



Pre-arrival Guide

For Exchange and Study Abroad students



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Before leaving home

Pre-departure checklist

Make sure you have completed all the following items well before your departure for Australia.

- Booking flights**
Ensure you book your return flight after the last date of exams. Exams will **not be rescheduled for early departures**
- Have medical, optical and dental check ups**
- Obtain Travel Insurance** (in addition to OSHC)
- Return your Acceptance Form to Monash Abroad**
You must sign and return this to confirm your acceptance of the offer we have made, together with payment of the fees applicable to you within seven days of receiving your offer.
- Obtain a valid student visa**
Students from some countries can apply online. Others need to apply to an Australian diplomatic mission. Processing times vary from one week to three months so be sure to apply early.
- Complete airport pick-up online form to Monash Abroad**
The Monash Abroad Office **MUST** receive your request at least five working days prior to your arrival or pick-up cannot be guaranteed. Pick-up is from Melbourne Tullamarine Airport only.
Email: monash.abroad@monash.edu
- Organise your accommodation**
If you requested on-campus accommodation you will receive specific information via email. If you are living off-campus you will need to book temporary accommodation for at least the first two weeks after your arrival while you look for a place to live.
 - If you have been offered on-campus accommodation please bring two passport sized photos with you when you check-in to the Halls of Residence.
- Complete your online Enrolment Questionnaire**
(and record your transaction number starting with 'Q')
You will first need to activate your Monash University computer network account, then log in to the Web Enrolment System (WES).
- Make copies of all important documents to bring in your hand luggage**
 - letter of offer from Monash Abroad
 - electronic Confirmation of Enrolment (eCoE) form
 - Enrolment Questionnaire transaction number (must bring this to orientation)
 - passport
 - other formal identification
 - international drivers licence and/or drivers licence from your home country
 - academic transcript of results (translated if necessary) if you require further unit approvals
 - copy of pre-approved Monash units (courses)
 - travel insurance certificate.

It is important that you have all these documents with you throughout your stay in Australia. We suggest that you put a second copy of each in your suitcase and leave a third copy at home with your family.

Monash Abroad has prepared this guide to assist you in your transition to Australia and Monash University. Please read it carefully and make sure you complete all the steps on the pre-departure checklist. If you have any questions, please contact us by email.

Before leaving home

Type of Monash student

You will be classified as an exchange or study abroad student at Monash University so most of your administrative needs will be looked after by the team in Monash Abroad.

Make sure you always go to the Monash Abroad website first (monash.edu/study-abroad), if you have any queries. Monash Abroad will also communicate with you directly about your study plans.

Other international students at Monash, most of whom are doing full degrees, are looked after by other areas of the University.

While lots of the information for full degree international students on the Monash website will be useful for you, not all is relevant.

In particular the international student application forms, on-campus accommodation, orientation and OSHC (health insurance) information on the general Monash website **do not apply** to exchange or study abroad students and you will need to refer to the materials on the Monash Abroad site.

Health and medicine

You are advised to have medical, optical and dental checkups before you leave home. Remember, Overseas Student Health Cover (OSHC) does not include dental and optical services and such costs can be quite high. You may like to bring spare eye glasses or contact lenses with you. If you have a pre-existing medical condition or are taking medication, bring a letter or prescription from your doctor describing these using the generic drug name. You will need to declare all drugs and medicines including prescription medications, alternative, herbal and traditional medicines, vitamin and mineral preparation formulas to Customs when you enter Australia. It is important that you keep all medicines in their original prescription packaging.

Please check the following web site to see if you can legally bring in your medications: health.gov.au/internet/main/publishing.nsf/Content/general-guidance-for-travellers-bringing-medicines-to-and-from-australia

Visa application

Students must enter Australia with a student visa and **not** any other visa. You should apply for a student visa subclass 575. This is called a 'non-award' student visa and is for students studying full time in courses which do not lead to an Australian degree.

Before you can apply for a visa you will need a letter of offer from Monash University and a Certificate of Enrolment (CoE). If you have not already received these from Monash Abroad, they will be emailed to you shortly. The CoE is not issued until we have received your Acceptance form and where relevant, payment for Overseas Student Health Cover (OSHC) and any other fees.

You should apply for your visa as early as possible. Students from some countries can apply for visas online but from other countries it may take up to 90 days, particularly if you have to obtain a health clearance. Please refer to the Department of Immigration and Citizenship (DIAC) website at immi.gov.au/students for detailed information about your visa.

Extending your stay for a holiday

Students wishing to extend their stay in Australia once they have completed their studies will need to apply for a Visitor's visa. Visitor visas are usually granted but you may need to provide a letter confirming completion of studies.

Further information about tourist visas can be found on the following website: immi.gov.au/visitors.

Customs and quarantine

Australia has strict laws about what items can be brought into the country. This is to protect Australia's unique environment from serious pests and diseases.

All food, plant and animal products must be presented for inspection upon arrival into Australia.

A comprehensive list of items that you may or may not be able to bring into the country can be found at customs.gov.au/site/page4224.asp

Electrical equipment

The electricity supply in Australia is 240 volts and 50–60 Mhz and most 110–120 volt appliances (hairdryers, mobile phone chargers etc) cannot be operated safely. Make sure you check with the manufacturer whether the appliances you are planning to bring can be operated safely. Most modern laptops can operate on multiple voltages but make sure you check yours with the manufacturer. Australia also uses a unique three pin plug but adaptor plugs are readily available in Australia.

If you want to connect a laptop to the Monash student network, you can do so from all rooms in the Halls of Residence or on campus after signing in with your Authcate and password.

Weather

The weather in Melbourne will be very different depending on whether you are commencing in the first or second semester.

If you are commencing in the Monash first semester you will arrive during February which is the middle of Melbourne's summer. Maximum temperatures will range between 18 and 42 degrees celsius, with most days being between 22 and 33 degrees, and minimum temperatures between 15 and 25 degrees. You can expect lots of sunshine and little rain.

If you are commencing in the Monash second semester you will arrive during July which is the middle of winter. Maximum temperatures will range between 12 and 18 degrees and minimums between 4 and 10 degrees and it is likely to rain about every second or third day.

Melbourne has a relatively mild climate but the weather can change rapidly from day to day, and even during the course of one day. It does not snow in metropolitan Melbourne.

See the following site for more information on Melbourne and Australian weather: bom.gov

Before leaving home

Airport Reception Service

Monash Abroad provides a complimentary airport transfer service for all study abroad, exchange and intercampus exchange students. **Pick-up is from Melbourne airport (Tullamarine) only.** To make a booking you will need to complete the online booking form by the link provided to you by your coordinator at least five (5) working days before your flight. To request the link to the form, please email monash.abroad@monash.edu.

Please note that Monash Abroad is not open on the weekend. Requests received from Friday 4pm (AEST) to Monday 10am (AEST) will not be processed until the following week.

We will acknowledge by email receipt of your airport pick-up request. **Please note that late airport reception requests may not be actioned.** Please ensure that you **do not** complete the online airport pick up form for full-degree international students, as this is not the correct form. The correct form you will fill out is called "Monash Abroad Airport Pick-up Request".

This service is complimentary for Monash Abroad students. If you arrive with a friend or family member you may have to pay the driver for that person, if an extra vehicle is required to transport friends or family the cost is \$100 per vehicle.

Monash Abroad uses the services of Allied Cars who will provide a chauffeur driven car for your transport. The driver will carry a placard with your name or Monash University written on it. Please identify yourself to the driver. The driver is only authorised to take you to the destination you have provided on the Airport Pickup Request form. Do not ask for another destination unless approved by Monash Abroad as charges will apply.

How do I find the driver?

If you are arriving on an **international flight**, clear customs and make your way to the exit which leads to the arrivals area. Turn right at the exit. Your driver will be waiting for you with a Monash signboard. The driver will be standing under the red sign which says 'Meeting Point'. If you cannot find the driver please call Allied Cars on **1800 350 850**. This is a free call and you will not need any coins.

If you are arriving from a **domestic/ connecting flight**, make your way to the arrivals area in the international terminal and your driver will be waiting for you with a Monash signboard under the red Meeting Point sign. If you cannot find the driver please call Allied Cars on **1800 350 850**. This is a free call and you will not need any coins.

Please advise Monash Abroad by email if you alter your flight arrival details or wish to cancel this service.

Please note that this service is complimentary as long as you turn up. If you fail to show up at the date and time specified you will be billed for the cost of the service.

If your flight arrives at another domestic airport (e.g. Sydney) be sure your stop over lasts at least 2 hours so you can clear customs in time to make your connecting flight to Melbourne.

If your flight is extremely delayed or canceled before you leave home, please email your coordinator or Monash Abroad.



Before leaving home

Accommodation

Short-term accommodation

Students who have decided to find their own accommodation will need to find temporary accommodation until they locate suitable housing. You may expect to stay for two weeks in temporary accommodation while you are looking for a permanent home for the semester.

Remember to book your short-term accommodation as early as possible as spaces may be limited.

A good starting point to find short-term accommodation is the Visit Victoria backpacker's website: visitvictoria.com/Accommodation/Backpackers-and-hostels

Some areas you may like to consider are Caulfield, South Yarra, Toorak, Richmond and Carnegie. These are all close to public transport and are about 30 minutes from Monash University Clayton campus.

Long-term accommodation

For further information please refer to the Monash Residential Services (MRS) website.

Useful links

Monash Accommodation Service
mrs.monash.edu

Details on rental properties
domain.com.au or
realestate.com.au

On-campus accommodation

If you want to apply to live on campus at the Monash Halls of Residence (MRS) you should have received instructions to do so after you received an offer from Monash Abroad. You will hear directly from MRS about whether you have been offered a spot at MRS. For more information about on-campus accommodation please visit: mrs.monash.edu

but do not complete the online application, which is for full degree international students only.

Please note carefully the terms of the accommodation agreement which you will be asked to sign. From the moment you accept your housing offer you will be bound to the contract, which may mean you will need to pay for a semester's worth of accommodation even if you withdraw from the program entirely.

While you will be staying in a single room at the Halls of Residence, there are many shared facilities including bathrooms, kitchens and lounges. All students are responsible for the cleanliness of these areas.

Included in the accommodation fees, is a computer connection point fee. This provides you with telephone and high speed internet access, via the Monash network, in your room. Each room (except Caulfield rooms) is equipped with a Voice over Internet Protocol (VoIP) telephone and calls within the university are free. Students who arrive in first semester will be invited to an orientation program organised for all new students moving into the halls of residence. This is separate from the Monash Abroad and University orientations and is a great way to meet both Australian and other international students. Be sure to bring two passport-sized photos with you when you check in at the Halls of Residence.

Linen, such as doona, sheets, towels, pillows etc. are not provided at the Halls of Residence. You can pre-purchase linen through the Monash Residential Services website: ecommerce.mrs.monash.edu.au/product.asp

After hours arrival instructions

If you are staying on-campus please refer to the accommodation offer letter and relevant documents for details on after hours arrivals.

IT access

The University provides a range of IT services to students, including a quota of internet access which varies according to the units you are enrolled in. While enrolled as a student at Monash, you will be granted a computer account that you may use to access IT facilities. The account consists of a username and a password and is called an **AUTHCATE** account. It provides access to electronic services on the internet such as email, My Monash portal, the library, and the Web Enrolment System (WES). Your email account is one of the main sources of communication between you and the university and you are expected to check it regularly and at least weekly.

Prior to leaving home you will need to gain access to the University's online facilities and complete a pre-enrolment questionnaire.

Authcate account activation

To set up your Authcate account go to intranet.monash.edu.au/esolutions/students/getstarted.html and click on 'accounts and passwords' get a computer account and follow the prompts. You will

need your Monash Student ID to begin and this is found at the top of your Monash Abroad Offer Letter. After you have activated your Authcate account you can complete some of the administrative requirements of your enrolment via the Web Enrolment System (WES).

For problems with passwords and logging into WES, contact the ITS help desk <http://monash.edu.au/esolutions/contact>

Logging into WES

- Go to my.monash.edu.au
- Enter your **authcate username and password**.
- Click on the Login button.

What you can do in WES

- View or Amend your address (compulsory)
- Maintain your emergency contact details
- **Complete the Enrolment Questionnaire** (compulsory)
- View your Monash results
- Print/view your unofficial academic record

Monash Abroad students studying in Australia must maintain an up-to-date Australian postal address with the University at all times otherwise you may be in breach of visa regulations.

If you do not supply an updated postal address you will not be able to enter any other modules in WES (ie. the Enrolment Questionnaire Module).

You must also enter your emergency contact details.

Before leaving home

Enrolment Questionnaire

You must complete the Online Enrolment Questionnaire via WES **before** you arrive in Melbourne so that you can use the fast track enrolment system during your orientation at Monash. If you do not do this, your enrolment will be delayed by having to queue up for access to a computer terminal on enrolment day.

Students are asked to complete the Address, Emergency Contact Details and the Enrolment Questionnaire on WES.

To complete Enrolment Questionnaire

- Log into WES at: my.monash.edu and enter your Authcate username, password.
- From the main menu, click on the Enrolment link.
- Complete address details and emergency contact details.
- Click on Enrolment Questionnaire link.

Make sure you note your 'Enrolment Questionnaire' transaction number (it begins with the letter 'Q') and bring this to the first day of the Monash Abroad orientation when you will need it for registration into Monash.

Enrolment Questionnaire submission successful

Your Enrolment Questionnaire submission has been recorded. An email has been sent to abcd1@student.monash.edu

Student ID:	99999999
Transaction Number:	Q006818447
Course Code:	0356

Answer the questions on the Enrolment Questionnaire

- Childcare and disability questions are optional.
- Click on the '**Submit**' button at the bottom of the form.
- If there is no '**Submit**' button, then the form is closed for update and you will need to start again.
- An error message will be given if any fields are not correct.
- Correct the form and click on '**Submit**' again.
- Changes can only be made to certain fields after the form has been submitted.

Transaction number:

- When you submit your Enrolment Questionnaire, you will receive a transaction number beginning with 'Q'.
- Record your transaction number as you will need to show this to the Enrolment staff at Monash.
- An email will be sent to your Monash email address with your transaction number details.

Having problems?

- Click on the ask.monash tab for help.

Web Enrolment System

Enrolment / Re-Enrolment

Fees / Scholarships

Student Services

Course Progression

Enrolment Access Dates

WES Flyer

Monash Links

[my.monash](#)

[Allocate+ \(Class Allocation\)](#)

[MUTTS \(Class Timetable\)](#)

[Blackboard \(MUSO\)](#)

Web Enrolment System

- ✓ Check [Faculty and Course](#) requirements before enrolling. It is your responsibility to ensure your enrolment complies with course requirements. Arrange a meeting with your Course Adviser if you are unsure.

Enrolment Summary:

Action	Module	Status
View/Change	Postal Address Emergency Contact Details <i>(Update Now)</i> Mailing Name Format <i>(Update Now)</i> Click here for help	Last updated: 31/07/2009
Do Now	Enrolment Questionnaire Click here for help	No record

Before leaving home

Checking your timetable

You can access information about provisional class timetables for the semester before you arrive by going to mutts.timetable.monash.edu/MUTTS/ and clicking on the 'Build a Timetable' link.

At this site you will be able to draw up a provisional timetable to see when classes for your units will be scheduled during the semester. This will help you to determine whether or not you may need to change units because of timetable clashes.

Please note that your final timetable cannot be confirmed until after you arrive at Monash University and have formally enrolled in your units during the Monash Abroad orientation. Monash has a separate on-line timetable system called Allocate+ which will draw up your final timetable for you. You will be given instructions at orientation about how to enter your timetable preferences into Allocate+.

Accessing and using the MUTTS provisional timetable system*

- Go to mutts.timetable.monash.edu/MUTTS/ type in "guest" as the user name and click on the "enter" button. You do not need a password to login in as a guest.
- Select the relevant teaching period (ie Semester 1, February – June or Semester 2, July – November).
- Select campus location(s).
- Search, select and add each of the units you intend to enrol in. Your approved subject codes will be listed on your Monash study plan sent to you with your Letter of Offer. Units can also be viewed at: monash.edu/pubs/handbooks
- Add each unit to the Timetable box; ensure that you add all your Monash units at this stage.
- Select the "View Grid Timetable" button.
- This will bring up all possible lecture and tutorial/laboratory times for your chosen units.
- Select your preferred times for lectures, tutorials and/or laboratory sessions by clicking the relevant tick boxes.
- Scroll down and click on the "Re-build with selections" button.
- Note your timetable for clashes (lecture clashes should be avoided; tutorial clashes may be able to be negotiated with your faculty and/or teaching staff).

*Engineering students are required to use MUTTS before enrolling.



After arriving in Australia

Monash Abroad orientation

Monash Abroad runs a separate orientation every semester for exchange and study abroad students (see dates below). It is compulsory and essential because your enrolment and timetable will be finalised at these events. You will also have the opportunity to meet other exchange and study abroad students, and enjoy a range of social activities and excursions. Please note that the Monash Abroad orientation is separate from the Monash University orientation, and the orientation for full degree international students. It will be held at the Clayton campus for all students, regardless of the campus you will be studying at for the semester.

The Monash Abroad orientation program will be emailed to you about 4 weeks before it commences and will be put up on the Monash Abroad website.

Make sure you refer only to this program and not the Monash orientation program for full degree international students.

Semester 2, 2014 important dates

Students to arrive on/before
Monday 14 July
Monash Abroad Orientation
Tuesday 15 – Friday 18 July
Monash University Orientation
Monday 21 – Friday 25 July
Classes
Monday 28 July – Friday 24 October
Mid semester break
Monday 29 September – Friday 3 October
Exam period
Monday 3 November – Friday 28 November
For students living on-campus commencement of the contract will be Saturday 12 July and students are welcome to arrive on or after that date but not before.

Enrolment and timetabling

Changing units (subjects)

While the units you propose to study at Monash have been pre-approved by relevant Monash faculties, your enrolment in these units needs to be confirmed during the orientation program. You will meet your faculty exchange and study abroad advisers and complete the enrolment formalities. This will ensure that you are able to enter your preferences for classes in the online timetabling system. If you do not attend orientation you may jeopardise your enrolment and timetabling.

If you want to change any of your pre-approved units, you should wait until after the enrolments have been completed during orientation. You should first seek approval from your home institution for any proposed unit changes as it is your responsibility to ensure that the units you take at Monash will count towards your course at your home university. Your faculty exchange and study abroad adviser will explain how you make enrolment changes.

All units and their descriptions including subject overview, assessment criteria, unit offering, pre-requisites and prohibitions can be found at the following web address: monash.edu/pubs/handbooks

From the handbook website choose “Undergraduate” or “Postgraduate” and then go to “Units indexed by Faculty”. You must ensure that you select units that are offered in the semester you will be at Monash. Please note that if pre-requisites are required to enrol into a unit, you must obtain the Monash lecturer’s signature or written approval before the Faculty can enrol you.

Unit Timetable

At Monash, timetables are drawn up by an on-line system called Allocate+, which can be accessed from any computer that has Internet access. Once your enrolment has been completed you will be able to browse available time slots for all enrolled activities and specify your personal preferences for timeslots that you would like to attend.

Allocate+ is not a first come/first served system. Your preferences are collected, ranked, randomised and sorted. After completion of the sort, you will be provided with a clash free timetable.

You will be able to enter your timetable preferences after you have arrived at Monash and completed your enrolment during the Monash Abroad orientation. You will be given instructions on how to do this at orientation. **You will need to log in to Allocate + even if you have used the MUTTS system to check timetable options before you arrived in Australia**

Exam Timetable

The exam timetable runs for 3 weeks with the week prior to exams dedicated to SWOT Vac (Study Without Teaching Vacation). You are required to be available during the entire exam period and sit your exam at the scheduled time. No exceptions will be made. The exam timetable is released 5 – 6 weeks prior to exams starting. More information can be viewed at monash.edu/exams

After arriving in Australia

Services on campus

Academic services

At Monash most student administration is carried out at faculty level and there are exchange and study abroad advisers in every faculty who will assist you with enrolment and other academic services during your stay at Monash. During the Monash Abroad orientation we will give you contact details for the exchange and study abroad advisers and the student services office in your faculty.

Some services, such as academic transcripts, student ID cards and public transport concessions, are provided by Monash Connect on each campus. You can find details of these centres, including their locations, at monash.edu.au/connect

Internet access

All Monash students receive a free internet quota which you can use from any part of the high speed Monash network including computer labs throughout the university and the wireless network available on most parts of all campuses. This quota is provided by your faculty and varies depending on the course you are doing but it should be enough for your academic and reasonable personal needs. Accessing any part of the Monash website, including your Monash email account, is free and does not count towards your quota. If you exceed your quota you may be able to purchase additional quota from your faculty.

Further information can be found at monash.edu.au/esolutions

Please note that you will not have access to your faculty internet quota as soon as you arrive at Monash. This is because each faculty decides when your quota is activated and, in some cases, this may only be a few days before classes commence.

In the meantime you will have access to all parts of the Monash website, including your Monash student email account, but not to any external websites, including external email accounts.

To ensure that you can access your emails during your first few days at Monash, before your internet quota is activated, you should divert your personal and home university emails to your Monash student email account. You can then log on to the student 'My Monash' portal my.monash.edu to receive and send your emails.

Clubs for study abroad and exchange students

The Monash Overseas and Exchange (MOVE) Club is the perfect club to join if you want to meet other students that are on exchange/study abroad and Australian students that went on exchange. Join their **Facebook group** and start asking questions about where to live, and cool places to go in Australia. The MOVE club hosts activities such as excursions to Mornington Peninsula and Bushfoods BBQs.

MUISS is a division of the Monash University Students Association and provides a wide range of services and activities for international students, including a very comfortable lounge at the Clayton campus. Exchange and study abroad students are welcome to use these services and you can find more details at monashstudentassociation.com/about.

Monash Connect

Monash Connect is a great place to start for support and advice to you on emotional, psychological, health, financial, accommodation, religious/spiritual and educational matters in order to enhance your academic performance and to help you adjust to university life.

The majority of services are offered to you free of charge or at reduced student rates. For more information visit: monash.edu.au/connect

The University Health Service provides comprehensive medical services, mostly on campus and at no cost to the student. Full details can be found at monash.edu.au/health-medical

Clubs and Societies; Sports and Recreation

Building up a network of friends will make your time at Monash University much more enjoyable. The environment at Monash is very friendly and social.

- Join one of the many clubs and societies on campus: monashclubs.org/Home
- If you are sports-minded you can join an on-campus sports club: sport.monash.edu. Each Monash University campus has an extensive variety of sporting facilities and clubs for students.

- Developing a hobby can also be a good way to meet new friends. The Monash Short Course Centre runs a range of interesting courses from dancing to photography and from ceramics to computer courses. There are discount rates for Monash students. See shortcourses.monash.edu.au/.

Language and Learning Services

It is important to seek advice early, if you are experiencing any difficulty or confusion in your academic study. On many matters, you will probably find your classmates – both international and local – to be the most helpful. Your lecturers will also be an important source of help – be sure to find out early on where their offices are located and at what times they are available to see students.

The Centre for the Advancement of Learning and Teaching (CALT) has five interactive websites, offering language and learning support resources for students at Monash University. All sites can be accessed via the home site at monash.edu/lls/llonline.

Student equity and access

Monash University aims to be fair, equitable, sensitive to difference and responsive to the needs of the student population in all its operations. The Social Justice Unit assists the university to provide a learning environment conducive to the success of all students – a place where students and staff are able to work and study free from discrimination and harassment and where cultural differences are respected. For advice and support go to monash.edu/social-justice/

Students who have a disability

Monash University is committed to promoting access and equity for students who have a disability or long-term medical condition. The Disability Liaison Unit provides a range of services to assist students who have a disability so that they can participate as independently as possible in educational and academic activities. You can find details at monash.edu.au/equity-diversity/disability

After arriving in Australia

Other matters

Working

Your student visa will allow you to work on a part time basis for up to twenty hours per week during the semester and unlimited hours during semester breaks. The work visa regulations place no restrictions on the type or nature of work that the student engages in. Most students find part time work in the service and hospitality industries, however, work that relates to the students' area of academic expertise is also obtainable.

Students who obtain electronic student visas will not have visa stamps in their passports and do not need a stamp to work. Both students and employers have on-line access to the Visa Entitlement Verification Online (VEVO) system which contains electronic details of your visa.

More information can be found on the Department of Immigration and Citizenship website immi.gov.au/students.

Overseas Student Health Cover (OSHC)

DIAC advises that international students who do not maintain their OSHC may have their visas cancelled.

What is OSHC?

OSHC is designed to cover the costs of basic medical and hospital care for international students while in Australia. OSHC is compulsory for international students (except Belgian, Norwegian and some Swedish students) and was introduced to ensure you have adequate health care cover during your stay in Australia. Without OSHC, you might have difficulty paying for medical treatment.

Note: Swedish students must provide proof of CSN International (the Swedish National Board of Student Aid) or Kammarkollegiet (the Swedish Legal, Financial and Administration Agency).

Who provides my OSHC?

As an exchange or study abroad student, your OSHC is provided by Allianz Global Assistance, Monash's preferred provider oshcallianzassistance.com.au/about_oshc.aspx. Do not apply directly to Allianz for your OSHC as you must apply through Monash Abroad. Your member card and policy can be ordered online after you arrive in Australia.

What does OSHC cover?

OSHC provides a safety net for international students, similar to that provided to Australian residents through the Medicare system.

For more detail on what OSHC covers please refer to the OSHC website.

The OSHC policy does **not** cover:

- Pre-existing medical conditions.
- Private hospital charges.
- Services by dentists, opticians, physiotherapists, osteopaths, chiropractors, naturopaths or any other ancillary services.
- Any costs incurred outside Australia, even during a holiday trip taken during the course of a student's stay in Australia.

A higher level of cover called OSHC Plus is available and students can upgrade to this after they arrive.

Travel insurance

Students **must** also take out comprehensive travel insurance in their home country before leaving home, to cover:

- Baggage and personal effects.
- Returning home in a medical or other emergency.
- Travel outside Australia on the way to and from Australia and at other times during their stay in Australia.

The OSHC required to obtain your visa only covers basic hospital and medical expenses whilst in Australia. It does not cover you whilst travelling to or from Australia, if you need to return home urgently, if you need to change your airfares or if you lose personal effects and so on. You must take out travel insurance (in addition to OSHC) before leaving home and check thoroughly what your travel insurance will cover.

Telecommunications in Australia

As with many countries around the world, Australia has many telephone companies offering many different products. One of the first things you should do after arriving in Australia is to call home. You can do this with a pre-paid international calling card you bring with you from home, by using a service like Skype or your mobile (cell) phone if it works in Australia.

Emergency assistance

You can contact Monash Abroad directly in an emergency. This service is available 24 hours per day all year round.

From outside Australia
+61 3 416 293 492

From inside Australia
0416 293 492

Other useful emergency telephone numbers which are available 24 hours per day are:

Police, Ambulance and Fire Brigade **000**

Monash University After Hours
Counselling Service **(03) 9621 2600**

OSHC Allianz (medical, legal
and interpreting) **13 67 42**

Poisons Information **13 11 26**

Lifeline (telephone counselling) **13 11 14**

Translating and Interpreter Service **13 14 50**

Academic Transcripts

At the end of your semester and once academic results have been published, Monash Abroad will order and post your transcript to your home institution. Transcripts will only be posted to the student and not the home institution if they have applied directly to Monash Abroad as a study abroad student.

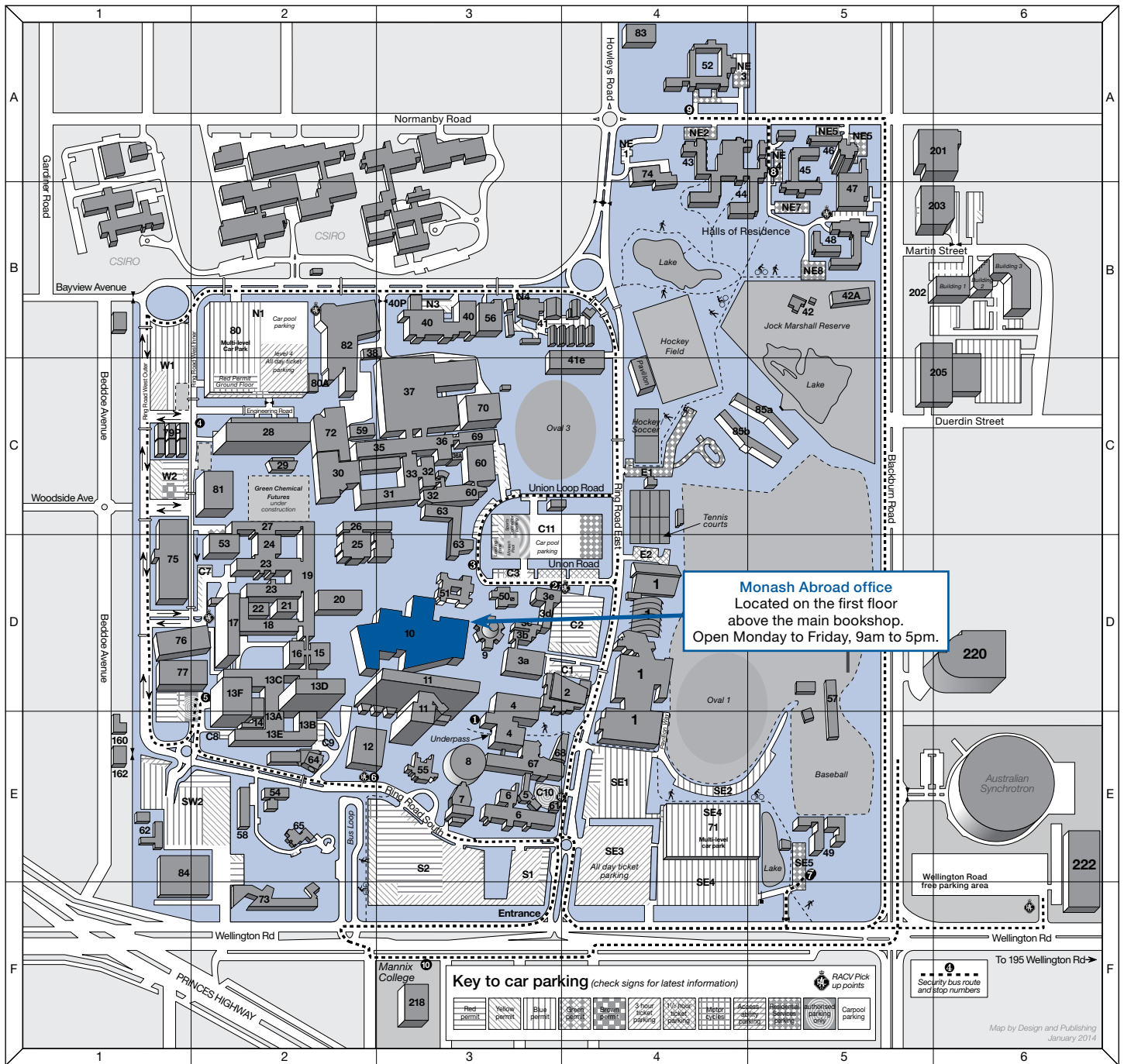
For students who are studying for one year, an academic transcript will only be issued at the end of the year unless otherwise requested.

Semester 1 – Results published in mid-July

Semester 2 – Results published in early December

Transcripts will be sent approximately two weeks after results are published.

Monash University Clayton Campus



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Contact the Monash Abroad office

Monash Abroad office

First Floor Campus Centre (above the bookshop)
Building 10, Clayton campus

To see a coordinator please phone ahead
(directly to the coordinator) for an appointment.

Office hours: Monday to Friday, 10am – 4pm

Telephone: +61 3 9905 1551

Fax: +61 3 9905 8334

monash.abroad@monash.edu

Emergency contact

In a real emergency, Monash students who are currently overseas can contact Monash Abroad 24 hours per day.

Office hours: (+61-3) 9905 1551

Emergency only after hours: (+61) 416 293 492



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