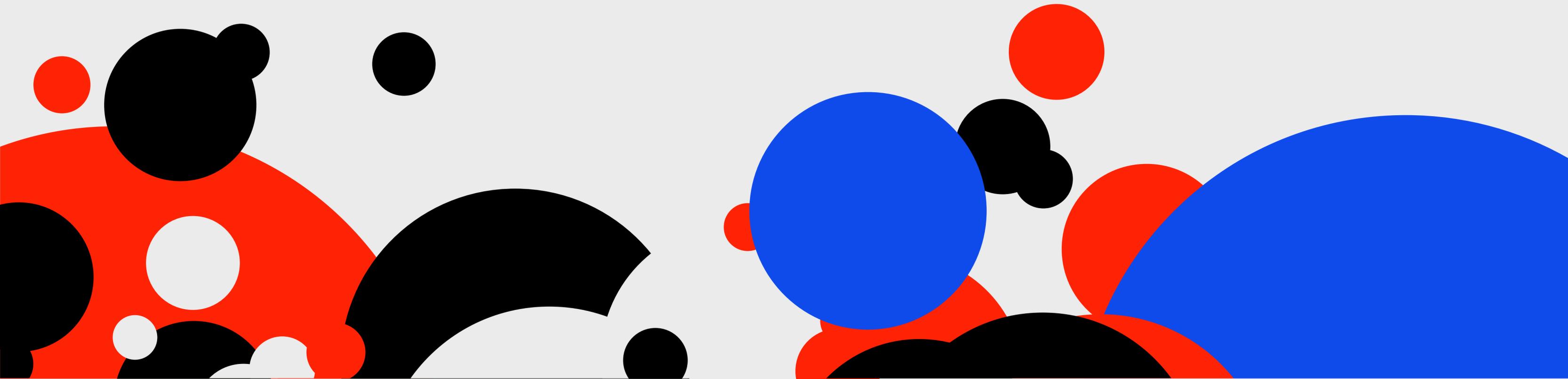


# English Language Orientation





*ahla w sahla*

خوش آمدید

*Selamat Datang*

ようこそ

Min ga la ba khin

환영합니다

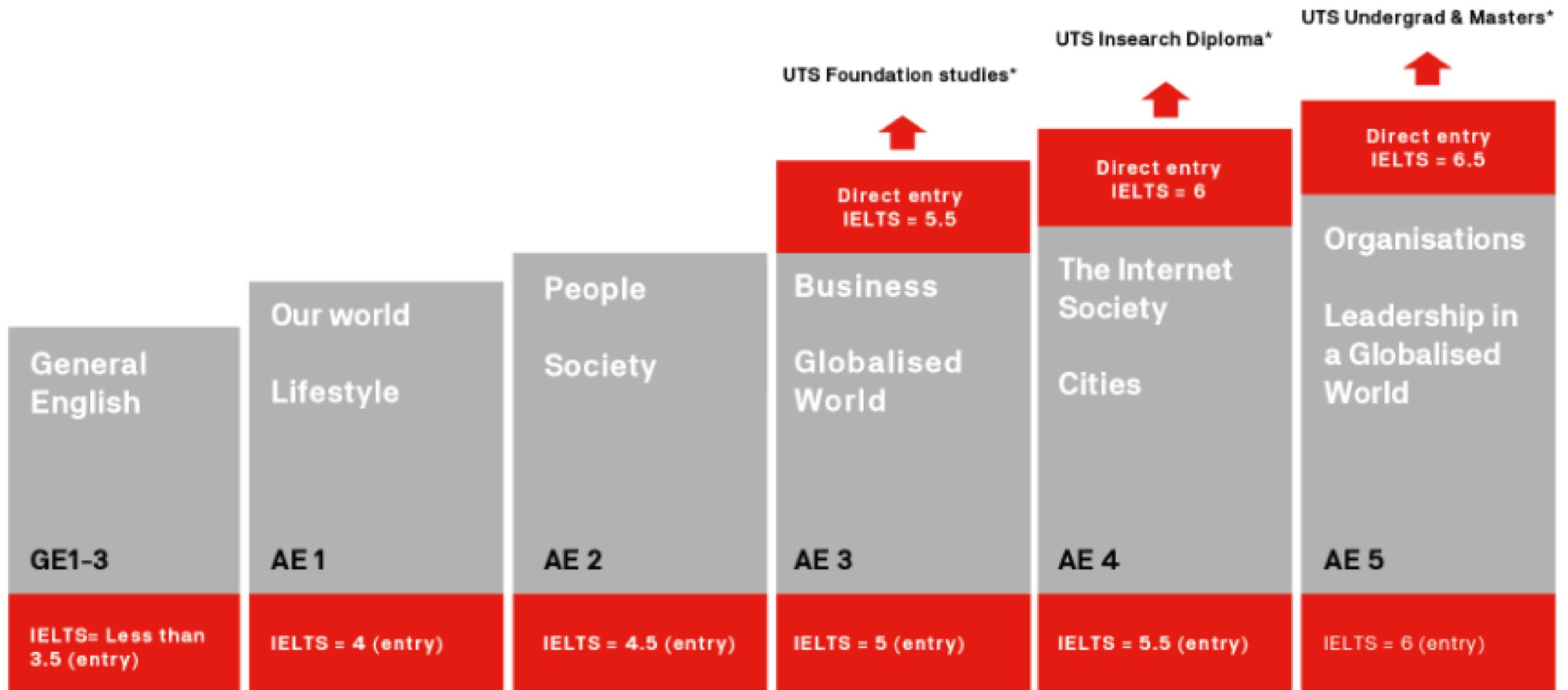
ahlan

**Bienvenue**

欢迎

yindii ton rap

# The Pathway





# Student Centre

Ground floor of the Blue Building  
Open 9am-5pm,  
Monday to Friday  
Phone: 02 9218 8666  
[studentcentre@insearch.edu.au](mailto:studentcentre@insearch.edu.au)

# Student Centre

The hub of student support, with an answer to *almost every question you have*

- Course information (English, Foundation and Diploma)
- Fee payments
- Changing your Study Plan
- Updating your address and contact details (U18)
- Student cards
- Medical certificate submission
- Requests for visa documentation
- Confirmation of Enrolment (CoE), Current Student Letter, attendance and transcripts
- Accommodation including Homestay





**If you have a pink slip, we need information from you**

Email your missing information to  
✉ **documents@insearch.edu.au**

Include your full name and student number in the subject line of your email

# We need to **always know**

**your current Sydney address,  
mobile number and personal email**



It helps us get in contact with you in an emergency

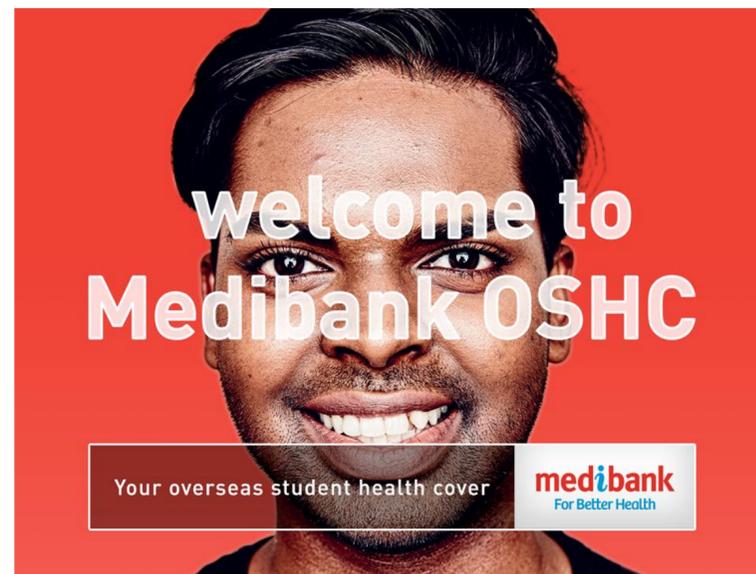


It is a condition of your student visa and essential to maintaining your immigration status

**You can update your personal details  
on eStudent**

Refer to page 9 on the  
ELT Orientation Booklet

# Medibank health insurance for international students



Go to [medibankoshc.com.au](https://medibankoshc.com.au)



# Medibank health insurance

Go to [medibankoshc.com.au](http://medibankoshc.com.au)

Activate your membership.

Enter your details.

Get a digital card to save on your mobile telephone.

Show the card whenever you go to the doctor.

Refer to page 10 on the ELT Orientation Booklet

FIRST, YOU NEED YOUR MEMBERSHIP CARD



You can get your card online through Online Member Services as a digital card to save on your mobile phone.

Your card verifies that you have health cover if you need to go to hospital or see a doctor. So keep it on you at all times.

medibank  
For Better Health

# What to do when you're sick and miss a class

1. See a doctor and get a medical certificate.
2. On your first day back, hand in the medical certificate at the Student Centre.



We cannot accept certificates from a dentist, Chinese herbalist or a friend or medical certificates purchased online.



Refer to page 10 on the ELT Orientation Booklet

# UTS

## Health Services



UTS Tower building,  
(level 6), appointment  
required.

Telephone: 9514 1177  
Monday-Friday



Free service with  
Medibank and  
Student ID cards



# After hours....



Call the National Home Doctor hotline on **13 74 25** and show your OSHC card



At any time of the day call **000** if you need an ambulance. Go to the hospital if you are very sick and it is an emergency





# Call triple zero (000) in emergencies



If you ever urgently need the police, fire & rescue or an ambulance dial **000**



Keep the UTS Insearch Safety Card in your purse of wallet – you'll never know when you'll need it!

# What to do if you miss class for another reason



**If you've had a serious accident, or a serious family crisis:**

1. Call the Student Centre on 9218 8666
2. Explain why you cannot attend



**If it's outside business hours and no one answers the phone:**

Leave a message with your name, student number, what happened and your phone number.

# Getting around Sydney



- Public transport
- Trains, buses, ferries and light rail
- Can get very busy in morning and afternoon
- Visit [transportnsw.info](https://transportnsw.info) to plan your trip



Taxis and Uber will pick you up and drop you off where you need to go, but are more expensive

# Everyone needs an Opal Card to travel on public transport



**International students** must use an **Adult Opal card**: Order an OPAL card – visit [opal.com.au](http://opal.com.au)



# Need to visit the Student Centre?

Save time and book ahead!

■ **Make an online appointment**



**Join the virtual queue**



# Welfare and Accommodation

## WELFARE AND ACCOMMODATION ORIENTATION

Is **compulsory** for all students staying in Homestay

### Accommodation team in the Student Centre

**Open: Monday – Friday 9.00 am – 5.00 pm**

Ground Floor, 187 Thomas Street

Phone: 02 9218 8614

Email: [homestay@insearch.edu.au](mailto:homestay@insearch.edu.au)



# CYBER SCAMS & TELEPHONE FRAUD

If you're ever contacted by mobile (text or call), email or social media and asked for money

## DO NOT:

- Respond
- Click any links
- Share any personal information

## DO:

- Contact the UTS Insearch Student Welfare Team Leader, Robert Brennan
  - 24-hour mobile: 0411 306 495
  - Email: [robert.brennan@insearch.edu.au](mailto:robert.brennan@insearch.edu.au)
- Alternatively speak to your teachers or your academic advisor about it

如果有人通过手机（短信或电话）、电子邮件或社交媒体联系您，并要求付款

## 请不要:

- 回复
- 点击任何链接
- 分享任何个人信息

## 请您:

- 联系UTS Insearch的学生福利团队领导Robert Brennan
  - 24小时可接通的手机号: 0411 306 495
  - 电子邮箱: [robert.brennan@insearch.edu.au](mailto:robert.brennan@insearch.edu.au)
- 或者，向您的老师或学术顾问咨询此事

Nếu có bất kỳ ai liên lạc với bạn bằng điện thoại di động (gửi tin nhắn hoặc gọi điện thoại), email hoặc phương tiện truyền thông xã hội và hỏi xin tiền

## ĐỪNG:

- Trả lời
- Bấm vào dòng liên kết (nếu có)
- Chia sẻ thông tin cá nhân

## HÃY:

- Liên lạc với Trưởng Nhóm An sinh Sinh viên UTS Insearch, Robert Brennan
  - Điện thoại di động 24/24: 0411 306 495
  - Email: [robert.brennan@insearch.edu.au](mailto:robert.brennan@insearch.edu.au)
- Hoặc nói chuyện với thầy cô hoặc cố vấn học tập của bạn về điều đó

Jika Anda pernah dihubungi lewat HP/ponsel (SMS atau telepon), email atau media sosial dan dimintai uang

## JANGAN:

- Menanggapi
- Mengklik tautan (*link*) apa pun
- Memberikan informasi pribadi apa pun

## LAKUKAN:

- Hubungi Ketua Tim *Student Welfare* (Kesejahteraan Mahasiswa) UTS Insearch, Robert Brennan
  - 24 jam HP: 0411 306 495
  - Email: [robert.brennan@insearch.edu.au](mailto:robert.brennan@insearch.edu.au)
- Atau, beritahulah guru atau penasihat akademis Anda tentang hal itu



# Study Success Adviser (SSA)

- Any problems affecting your studies, such as stress, time management or personal issues
- Any questions about your course or difficulties you are having with your studies
- Your attendance and progress

# Jing Gu – Study Success Adviser (ELT)



**Telephone:** 9218 8673



**Email:** [AdvisersEnglishLanguage@insearch.edu.au](mailto:AdvisersEnglishLanguage@insearch.edu.au)

## Location:

Level 4 Blue Building

## Drop-in times:

Monday – Friday

9.00am - 5.00pm



# Class Hours

- Morning Classes 8.30am - 1.00pm (2 x 2hr Session)
- Afternoon Classes 1.30pm - 6.00pm (2 x 2hr Session)

Check your timetable on <https://estudent.insearch.edu.au>

# ELT Attendance Policy

UTS Insearch expects a minimum of **eighty percent (80%) attendance** at all scheduled classes unless under conditions of special consideration.

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes
- Family matters with the supporting documentation to prove

What if I don't maintain **eighty percent (80%) of attendance?**

UTS Insearch issues attendance warnings as below:

- Warning 1 (attendance drop to 95% or less)
- Warning 2 (attendance drop to 87% or less)
- **Intention to Report (ITR) letter (attendance drop to 80% or less)**
- 0% attendance Warning (absences longer than 5 consecutive days without approval)

# ELT Progress Policy

UTS Insearch requires that students maintain **satisfactory academic progress** in their course.

**Unsatisfactory academic progress is defined by:**

- a) 1st Progress Warning (Failing the study period the first time)
- b) 2nd Progress Warning (Failing the same study period the second time)
- c) ITR for Progress (Failing the same study period the third time)

**Academic Success Program (ASP)** aims to provide an early intervention; students will be encouraged to undertake certain activities to help improve their academic performance, including regular meetings with your Study Success Adviser.

# Leave of Absence

After 20 weeks of continuous study you may apply for 5 weeks leave

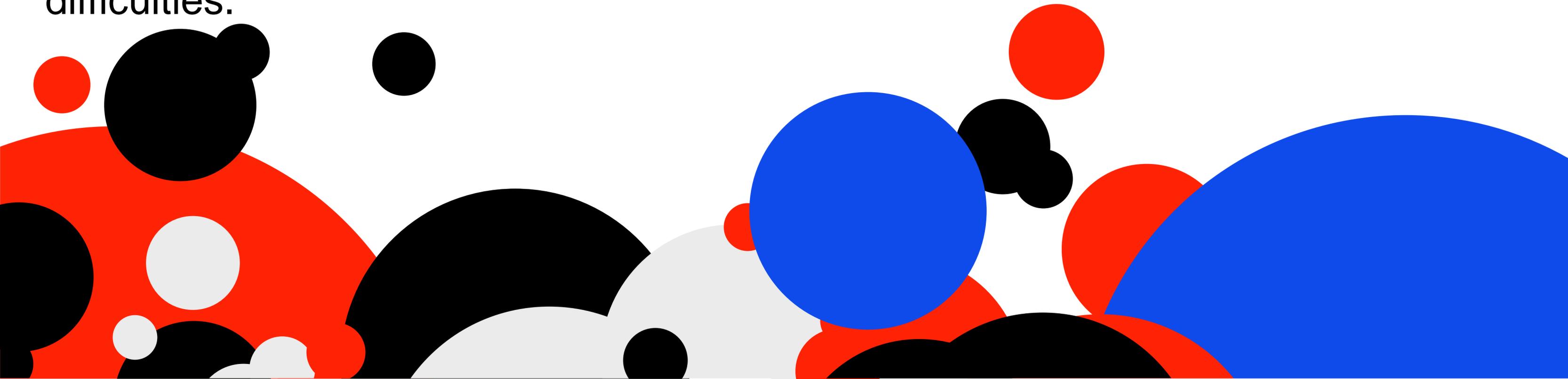
- This is based on satisfactory attendance (>80%)
- **If you take leave without approval**, your name will appear on the class list and **you will be marked absent** for the period you are away. This will impact your attendance, your visa and your fees

# Special Consideration / Special Leave

- This is available if you have experienced serious illness or injury, a traumatic incident has affected your ability to attend class or has affected your performance in an assessment item

## Access and Inclusion (Special Needs)

- Learning difficulties, physical disability, or emotional and behavioural difficulties.



A photograph of two women sitting in a counselling session. The woman on the left is wearing a light-colored jacket and has her hands open as if speaking. The woman on the right is wearing a pink shirt and has her hands clasped, listening. The background is a bright, modern office or counselling room with large windows.

# UTS Counselling services

Can help with;

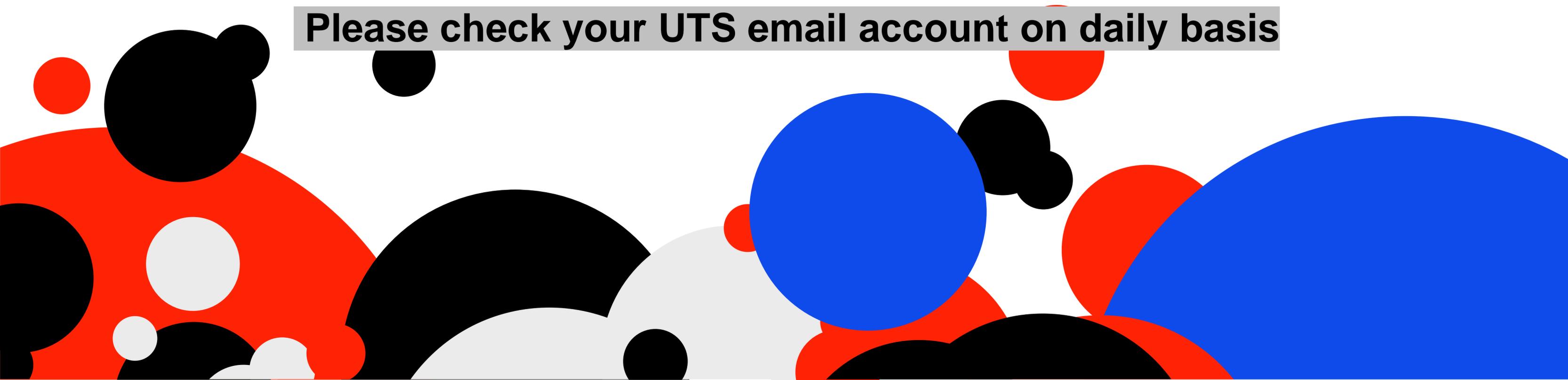
- Adjusting to studying and life in Australia
- Loneliness, stress or depression
- Anxiety

**See a Study Success Adviser first**

# Important information you must know

- If you arrive to class late, you will be marked absent.
- Please always provide your student ID and name when emailing to us.
- If we require you to see us in the office, please come outside of your class hours.
- All discussions with SSA are private and confidential.

**Please check your UTS email account on daily basis**





**Study Success  
Advisers**  
are here to help you with  
any questions you have.

**Don't hesitate to come  
and see us.**



**HELPS**  
**Centre**

# HELPS (Higher Education Language and Pathways Support)

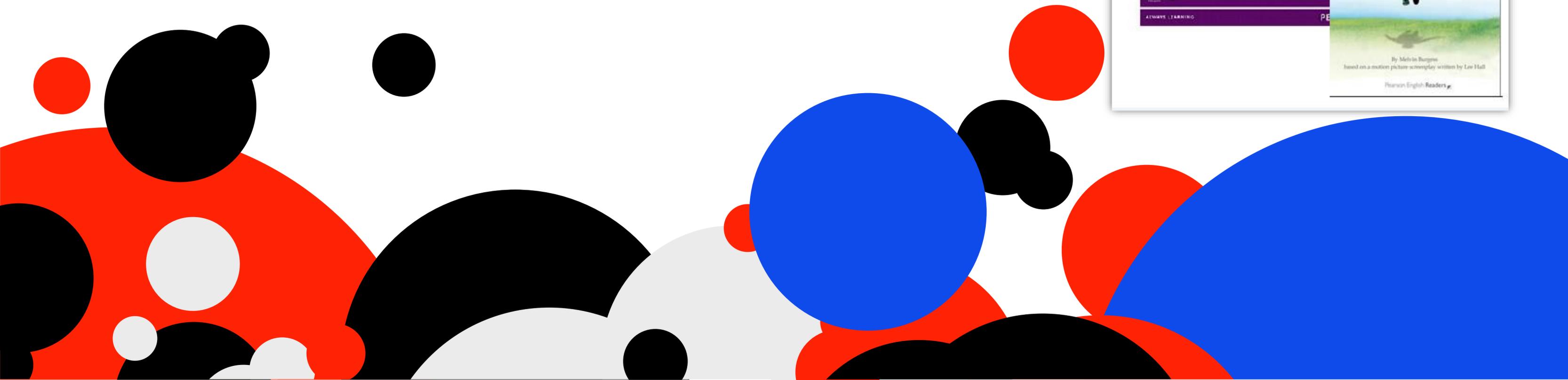
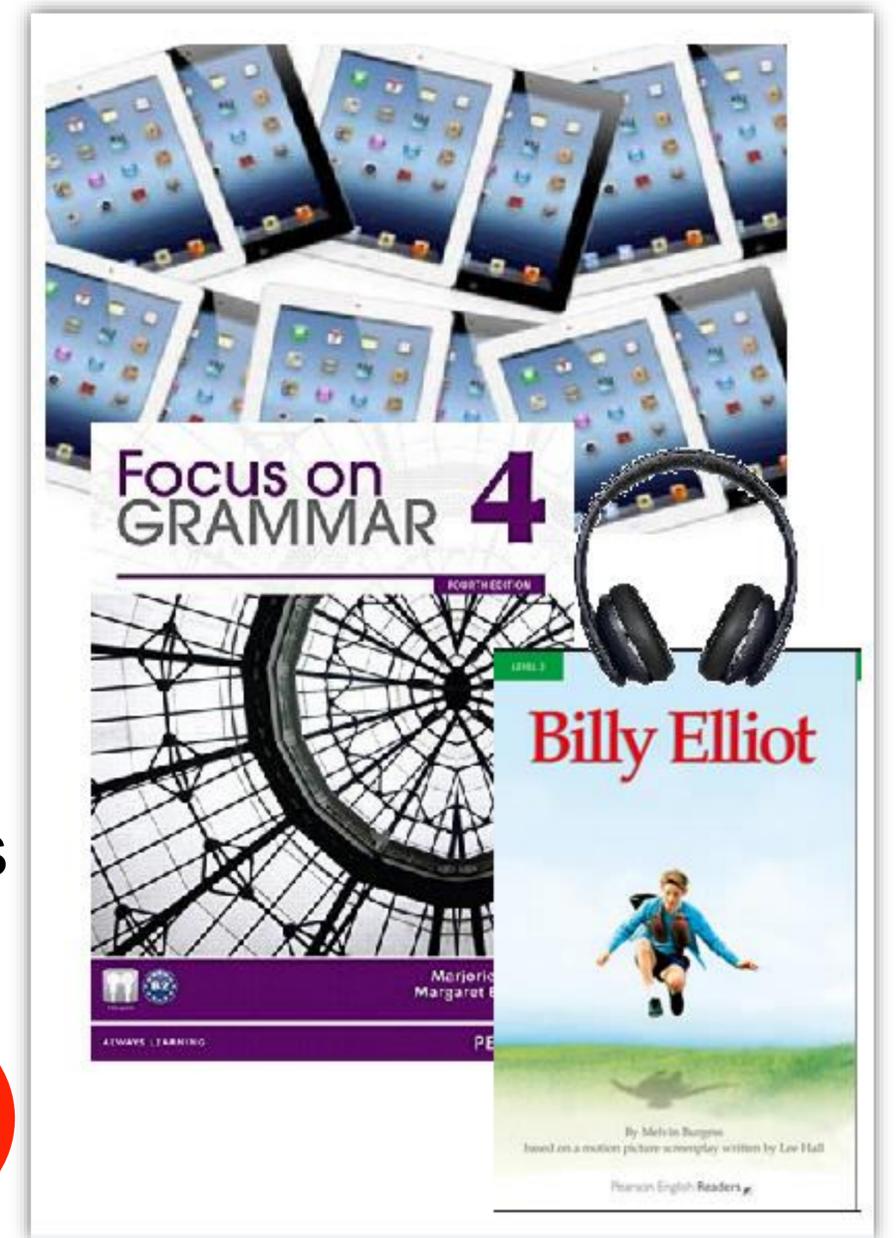


- The UTS Insearch HELPS Centre is a supportive and relaxing place to study, to borrow resources and to find learning advice.
- It is located on Level 4 of the PSU Building.
- Open Monday to Friday 8.30 – 6.00 p.m.



# The HELPS Centre has a range of great resources to help you practise your English.

- Graded Readers
- Grammar and Writing books
- Listening and Pronunciation Kits
- DVDS
- Computers and iPads
- Weekly Podcasts
- Weekly Newspaper Articles



# Group Workshops & Study Hall

Check in your bag for this flyer



Week/Time	Monday	Tuesday	Wednesday	Thursday	Friday
	UTS Insearch HELPS U:Write		UTS Insearch HELPS U:Listen		UTS Insearch HELPS U:Speak
<b>Week 2</b> 11am-12pm 2pm-3pm	Academic Essay Writing Structures	Study Hall/Film Discussions Group  12pm-1pm 1.30pm-2.30pm	Listening for Comprehension	Study Hall AE 1 and 2  12pm-1pm 1.30pm-2.30pm	English Conversation Skills
<b>Week 3</b> 11am-12pm 2pm-3pm	Reading a Text		Listening for Details		Responding To and Giving Opinions
<b>Week 4</b> 11am-12pm 2pm-3pm	Writing Exam Strategies		Listening Exam Strategies		Speaking Exam Strategies

**UTS Insearch**  
UNIVERSITY OF TECHNOLOGY SYDNEY

UTS Insearch CRICOS provider code: 008580 | UTS CRICOS provider code: 00009F  
Insearch Limited (UTS Insearch) is a controlled entity of the University of Technology Sydney (UTS), and a registered private higher education provider of pathways to UTS.  
220092269\_0018

# Individual Learning Advice

Ask at the HELPS Front Desk for information on making a booking.

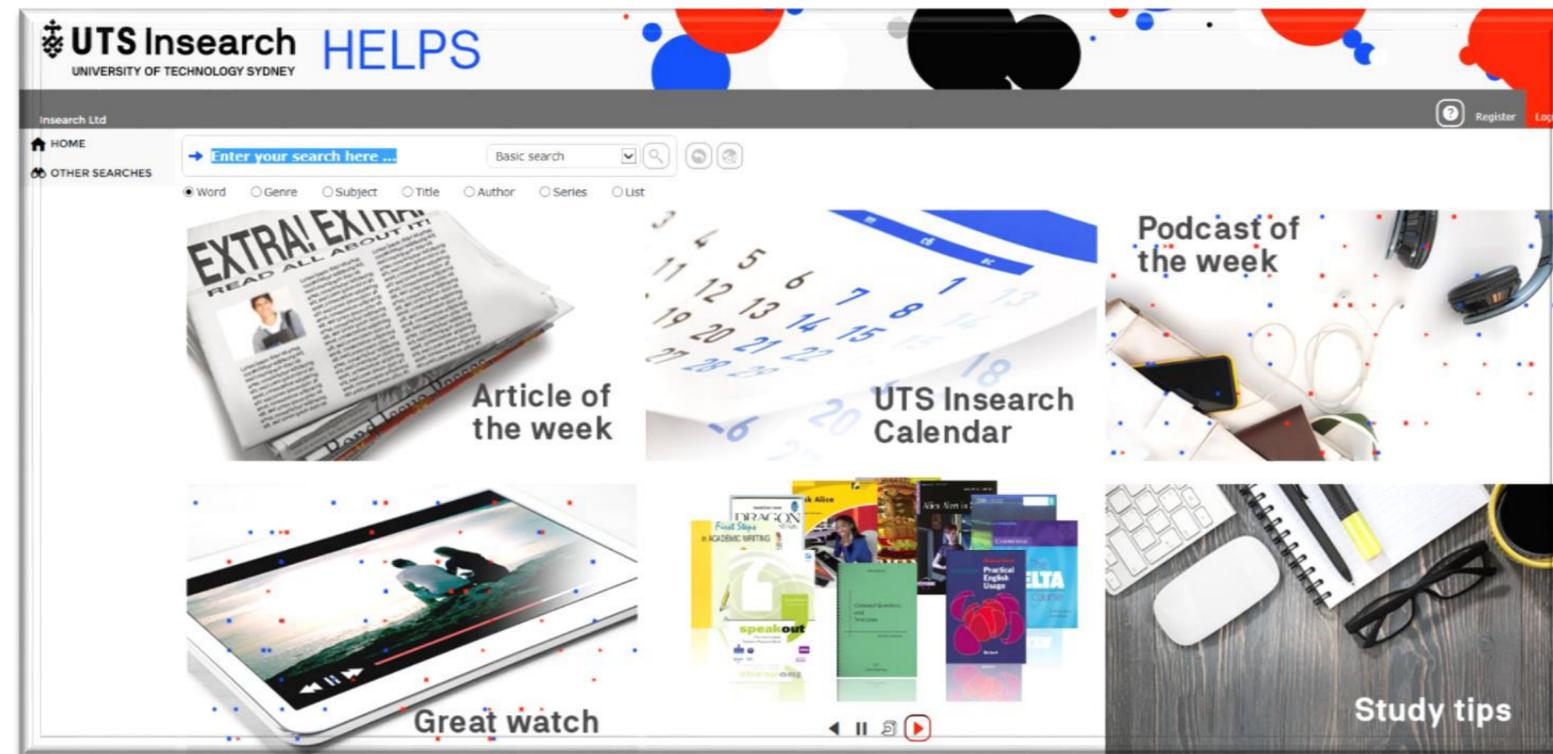
Learning  
Adviser  
HELPS Centre

Monday	10:00 - 12:00	1:00 - 3:00pm
Tuesday	10:00 - 12:00	1:00 - 3:00pm
Wednesday	10:00 - 12:00	1:00 - 3:00pm

NOTE: I cannot help you with  
× Portfolio Tasks  
× Assignments

 **UTS Insearch**  
UNIVERSITY OF TECHNOLOGY SYDNEY

**Find out about more UTS Insearch HELPS more in our weekly email, our HELPS online library system or just come in and ask for help!**



# Facilities & Security

A decorative graphic consisting of several colored circles of varying sizes scattered across the white background. The colors include blue, red, and light gray. The circles are positioned around the central text, with some overlapping the edges of the page.

# Security staff in each campus building



Can help with safety concerns, first aid, lost property and emergencies

**Chris Watson**  
**/Anderson Vieira**  
**Security Guards**  
**All UTS Insearch buildings**





# Call triple zero (000) in emergencies



**If you ever urgently need the police, fire & rescue or an ambulance dial 0-0-0**

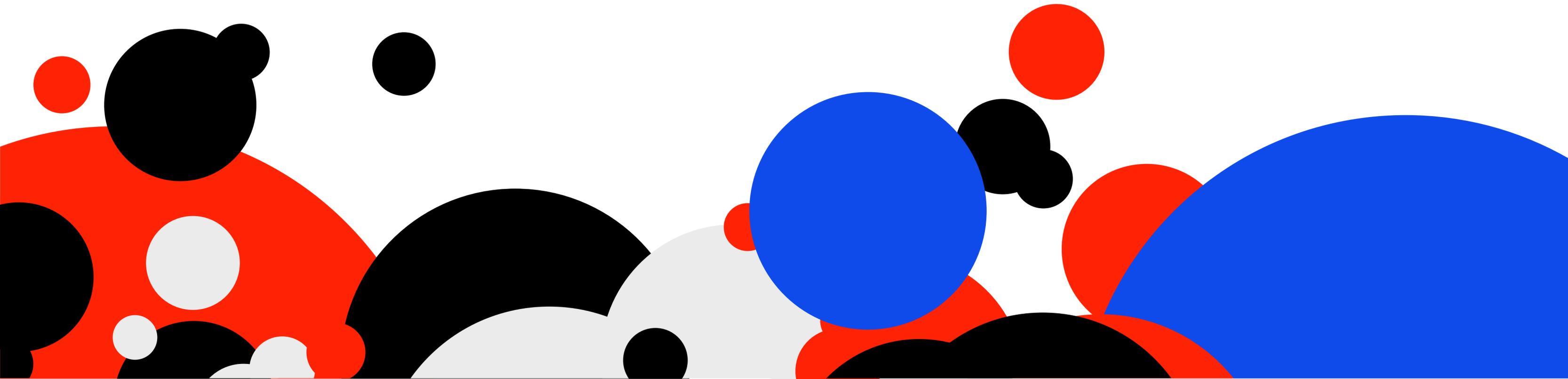


**Keep the UTS Insearch Safety Card in your purse or wallet – you never know when you'll need it!**

Please ensure that you keep all valuables, money and mobile telephone with you at all times.

**Do not leave anything valuable unattended.**

UTS Insearch cannot be held responsible for lost or damaged property.

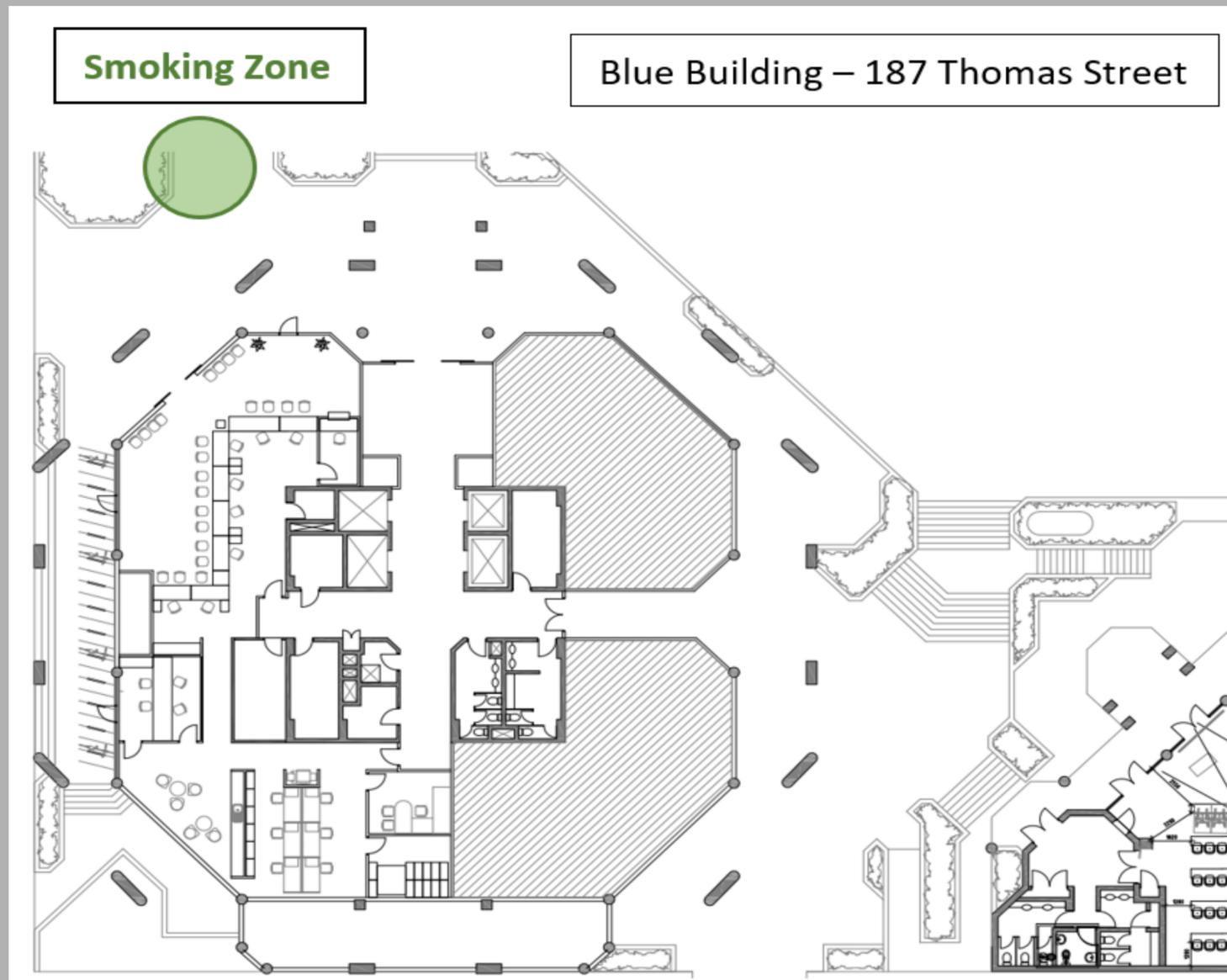


No smoking **anywhere**  
in our campus buildings  
or within 4 meters of an  
entrance or exit to a  
building



**NO SMOKING**

- ✘ This includes hallways, stairwells, toilets and near doorways
- ✘ No smoking for anyone under 18 years. It's Australian Law and fines apply



**Authorised Smoking Zone  
located at the front of the Blue  
Building – 187 Thomas Street**



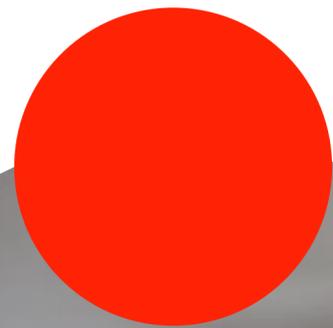
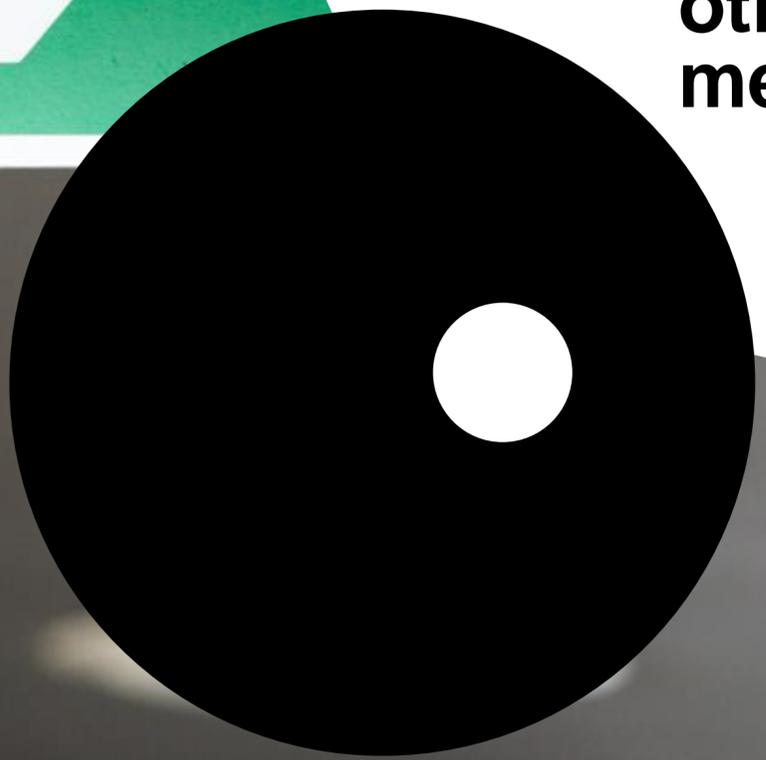
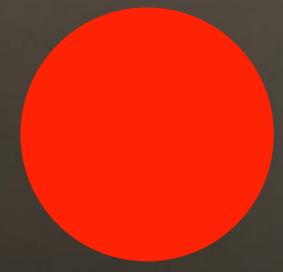
**Please use the ash tray provided. Do  
not litter as \$\$\$ penalties may apply**



# Evacuation training



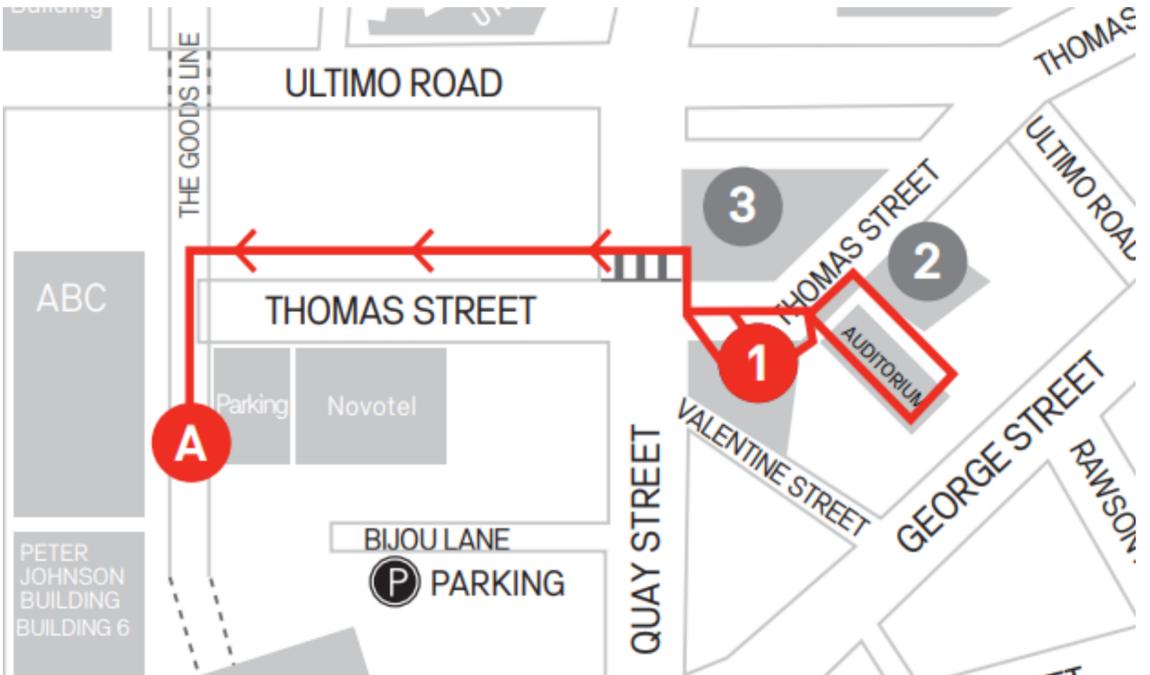
Follow instructions from your teacher, fire wardens, security or other UTS Insearch staff members



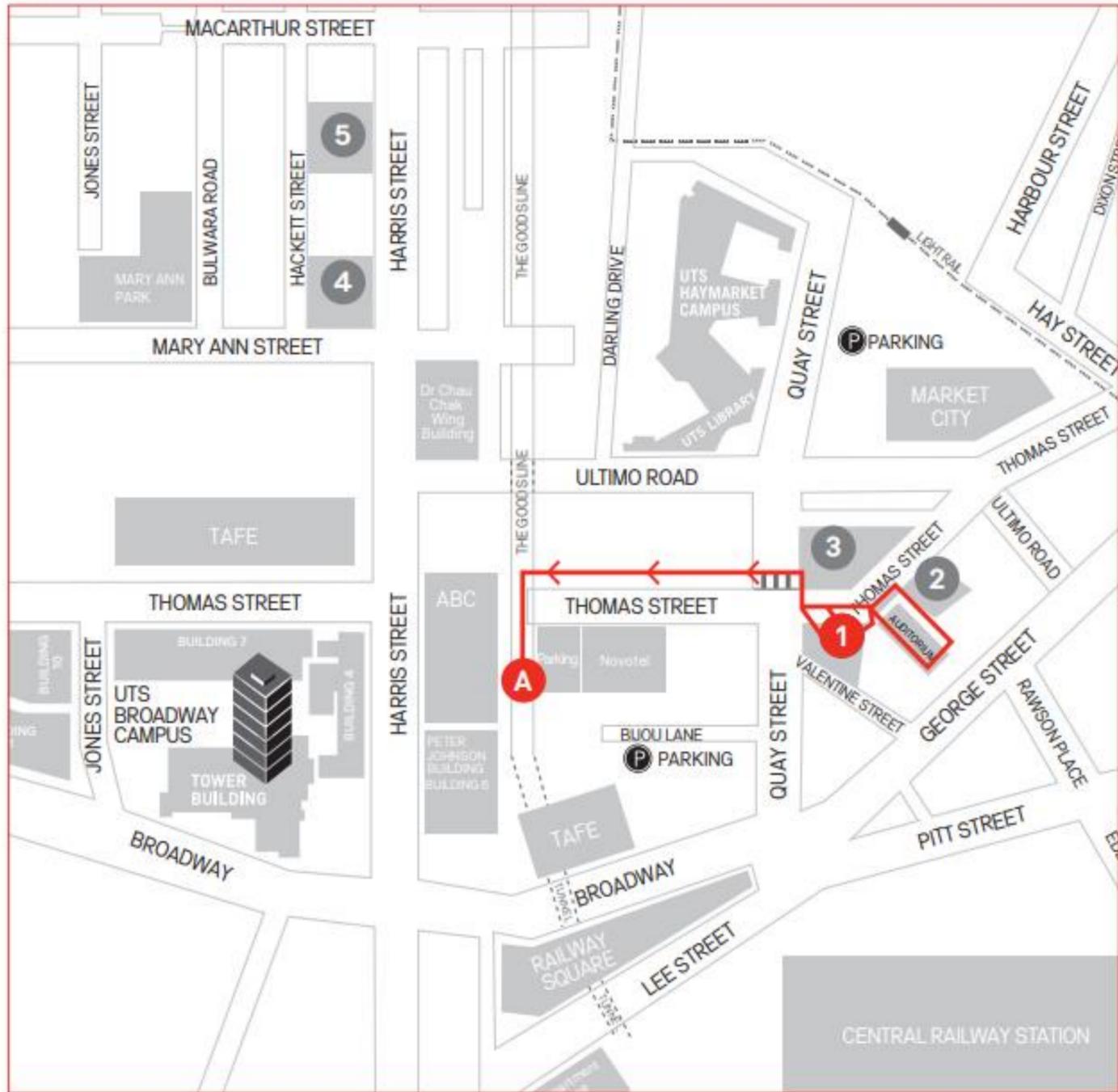
**Blue Building, 187 Thomas Street  
Assembly area is The Goods Line**

**Evacuation  
map**

- 1 UTS Insearch (Blue Building)  
187 Thomas Street, Haymarket**
- UTS Insearch Auditorium  
(Ground Floor)**



**A = Assembly area**



- 1 UTS Insearch (Blue Building)  
187 Thomas Street, Haymarket  
UTS Insearch Auditorium  
(Ground Floor)**
- 2 CPSU House  
191 Thomas Street, Haymarket**
- 3 UTS Broadway Campus**
- 4 645 Harris Street Campus  
645 Harris Street, Ultimo**
- 5 609 Harris Street Campus  
609 Harris Street, Ultimo**

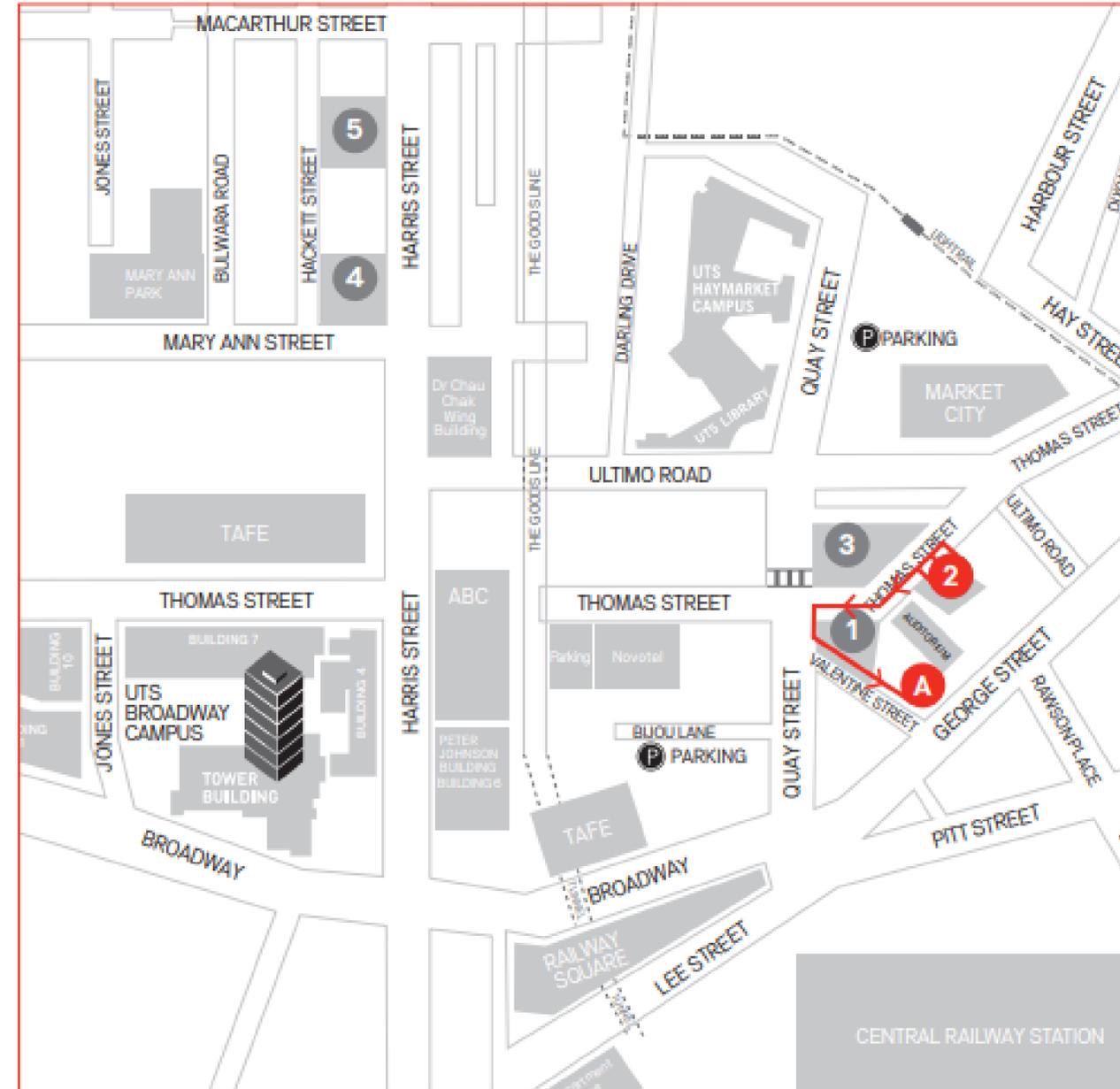
# Evacuation map

## 2 CPSU House 191 Thomas Steet, Haymarket



## CPSU House, 191 Thomas Street Assembly area is corner of George Street and Valentine Street

**A** = Assembly area



**1** UTS Insearch (Blue Building)  
187 Thomas Street, Haymarket  
UTS Insearch Auditorium  
(Ground Floor)

**2** CPSU House  
191 Thomas Steet, Haymarket

**3** Prince Centre  
Level 2, 8 Quay Street, Haymarket

**4** 645 Harris Street Campus  
645 Harris Street, Ultimo

**5** 609 Harris Street Campus  
609 Harris Street, Ultimo



# Student Activities organises

- Clubs and societies
- BBQ
- Excursions
- Parties
- Games



# Student Activities

Visit: [www.insearch.edu.au/activitiesclub](http://www.insearch.edu.au/activitiesclub)

