

## General Enrollment & Registration

1. **How do I apply to the university?**

You can apply through our online application portal. Visit the Admissions section on our website for step-by-step guidance.

2. **What documents are required for my application?**

Required documents include your academic transcripts, English language proficiency results, passport copy, and any additional program-specific requirements.

3. **Can I apply as an international student?**

Yes, we welcome applications from international students. Be sure to check specific visa and entry requirements.

4. **What are the application deadlines?**

Deadlines vary by semester. Typically, deadlines are November 30 for Semester 1 (February) and May 31 for Semester 2 (July).

5. **How can I check my application status?**

Log in to the application portal to track the status of your application.

6. **What is the enrollment process once I'm accepted?**

Once accepted, you'll receive an offer letter with instructions to accept your offer, pay fees, and complete enrollment.

7. **Can I defer my offer to a later semester?**

Yes, most courses allow deferral for up to 12 months. Contact the admissions office for details.

8. **Do I need to attend an orientation?**

Yes, orientation is mandatory and provides essential information about student life and university services.

9. **How do I register for classes?**

Class registration is done online through your student portal. Instructions will be provided before the semester starts.

10. **Can I change my course after enrolling?**

Yes, course changes are possible within the first two weeks of the semester, subject to availability and approval.

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## Classes & Academic Support

**11. Where can I find my class timetable?**

Timetables are available in your student portal under the “My Timetable” section.

**12. What should I do if my class is full?**

Join the waitlist or contact your faculty’s administration office for assistance.

**13. How do I contact my lecturers or tutors?**

You can contact them via email or through the Learning Management System (LMS).

**14. Is attendance mandatory?**

Yes, especially for tutorials and labs. Attendance policies vary by course.

**15. What is the Learning Management System (LMS)?**

LMS is an online platform where you can access lecture notes, assignments, discussion boards, and grades.

**16. Are there academic support services available?**

Yes, the university offers tutoring, writing workshops, and academic skills consultations.

**17. How can I improve my academic writing?**

Attend writing workshops or book a session with the Academic Skills Unit.

**18. Can I take online classes?**

Many courses offer online or blended options. Check your course guide for delivery mode.

**19. How do I drop a subject?**

Use the student portal to withdraw from a subject before the census date.

**20. What happens if I fail a subject?**

You may be allowed to repeat it or substitute it with another, subject to academic advice.

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## Thesis & Research

**21. When should I start planning my thesis?**

Ideally, one semester before your thesis semester. Meet with your supervisor early.

**22. How do I find a thesis supervisor?**

Review faculty profiles and contact potential supervisors directly.

**23. What's the process for submitting my thesis?**

Submit through the university's research repository or via your faculty's guidelines.

**24. Is there a word limit for theses?**

Yes, it varies by faculty. Check your faculty's thesis guidelines.

**25. Can I get help with thesis writing?**

Yes, academic writing support is available, including one-on-one consultations.

## **Scholarships & Financial Support**

**26. What scholarships are available for international students?**

We offer merit-based, need-based, and faculty-specific scholarships. Visit the Scholarships page for a full list.

**27. How do I apply for scholarships?**

Some scholarships are automatic, while others require a separate application.

**28. What is the deadline for scholarship applications?**

Deadlines vary. Check each scholarship's page for specific dates.

**29. Can I receive more than one scholarship?**

In some cases, yes. Conditions apply.

**30. Is financial aid available?**

Limited financial aid is available. Contact the Financial Aid Office for more information.

**31. How much are tuition fees?**

Fees depend on your course and number of units. Check the Fee Calculator on the university website.

**32. How do I pay my tuition fees?**

Payments can be made via the student portal using credit card, bank transfer, or Flywire.

**33. When are fees due?**

Fees are due by the census date each semester.

**34. Can I pay in instalments?**

Instalment plans are available for eligible students. Apply through the Fees Office.

**35. What happens if I miss a payment?**

Late payments may incur penalties and restrict access to university services.

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## **Student Life & Events**

**36. What events are held for students?**

Events include welcome week, cultural festivals, career fairs, and club activities.

**37. How do I join student clubs?**

Visit the Student Union or Clubs & Societies portal to browse and join clubs.

**38. Are there sports facilities on campus?**

Yes, including gyms, courts, and swimming pools.

**39. How can I stay informed about student events?**

Follow the university's social media, newsletter, and student portal announcements.

**40. Can I start my own club?**

Yes, submit a proposal to the Student Engagement Office.

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## **Accommodation**

**41. What accommodation options are available?**

Options include on-campus residences, homestays, and off-campus housing.

**42. How do I apply for on-campus accommodation?**

Apply through the accommodation portal. Spaces are limited, so apply early.

**43. What is included in on-campus accommodation?**

Fully furnished rooms, internet, utilities, and access to common areas.

**44. Are there accommodation tours available?**

Yes, both virtual and in-person tours are available.

**45. Can I live off-campus?**

Yes, but you are responsible for arranging your own housing.

46. **Does the university help with off-campus housing?**  
Yes, the Housing Office provides listings and advice.
47. **Is accommodation guaranteed for international students?**  
Not guaranteed, but priority may be given to new international students.
48. **Can I live with a friend?**  
Yes, indicate this in your application. Roommate matching is available.
49. **Are there rules for campus housing?**  
Yes, residents must follow the Residential Code of Conduct.
50. **Can I stay in residence during holidays?**  
Yes, though additional fees may apply.
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## Visas & Legal Requirements

51. **Do I need a visa to study in Australia?**  
Yes, all international students must have a valid student visa (Subclass 500).
52. **How do I apply for a student visa?**  
You can apply online through the Australian Government Department of Home Affairs website.
53. **What documents are required for my student visa?**  
Confirmation of Enrolment (CoE), proof of funds, health insurance, passport, and academic transcripts.
54. **What is a Confirmation of Enrolment (CoE)?**  
It is a document issued by the university that you need to apply for your student visa.
55. **How long does it take to get a visa?**  
Processing times vary, but generally take 4 to 8 weeks.
56. **Can I work while studying?**  
Yes, student visas allow you to work up to 48 hours per fortnight during semester and unlimited during breaks.
57. **Do I need Overseas Student Health Cover (OSHC)?**  
Yes, OSHC is mandatory for the duration of your student visa.

**58. Can I bring dependents on my student visa?**

Yes, but you must meet financial and visa conditions.

**59. What happens if my visa is denied?**

You will receive a reason for refusal and may be eligible to appeal or reapply.

**60. Can I extend my visa?**

Yes, you must apply for a new visa before your current one expires.

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## **Health & Wellbeing**

**61. What health services are available on campus?**

On-campus clinics offer general medical, mental health, and counselling services.

**62. Is health insurance included in my fees?**

OSHC is a separate cost, often arranged during your enrollment.

**63. How do I book a medical appointment?**

Use the Health and Wellbeing portal to book online or call the health centre directly.

**64. What mental health support is available?**

Confidential counselling, crisis support, and wellbeing workshops are available.

**65. Can I access health services outside campus?**

Yes, but make sure your OSHC provider covers external visits.

**66. What should I do in a medical emergency?**

Call 000 immediately and alert campus security.

**67. Is there a pharmacy on campus?**

Yes, there is a student pharmacy located in the main student services building.

**68. Are there services for students with disabilities?**

Yes, contact the Accessibility Services team for accommodations and support.

**69. Can I get help managing stress?**

Yes, attend workshops or book counselling sessions for stress and time management.

**70. Are vaccinations required?**

Some health-related programs require proof of vaccinations. Check with your faculty.

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## Career Services & Employment

**71. What career support services are available?**

The Careers Office offers resume reviews, interview preparation, career counselling, and job search assistance.

**72. How can I find internships?**

Check the CareerHub portal, attend career fairs, or speak with your faculty internship coordinator.

**73. Does the university help with part-time job opportunities?**

Yes, job listings are posted on CareerHub, and workshops help with job applications.

**74. Can I get help with my resume?**

Yes, book a resume consultation through the Careers Office.

**75. Are there networking events with employers?**

Yes, we host employer meetups, career expos, and alumni panels.

**76. What is CareerHub?**

It's an online platform for job listings, event registration, and booking career services.

**77. Can international students work after graduation?**

Yes, depending on your visa. Many graduates apply for the Temporary Graduate visa (subclass 485).

**78. How do I book a career counselling session?**

Use the CareerHub portal to schedule an appointment.

**79. Are there workshops on interview skills?**

Yes, regular workshops cover interviews, LinkedIn profiles, and networking.

**80. Is work-integrated learning part of my course?**

Some programs include it as a core or elective component. Check your course outline.

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## Campus Services & Technology

**81. What IT services are available for students?**

Services include campus Wi-Fi, computer labs, software access, and tech support.

**82. How do I access university Wi-Fi?**

Connect to the “UniWireless” network using your student credentials.

**83. Where are the computer labs located?**

Labs are available in major academic buildings and libraries.

**84. How can I borrow a laptop?**

Some libraries offer short-term laptop loans. Check availability in the Library Portal.

**85. Can I print on campus?**

Yes, printers are available in libraries and labs. Use your student card to pay.

**86. Is there an app for the university?**

Yes, the student mobile app includes timetables, maps, notifications, and more.

**87. How do I reset my student portal password?**

Use the “Forgot Password” option on the login page or contact IT Support.

**88. What software can I access as a student?**

Students have free or discounted access to Microsoft Office, Zoom, and discipline-specific software.

**89. Where can I get IT support?**

Visit the IT Help Desk in the library or access live chat support via the website.

**90. How do I report a broken campus device (printer, PC)?**

Use the IT Help portal or report it to a nearby service desk.

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## **Safety & Emergencies**

**91. What should I do in an emergency on campus?**

Call campus security or 000 for immediate assistance.

**92. Is there a campus safety app?**

Yes, the university safety app provides emergency contacts, campus alerts, and check-in tools.



**93. How do I contact campus security?**

Call the emergency number listed on your student ID or use the safety app.

**94. Are there security patrols on campus?**

Yes, security officers patrol 24/7.

**95. Is the campus safe at night?**

Yes, but students are encouraged to use safe pathways and request security escorts if needed.

**96. What is the emergency evacuation procedure?**

Follow exit signs, listen to staff instructions, and proceed to designated evacuation points.

**97. Are there first aid stations on campus?**

Yes, first aid rooms are located in main buildings. Staff are trained in first aid.

**98. How will I be notified of a campus emergency?**

Alerts are sent via SMS, email, the student app, and digital signage.

**99. What's the university's COVID-19 policy?**

Policies align with government regulations and include hygiene protocols, vaccination guidance, and isolation procedures.

**100. Where can I find emergency procedures and contacts?**

On the Safety & Security section of the student portal and in the campus app.

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## **Travel & Bond Clearance**

**110. Are students required to provide service to the country or repay after graduation?**

Yes. UNIVERSITY-sponsored students are bonded to serve the country based on their scholarship type:

- Local Merit Scholarships: Bond = Years × 1.5
- Overseas Merit Scholarships: Bond = Years × 2.5
- Other Local Scholarships:

1. Tuition Only = Years × 1.5
2. Tuition & Allowance = Years × 2

**111. How can I apply for Travel Release and Bond Clearance?**

Apply online through the UNIVERSITY website by filling out the Travel Release and Bond Clearance form.

**112. What documents are required for Travel Release?**

- Passport Bio Data (mandatory)
- E-Ticket or Itinerary (mandatory)
- Employer Letter or Recent Payslip (for working travellers)
- Leave Letter from Employer (for working travellers)
- Signed Overseas Travel Bond Form (compulsory)
- Guarantor's Payslip or Bank Statement (compulsory)
- Guarantor's TIN Letter or Joint Card (compulsory)

**113. What is the combined income required for guarantors?**

Based on total debt disbursed:

- <\$20,000: Min \$15,000/year
- \$20,000–\$49,999: Min \$30,000/year
- \$50,000–\$99,999: Min \$50,000/year
- \$100,000+: Min \$60,000/year

**114. What documents are required for Bond Clearance?**

**Graduates:**

- Graduation Certificate (required)
- Academic Transcript (optional)
- Employment Contracts or FNPF History (required)

- ARI Payment Receipts (optional)
- Passport Bio Data Page or Birth Certificate (required)  
**Non-completers:**
- Transcript (optional)
- Employment Contracts or FNPF History (required)
- Passport Bio Data Page or Birth Certificate (required)

115. **What documents are needed for travelling guarantors?**

- Passport Bio Data Page (compulsory)
- E-Ticket or Itinerary (compulsory)

116. **What are the required documents for students applying for Repayment in Lieu of Bond?**

- Any advance payment receipts
- All employment contracts

117. **What is the processing time for Travel & Bond Clearance?**

A maximum of 5 working days.

118. **How can a student track the status of their Travel or Bond Clearance request?**

You'll receive an email notification and can track it on your student dashboard or application history.

119. **Do students need to apply for Travel Clearance for every overseas trip?**

Yes, a new clearance is required before each trip within the university's processing timeline.