



Approved Course Provider

# UniSQ Sydney Education Centre

in association with Canterbury Institute of Technology

## STUDENT HANDBOOK

### Trimester 3, 2024

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## **WELCOME TO UniSQ SYDNEY EDUCATION CENTRE**

Thank you for selecting the UniSQ Sydney Education Centre (UniSQ Sydney) for your further studies.

The purpose of this Handbook is to provide you with vital information about UniSQ Sydney. It is important that you read the information carefully. If you need clarification on any issue addressed in the information provided, please contact the Reception Staff on Level 1, 29-37 Bellevue Street, Surry Hills who will assist you.

### **About UniSQ Sydney Education Centre (UniSQ Sydney)**

UniSQ Sydney Education Centre (UniSQ Sydney) has its teaching and administration facilities located in Bellevue Street, Surry Hills, close to the heart of Sydney's Central Business District. UniSQ Sydney is within walking distance to the city's main transport, education, sports, government and tourist facilities.

The UniSQ Sydney Education Centre in association with Canterbury Institute of Technology (CIT), facilitates a number of University of Southern Queensland (UniSQ) postgraduate programs at its facilities. These programs are in high demand in both the domestic and international employment markets. Weekly lectures and tutorials are scheduled for each course and are held in classrooms or computer laboratories. The academic staff located at UniSQ Sydney have years of professional and academic experience and all appointments are approved by UniSQ.

UniSQ Sydney provides students with a wide range of academic and welfare support services. New students are encouraged to attend the Orientation Program conducted at the beginning of each semester where details about living and studying in Sydney are provided.

UniSQ Sydney has an in-house Resource Centre where a limited number of textbooks are available for reference. Students have access to the UniSQ online library to view electronic books and online journal databases. Students are also able to borrow books from other universities under the [ULANZ \(University Libraries of Australia and New Zealand\) borrowing scheme](#).

UniSQ Sydney prides itself in offering excellent student support services, a welcoming environment for students and affordable study costs. UniSQ Sydney looks forward to assisting all its students in achieving their educational goals and preparing them for the challenges ahead.

### **About the University of Southern Queensland (UniSQ)**

The University of Southern Queensland (UniSQ) is an Australian and Queensland Government accredited university, and was established as the Queensland Institute of Technology (Darling Downs) in 1967. UniSQ has built a reputation for offering quality

academic programs that are recognized worldwide by other higher education institutions, employers and internationally accredited professional bodies.

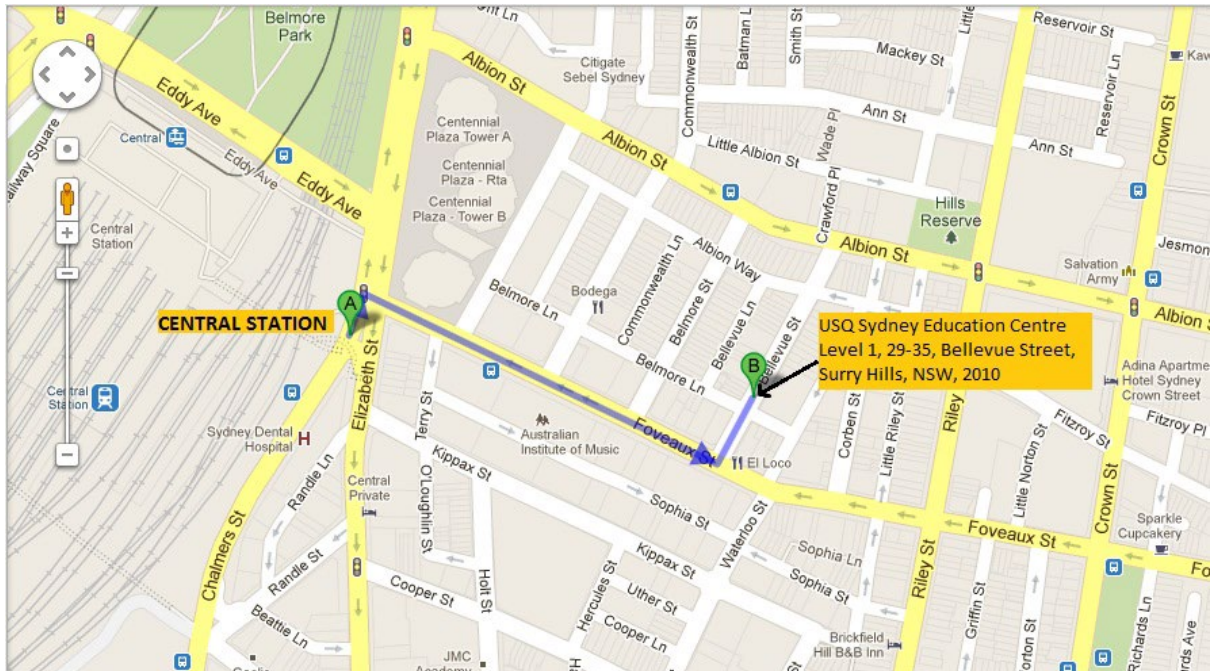
UniSQ is on the Australian Commonwealth Register of Institutions and Courses for Overseas students (CRICOS) and must comply with the National Code of Practice. The Code sets strict requirements for all CRICOS registered providers, programs and courses. UniSQ has three campuses located in Queensland, Australia.

## Staff Contact List

Name	Designation	Email
<b>LEVEL 1</b>		
Htwe Htwe Thein	Reception Coordinator / MISP Program Coordinator	<a href="mailto:htwe@usqsydney.nsw.edu.au">htwe@usqsydney.nsw.edu.au</a>
Kavita Sood	Admissions	<a href="mailto:kavita@usqsydney.nsw.edu.au">kavita@usqsydney.nsw.edu.au</a> <a href="mailto:admissions@usqsydney.nsw.edu.au">admissions@usqsydney.nsw.edu.au</a>
<b>LEVEL 3</b>		
Nick Kumar	Director	<a href="mailto:nick@usqsydney.nsw.edu.au">nick@usqsydney.nsw.edu.au</a>
Gina Craparotta	Accounts & Admin	<a href="mailto:gina@usqsydney.nsw.edu.au">gina@usqsydney.nsw.edu.au</a>
Lara Parubotchy	Manager – Academic Services MCYS & MADS Program Coordinator Student Contact Officer	<a href="mailto:lara@usqsydney.nsw.edu.au">lara@usqsydney.nsw.edu.au</a>
Jaswinder Kaur	Accounts	<a href="mailto:jaswinder@usqsydney.nsw.edu.au">jaswinder@usqsydney.nsw.edu.au</a>
<b>LEVEL 4</b>		
Gajinder Paul	Director	<a href="mailto:gpaul@usqsydney.nsw.edu.au">gpaul@usqsydney.nsw.edu.au</a>
Shanti Paudyal	Student Services	<a href="mailto:shanti@usqsydney.nsw.edu.au">shanti@usqsydney.nsw.edu.au</a>
<b>LEVEL 6</b>		
Navneet Mago (Manu)	Student Services (after hours Contact Officer)	<a href="mailto:nmago@canterburybc.com.au">nmago@canterburybc.com.au</a>
Dannielle Oag	Reception / Admin Support	<a href="mailto:reception@canterburybc.com.au">reception@canterburybc.com.au</a>

## Location of UniSQ Sydney Education Centre

Level 1, 29-35 Bellevue Street,  
Surry Hills, NSW, 2010  
AUSTRALIA  
Ph: + 61 2 9280 3733



## Living and Studying in Australia

For the most up-to-date information on cost of living in Sydney please refer to the [Study Australia website](#).

## Transport Services

Sydney's public transport system mainly comprises of bus, train, taxi and ferry services. Taxi services are available but at a more expensive rate.

For further information regarding timetables, fares and routes please refer to the following websites.

**Rail Service:** [www.sydneystains.info](http://www.sydneystains.info)

**Bus Service:** <https://transportnsw.info/travel-info/ways-to-get-around/bus>

**Ferry Service:** <http://www.transport.nsw.gov.au/customers/ferries/sydney-ferries>

To get information in general regarding Bus, Train, Ferry Services please call 131500 between 6:00am – 10:00 pm (7 days) or refer to: <http://www.transportnsw.info/>

## COVID-19 Safe Plan Framework

Please do not attend campus if you have [COVID Symptoms](#) or [test positive to COVID-19](#).

### Student Facilities

#### **UniSQ Sydney Operating Hours**

9:00am – 5:00pm Monday to Friday

Please note that operating hours may be subject to change.

#### **Use of computer labs and classrooms**

In keeping with accepted practice the work environment of all students is to be respected. Classrooms and laboratory areas are to be kept clean and tidy.

Students are required to remove all litter, work papers, bags and all personal belongings at the end of each class or upon leaving an area. All litter is to be placed in bins appropriately.

Classroom furniture such as desks and chairs are to be returned to a neat and tidy position at the end of each session. Classroom equipment such as overhead projectors, computers, televisions and video players can only be moved to another room with the permission of the lecturer and need to be returned after use.

#### **Computer labs**

UniSQ Sydney Education Centre has three (3) well equipped computer labs with free internet facilities located on Level 1.

Computer Lab operating hours are:  
9:00am – 5:00pm Monday to Friday\*

\*Please note that operating hours may be subject to change. Please contact Level 1 Reception for details.

#### **Resource and library facilities**

The Resource Centre is equipped with a limited number of reference books. Students can borrow books from the Resource Centre at UniSQ Sydney for referencing and study.

Students are given access to the [UniSQ Online library facility](#).

Students are also able to borrow books from other universities under the [ULANZ \(University Libraries of Australia and New Zealand\) borrowing scheme](#) or borrow books from [UniSQ Toowoomba Campus Library](#).

For details on accessing these libraries please contact Reception located at Level 1.

#### **Student rooms**

The UniSQ Sydney facility has student/lunch rooms for recreation and relaxation. There is also a pool table on level 5. Please collect balls for pool table from level 4 reception.

## Important Dates for Trimester 3, 2024

Trimester 3, 2024	
Friday 30 August 2024	Orientation
Monday 2 September 2024	Trimester 3, 2024 commences
Friday 13 September 2024	Last day to add a new course enrolment, swap courses or change classes
Friday 13 September 2024	Fee payment due date for Trimester 3, 2024 (continuing students)
Friday 27 September 2024	Census Date- Last day to drop Trimester 3, 2024 courses without incurring fees
Monday 14 October to Friday 25 October 2024	Flexible Learning Period
Monday 2 December to Sunday 8 December 2024	Final Assessment period
Wednesday 8 January 2025	Trimester 3, 2024 results released

For further information, please refer to the [UniSQ Academic Calendar](#).

\*The last date to pay fees can vary from UniSQ.

For further information regarding the fees, please visit the [UniSQ Sydney website](#).

## Guide to UniSQ Policies and Procedures

For the most up-to-date version of all UniSQ Policies and Procedures, please refer to the [UniSQ Policy Library](#)

## National Code of Practice

The Department of Education regulates the education and training sector's involvement with overseas students studying in Australia on student visas through the Education Services for Overseas Students (ESOS) legislative framework and the Tuition Protection Service. This protects Australia's reputation for delivering quality education services and the interests of overseas students, by setting minimum standards and providing tuition and financial assurance. The legislation mandates a nationally consistent approach to registering education providers so that the quality of the tuition, and care of students, remains high. The professionalism and integrity of the industry is further strengthened by the ESOS legislation's interface with immigration law. This imposes visa related reporting requirements on both students and providers. The National Code of Practice is established under the Education Services for Overseas Students (ESOS) Act 2000.

The National Code sets out guidelines for the ethical conduct of registered providers like UniSQ Sydney. UniSQ Sydney offers study programs in accordance with the requirements of the Education Services for Overseas Students (ESOS) Act 2000.

As an education provider UniSQ Sydney understands and implements the National Code for the following purposes:

- **Ensure that recognition of prior learning of students is conducted and recorded in a formal process.**
- **Provide refunds to the students as per the UniSQ Refund of Student Fees Policy.**



- Recruit students in accordance with the National Code of Practice and UniSQ Admission Policy.
- Ensure fairness by committing to Equal Employment Opportunity.
- Ensure that all trainers and assessors are suitably qualified and experienced.
- Commit to professional development of staff.
- Comply with the guidelines issued by Department of Home Affairs.
- Provide adequate support services to students prior to arrival, on arrival and during their study at UniSQ Sydney.
- Ensure student personal information is filed and maintained appropriately.
- Protect international students whilst studying in Australia
- Protect Australia's reputation as an education provider to international students by ensuring national standards are met
- Enable the Commonwealth to monitor and sanction providers as appropriate
- Assure the integrity of the student visa program

For further information on the ESOS legislative framework including the National Code please refer to the [Department of Education](#) website.

## Academic Progress

Students should make themselves familiar with the UniSQ policy regarding [Student Academic Progress Procedure](#).

## Adding and Dropping Courses

Students are reminded to strictly observe the [UniSQ important dates](#).

Those who fail to abide by the prescribed dates for adding and/or dropping courses will receive financial and academic penalties, depending on individual circumstances.

## Assessment Process

Assessment requirements are specific and will vary from course to course. All assessment details are provided in the course information on the UConnect StudyDesk. Most courses have both assignments or online tests and examinations. Please note that all assignments, online tests and examination papers are marked at UniSQ Toowoomba campus. See the UniSQ website for further details regarding the [assessment procedure](#).

### **Assessments**

Assessment due dates are available online on the UConnect Studydesk. It is the responsibility of the student to ensure assessment items are submitted by the due date. If there are extenuating circumstances, you may apply for an [assessment extension](#).

### **Assessment Submission**

Please follow the detailed instructions on how to submit your assessment on the UniSQ StudyDesk.

Under certain circumstances, such as illness, a student may apply for an extension to the due date for an assessment. If you require an extension, you must apply for the [assessment extension](#) prior to the due date.

The University shall normally return marked assessments to students within three to four weeks of being sent to a marker. See the UniSQ website for further information regarding the [assessment procedure](#).

### **Formal Examinations**

Details of your examinations for this semester can be found in your Formal Exam Schedule in your Student Centre, which will be made available to students 6 weeks prior to the Formal Examination Period. These exams do not require your physical attendance at a campus or examination centre. For further information go to the [Formal Examinations](#) webpage.

### **Academic Integrity**

Students are required to act with [Academic Integrity](#). All work presented for assessment is expected to be the student's own and original work. If the student receives an allegation of academic misconduct it is either due to plagiarism, cheating, collusion or contract cheating. Visit the UniSQ website to find out important information regarding [Academic Integrity](#), the [Assessment Procedure Policy](#) and [Student Academic Misconduct Procedure](#).

### **Review of final grade**

Visit the [UniSQ Feedback, Complaints and Appeals](#) webpage page for further information.

### **Deferral of Examinations**

Please see the UniSQ website for information about how [apply for a deferred examination](#).

### **Supplementary Examinations**

For further information please refer to [Deferred and Supplementary Formal Examinations](#).

## **Complaints and Appeals**

It is the objective of UniSQ Sydney Education Centre to maintain a harmonious working environment which is free from intimidation and harassment and which affords equality of opportunity. UniSQ Sydney encourages students to express any concerns they may have about program and /or course and study-related matters or any other issues as per UniSQ Policy and Procedure. Students should familiarise themselves with the [UniSQ Student Grievance Resolution Policy](#).

Students wishing to make a complaint or lodge an appeal may do so by using the [Feedback, Complaints and Appeals procedure](#).

## **Copyright**

UniSQ Sydney complies with the relevant copyright legislation. Students are reminded that the use or copying of printed material, software or other intellectual property must be undertaken in compliance with the Copyright Act 1968. UniSQ Sydney prohibits photocopying of material, which may infringe the Copyright Act.

## **Credit Exemptions**

Students should submit a claim for exemptions at the time of enrolment in a program. Each claim will be assessed on individual merit in line with the University's exemption policies.

You will be required to submit the following documents with your application:

- A certified copy of an academic transcript of your past academic records.
- A certified copy of the course/subject syllabus.
- Please read the [Credit and Exemption Procedure](#) before applying for an exemption. Details about [how to apply for credit](#) can be found on the UniSQ website.
- **Once your Exemption/Transfer Credit Application has** been processed you will receive written notification of the outcome. Please note that failure to supply all the required documents will delay an exemption decision and may mean that your exemption request is declined.

## UniSQ Sydney Education Centre Fees and Charges

Please refer to the [fees](#) page on the UniSQ Sydney website.

## Refund of Student Fees Policy

All refunds will be processed in line with the [UniSQ Refund of Student Fees Policy and Procedure](#).

## Discrimination

UniSQ Sydney takes great care to ensure that all students and staff members are treated fairly and equitably. Discrimination means treating someone unfairly because of differences based on race, gender, religion, cultural group, physical disability sexual orientation or age. It is against the law, and action will be taken against those in breach of the law. Any matters in relation to discrimination should be reported the [Grievances Team](#).

Please refer to the UniSQ [Harassment and Discrimination Complaint Resolution for Students Policy and Procedure](#).

Further information can also be obtained by contacting the Anti-Discrimination Board:

NSW Anti-Discrimination Board

Stockland House

Level 4, 175-183 Castlereagh Rd

Sydney NSW 2000

Ph: (02) 9268 5555

<http://www.antidiscrimination.justice.nsw.gov.au/>

## Equal Opportunity

UniSQ Sydney integrates equal opportunity principles into all decisions and operations. UniSQ Sydney is committed to the examination of all practices to avoid discrimination on the basis of gender, race, nationality, marital status, physical ability, age, political conviction, sexual orientation or religious belief. Any member of UniSQ Sydney community who feels that they have not been treated equally should feel free to discuss the matter with the Director.

## Harassment and Equity Issues

UniSQ Sydney understands that staff and students have the right to study and work in an environment free of harassment which may be physical, verbal or sexual. It is the responsibility of all students and staff to contribute to the achievement of a productive, safe and equitable study and work environment by avoiding practices, which lead to, support or condone any form of harassment.

UniSQ Sydney does not allow harassment of staff by other staff or students nor does it allow harassment of students by staff or other students. UniSQ Sydney will ensure that any complaint of harassment is treated seriously and sympathetically. All complaints will be investigated thoroughly and fairly, and confidentiality will be maintained.

Please refer to the UniSQ [Harassment and Discrimination Complaint Resolution for Students Policy and Procedure](#).

## Marking and Grading

Please refer to UniSQ [Assessment Policy](#) for information in relation to the marking of assessment items and the award of final grades.

## Occupational Health and Safety

The NSW Occupational Health and Safety legislation aims to protect the health, safety and welfare of people at work. It lays down general requirements which must be met at places of work in NSW.

UniSQ Sydney is committed to fulfilling its responsibilities under the Act. For further information regarding Work Cover please contact the following organisation:

### **Work Cover**

Level 10, Centennial Plaza Building C,  
300 Elizabeth Street, SYDNEY 2000  
Phone (02) 8260 5877 OR call **13 10 50**  
Fax (02) 9281 9633  
[www.workcover.nsw.gov.au](http://www.workcover.nsw.gov.au)

In compliance with the regulations of the Occupational Health and Safety Act 1983, UniSQ Sydney is committed to take reasonable steps to maintain health and safety of its students and staff. The appendix of this document contains floor maps showing fire exits.

Fire exit plans are displayed in all rooms, the foyer area and hallways. Fire fighting equipment is available at locations marked on the floor map. Please refer to Appendix A: Evacuation Map and Plan.

UniSQ Sydney ensures safety at the facility:

- by providing and maintaining equipment and systems that are safe;
- by providing information, instruction, training and supervision necessary to insure health and safety of students and staff; and
- by maintaining safe entrances and exits.

## ***Evacuation in case of fire***

At times, situations may arise when UniSQ Sydney needs to be evacuated, and in such situations the following steps must be followed:

- Floor wardens will notify each room of the need to evacuate.
- Lecturers/Tutors will take charge of the room.
- Students accompanied by their lecturer will exit in an orderly manner through the fire stairs, shown on the floor plan displayed in each room. Please refer to the floor plans in the Appendices.
- Personal effects only are to be taken as bags can impede evacuation.
- Students, lecturers and other staff will **assemble on the corner of Belmore Lane and Belmore Street** until further instructions are given.

## **Privacy Act**

The Privacy Act precludes the giving of a student's information to parties other than the actual student unless the student consents in writing to the release of such information. Student information includes the student's name, address, telephone number and academic results.

UniSQ Sydney may provide student's personal information to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code; and UniSQ Sydney also is required to inform the Department of Home Affairs about certain changes to the student's enrolment; and any breach by the student of a student visa condition relating to attendance or satisfactory academic performance.

## **Student Support Services**

### ***Mentor Program***

UniSQ Sydney organises the mentor program where new students get an opportunity to meet and interact with senior students. This program assists the new students in their adjustment and acts as a support network. The representatives provide students with information on local community associations and cultural support groups. For further information please contact reception at Level 1.

### ***Academic Support***

UniSQ Sydney offers a number of different academic services to students in addition to their regular scheduled lectures/tutorials. Academic Orientation is conducted at the beginning of the semester. To assist students in their assignments there are Assignment Referencing workshops to help prevent plagiarism.

Additional tutorial support and peer tutoring is organized for students requiring academic assistance. UniSQ also offers [online study support sessions and consultations](#).

Counselling, support and guidance is offered to students who have received Warning letters, Academic Misconduct letters and who have been asked to Show cause. Students are advised to contact their respective course program managers for any additional academic

support. They will refer you to the respective staff that will then provide you with relevant assistance.

### ***Peer Tutorial Support***

Additional tutorial support and peer tutoring is organised for students requiring academic assistance. This service has been beneficial to students experiencing difficulties in their studies. To register for Peer Tutorials please contact the Manager, Academic Services on Level 3, 29-37 Bellevue Street, Surry Hills 2010. Ph: 02 9280 3733

### ***Counselling services***

UniSQ has a [counselling service](#) that is available to all currently enrolled UniSQ Students. The UniSQ counselling service is designed to assist students in dealing with a wide range of problems including homesickness, balancing your studies with other commitments, managing stress, working through relationship or family issues, improving motivation, managing psychological problems and coping with distressing situations. Further information on UniSQ's [counselling and wellness team](#) can be found on the UniSQ website.

If you would like assistance in making a counselling appointment, please contact Manager, Academic Services on Level 3, 29-37 Bellevue Street, Surry Hills 2010. Ph: +61 2 9280 3733

### ***Student Support***

UniSQ's [Student Support](#) offers a variety of information and support in areas of health and wellbeing, disability support, accessing career advice and how to get in touch with potential employers, welfare support in relation to accessing finance, safety and legal advice, accommodation advice and tips for renting and living with others, and multi-faith services. Further information about these services can be found on the UniSQ [Student Support](#) webpage.

### ***Emergency and Crisis Support***

Don't forget if you have an emergency requiring an ambulance, fire department or police, call 000 immediately.

If you need support, but not immediately there are several crisis support networks you can contact:

- [Lifeline](#) (24 hours): Ph 131114
- [Suicide Call Back Service](#) (24 hours): Ph 1300 659 467
- [Domestic Violence Helpline](#) (24 hours): 1800 811 811 (womensline) or 1800 600 636 (mensline)
- [Alcohol and Drug Information Service](#) (24 hours): Ph 1800 250 015
- [1800 Respect](#) (24 hours): Ph 1800 737 732

## Student Safety and Consumer Protection

Please refer to the following website for information on safety:

[Study in Australia](#)

For details regarding a student's rights and responsibilities in NSW, see:

[NSW Fair Trading - International Student Consumer Guide](#)

## Student Visa Compliance

### ***Full-time Students***

See the [full-time enrolment definition](#) on the UniSQ website.

Under certain circumstances, students may reduce their study load in a semester, however this must be approved by the Faculty before doing so, to ensure that they are still able to complete their program within the time specified on their Confirmation of Enrolment. Failure to do so may result in future enrolment plan and visa compliance difficulties.

### ***Repeating a Course More than Once***

Students can re-enrol in a course that they have previously failed if it is required for the completion of their program. Some courses may require permission before re-enrolling and therefore the student should consult with their Faculty as soon as possible. If a student fails a course/s more than once, they may be required to complete an Academic Improvement Plan or [Show Cause](#) response and be subject to exclusion from the program.

For further information, please refer to the [Student Academic Progress Procedure](#).

### ***Change of Contact Details***

Students are required to give accurate details of address and contact number to UniSQ Sydney on registration. You are also required to inform UniSQ Sydney of any change of address or contact number within 7 days of moving residence or changing contact number. Please contact staff at Reception, Level 1, Bellevue St. to give your new details by filling the Change of Contact Details form or complete the [Change of Contact Details form](#) online.

### ***Conditions and Compliance***

Mandatory conditions are attached to ALL student visas, while discretionary conditions are attached according to individual circumstances. If students bring family members with them, then additional conditions may apply. A full list of conditions is available on the [Department of Home Affairs website](#).

### ***Deferral, Leave of absence and Suspension of studies***

Students who need to defer studies or apply for leave of absence for compassionate reasons (such as serious illness, bereavement, crime against the student) during semesters

should apply through the Manager- Academic Services, Level 3 for leave from their program and provide evidence of a genuine reason for their inability to study.

Students who defer studies are expected to leave Australia during the period of their deferral, unless exceptional circumstances prevent them from leaving Australia. UniSQ will notify Department of Home Affairs on the student's behalf to ensure visa compliance.

Visit the UniSQ website for further information on the [Assessment of Special Circumstances Procedure](#).

- Student's enrolment may be suspended or cancelled on the basis of poor academic progress.
- Please refer to UniSQ policy relating to [Student Academic Progress Procedure](#)
- Student's enrolment may be suspended or cancelled on the basis of academic misconduct. Please refer to the [UniSQ Student Academic Integrity Policy](#)
- Students are required to enroll by the last date to add courses in a given semester.
- Students who are not enrolled and who do not recommence studies in a given semester will be given two (2) weeks as a time frame before their COE is cancelled.

### ***Work Conditions for Student visa holders***

For further information regarding [work conditions for student visa holders](#) please refer to Department of Home Affairs website.

### ***Re-entry to Australia***

Most Student visas permit multiple entry to Australia – please check your visa conditions at on the Department of Home Affairs [Visa Entitlement Verification Online system \(VEVO\)](#). Students who have left Australia during the university study period, should check with the Australian High Commission or Embassy in their country, prior to returning to Australia, to ensure their visa has not been cancelled by Department of Home Affairs.

Visit the [Department of Home Affairs contacts](#) page for information regarding offices around the world.

Please remember noncompliance with the conditions of your visa may result in the cancellation of your student visa. For further information regarding student visa conditions refer to: [Visa Entitlement Verification Online system \(VEVO\)](#)

### ***Dependants***

Should you have dependants travelling with you to Australia you need to ensure they are covered in your student visa application. School-aged dependants accompanying you to Australia will be required to pay full fees if they are enrolled in either government or non-government schools. For information please refer to: [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)

For information on schools in New South Wales please refer to: <https://education.nsw.gov.au/> and [www.boardofstudies.nsw.edu.au](http://www.boardofstudies.nsw.edu.au)

It is also compulsory that you and your dependants have valid health cover.



## **Transfer between Providers**

Students are only eligible to transfer education providers in line with UniSQ policy [Transfer between Providers Procedure](#) within accordance to the requirements of Standard 7 of The National Code 2018.

For further information or enquiries please see the Director on Level 3, 29-37 Bellevue Street Surry Hills NSW 2010 or e-mail: [nick@usqsydney.nsw.edu.au](mailto:nick@usqsydney.nsw.edu.au)

## **Critical Incident Policy & Procedures**

### **Preamble**

Under standard 6 of the National Code, UniSQ Sydney Education Centre will support students to adjust to study and “life in Australia”, to achieve their learning goals and to achieve satisfactory academic progress towards meeting the learning outcomes of the course. The intention of standard 6 is to ensure that appropriate support services are available to international students to ease the transition into the life and study in Australia and allow access to appropriate assistance for the student as needed.

### **Definition**

A critical incident is defined by the National Code (under Standard 6) as “a *traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury*”.

Critical incidents are not limited to, but could include:

- Missing students
- Severe verbal or psychological aggression;
- Death, serious injury or any threat of these;
- Natural disaster;
- Domestic violence, sexual assault, physical assault, drug or alcohol abuse;
- Non-life threatening events could still qualify as critical incidents.

### **Incidents occurring at UniSQ Sydney Education Centre**

If an incident has occurred at UniSQ Sydney and involves death, serious injury or a threat to life or property, the following people should be contacted immediately.

- **Lara Parubotchy:** +61 2 8007 5824 (9:00am – 5:00 pm) **OR**
- **Navneet Mago (Manu)** after working hours contact: +61 413656896
- **Nick Kumar:** +61 2 9280 3733 **OR** + 61 2 9281 8766

If the critical incident involves a UniSQ Sydney student or staff member outside of the facility, the person receiving the information must immediately contact **Lara Parubotchy** or **Nick Kumar** who will communicate with other staff as appropriate.

### **Key Details to be reported**

Key details to report include the time, location and nature of the incident (e.g. threat, accident, death or injury), names and roles of persons involved. The UniSQ Sydney Critical Incident Report Form must be completed incorporating all the key details of the incident.

### ***Critical incident team (Canterbury Institute of Technology)***

When a critical incident occurs, the Director/Manager, Academic Services will call a meeting with the appropriate staff to form a Critical Incident Team. The Director and Manager, Academic Services will be core members of every Critical Incident Team. Other members may include:

- Director (International Relations and Business Development)
- Associate Provost
- Pro Vice Chancellor (International)

### ***Procedures for Critical Incidents***

- The staff member receiving the news contacts the Director/ Manager- Academic Services immediately.
- The Director will call a meeting with the staff involved to make decisions as to how to proceed.
- Critical Incident Team will manage the organisation's response to the incident.
- The Director will contact UniSQ as soon as possible.

## Medical and Emergency Facilities

**The following are the closest available medical services:**

1) THE MEDICAL PRACTICE SURRY HILLS  
Shop 2 Centennial Plaza  
300 Elizabeth Street  
Surry Hills NSW 2010  
**Phone: +61 2 9212 2108**  
**Business Hours: 8:45 am – 1:30 pm (Mon – Fri)**

2) **MEDICAL CENTRE**  
Surry Hills Medical Centre  
571-575 Crown Street, Surry Hills,  
NSW 2010  
**Phone: +61 2 96993311**  
**Business Hours: 8:00 am – 7:00 pm (Mon – Fri)**

**The following is the closest available emergency services:**

**SURRY HILLS POLICE STATION**  
Sydney Police Centre  
Level 3, 151-241 Goulburn Street  
SURRY HILLS NSW 2010  
**Switch Number: +61 2 9265 4144**

THE STATE (NSW) EMERGENCY SERVICES ORGANISATIONS (ESO)  
To contact the following EMERGENCIES services: **(Police / Fire/ Ambulance/Paramedics)**  
**Please DIAL 000** (from mobile or private phone line)  
**Please DIAL 112 from MOBILE** (dials even if mobile keypad is locked)

**For detailed information you may refer to the following web links:**

[NSW Police](#)

[NSW State Emergency Service](#)

[Fire and Rescue NSW](#)

[NSW Ambulance](#)

## Information on Places of Religious Worship

The following are a few contact details of places of worship. Please refer to the Yellow pages for more information of places of worship.

### Gurdwaras

<b>Guru Nank Foundation Gurdwara</b> 81 Kissing Point Road Turra Murra, Sydney NSW 2074	<b>Sri Guru Singh Sabha Gurdwara</b> 14 River Road Revesby, Sydney NSW 2212
<b>Gurdwara Sahib</b> 8 Meurants Lane Parklea, Sydney NSW 2768	<b>Murwillumbah Sikh Temple</b> 29 Nullum Street Murwillumbah NSW 2484
<b>Sikh Mission Centre</b> 170 Ninth Ave Austral, Sydney NSW 271	<b>Gurdwara Sahib</b> 462 Meurants Land Parklea, Sydney NSW 2155

### Hindu Temples

<b>Sydney Murugan Temple</b> 217 Great Western Hwy Mays Hill, Sydney NSW 2145	<b>Sri Mandir</b> 286 Cumberland Road Auburn, Sydney NSW 2144
<b>Sri Venkateswara Temple</b> Temple Road Helensburgh NSW 2508	<b>Mukti-Gupteshwar Mandir Society</b> 203 Eagleview Road Minto NSW 2566

### Buddhist Temples

<b>Nan Tien Temple</b> Berkeley NSW 2506 (6kms South of Wollongong) <a href="http://nantien.org.au:88/en/">http://nantien.org.au:88/en/</a>	<b>Buddhist Mahamakut Temple</b> 80-90 Stanmore Road Stanmore NSW 2048
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### Mosques

<b>Auburn Gallipoli Mosque</b> <i>Khutbah in Turkish.</i>  15-19 North Parade Auburn, Sydney NSW 2144	<b>Lakemba Mosque</b> <i>Run by the Lebanese Muslim Association. Khutbah in Arabic.</i>  65-67 Wangee Road Lakemba, Sydney NSW 2195
<b>Surry Hills Mosque</b> 175-177 Commonwealth Street Surry Hills, Sydney NSW 2010	<b>Sydney CBD Musallah</b> <i>Jummah prayers only – 1:15pm to 1:45pm</i>  Near Hunter Connection, Martin Place side Level 2, 84 Pitt Street, Sydney NSW 2000

### **Catholic Churches**

<b>St Mary's Cathedral (Catholic)</b> St Mary's Road Sydney NSW 2000	<b>St Kevin's Catholic Church</b> 36 Hillview Road Eastwood NSW
<b>St Francis de Sales Catholic Church</b> 80 Albion Street Surry Hills, Sydney, NSW 2010	<b>St Peter's Catholic Church</b> 235 Devonshire Street (near Crown St) Surry Hills, Sydney, NSW 2010

### **Christian Churches**

<b>Baptist Church</b> 1038 Victoria Road West Ryde NSW	<b>St Stephens Uniting Church</b> 197 Macquarie Street Sydney, NSW 2000
<b>Church of St Charles Borromeo</b> 582 Victoria Road Ryde NSW	<b>St Andrews Anglican Cathedral</b> Corner of George Street and Bathurst Street Sydney, NSW 2000

### **Synagogue**

<b>The Great Synagogue</b> 166 Castlereagh Street Sydney NSW 2000
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## **Multicultural Community Information**

<b>Ethnic Communities Contact reference Book – NSW</b> <a href="http://www.eccnsw.org.au/">http://www.eccnsw.org.au/</a>  <b>Multicultural Australia:</b> <a href="http://www.multiculturalaustralia.edu.au/">http://www.multiculturalaustralia.edu.au/</a>  <b>City of Sydney:</b> <a href="http://www.cityofsydney.nsw.gov.au/">http://www.cityofsydney.nsw.gov.au/</a> General Enquiries or After Hours Assistance Tel: 02 9265 9333 (24 hours, 7 days per week)  <b>Multicultural- NSW</b> <a href="https://multicultural.nsw.gov.au/">https://multicultural.nsw.gov.au/</a>
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<b>Australian Government, Department of Foreign Affairs and Trade – Index of Consulates in Australia.</b>  <a href="http://www.dfat.gov.au/embassies.html">http://www.dfat.gov.au/embassies.html</a>
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## Contact details of some relevant services in New South Wales (NSW)

INFORMATION ABOUT	SOURCE	CONTACT DETAILS
<b>Enrolment and Academic requirements</b>	The University of Southern Queensland (UniSQ)	<a href="https://www.unisq.edu.au">https://www.unisq.edu.au</a>
<b>Student Support/ Admin assistance</b>	UniSQ Sydney Education Centre	<a href="http://www.usgsydney.nsw.edu.au">http://www.usgsydney.nsw.edu.au</a>
<b>Student Visa Conditions Applying for other visas</b>	Department Home Affairs	<a href="https://www.homeaffairs.gov.au/">https://www.homeaffairs.gov.au/</a> General Inquiries: <b>131 881</b>
<b>ESOS Legislation &amp; National Code Information School for dependents (children)</b>	Department of Education Government schools	<a href="http://www.schools.nsw.edu.au">http://www.schools.nsw.edu.au</a>  <a href="http://www.boardofstudies.nsw.edu.au">http://www.boardofstudies.nsw.edu.au</a>
<b>Information On Renting Real Estate Agents</b>	NSW Office Of Fair Trading Domain	<a href="http://www.fairtrading.com.au">www.fairtrading.com.au</a> <a href="http://www.domain.com.au">www.domain.com.au</a>
<b>Tax File Number (TFN)</b>	Australian Taxation Office (ATO)	<a href="http://www.ato.gov.au/">http://www.ato.gov.au/</a>
<b>Employment (information on writing application letters &amp; resumes)</b>	Seek My Career UniSQ Career Services	<a href="http://www.seek.com.au">www.seek.com.au</a> <a href="http://www.mycareer.com.au">www.mycareer.com.au</a> <a href="http://www.unisq.edu.au">International Student Career Support - University of Southern Queensland (unisq.edu.au)</a>
<b>Transport</b>	City Rail Sydney Buses	<a href="http://www.sydneytrains.info/">http://www.sydneytrains.info/</a> <a href="https://transportnsw.info/#/">https://transportnsw.info/#/</a>
<b>Dispute resolution &amp; Mediation Services</b>	Overseas Student Ombudsman	<b>Call:</b> 1300 362 072* within Australia. Outside Australia call +61 2 6276 0111. Enquiries 9am to 5pm Monday to Friday (AEST) <b>Email:</b> <a href="mailto:ombudsman@ombudsman.gov.au">ombudsman@ombudsman.gov.au</a> <a href="http://www.oso.gov.au/">http://www.oso.gov.au/</a>
<b>Information On Location/ Street Maps</b>	Google Maps	<a href="https://www.google.com/maps">https://www.google.com/maps</a>
<b>Overseas Health Cover (OSHC)</b>	Medibank	<a href="http://www.medibank.com.au/oshc/">http://www.medibank.com.au/oshc/</a> ph: 134 190
<b>List of Hospitals in New South Wales(NSW)</b>	NSW Health Department	<a href="http://www.health.nsw.gov.au/">http://www.health.nsw.gov.au/</a>
<b>Safety &amp; Emergency: Police / Fire/ Ambulance</b>	NSW State Emergency Services	<a href="http://www.ses.nsw.gov.au/">http://www.ses.nsw.gov.au/</a> Dial <b>000</b> In Case of Emergency
<b>Driving license / Vehicle Registration</b>	Roads and Maritime Services	<a href="http://www.rms.nsw.gov.au/">http://www.rms.nsw.gov.au/</a>
<b>Legal Services</b>	Legal Aid	Legal Aid Help over the phone call <b>1300 888 529</b> <a href="http://www.legalaid.nsw.gov.au/">http://www.legalaid.nsw.gov.au/</a>

	Redfern Legal Centre	Free, Confidential advice for International Students living in NSW Ph: 9698 7645 or 9698 7277 <a href="https://rlc.org.au/">https://rlc.org.au/</a>
<b>Interpreting Services</b>	Community Relations Commission  Department of Home Affairs	Ph: <b>1300 651 500</b> Sydney Level 8 175-183 Castlereagh Street Sydney NSW 2000 FAX: (02) 8255 6711 TTY: (02) 8255 6758  Ph: <b>131 450</b>
<b>General Information</b>	Yellow Pages	<a href="http://www.yellowpages.com.au/">http://www.yellowpages.com.au/</a>
<b>Taxi Information</b>	Taxis Combined Premier Cabs	<b>133 300 / 8332 8888</b> <b>131 017</b>
<b>Disability Services</b>	Wesley Mission  National Disability Services, NSW	Wesley Mission Ph: (02) <b>9263 5555</b> / Fax: (02) 9264 4681 <a href="http://www.wesleymission.org.au/">http://www.wesleymission.org.au/</a>  National Disability Services, NSW Ph: <b>02 9256 3111</b> / Fax: 02 9256 3123 <a href="http://www.nds.org.au/nsw/">http://www.nds.org.au/nsw/</a>
<b>Australian Search and Rescue</b>	Search and Rescue	Australian Maritime Safety Authority <a href="http://www.amsa.gov.au/">http://www.amsa.gov.au/</a>  State Emergency Services <a href="http://www.ses.nsw.gov.au/">http://www.ses.nsw.gov.au/</a>
<b>Occupational Health And Safety</b>	Occupational Health And Safety  Work Cover, NSW	Occupational Health and safety <a href="http://www.business.gov.au/BusinessTopics/Occupationalhealthandsafety/pages/default.aspx">http://www.business.gov.au/BusinessTopics/Occupationalhealthandsafety/pages/default.aspx</a>  Work Cover , NSW Work Cover Assistance Service Ph: <b>13 10 50</b> Hours: 8:30am - 5:00pm Monday to Friday <a href="http://www.workcover.nsw.gov.au/Pages/default.aspx">http://www.workcover.nsw.gov.au/Pages/default.aspx</a>
<b>Bullying/ Harassment</b>	Human Rights and Equal Opportunity Commission (HREOC),	Human Rights and Equal Opportunity Commission (HREOC), GPO Box 5218, Sydney, NSW 2001 Ph: (02) <b>9284 9600</b> or <b>1300 656 419</b> Fax: (02) 9284 9611 Email: <a href="mailto:paffairs@humanrights.gov.au">paffairs@humanrights.gov.au</a>

<b>Professional Counselling Services</b>	Life Line (phone counselling)  Transcultural Mental Health Centre  Reach out	Ph : <b>131114</b> (24 hours , 7 days a week)  Counselling /Support for Ethnic/Community groups Ph: <b>(02) 9840 3800</b> Or (02) 9840 3755 Toll Free: <b>1800 648 911</b> Hours: 8:30 am – 5:30 pm , Monday – Friday  <a href="http://www.reachout.com.au/home.asp">http://www.reachout.com.au/home.asp</a>
<b>Family Assistance</b>	Relationship Australia  Department of Family and Community Services	Relationship Australia <a href="https://www.relationships.org.au/">https://www.relationships.org.au/</a> Ph: <b>1300 364 277</b>  <a href="https://www.facs.nsw.gov.au/families">https://www.facs.nsw.gov.au/families</a>
<b>Child Protection</b>	Department of Family and Community Services	Child Protection Helpline : <b>132 111</b>  <a href="https://www.facs.nsw.gov.au/families">https://www.facs.nsw.gov.au/families</a>
<b>Youth Emergency Services</b>	Youthline Western Sydney	Youthline : <b>(02) 9633 3666</b> Youth Hotline : <b>1300 364 004</b>
<b>Sexual Health</b>	NSW Health  Family Planning, NSW	<a href="http://www.health.nsw.gov.au/sexualhealth/Pages/sexual-health-check-up.aspx">http://www.health.nsw.gov.au/sexualhealth/Pages/sexual-health-check-up.aspx</a> <a href="http://www.fpnsw.org.au/">http://www.fpnsw.org.au/</a> Ph: 1300 658 886
<b>Pregnancy</b>	The Department of Health	<b>Free call: 1800 882 436</b> <a href="http://www.health.gov.au/pregnancyhelpline">http://www.health.gov.au/pregnancyhelpline</a>
<b>Crisis Pregnancy</b>	Pregnancy Help Australia , NSW  Mary Stopes International	Hotline : <b>1300 139 313</b> <a href="http://pregnancysupport.com.au/">http://pregnancysupport.com.au/</a>  Toll Free: <b>1800 003 707</b> <a href="http://www.mariestopes.com.au">http://www.mariestopes.com.au</a>
<b>Domestic Violence</b>	Family and Community Services  Rape and Domestic Violence Services Australia  Relationships Australia, NSW	Domestic Violence Line 24hr telephone support and referral. Ph: <b>1800 656 463</b> or TTY: 1800671442  <a href="https://www.facs.nsw.gov.au/domestic-violence/helpline">https://www.facs.nsw.gov.au/domestic-violence/helpline</a>  <b>Ph: 1800 424 017</b> Available 24 hours/day, 7 days/week <a href="https://www.1800respect.org.au/services/new-south-wales">https://www.1800respect.org.au/services/new-south-wales</a>  <b>Ph: 1300 364 277</b>



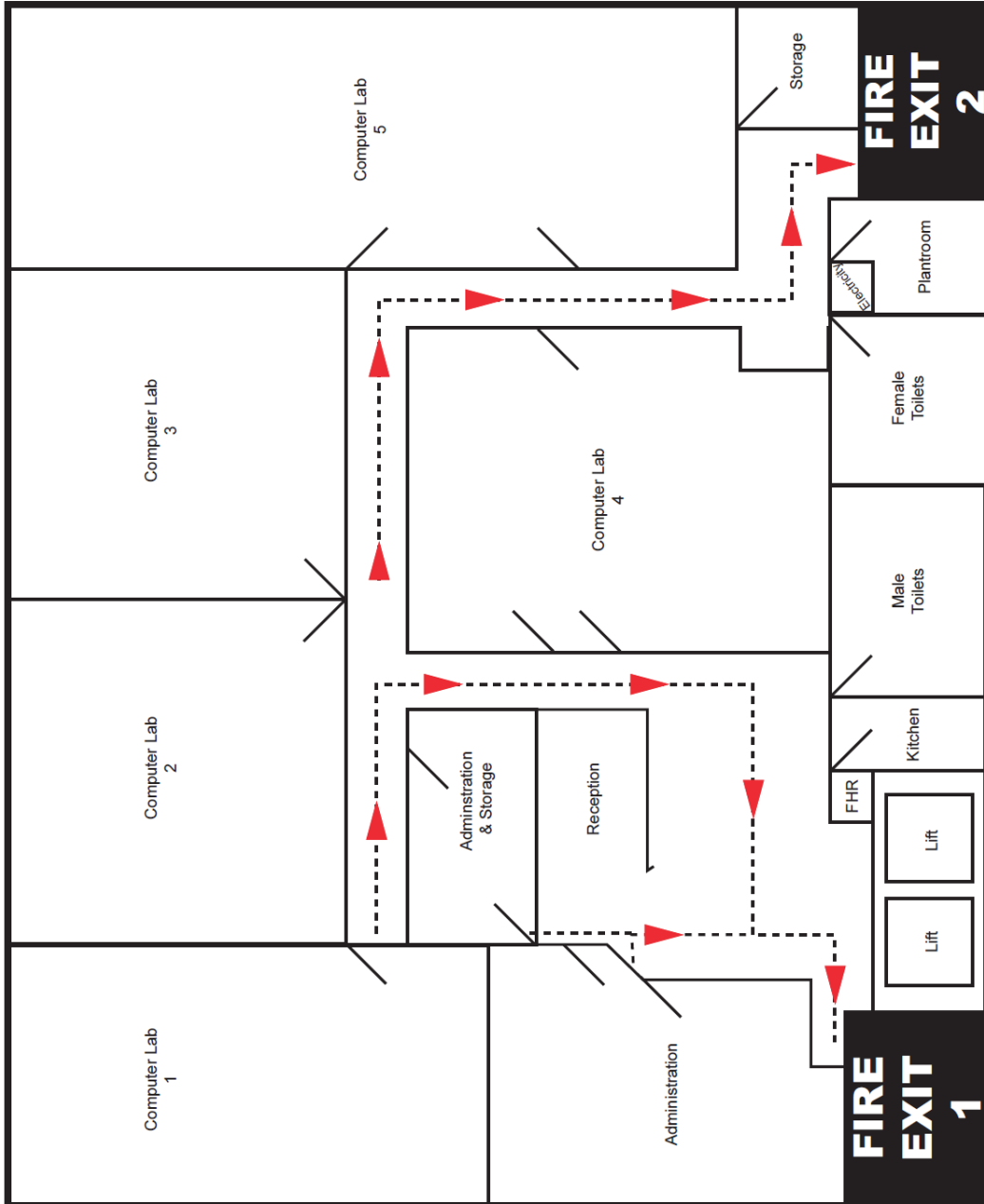
		<a href="http://www.nsw.relationships.com.au/">http://www.nsw.relationships.com.au/</a>
<b>Women's refuge</b>	NSW Women's Refuge Resource Centre	Call the 24 hour Domestic Violence line ph: <b>1800 656 463</b>
<b>Drug And Alcohol</b>	NSW Health- Mental Health and Drug and Alcohol Office (MHDAO)  Alcohol and Drug Information Network (ADIN)	Centre for Drug and Alcohol NSW Health Level 3, 73 Miller Street North Sydney 20602 Ph: (02) 9391 9000  <a href="http://www.health.nsw.gov.au/mhdao/Pages/mhdao.aspx">http://www.health.nsw.gov.au/mhdao/Pages/mhdao.aspx</a> <a href="http://www.adin.com.au/content.asp?Document_ID=38#nsw">http://www.adin.com.au/content.asp?Document_ID=38#nsw</a>
<b>Gambling Helpline</b>	G- Line	G- Line For confidential gambling help. 24 hour telephone service. Ph: <b>1800</b> <a href="http://www.gamblinghelponline.org.au">http://www.gamblinghelponline.org.au</a> <a href="http://www.gamblinghelp.nsw.gov.au/">http://www.gamblinghelp.nsw.gov.au/</a>
<b>Quit/ Stop Smoking</b>	Quit Now, Australian Government	<a href="http://www.quitnow.gov.au">http://www.quitnow.gov.au</a> ph: 13 78 48
<b>Eating Disorders</b>	Health Insite	<a href="https://www.healthdirect.gov.au/eating-disorders-and-body-image">https://www.healthdirect.gov.au/eating-disorders-and-body-image</a>
<b>Poisons Information Centre</b>	New South Wales	The Children's Hospital at Westmead Westmead NSW 2145 Ph: <b>13 11 26</b> (24 hours , 7 days a week) <a href="http://www.chw.edu.au/poisons/">http://www.chw.edu.au/poisons/</a>
<b>Mental Health Information</b>	NSW Health  Mental Health Association	Centre for Mental Health 24 Hour Ph: <b>1800 011 511</b> <a href="https://www.health.nsw.gov.au/mental-health/pages/default.aspx">https://www.health.nsw.gov.au/mental-health/pages/default.aspx</a>  Mental Health Association Ph: <b>1300 794 991</b> Fax: 02 9339 6066 <a href="https://wayahead.org.au/">https://wayahead.org.au/</a>
<b>Gay and Lesbian Counselling</b>	Twenty10	ph: <b>02 8594 9555</b> <a href="https://www.twenty10.org.au/">https://www.twenty10.org.au/</a>
<b>Coroner's Office</b>	National Coroner's Information System  NSW – State Coroner's Office	<a href="http://www.ncis.org.au/">http://www.ncis.org.au/</a>  State Coroner's Court, GLEBE 44-46 Parramatta Rd, GLEBE NSW Ph: <b>(02) 8584 7777</b> <a href="http://www.coroners.justice.nsw.gov.au/">http://www.coroners.justice.nsw.gov.au/</a>

## Appendix A

### *Evacuation Map & Plan*

**USQ - Sydney Education Centre**  
Level 1, 29 - 35 Bellevue St, Surry Hills

**FIRE ESCAPE PLAN**



**Exit 1**

Located opposite to reception, this enters onto Bellevue Street.  
(As you leave the building turn right and walk straight to corner of Bellevue and Foveaux Street for assembly area)

**Exit 2**

Located at the rear end of the Institute (next door Plant room). This exit leads out to Bellevue Lane. As you enter onto Bellevue Lane, turn left and assemble at the corner of Belmore Lane and Bellevue Lane.

**IMPORTANT:**  
**DO NOT USE LIFTS IN THE EVENT OF A FIRE ALARM**

If your exit is blocked by fire use the other exit

**After hour's emergency contact**

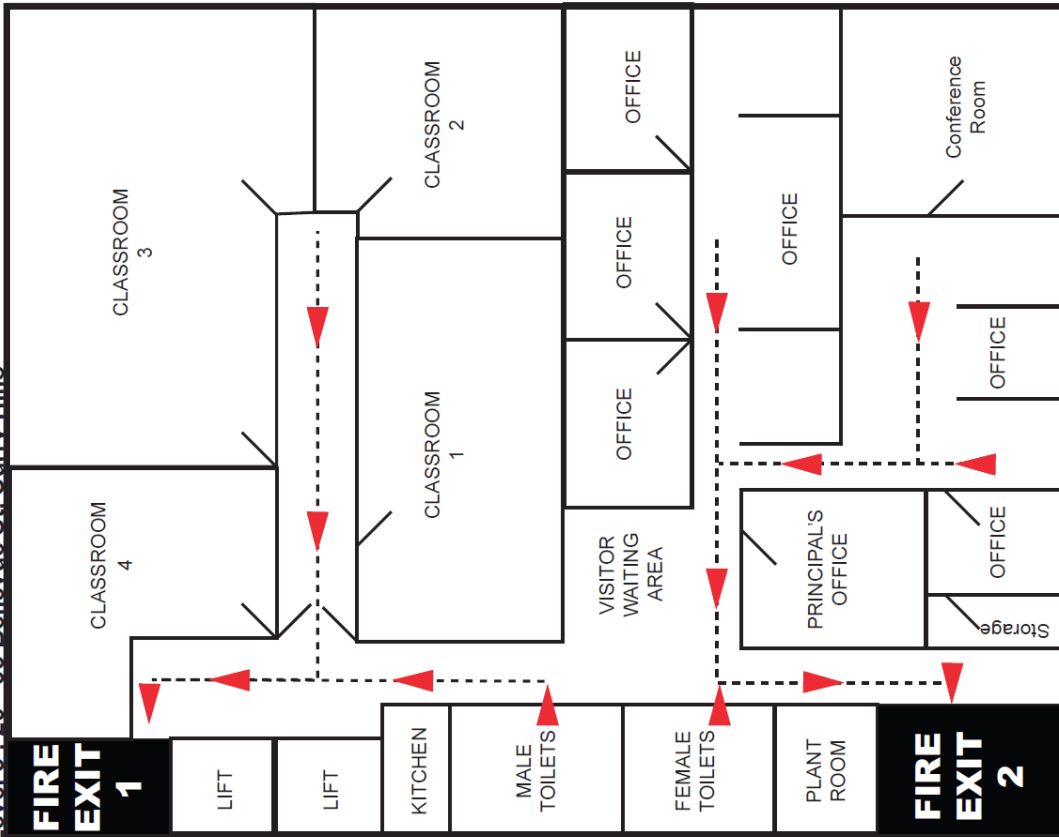
Building Manager – Navneet Mago :  
+61 4 13656896 (1st point of contact)

Director – Gajinder Paul :  
+61 4 14780573 (2nd point of contact)

**IF YOU HAVE ANY QUERIES WITH REGARDS TO EVACUATION PROCEDURES OR PERSONAL SAFETY IN THE EVENT OF AN ALARM, PLEASE CONTACT THE STUDENT SERVICES MANAGER / BUILDING MANAGER.**

# USQ - Sydney Education Centre FIRE ESCAPE PLAN

Level 3, 29 - 35 Bellevue St. Surry Hills



**Exit 1**

Located next to the lifts, this enters onto Bellevue Street. (As you leave the building turn right and walk straight to corner of Bellevue and Foveaux Street for assembly area)

**Exit 2**

Located at the rear end of the Institute (next door Plant room). This exit leads out to Bellevue Lane. As you enter onto Bellevue Lane, turn left and assemble at the corner of Belmore Lane and Bellevue Lane.

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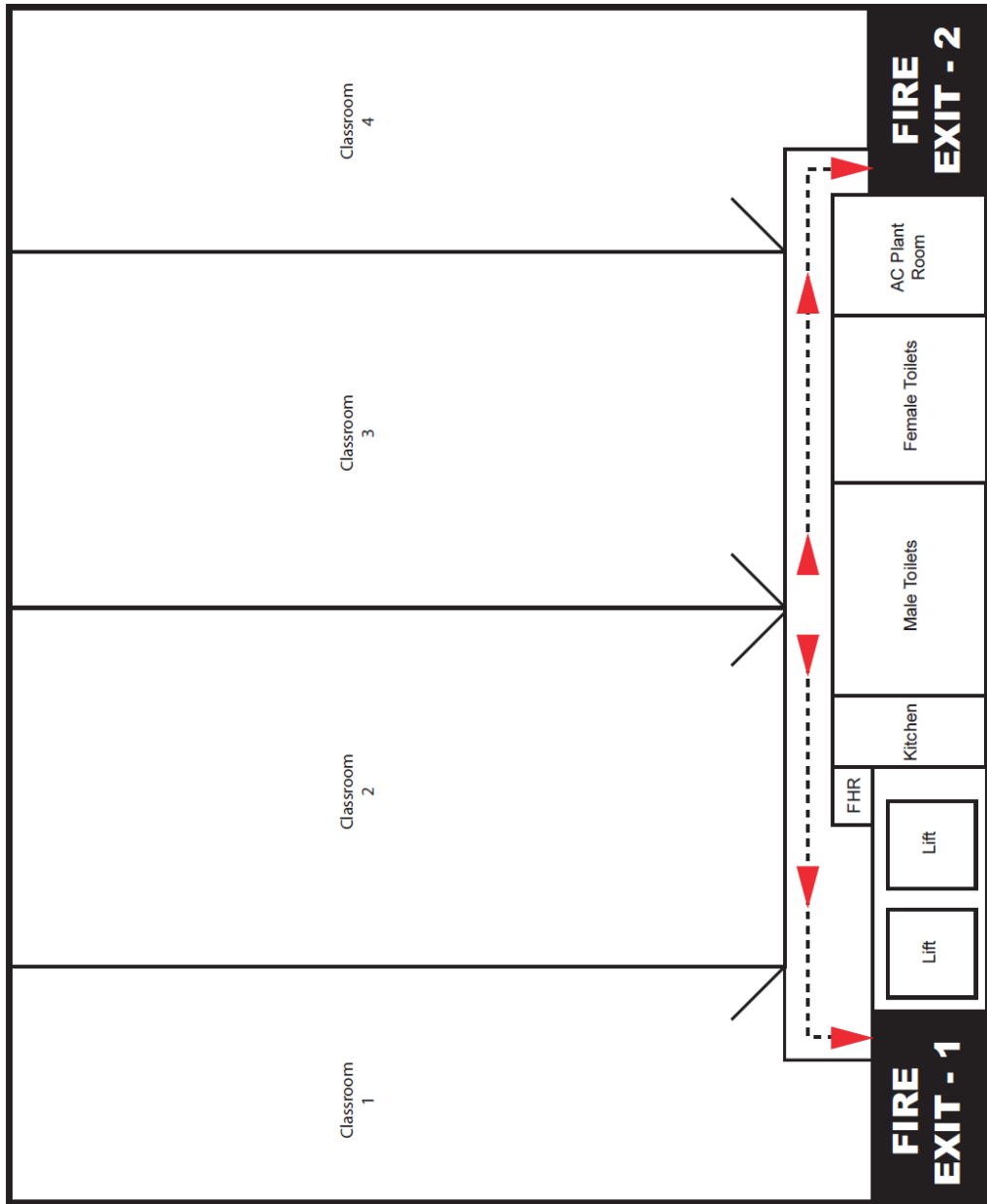
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