Pre-departure Information Session

International Exchange Program

June 2014
Introductions & Notices
International Exchange Program Staff

› Veronica Wong – Head, International Exchange Program

› Exchange Advisers:
  - Hilary Camarda
    - The Americas, Spain and Israel
  - Kristin Johnson
    - North America
  - Matt Hunter
    - North America and Spanish Speaking Countries
  - Kenny Lowe
    - Asia, New Zealand and Europe (excluding Spain)
  - Aaron Gibbons
    - United Kingdom and France
Topics today
- Pre-departure Planning
- Insurance
- Arrival
- Returning
- Academic Matters
- Intermission
- Country sessions
Host University Acceptances

- Many students have not yet received their host university acceptance. Most arriving through June.
- Our office will notify you by phone or email as soon as we receive your acceptance.
- Thanks for your patience!
International Office Scholarships

- **International Exchange Scholarships**: ~225 x $1,000
- **No application required**. Nominated students are automatically considered excluding those with guaranteed funds for exchange study eg: B.A. (Languages) or postgraduate research students.
- **Notifications** by email went out on Saturday 7 June.
- **Payments** will be processed within the next three weeks for students who have returned their Conditions and Vendor EFT forms.
OS Help Loans

- **Application deadline** – closed 30 April 2014
- **Notifications** by email – from early June
- **Payments**
  - July for students on exchange or non-exchange programs starting from September 2014
  - Submit one application per 6 month period
  - Students on two semester exchanges may be considered for 2\textsuperscript{nd} loan in February 2015.
- **Next application deadline** – 31 October 2014
Practical Matters – Pre-departure
**Safety and Security**

- Register with Department of Foreign Affairs and Trade (DFAT) at [www.smartraveller.gov.au](http://www.smartraveller.gov.au)
- Government can reach you in emergencies
- Check for safety, health and travel warnings
- DFAT’s 24-hour Consular Emergency Centre (CEC)
  - Emergency consular services all day
  - Alternative contact to host country Australian Embassy / Consulate.
- Useful contact for family in Australia
Travel Arrangements

- Passports
  - Needs to be valid for at least 6 months after your exchange ends

- Visas
  - Host university acceptance required before applying

- Residence conditions / work rights
  - Investigate before leaving Australia

- Immigration Issues
  - Leaving Australia
    - International students in Australia have DIBP obligations on exchange eg: contact address to the University of Sydney, valid visa, maintain grades
    - Australian permanent residents: check re-entry conditions
  - Overseas – eg: students going to the USA may undergo secondary inspection which may cause delays for connecting flights
Practical Matters - Predeparture

› **Airline Tickets**
  - Purchase AFTER you have your host university acceptance
  - Ensure evidence of onward journey post-exchange

› **Arrival procedures and arrangements**
  - Use airport websites: terminal maps, transport
  - Plan well for connecting flights / onward transport
Practical Matters - Predeparture

› **Temporary Accommodation**
  - Book prior to arrival
  - Check accessibility for late night arrivals

› **Permanent Accommodation**
  - Understand conditions and obligations before signing
    - **On-campus**
      - Do you know what you are getting?
      - Single room or shared rooms / facilities?
      - With first years or senior students?
    - **Off-campus**
      - Before you go, research progress reports / internet resources
      - Host university housing services
Student Travel Insurance

- Automatic coverage by University of Sydney Travel Policy at no charge.
- No registration required.
- Exchange study considered “university business” as it is faculty approved and will be credited


- Examples of covered items:
  - Emergency medical cover (not routine check ups)
  - Personal belongings such as lap tops (limit $5000 per item)
## Travel Insurance

- **Summary schedule of benefits**

<table>
<thead>
<tr>
<th>Coverage section</th>
<th>Sum per Insured Person</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Personal injury</td>
<td>$200,000</td>
</tr>
<tr>
<td>2 Medical expenses</td>
<td>Unlimited</td>
</tr>
<tr>
<td>3 Emergency Medical Evacuation</td>
<td>$1,000,000</td>
</tr>
<tr>
<td>4 Repatriation of Mortal Remains</td>
<td>$50,000</td>
</tr>
<tr>
<td>5 Cancellation /Curtailment /Additional Expenses</td>
<td>$100,000</td>
</tr>
<tr>
<td>6 Personal Liability</td>
<td>$10,000,000</td>
</tr>
<tr>
<td>7 Luggage, Personal effects, travel documents, money etc</td>
<td>$15,000</td>
</tr>
<tr>
<td>9 Rental vehicle collision damage and theft excess cover</td>
<td>$5,000</td>
</tr>
<tr>
<td>10 Missed Transport Connection</td>
<td>$5,000</td>
</tr>
<tr>
<td>12 Kidnap, ransom and extortion</td>
<td>$500,000</td>
</tr>
<tr>
<td>13 Political evacuation and natural disaster expenses</td>
<td>$50,000</td>
</tr>
<tr>
<td>14 Corporate Traveller’s family assistance</td>
<td>Included</td>
</tr>
</tbody>
</table>
Dates of coverage

- **What are the dates of my cover?**
  
  - You are covered for your “period of residence” on exchange starting with the date of Orientation and ending with the final day of exams.
  
  - **Cover includes:**
    
    - 7 days before your exchange commences / Orientation
    - 7 days after your exchange ends / final exams

- **Semester break coverage includes**
  
  - 7 days after the end of a semester or mid semester break
  - 7 days before the resumption of study after a semester or mid semester break

- **Example:**
  
  - Your travel begins 25th August. Orientation starts on 7th September, so your cover starts on 1st September.
  - You will need additional cover from 25th to 31st August.
Travel Insurance Restrictions and Limitations

- **Not covered**
  - Personal travel more than 7 days before, and more than 7 days after, your “period of residence”
  - Partners / family accompanying students
  - Maximum duration covered by the policy is 365 days

- **Two-semester exchange students travelling over 180 days**
  - Provide a written itinerary to Audit and Risk Management Office 10 days prior to departure

- **Pre-existing conditions**
  - Provide a Letter from any treating doctor
  - Letter must outline the condition, its management and suitability for overseas travel
Common questions

- Q: The date on the Insurance Schedule says ‘31 October 2014’ is this expiring?
  - A: No: the coverage for the entire university and is renewed annually

- Q: Can Risk and Audit fill in a form from the host university to ask for an ‘insurance waiver’?
  - A: No, unfortunately we are not able to fill in these forms.

- Any additional questions?
How do I make a claim?

- Download and complete the [University Travel Claim Form](https://auditandsydney.edu.au) from Audit and Risk Management website
- Attach supporting documents
  - Eg:
    - Receipts for treatment
    - Police reports for theft
- Submit to Audit and Risk Management
Travel Insurance

- It is your responsibility to:
  - Review the Sydney policy and ensure it covers your travel requirements
  - Check it meets requirements of your host university
  - Purchase additional insurance if necessary eg: when purchasing airline tickets
Practical Matters - Predesparture

› Health Insurance

- Travel insurance usually includes some health coverage

- Might need to purchase host-university’s health insurance plan eg: in USA, Canada, France, Japan

- Check if you need additional cover when away from host campus area/city/country

- Australian government reciprocal agreements may be available but restrictions apply and additional insurance may be required

› Third Party Public Liability Insurance

- Exchange students are covered provided actions were not wilful or recklessly negligent
Contacts

- Vlad Nesic (see Audit and Risk Management - Contacts)
Administrative Responsibilities

- Change of Address – update via MyUni or Sydney Student Portal
- You won’t get importance notices if this isn’t updated
- Organise matters back at home eg: give notice to landlord, cancel gas bills.
- Request a status letter from your Exchange Adviser if applying for Centrelink Benefits
Practical Matters - Predeparture

› Packing
  - Consider a Personal Care Package eg: photos, vegemite, Tim Tams, etc.
  - Australian items to share with new friends eg: 50c coins, toy Koalas, etc.

› Important Documents Folder
  - Airline ticket, passport, bank account details, etc.
  - Leave copies with family. Email copies to self as back-up.

› Customs / Quarantine Matters
  - Register expensive items with Australian Customs before departure
  - Be mindful of customs/quarantine requirements in host country
Medical Matters

- **Check-ups** (including dental & optical)
  - Best done in Australia as you are familiar with the medical systems

- **Vaccinations**

- **Prescription Medications**
  - Doctor’s letter indicating medications are necessary
  - Check with consulate of host country to ensure medication is not illegal
  - Keep medication in original packaging
Money and Taxation

- Different culture of financial services
- For arrival: have cash + / money cards / traveller’s cheques (for use on arrival)
- Credit cards
  - What services are available on these? (Maestro, Cirrus)
- Plan financial transfers to overseas
  - Via your local bank?
  - Money transfer services – eg: Western Union
- Conversion and exchange rates
  - Check on a currency converter / plan for fluctuations
- Financial Planning – Budget
- Taxation – Australian return completed? GST / VAT, liability and refunds when returning
Practical Matters - Predeparture

› Miscellaneous
- International Student Identity Card
- Laws & Customs
  - Are you aware of differences?
- International Driving Permit

› Get to Know your Destination
- Personal orientation & navigation - maps & transport
- Climate & weather / Currency & cost of living
- Local language/s & dialects
- Social customs & values
- History, geography & politics/current affairs
- Resources – internet (on-line news, radio/podcasts), travel guides, movies, books, past exchange students (Exchange Experience Evaluations)
Practical Matters – Arrival

Coming Soon -
CULTURE SHOCK
Practical Matters - Arrival

› Arrival
  - Arrive in time
  - Communication
    - Stay in touch, Skype, journal/blog, email
    - Monitor your Sydney email address
    - Alternatively forward your Sydney uni email address to a preferred address
  - Safety and security
    - Note local security numbers on arrival
    - Watch your belongings / be savvy in new areas upon arrival
  - Being an Ambassador
    - Quick facts about Australia & to promote Sydney University
    - Rights & Responsibilities – be respectful
Cross Cultural Adjustment

- Given much thought to the challenges ahead?
- Can be a roller coaster experience – highs, lows, highs, lows, highs, lows
Australia

*Your established networks = many*
Host Country

Your established networks = none
Your Established Networks

› Australia
  - You may take for granted many of your networks, local knowledge and connections.
  - They provide security and familiarity.

› Host Country
  - You start off with few to no established networks, local knowledge or connections.
  - You may be surprised how much you took your usual lifestyle for granted.
  - This adjustment can lead to some degree of culture shock or discomfort.
How people cope depends on

- Experience
- ‘Culture Gap’
- ‘Expectation Gap’
- Preparation
- Personality
- Attitude
- Support and Information
Strategies for dealing with culture shock?

- Be organised (timetable, enrolment/orientation, act early on problems)
- Exercise / Eat well / Relaxation (include this in timetable)
- Stay in touch / home / get involved with host uni activities
- Find out about host uni support services if needed / contact us
- Keep a reflective journal or blog
Contingency Plan / Safety & Security
Contingency plan / safety and security

- Make sure you can be contacted
- Learn how your insurance works
- Keep a copy of your key emergency numbers

THINK
SAFETY FIRST
Contingency plan / safety and security

- **Veronica Wong, Head, Study Abroad and Exchange**
  - Phone: + 61 481 012 916
  - This number is available 24 hours a day and is to be called for all other emergencies

- **Chubb emergency assistance**
  - University’s insurance provider - suitable for medical emergencies
  - Phone: +61 2 9929 2216 (24 hour reverse charge number)
  - Email: security@customercare.com.au

- **University Security Services**
  - Phone: +61 2 9351 3333 or 1800 063 487 (24 hours a day)
  - Extreme emergency (severe hurt or injury, detainment or political instability)

- **Counselling and Psychological Services (CAPS)**
  - Phone: +61 2 8627 8437/8433 (Mon to Fri, 9am - 5pm)
Extending your Exchange
What you need to do....
- Contact your Sydney Exchange Adviser
  - Your adviser checks if there are spaces
  - Confirms the possibility with the host university
- Before approval, you will need:
  - Faculty endorsement
  - Academic Approvals
- If approved, you will receive official notification from your Adviser

Extensions are not automatic nor guaranteed
- Not possible for faculty-specific SCA, CEMS, Erasmus Mundus Projects (Business), or any Law student
- Not available where places are limited (eg: USA, UCL, KCL, Japan)
Practical Matters – Returning
Practical Matters - Returning

› Australian Customs & Quarantine

› Touch Base with Your Sydney Adviser
  - To start the process of credit transfer
  - Share your experiences

› Reverse Culture Shock
  - It’s normal and varies from person to person
  - Stay involved in international activities
    - Join the Buddy Club
    - Be a peer adviser for future Pre-departure
    - Annual International Exchange Fair, Open Day/Info Day
Academic Matters
Enrolment & Credit Principles

- You are enrolled in 2 places – at Sydney and at your host university
- Full-time enrolment requirements both at Sydney (normally 24 credits) and overseas
- Enrolment is via your home faculty and in Exchange Units of Study
  - Enrolment is not via the Study Abroad and Exchange unit
- Enrolment is your responsibility – set up a proxy for enrolment
- You can’t enrol via MyUni but can check enrolment via MyUni
- Invoices / confirmations are sent to your Sydney mailing address
  - Have a current address to receive these
- Faculty exchanges
  - Law faculty program, SCA, Erasmus Mundus Projects (Business) and for CEMS
  - Liaise with organisers of these exchanges about obligations for approval and enrolment
- **Before departure from Sydney I will:**
  - Obtain academic approvals and keep a copy
  - Record my faculty contacts
  - Go to my faculty in person to enrol (not via MyUni)
  - Set up a proxy (enrolment / fees)
- **Have you started academic approvals yet??**
- **You must enrol before you leave Australia**
- **If you are changing courses, you must complete a new Commonwealth Assistance Form - CAF (see Student Centre)**
Reminder: Students on faculty-specific exchanges for SCA, Law, CEMS should liaise directly with your home faculty regarding academic approval obligations.
Using the Checklist

- On arrival I will:
  - Enrol at my host university
  - Get updated academic approvals, if required
  - Keep copies of emails sent to my faculty documenting approval changes
  - Keep copies of syllabi/course outlines/assignments
  - Contact my home faculty to request updated enrolment if needed
  - Check MyUni to confirm enrolment changes
Deadline for changing Sydney Enrolment

- Final date for Sydney enrolment changes
  - **July Semester 2014**……**31 August 2014** (earlier than the start of most exchanges)
    - *Ensure you are enrolled before you depart Australia*
  - **March semester 2015**…..**31 March 2015** (later than the start of most exchanges)
    - *Ensure you complete your pre-enrolment in October*

- Don’t forget for your *host university* deadline for enrolment changes.
  - These may be later or earlier than the Sydney deadlines.
Tuition Fees

- A tuition fee statement will be sent to you once you are enrolled at Sydney.
- Pay your fees (HECS/HELP or full-fees) and student activity fee or your enrolment may be cancelled which has repercussions on:
  - Centrelink benefits for recipients
  - Status and validity of international student visas
- Before return:
  - Check arrangements for requesting transcripts from host university
  - Note that official transcripts from UK partners may not be provided until July/August 2015 due to their academic calendar. This may impact graduation and PG applications. Please consult the UK Exchange Adviser for more details.
References and Forms
References and exchange forms

- References in the Pre-departure Guide include:
  - Links to Sydney support services (accessible in addition to host uni services)
  - Government organisations (Medicare / Centrelink / Customs)
  - Travel references

- Links to forms under “Forms & downloads” on our website
  - Pre-departure Guide and Presentation
  - Academic Approval for Nominated Exchange Student
  - Enrolment/Outbound Exchange Proxy Forms
  - Exchange Experience Evaluations 1 and 2
  - Post-Exchange Credit Transfer Form
Sharing email addresses

- Students on faculty-specific exchanges
- Have you requested to share your email address? Please send us an email.
- Contact lists plus a copy of today’s presentation to be emailed to all outbound exchange students next week