will receive an email on how to book your accommodation.

However, our team may require additional information. Please follow the instructions below to edit your original submission.

## Require additional information

If our team requires any additional information, you will receive an email detailing the types of information needed along with a link to update it. Click the link in the email to log in to your application form.

- Click 'Edit Submission' to update your application.

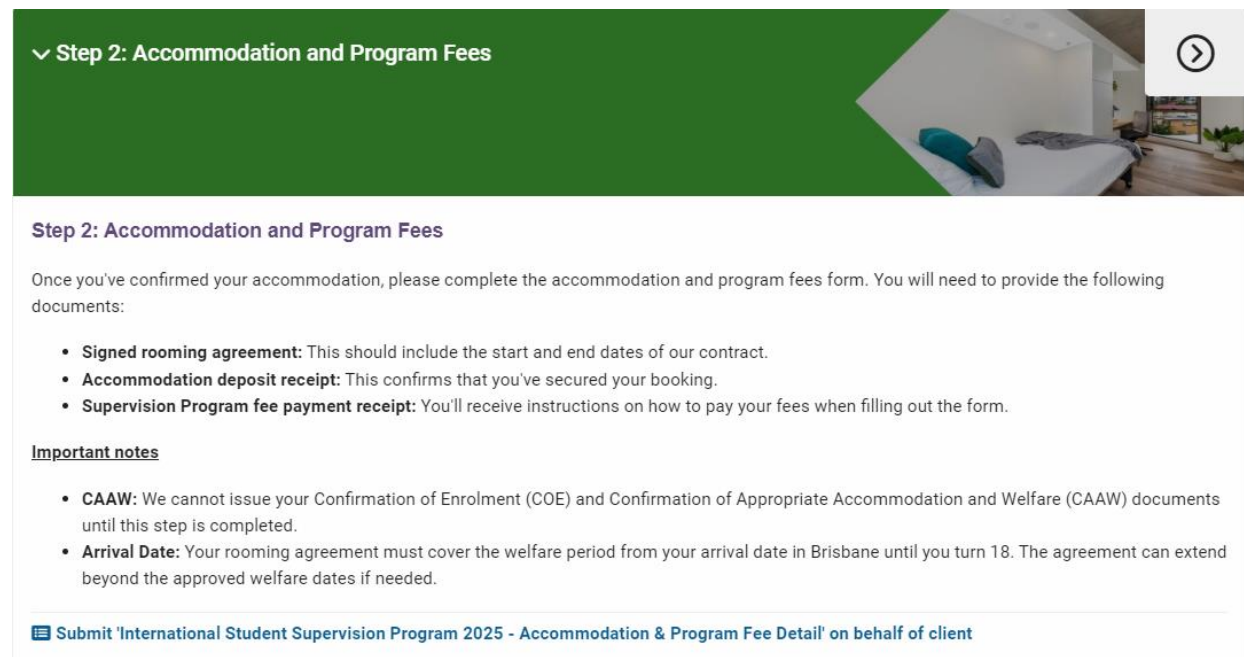
Attached To	Danlu Zheng
Began	15 May 2024, 11:28 am
Finished	15 May 2024, 11:30 am
Updated	15 May 2024, 11:32 am
Status	<b>Pending Assessment (Editable)</b> Last Status Change: 15 May 2024, 11:32 am by StudentHub <a href="#">↻ Status change history</a>
Actions	<a href="#">Edit submission</a> <a href="#">Print submission</a> <a href="#">Delete submission</a>

- Once completed, click 'Update' at the button of the page to submit it.

Once our team has received and checked all the required information, you will receive an email on how to book your accommodation.

## Step 2: Submit Accommodation and Program Fee form

Once you've confirmed your accommodation, log into StudentHub via this [link](#) and submit 'Accommodation and Program Fee' form.




Step 2: Accommodation and Program Fees

Once you've confirmed your accommodation, please complete the accommodation and program fees form. You will need to provide the following documents:

- **Signed rooming agreement:** This should include the start and end dates of our contract.
- **Accommodation deposit receipt:** This confirms that you've secured your booking.
- **Supervision Program fee payment receipt:** You'll receive instructions on how to pay your fees when filling out the form.

**Important notes**

- **CAAW:** We cannot issue your Confirmation of Enrolment (COE) and Confirmation of Appropriate Accommodation and Welfare (CAAW) documents until this step is completed.
- **Arrival Date:** Your rooming agreement must cover the welfare period from your arrival date in Brisbane until you turn 18. The agreement can extend beyond the approved welfare dates if needed.

 [Submit 'International Student Supervision Program 2025 - Accommodation & Program Fee Detail' on behalf of client](#)

Once you've completed Step 1 and Step 2, the International Student Supervision Team will notify UQ International Admission Team. They will then issue your CAAW and CoE. You'll need these documents to apply for your Student Visa.

However, our team may require additional information. Please refer to 'Required additional information' section in page 5 to edit your submission.

### Step 3: Submit Flight Itinerary and Airport Pickup form

Once you have booked your flight itinerary, log into StudentHub via this [link](#) and submit 'Flight Itinerary & Airport Pickup' form.

#### ▼ Step 3: Flight Itinerary and Airport Pickup



#### Step 3: Flight Itinerary and Airport Pickup

After booking your flight, please complete the flight itinerary and airport pickup form. You will need to provide the following documents:

- **Flight Itinerary:** If you are arriving from overseas or interstate, upload a clear copy of your flight itinerary once purchased.
- **Airport Pickup Booking Form:** If you need airport pickup from Brisbane Airport, complete the [manual booking form](#) at least 5 days before departure and upload it to the 'Flight Itinerary and Airport Pickup' form.
- **Parent's Flight Itinerary:** If you're arriving with your parent and don't need airport pickup, please provide a copy of your parent's flight itinerary.

 [Submit 'International Student Supervision Program 2025 - Flight Itinerary & Airport Pickup' on behalf of client](#)

Please note:

- If you need airport pickup from Brisbane Airport, complete the [manual booking form](#) at least 5 days before departure and upload it to the "Flight Itinerary and Airport Pickup" form.
- If you are arriving with your parent and do not need airport pickup, please upload a copy of your parent's flight details in the "Flight Itinerary and Airport Pickup Form."

If you have any questions, contact us at [supervision@uq.edu.au](mailto:supervision@uq.edu.au).