



THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

CREATE CHANGE

Under 18 International Student Supervision Program Handbook





Contents

Under 18 International Student Supervision Program	4
Program overview	4
Contact details	4
Your responsibilities	5
Changes to your enrolment	5
Welfare and accommodation	6
Compulsory sessions	6
1 on 1 check-in	6
Accommodation	6
Curfew rules	6
Activity permission request	7
Late curfew requests	7
Stay away from accommodation requests	7
UQ student services	8
Student Central Administration	8
Student Advisers	8
Learning Advisers	8
UQ Union (UQU) – Student Union	8
UQ College information	9
UQ College attendance policy	9
Absence	9
Student Advisers	9
Learning Advisers	9
Course work	9
Safety and wellbeing	10
UQ Security	10
SafeZone App	10
UQ Respect and the Sexual Misconduct Support Unit (SMSU)	11
UQ Wellbeing	11
UQ Crisis Line	11

UNDER 18
INTERNATIONAL STUDENT

Program overview

The U18 International Student Supervision (U18 Supervision) Program provides you with additional support, guidance and activities to help you transition to study and life in Australia. We recognise that living away from family, friends, and your usual support can take some time to adjust to, so we have developed a comprehensive program for you.

The U18 Supervision Program includes:

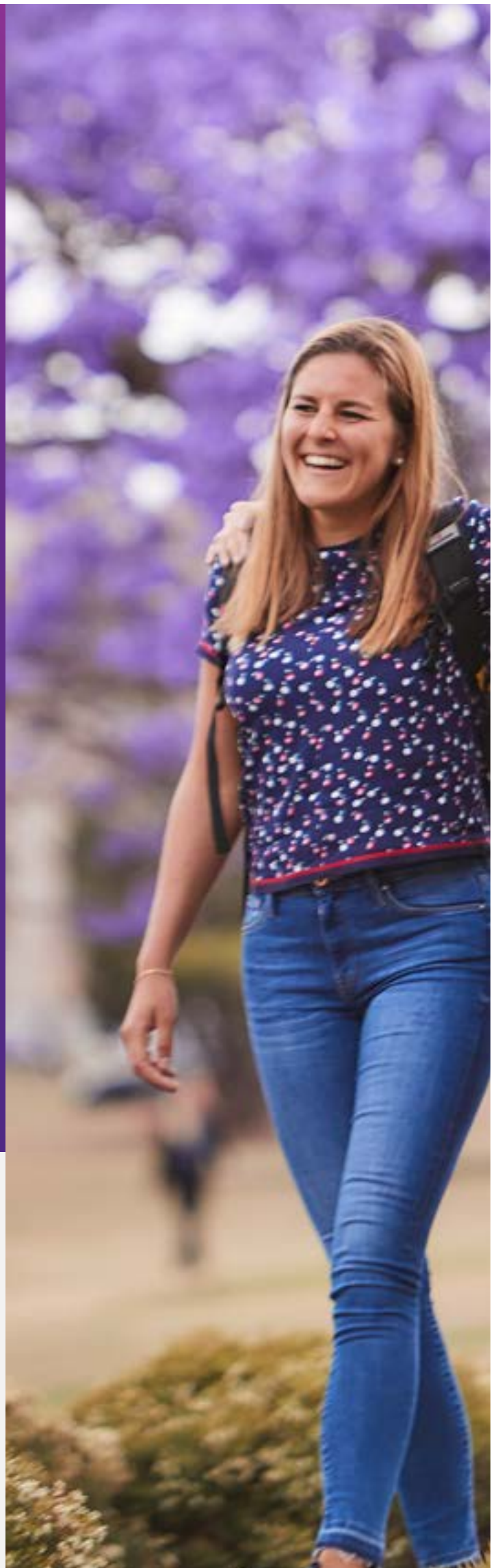
- orientation sessions,
- study workshops and social activities,
- regular face-to-face check-ins with the U18 Supervision Team,
- extra support to help you settle in at UQ and UQ College,
- ongoing monitoring and assistance with your studies,
- regular inspections of your accommodation to ensure that it meets your needs.



Contact details

You can contact the U18 Supervision Program team from Monday to Friday, during business hours (8.30am to 4.30pm) on phone (**+61 417 444 512**) or email (supervision@uq.edu.au)

For emergencies, or after-hours emergency support, please contact UQ Security at **07 3365 3333** or **1800 800 123** (free call).



Supervision program

Your responsibilities

As an international student who is under the age of 18, and to maintain your Confirmation of Appropriate Accommodation and Welfare (CAAW), you must meet requirements of the Australian Government and your university.

When you accepted your offer, you agreed:

- To comply with the program requirements (subject to change). Failure to comply may lead to UQ or UQ College to notify the Department of Home Affairs, resulting in the cancellation of your CAAW.
- For UQ to contact your parents, legal custodians, or accommodation providers for welfare discussions if deemed necessary, while you are aged under 18.
- To not change accommodation, support or welfare arrangements without prior written approval from the U18 Supervision Program.



In addition, you are also required to:

- attend U18 Supervision Program orientation and compulsory sessions,
- sign nightly curfews in student-only accommodation,
- attend individual check-ins, and
- adhere to safety measures set by the U18 Supervision Program.

Changes to your enrolment

As a student aged under 18, you may decide to make changes to your enrolment. These changes might include:

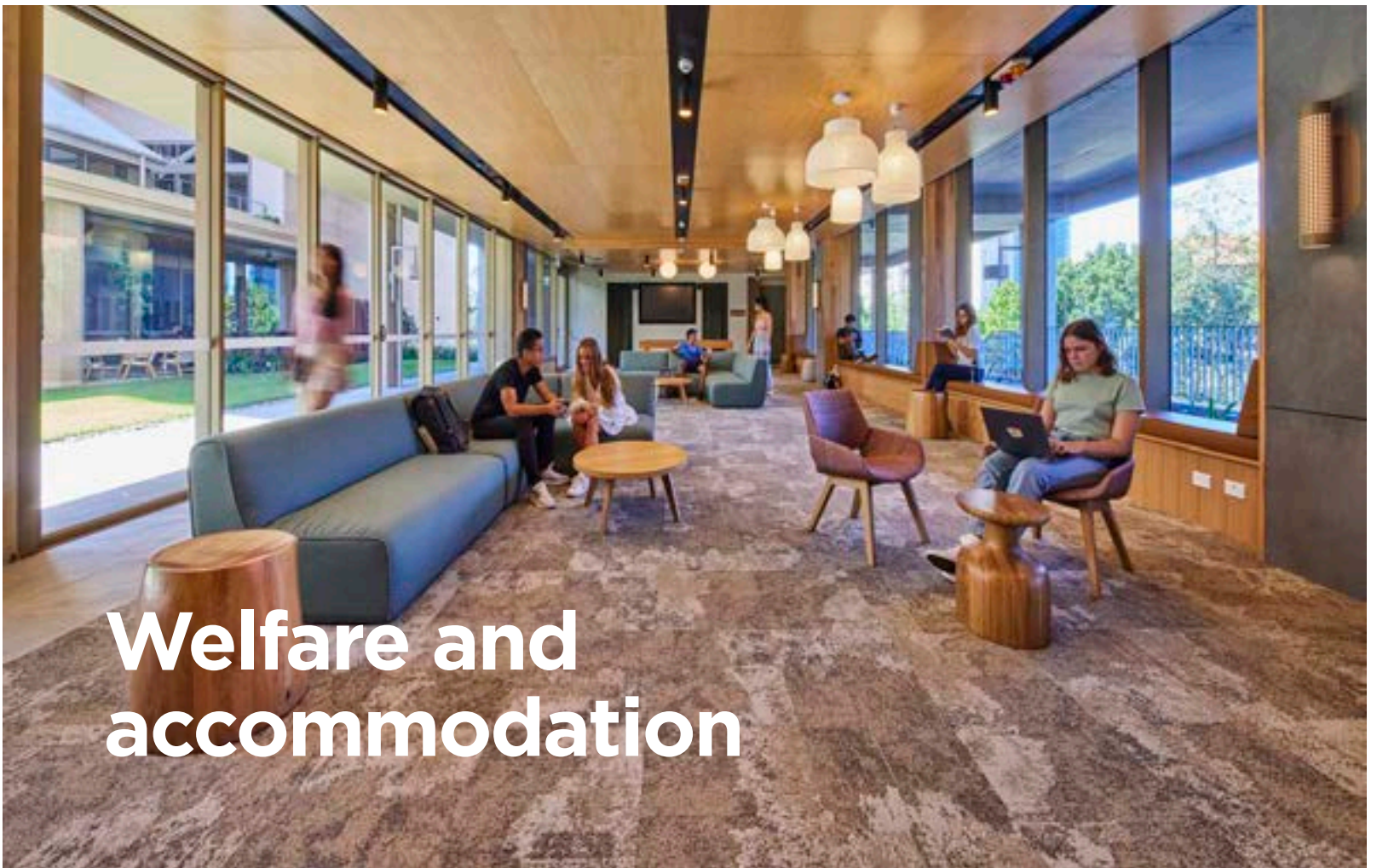
- taking a leave of absence
- transferring to another institution
- withdrawing from your course

If your enrolment is suspended or cancelled by UQ, you must also notify the U18 Supervision Program. You must continue your accommodation and welfare arrangements as a condition of your CAAW and student visa, even if you stop studying at UQ.



These arrangements must stay in place until you:

- start your new CAAW at another registered education provider on the date agreed by UQ, or
- start your new CAAW on the date approved by the Department of Home Affairs, or
- leave Australia, or
- turn 18 years old.



Welfare and accommodation

There are several ways in which the U18 Supervision Program can support your welfare and accommodation to ensure your safety in Australia, while you are under 18. The activities listed below are compulsory, as they are a requirement of your CAAW.

Compulsory sessions

The U18 Supervision Program has organised varieties of compulsory sessions to support you with your study, safety, wellbeing, healthy eating, and more. You will be notified via email about these sessions. It is compulsory to attend these sessions as part of your CAAW requirements. If you are unable to attend, you must inform the U18 Supervision Program in advance and provide a valid reason.

1-on-1 check-ins

This is your opportunity to ask questions, seek advice and support, and learn more about how to get involved at UQ or UQ College. We will also be checking in with you, to see if:

- your accommodation is still suitable,
- you are going well with your studies and overall wellbeing

Accommodation

Under the conditions of your CAAW at UQ or UQ College, and under the requirements of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*, you must only live in your approved accommodation. Any changes to your accommodation must be approved by the U18 Supervision Program.

Curfew rules

For your safety and wellbeing, you must sign a nightly curfew every evening by:

- 10pm (if you are 17 years old), or
- 9pm (if you are 16 years old)

Follow the curfew procedures set by the accommodation provider. Once you have signed the curfew, you must stay in your accommodation for the remainder of the night, and all guest visitors must leave.



Activity permission request

Students registered with the U18 Supervision Program must seek approval from UQ to be late for curfew, or to stay away from their UQ-approved accommodation. Please submit an activity permission form on Student Hub via this link, or scan here.



Late curfew requests

If you cannot meet curfew (For example, you have an event), you will need to fill out the activity permission form **at least 3 business days** before the late curfew is required. You must also be accompanied by someone aged at least 18 years old, and return to your accommodation by 11:59pm on the day.

Stay away from accommodation requests

If you wish to stay away from your usual accommodation, you must submit the activity permission form **at least 7 business days** prior to departure, and a copy of your request will be emailed to your parent/legal guardian for their approval.

Overnight stays can only be approved under the following conditions:

- Stay with a parent/legal guardian, grandparent, or sibling over the age of 18.
- Stay under the supervision of UQ or UQ College staff for an academic activity



Important reminder

If you do not seek U18 Supervision Program's approval prior to your activity, you will be breaching the conditions of your CAAW, and your student visa may be subject to cancellation.



UQ support services

While the U18 Supervision Program team is your first point of contact, there is also a range of student services to support you here at UQ.



UQ Counselling

- 10 free one-on-one counselling sessions
- Wellbeing Programs run by UQ Counsellors

If you need to speak to someone urgently, please call at **1300 275 870** (8am - 5pm) from Monday to Friday. For after hours, contact the UQ Counselling and Crisis Line at **1300 851 998**.



Student Advisers

- Support with Disability and Inclusion
- Welfare support
- International student support
- Financial hardship assistance
- Student welfare checks

Email: student.services@uq.edu.au



Learning Advisers

- Academic writing
- General study skills
- Learning and exam preparation
- Assignment writing
- Presentation skills
- Time management and procrastination

Email: sslearningdev@uq.edu.au



UQ Union (UQU) - Student Union

- Welfare and wellbeing support (Financial First Aid, Centrelink)
- Academic Support
- Visa advice, Legal support
- Job preparation
- Clubs and societies

Email: uqunion@uqu.com.au
Phone: **07 3377 2200** (8am-3.30pm)



UQ College information

UQ College attendance policy

As part of your visa requirements, you must attend a minimum of 80% of all enrolled subjects. Teachers mark attendance at the beginning of every class, and they will report you for being late or absent. If you are more than 20 minutes late, you will be marked as absent for 1 hour, or for the rest of the class. Any class you miss is considered an absence, even when it is due to illness.

Absence

If you are unable to attend class for any reason, you must notify UQ College via email (info@uqcollege.com) or call/text at +61 419 746 892.

You must then submit a compulsory absence form, via this link:

- Go to the Student Portal.
- Click '**Single Sign-on**', enter in your UQ username and password.
- On the home page, click on '**Forms**', then '**Absence Form**'.

UQ College will contact you if you do not notify them of your absence. If your attendance falls below 85%, Student Services will contact you and you will have to attend an attendance discussion. If you do not achieve at least 80% attendance by the end of your course, you may be reported to the Department of Home Affairs.



Medical Certificates (MC)

For all absences related to illness, you must submit an MC with your absence form. For all assignment extensions or exam deferrals related to an illness or medical condition, you must also submit an MC together with your requests.



In addition to the support you can receive from UQ (Student Services), there are also other support options you can access from UQ College:

Student Advisers

UQ College also have Student Advisers who are available for confidential one-on-one sessions with students to discuss any wellbeing needs, including:

- Transitioning to study in Australia
- International student support (e.g. homesickness)
- Support for students with a disability
- Accommodation
- Financial hardship assistance
- Scams

Learning Advisers

UQ College have Learning Advisers who are available to support students in all programs to help develop the study skills they need to succeed.

Some areas they can help with include:

- English language skills
- Study schedules
- Time management strategies
- Effective note-taking
- Developing reading and research skills
- Structuring academic writing
- Working in a group
- Revision techniques and exam strategies

To book a one-on-one appointment directly with a UQ College Learning Adviser, please email learningadvisor@uqcollege.uq.edu.au.

Scan to book an appointment, or click here.



Course work

For all queries regarding your course, (for example, timetable issues, changing courses, exam deferrals and results), please contact the UQ College Student Services Team via email at info@uqcollege.com.





Safety and wellbeing

UQ is committed to ensuring a safe and inclusive environment for all students. After you arrive, you will have regular contact with the U18 Supervision Program Team, and you must notify the team of any wellbeing and/or safety concerns as soon as possible, via email at supervision@uq.edu.au or via call/text at +61 417 444 512.

There are several support options at UQ for you to access support for any wellbeing and safety matters.

These include:

- UQ Security
- SafeZone App
- UQ Respect and the Sexual Misconduct Support Unit (SMSU)
- UQ Wellbeing
- UQ Crisis Line

UQ Security

- Keeps UQ students, staff and visitors safe on UQ campuses, 24/7, every day.
- Provide safety escorts, first aid, and manage lost property on all UQ campuses. Security guards can escort you to different parts of UQ, or to the nearest public transport, if you are feeling unsafe.



To book a security escort or to talk with a security guard, call **07 3365 3333** or **1800 800 123** (free call).

SafeZone App

UQ SafeZone is a free smartphone app connecting staff and students with UQ Security and emergency services during a first-aid or emergency on UQ campuses.





UQ Respect and the SMSU

- Providing you with help in supporting and reporting sexual misconduct, educating and raising awareness around respect at UQ
- Make an anonymous disclosure of an experience of sexual misconduct through the SMSU via the UQ Respect website (respect.uq.edu.au).



UQ Wellbeing

- Supporting the health and wellbeing of Culturally and Linguistically Diverse (CALD) students at UQ
- Providing cultural connections and resources for sexual and reproductive health, mental health, physical and nutritional health, and more.



UQ Crisis Line

If you need to speak to someone urgently, please call at **1300 275 870** (8am - 5pm) from Monday to Friday.

For after hours, contact the UQ Counselling and Crisis Line at **1300 851 998**






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For more details, please contact us at

 supervision@uq.edu.au

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