



THE UNIVERSITY
OF QUEENSLAND
AUSTRALIA

PRE-DEPARTURE GUIDE FOR EXCHANGE STUDENTS



CONTENTS

Travelling to the Host University	3
Student visa	3
Valid passport	3
Travel and Health Insurance	3
Travel Form	4
Mandatory Host University Health insurance	4
Current academic transcript	4
Pre-arrival	4
What to take	4
Enrolment and Fees at UQ	4
International Students	5
Additional fees	5
Semester address	5
Permission to release form	5
Contacts	6
Travel and Safety Advice	6
Keeping safe while overseas	6
Living in the Host Country	7
Orientation session	7
Finding accommodation	7
Culture Shock	7
Studying at the Host Institution	8
Accessing UQ's online resources	8
Enrolling at the Host University	8
Full-time Load per semester	8
What if I can't get into the courses I've had approved?	8
Do my grades at the host university affect my GPA?	9
Can I stay an extra semester?	9
Representing The University of Queensland	9
Reflecting on your overseas experience	10
Returning home	10
Credit transfer	10
Reverse culture shock	11
Graduation	11
Returning to UQ	11
Pre-departure Guide Feedback	11
Appendix 1: Useful websites	12
The University of Queensland	12
Queensland websites	12
Australian government organisations	12
Travel websites	12
Appendix 2: Pre-departure checklist	13
University-related	13
Documents	13
Travel	13
Health	13
Finances	13
Other important Steps	14

Please read through this guide carefully as it will help you plan for your trip and your return home.

TRAVELLING TO THE HOST UNIVERSITY

STUDENT VISA

Applying for and obtaining a student visa for the country in which you will be studying is solely your responsibility and not the responsibility of The University of Queensland.

You should have already contacted the embassy or consulate of the country you will be studying in to find out the residency requirements and costs. If you are an international student, you may have to apply for the visa in your home country. Once you have received your acceptance letter from the host university, you will be able to apply for a student visa. You should do this immediately on receipt of the acceptance letter as visa turn-around times vary depending on the country you are applying to and the time of year you are applying. To help you contact the consulates, you will find addresses and telephone numbers on the country pages of the UQ Abroad website. If you book your flights through travel agencies such as STA or Flight Centre, they will help you apply for the visa (and courier all the necessary documents to the embassy) for a small fee.

If you think you may want to work while you are studying overseas, please check with the embassy/consulate on whether it is possible to work on a student visa and, if so, how you would go about getting work rights to do so.

VALID PASSPORT

Make sure you have a valid passport and that it will remain valid for over 6 months after you return to Australia. In case you lose your passport overseas, scan a copy of your passport and save it in your email account. Make a note of the address and telephone number of the Australian mission nearest to your host university in case of emergencies.

TRAVEL AND HEALTH INSURANCE

It is essential that you have sufficient travel and health insurance for the entire period you are away from Australia.

Students going on exchange are covered by The University of Queensland's Corporate Travel Insurance for up to **two semesters (maximum 12 months) plus five (5) days immediately before the first semester (including any orientation and compulsory language classes) and five (5) days immediately after the designated exam period for each semester**. Please note: **the period in between semesters is NOT covered by UQ's insurance policy**. The items covered by this insurance include medical expenses overseas, medical evacuation, luggage, personal effects, credit cards and specific items (eg, laptop computer). A summary of the policy schedule can be found at the back of this booklet. A more detailed document of the coverage and the excess can be found on the following website: <http://www.fbs.uq.edu.au/index.html?page=78472>. Please note that this page is password protected and that you will be required to login with your UQ user name and password.

In the event of a medical or other emergency overseas, you should telephone **ACE Assistance on +61 2 8907 5995** (reverse charge call from anywhere in the world) and advise that you are covered under **The University of Queensland Student Travel Insurance Policy number 01PP529201**.

If you need to make an insurance claim, download and complete the Travel Insurance claim form that can be accessed through UQ Abroad's website (<http://www.uq.edu.au/uqabroad/travel-and-health-insurance-35372>). Make sure that you attach all documents related to your claim (receipts for electronic equipment, police reports (in the event of a theft), doctor's/hospital's bills in the event of a medical claim) and forward the paperwork to the Insurance Office, Finance and Business Services, Level 3, JD Story, The University of Queensland, St Lucia, QLD 4072, Australia. The claim, if approved, (minus the excess) will be paid directly into your bank account.

It is the student's responsibility to arrange travel insurance in excess of the automatic benefit provided by UQ.

UQ's insurer, ACE, has provided a link in order to do this which can be found on the private overseas travel insurance page <http://inasuitcase.aceinsurance.com.au/UNIQLD/homepage.aspx>. Please note If you take out cover with another insurer you will have to check their terms and conditions as some insurers will only provide cover if they are insuring the whole trip. UQ cannot provide advice on personal insurance and queries must be directed to the insurance broker noted above.

Please note: Students returning to their home country are not covered for overseas medical expenses and overseas medical evacuation expenses.

TRAVEL FORM

As an exchange student travelling to a UQ partner institution, you are required to complete and submit a UQ Travel Form. There are two reasons for this requirement:

1. To enable the UQ Insurance staff to quickly confirm insurance coverage in the event of an insurance claim; and
2. To enable the University to quickly establish contact with those affected in the event of an emergency.

The instructions to complete the Travel Form can be found at the back of this Pre-departure guide. The Travel Form can be completed as soon as you have received your acceptance from your host university and know the dates of your semester. **Please note: no funding (scholarships or OS-HELP loans) will be distributed until UQ Abroad has received proof of completion of the Travel Form.**

MANDATORY HOST UNIVERSITY HEALTH INSURANCE

Many exchange partners require students to purchase a mandatory health insurance package to meet student visa requirements. This means that, although you will be covered by the UQ insurance for the first semester of your exchange, you may have to purchase the health insurance provided by your host university as well.

Partners from the following countries have indicated that exchange students will not be required to purchase insurance additional to the UQ insurance: Chile, Czech Republic, Denmark, Finland, Hong Kong, Republic of Korea, Malaysia, The Netherlands, NZ, Sweden, The UK, Spain, Switzerland, Thailand. However, you may be required to present proof of what is covered in the UQ policy (a Certificate of Currency) in order to be exempt from purchasing your host university's insurance policy. If you require a Certificate of Currency, please complete and submit a Request for Certificate of Currency form which can be found here <http://www.uq.edu.au/uqabroad/index.html?page=36567>.

CURRENT ACADEMIC TRANSCRIPT

Please ensure that you take an updated official transcript with you. The Exchange office at your host university will have no record of the most recent grades you were awarded. You can order an academic transcript on-line through MyAdvisor (<http://www.uq.edu.au/myadvisor/transcript-application>)

PRE-ARRIVAL

Make sure you know whether the university has arranged for you to be met at the airport/railway station. If not, make sure you know the exact location of the university and how to get there.

Contact returned UQ students who attended the host university and find out from them what to expect during your first few days. Ask your UQ Abroad advisor for email addresses of recently returned students.

WHAT TO TAKE

Returned students often comment that they took far too many clothes. Remember you have a weight limit (usually 20 kg) so try to stay under that. You may be carrying your bags from place to place and do not want to be weighed down by excess baggage.

Having said that, however, it is also important that you take a few mementos from home; family photos, a book about Australia/Brisbane, small Australian gifts, information about UQ. Looking at photos of the family and home may make you a bit homesick but they will also help you illustrate your life in Australia to the new friends you will make from other countries.

Check out the weather of your host city. In most cases, you will be travelling to cities in the northern hemisphere and you will therefore experience much colder temperatures than Brisbane. Take enough clothes (especially a jacket) to make sure you will be warm when you first arrive. Other clothes can be bought once you settle into your new surroundings.

ENROLMENT AND FEES AT UQ

While on exchange, you must remain enrolled as a student at UQ. You will be enrolled automatically in four 2-unit exchange codes (EXCH) appropriate to your Fee status (see Tuition fees and Student Contributions below) by the due date to enrol. If you are in the final semester of your degree program, and have only 6 units left to complete, you will be enrolled in three 2-unit exchange codes.

Although you will be enrolled automatically in the exchange codes, **it is your responsibility to ensure that you are enrolled** and, if your circumstances change and you need to return home early, it is your responsibility to ensure that you have dropped those courses (especially if you return to Australia before Census date, i.e. March 31 or August 31).

Tuition fees or student contributions to UQ: As an exchange student, you remain liable for tuition fees or student contributions (HECS) at UQ depending on your citizenship status (see below). Unless you are in your last semester and have only 6 units to complete, you will be charged 8 units (a standard full-time load) for each semester on exchange, regardless of the number of units granted towards your University of Queensland degree for the courses undertaken at the Host University while on exchange.

Australian citizens and Australian permanent residents with a Humanitarian visa will continue as Commonwealth Supported students and will have their student contribution (HECS) charged at the Band 1 (Arts) rate. National Priority students will continue to be charged their student contribution at the National Priority rate.

Australian postgraduate domestic students on exchange will be required to pay full tuition fees up-front, at the Band 1 domestic student tuition fee rate for 8 units.

International students on exchange will be charged 8 units at the Band 9 international student tuition fee rate.

Australian permanent residents without a Humanitarian visa and New Zealand citizens on exchange will be required to pay full tuition fees up-front, at the Band 2 domestic student tuition fee rate for 8 units. The Federal Government has advised that permanent residents without a Humanitarian visa and New Zealand citizens undertaking exchange studies overseas cannot be Commonwealth Supported, as studying outside Australia does not meet the Government's residency requirements. For more information, please contact Student Fees (<http://www.uq.edu.au/uqanswers/>).

If you are paying your fees up front or if you are an international student, please make sure that you have taken care of your tuition fees before leaving to go on exchange. Unpaid fees will incur a late charge and may prevent your enrolment on return to UQ.

INTERNATIONAL STUDENTS

If you are an international student, please submit a Request for a DIAC (Department of Immigration and Citizenship) Letter (http://www.uq.edu.au/uqabroad/docs/Request_for_DIAC_Letter.pdf) to UQ Abroad at least 4 weeks before you leave Australia so that UQ Abroad can send a letter to the Department of Immigration and Citizenship to confirm that you will be on exchange.

Overseas Student Health Cover: As you will be leaving Australia for more than 30 days to participate in the exchange program, you will be eligible for OSHC overseas credit. You must apply for this credit within 28 days of returning to Australia on the completion of your exchange. As proof of your overseas studies, please take a copy of the identification page of your passport and a copy of the Australian Immigration departure and arrival stamps in your passport to the OSHC desk in the Student Centre. You can then apply for a full refund of the unused portion of your OSHC policy on the completion of your degree program at UQ.

Please remember that, as an international student, you are obliged to complete your UQ degree within the duration of your Australian student visa. Going on exchange does not exempt you from this obligation.

ADDITIONAL FEES

As an exchange student, you do not pay tuition fees to the host university. However, some partner institutions require exchange students to pay a small fee to cover student services and public transport concessions. Partner institutions requiring students to pay a fee include (but are not limited to) the following: any university in Sweden, most universities in Germany, University of Saskatchewan (Canada), University of Calgary (Canada), University of Illinois, all California State University campuses (USA), Arizona State University (USA), or Texas A&M University (TAMU) (USA) will be charged a Student Services fee at the host university. Students going to the University of Calgary will be charged an additional CAN\$50.00 per semester to cover a public transport discount scheme.

SEMESTER ADDRESS

You must change your semester address on mySI-net for the semester(s) you are on exchange. As soon as you know your address at the host institution, please change your details on mySI-net.

PERMISSION TO RELEASE INFORMATION

The University of Queensland complies with Australian and Queensland privacy laws and guidelines. The University of Queensland treats information collected by it as confidential. Information supplied by you will only be used for the administrative or educational purposes of the University or in accordance with a specific consent given by you.

The University of Queensland will not make available to a third party any personal information supplied by you unless you have consented to the disclosure. If you wish a third party (or parties) to discuss your application details with UQ Abroad, please complete the Permission to Release Information form found at the back of this booklet and on the Forms section of the UQ Abroad website (<http://www.uq.edu.au/uqabroad/index.html?page=36567>), and submit it to UQ Abroad.

CONTACTS AT UQ

Below is a list of faculty contacts. If you have any questions or concerns about faculty-related issues (including course approvals, enrolment, credit transfer, graduation dates, enrolment in honours), please contact your faculty representative listed below. If this person cannot take care of the issue for you, your message will be forwarded to the most appropriate person.

Office	Name	Email
Faculty of Arts		arts.exchange@uq.edu.au
Faculty of Business, Economics and Law		exchange@bel.uq.edu.au
Faculty of Science		science.enquiries@uq.edu.au
Faculty of Engineering, Architecture & Information Technology	Ms. Julie Dendle Manager, Academic Administration	admin@eait.uq.edu.au
School of Human Movement Studies	Mr. Chris Goninon School Manager	c.goninon@uq.edu.au
School of Nursing and Midwifery	Danny Sidwell International Student Exchange Coordinator Greg Perry	d.sidwell@uq.edu.au g.perry1@uq.edu.au
Faculty of Social and Behavioural Sciences		sbs@uq.edu.au +617 3365 7487
UQ Abroad Office	Jan McCreary Manager, UQ Abroad	jan.mccreary@uq.edu.au +61 7 3365 2852
UQ Abroad Office	Caroline Thompson Team Leader/ Student exchange advisor for Europe	c.thompson6@uq.edu.au +61 7 3365 2836
UQ Abroad Office	Stephanie Cowley Student exchange advisor for the USA, Latin America and Scandinavia	s.cowley@uq.edu.au +61 7 3365 9075
UQ Abroad Office	Weiya Huang Student Exchange advisor for Canada and Asia	w.huang5@uq.edu.au +61 7 3365 3552
UQ Abroad Office	Irene Hui Student Exchange advisor for the UK, Ireland, South Africa and New Zealand	k.hui@uq.edu.au +61 7 3365 8832
UQ Abroad Office	Michelle Miles Administration Officer, UQ Abroad scholarships and OS-HELP loans	m.miles1@uq.edu.au +61 7 3365 2929

TRAVEL AND SAFETY ADVICE

While overseas it is essential that you keep up to date with the status of travel to any destinations you plan to visit. It is also important that your family, your government representative, your host university and The University of Queensland know how to contact you. Please ensure that you complete the following checklist:

- Register with your nearest government representative.
Australian citizens can register on line at this website: <http://www.orao.dfat.gov.au>
- Up-date your address on My-SINET
- Register your address with the Exchange Office at the host university
- Check the travel advice on the DFAT website before travelling (<http://www.dfat.gov.au/zw-cgi/view/Advice/>). If the wording on the advice recommends that Australians “defer all non-essential travel” to your destination, do not go. If you decide to ignore the advice and travel in that country, please be aware that your travel insurance may not be valid.

KEEPING SAFE WHILE OVERSEAS

Violent and petty crime occurs in many countries. You should put measures in place to protect your personal security and familiarise yourself with the types of crime that occur and locations where you may be particularly at risk. In doubt, seek local advice.

Keep valuables out of sight, avoid displays of wealth and be vigilant to your personal security in public places.

Take particular care when travelling after dark, especially if you are alone. You should avoid places known for criminal activity and avoid deserted areas.

For more safety tips, check out www.smarttraveller.gov.au

LIVING IN THE HOST COUNTRY

ORIENTATION SESSION

Many of the host universities offer an Orientation program (especially for those students studying at the beginning of the host university's academic year). Orientations provide information you will need about living and studying at the host institution. These programs also include social events which give you the opportunity to get to know both local students and other exchange students. You should consider the Orientation (if one is offered) mandatory and make your travel arrangements accordingly.

FINDING ACCOMMODATION

If your host institution does not provide on-campus housing or if you have elected not to take advantage of the on-campus housing provided, you will have to find your own accommodation on arrival. Allow plenty of time (1-2 weeks before Orientation or the beginning of classes) to find suitable accommodation. Familiarise yourself with rental procedures and tenancy rights (the host university should be able to provide this information to you). Finally, if possible, take a local buddy along when you view accommodation or interview housemates.

CULTURE SHOCK

When going overseas, you will experience differences in all aspects of culture (food, manners, beliefs, customs, laws, language). Although coming into contact with new cultures can be very exciting, it can also be overwhelming and can affect you physically and emotionally. Some of the symptoms of culture shock may include the following:

- Feeling isolated, alone, unable to make friends
- Unable to sleep or sleeping too much
- Feeling irritable and angry, especially with the local culture and people
- Aches and pains – sore neck and shoulders, stomach ache
- Unable to concentrate on your studies

If you are experiencing any of these symptoms, please remember that these reactions are normal. You are probably not ill (although it is a good idea to see a doctor, just in case). More likely, you are suffering from culture shock and homesickness. This is a temporary situation for people adjusting to life in a new environment.

How can you make a successful transition to living in a new culture?

1. Understand that there are and there will continue to be uncertainties and confusion. Imagine how a local resident might react to living in your country.
2. Observe how people in your new environment act in situations that are confusing to you. Try to understand what they believe and why they behave as they do. Avoid judging things as either right or wrong; regard them as being merely different.
3. Remember the ways you have been able to reduce stress in difficult situations in the past and apply those methods in your present circumstances. For example, you might take a long walk, go to a movie theatre, or write an email to a close friend or relative. Try to see the humor in confusing situations that you encounter; laughter is often the best "medicine."
4. Accept the difficult challenge of learning to study and live in a new cultural setting. Believe that you can learn the skills to make a satisfactory transition. Gradually try to apply some of the skills you are learning.
5. Recognize the advantages of having lived in two different cultures. Your life will be enriched by meeting people whose cultural backgrounds are not the same as yours. Share your time with many different people. Avoid having friends only from your country but maintain strong personal ties to your culture while you are away from home. Think about how you can help local residents learn how people from your country believe and act.
6. Acknowledge your progress in adjusting to the new culture. Think of all that you have learned since the day you arrived. Recognize that, like other people who have lived in an unfamiliar country, you can and will make a successful adjustment to the other culture.

Reference: <http://www.jyu.fi/mclinic/cis/coping.html> (University of Nebraska International Student Services)

On-line counselling service

If you are still feeling isolated and unwell after trying some of the techniques listed above, you should talk to a counsellor. If you do not feel comfortable discussing your problems with the counselling service at your host university, register for UQ's on-line counselling service and someone will be in touch with you within 48 hours:

<http://www.uq.edu.au/student-services/UQ+online+counselling>

STUDYING AT THE HOST INSTITUTION

The method of teaching and assessment will undoubtedly be different at your host university from that of UQ. If you experience difficulties adjusting to the differences in your classes, do not wait too long to get help. Use the counselling services provided so that you can perform well academically and gain credit for your studies overseas.

Accessing UQ's online resources

While overseas you will have access to the resources available at your Host's library as well as access to all of UQ library's online resources. You will still be able to use your existing UQ login to access UQ's databases, catalogue and document delivery. As well as the library resources you will also still have access to your UQ download quota (2 GB per month).

When visiting your Host Institution's library please be aware that there may be differences in the way the library operates and the resources it provides as compared to UQ. However many libraries will have special orientations and information for exchange students and some libraries in non-English speaking countries will provide information in English.

While libraries in the UK, USA and northern Europe will be very similar to what you are used to, libraries in other countries can operate differently. Some libraries have closed "stacks" – that is you are not able to browse the shelves but have to order books from the catalogue instead. Some libraries close for lunch or do not open on weekends or evenings. Other libraries charge for services such as Internet access and database searching.

ENROLLING AT THE HOST UNIVERSITY

FULL-TIME LOAD PER SEMESTER

While studying at the host university, you must be enrolled in and pass the standard full-time load for that institution in order to receive a full-time semester of credit (8 units) towards your UQ degree. While you are on exchange, you are billed for your HECS on the basis of 8 units. If you take less than the equivalent of 8 units, your HECS payment cannot be reduced unless you are in the last semester of your degree and you have only 6 units left to complete.

What is a full-time load? The required full-time load at each partner institution for UQ exchange students is posted on the UQ Abroad website. At most Canadian and American universities, the full-time load for a semester is 15 credits or 5 courses. In the UK, the typical full time load is 60 credits, usually 3 – 6 courses per semester. At European universities, a full-time load is 30 ECTS which could mean as many as 8 courses per semester. If you are not sure of how many courses you should be taking while on exchange, refer to the UQ Abroad website or contact the UQ Abroad Office.

WHAT SHOULD I DO IF I CAN'T GET INTO MY PRE-APPROVED COURSES?

It is quite common for students to have difficulties getting into the courses they have had approved for their exchange. In some universities, courses fill up and extra lecture hours are not added; in others, programs change and the courses you selected may no longer be offered.

If you have to get new courses approved, make sure you take the following steps:

- Gather information about the new course, including a description of the topics covered, contact hours, methods of assessment, texts used and the credit value of the course

- Email the new course information to the contact at your faculty, copying in your UQ Abroad advisor
- If the course is approved, keep all communication you have had with the faculty to ensure ease of credit transfer on return to UQ.

DO MY GRADES AT THE HOST UNIVERSITY AFFECT MY GPA?

The grades you receive at your host university will not affect your GPA at UQ. The credit you receive from your exchange studies towards your UQ degree is transferred as a block rather than individual courses. At the end of your exchange studies, you will receive an official transcript from your host university indicating the grades you received for your own records.

Students planning to do honours: If you are taking compulsory courses overseas and wish to do honours on your return from exchange, please check with your academic adviser whether the grades you receive on exchange will count towards your acceptance into honours.

CAN I STAY AN EXTRA SEMESTER?

Exchanges can only be for a maximum of two semesters at any one exchange partner. If you originally planned to stay for one semester, but want to stay for an additional semester, it may be possible to extend your exchange. However, if places are limited at your host university, you will not be permitted to extend.

To extend your exchange for an extra semester (don't leave it until the last minute!) follow the steps below:

1. Contact the UQ Abroad Office to find out whether it is possible to extend your stay.
2. If you are able to extend your stay, contact your faculty with information about the courses you plan to take the following semester. You will need to get approval from your faculty before the extension can be officially approved.
3. Once additional courses have been approved, UQ Abroad will contact your host university to find out whether you are able to extend your stay.

If you are considering extending your stay, you may also need to:

- Purchase health insurance for your second semester as you will not be covered by UQ's insurance
- Extend your student visa
- Assess your finances to determine you have sufficient funds for an additional semester
- Apply for an OS-HELP loan, if you are eligible

Please note: Students who have received an OS-HELP loan must have a minimum of 8 units left to complete on their return to UQ. Please keep this in mind when considering extending your exchange.

REPRESENTING UQ

Please remember that you are going on exchange as a representative of The University of Queensland. An important part of the success of an exchange program is the reciprocal exchange of students, so your job is to encourage more students from the host institution to come to UQ on exchange. You can do this by participating in promotional events for the host institution's exchange program (eg. Study Abroad fairs, pre-departure seminars, Australia nights, etc).

If you are asked to do a presentation about UQ, you can be e-mailed a copy of a promotional power point presentation. For a copy of this presentation, please e-mail jan.mccreary@uq.edu.au. Brisbane marketing has an excellent website for international students thinking of coming to Brisbane to study: <http://www.studybrisbane.com.au/study/default.aspx>

Occasionally, visiting UQ dignitaries may host a dinner or cocktail party for UQ alumni in the city you are living in on exchange. If you wish to be invited to these events, please register your details on <http://www.alumni.uq.edu.au/update-your-details>

REFLECTING ON YOUR OVERSEAS EXPERIENCE

An overseas experience, such as going on exchange, will have an enormous effect on you, perhaps without even being aware of it. To benefit the most from this experience, it is important for you to be able to articulate what you gained personally and professionally from the period you spent overseas.

Here are some suggestions to help you with your reflection:

- Keep a travel diary or journal
- Write a blog or join the Queensland network on Facebook so that you can share your experience with your friends and family
- Comment on the differences and similarities you find about the people, the systems, the university you attend
- What has the experience done for
 - Your awareness/understanding of other cultures?
 - Understanding more about yourself?
 - Your appreciation/understanding of your own culture, your country, your family?
- What have you found most beneficial about the experience?
- What was least beneficial?
- What did the experience as a whole mean to you?
- What would you tell a future employer about what you gained from this experience?

RETURNING HOME

As an exchange student, you are entitled to receive a transcript from the host university which will record the courses you have taken and the grades you have received. Before completing your exchange studies, please check with your host university what you are required to do in order to receive a transcript (you may have to complete a form or visit each of your professors to obtain your grade). You should also check whether the transcript will be sent directly to the UQ Abroad office (in which case it will be forwarded to your faculty for credit transfer) or directly to you.

Before returning home, make sure that you have paid all outstanding accounts (including accommodation and library fines). Unpaid university fines or accommodation fees will result in the delay of your transcript being forwarded to UQ.

CREDIT TRANSFER

If you have had your courses approved by your School and Faculty at UQ and you have passed all your courses at the host university, transferring credit should not be a problem. After final exams, most host universities will send a copy of your official transcript to UQ Abroad. Your transcript and a record of the courses you had approved as part of your original application will be sent to your faculty. Your faculty will then transfer your credit and forward the transcript to you.

To facilitate credit transfer (particularly for any courses that were not pre-approved), it is very important that you:

- Keep copies of any correspondence between you and your school or faculty regarding approval of additional courses.
- Keep copies of the course details, reading list and assessment (as well as any assignments and exams) for the courses you have taken.

Please note: Pass conceded:

UQ does not credit a 'pass conceded'. A pass conceded at UQ used be the grade of 3; however, if you receive a result from your host university listed as a pass conceded (check with your host university regarding their grading system), it will not be credited as it would be equivalent to a grade of 3 (which is now a failing grade at UQ). For references regarding this rule, please see:

- General Award Rule 1.5.1 (d) where it states that in order to get credit for a course a student must gain a grade of 4 or the higher grade set in the program rules.
- The Handbook of University Policy and Procedures (HUPP) 3.20.13, section 2.3.5, also states that "On January 2004, the University ceased granting transfer credit for grades of 3 (or equivalent)."

REVERSE CULTURE SHOCK

Many students experience “re-entry culture shock” in returning home after a period overseas. According to The University of Maryland’s International Programs Handbook (<http://www.international.umd.edu/studyabroad/626>) reverse culture shock is characterised by the expectation of total familiarity (that nothing at home has changed while you have been away) and the ease, therefore, of adjusting to life at home.

Feelings you may experience as part of re-entry culture shock include frustration, feelings of alienation and mutual misunderstandings between you, your friends and your family. These feelings are brought about by the inconsistency between your expectations of home and the reality, plus the lack of interest from your family and friends in your period overseas (everyone wants to tell you about the “Neighbours” episodes you’ve missed out on in the last 6 months but no-one wants to listen to your “when I was overseas” stories!).

Please be aware that these feelings are not unusual and that, eventually, you will re-adjust to life at home. For more information about reverse culture shock, please check out the website at <http://www.uq.edu.au/international-guide/what-is-reverse-culture-shock>.

If you are having difficulty adjusting to life back at UQ, make sure you get in touch with Student Services (<http://www.uq.edu.au/student-services/>) to make an appointment to discuss your concerns with a student counsellor.

Other suggestions to help you re-adjust to life back in Brisbane:

- Be prepared to have some re-adjusting to do when returning home
- Look for other ways to share your experience overseas
- Attend UQ Abroad’s Welcome Home Get-together held at the beginning of each semester
- Get involved in QUEST, the Student Exchange Society (<http://www.questociety.net/quest/>) and participate in activities to help international students acclimatise to Brisbane.

GRADUATION

All credit transfer from your exchange must be completed before you can graduate. Therefore, your faculty must have the official transcript from your host university at least one week prior to the graduation ceremony. Please be aware that it can take at least two months to receive host university transcripts and plan your graduation accordingly.

RETURNING TO UQ

Once you have returned home, you will be sent an evaluation to complete about your exchange experience. Completed evaluations provide valuable information for prospective exchange students so please complete the evaluation and return it to UQ Abroad.

You will also be asked to speak at information sessions, the annual UQ Abroad Exchange Fair and at pre-departure seminars. Once again, we highly value your first-hand experience and appreciate your participation in these events.

PRE-DEPARTURE GUIDE FEEDBACK

We need your feedback to improve this guide for future UQ Abroad exchange students. Please let us know what else should be included by e-mailing UQ Abroad at uqabroad@uq.edu.au or jan.mccreary@uq.edu.au

APPENDIX 1

USEFUL WEBSITES

The University of Queensland

UQ: www.uq.edu.au
 UQ Abroad: www.uq.edu.au/uqabroad

Queensland websites:

Brisbane: www.ourbrisbane.com
 Study Brisbane: <http://www.studybrisbane.com.au/study/default.aspx>
 (for international students coming to UQ)
 Courier Mail: www.couriermail.news.com.au
 QLD government: www.qld.gov.au/
 Broncos: www.broncos.com.au/
 Lions: <http://lions.com.au/>
 Voting overseas: http://www.aec.gov.au/FAQs/Voting_Overseas.htm#osyear

Australian government organisations

Department of Foreign Affairs and Trade (DFAT): www.dfat.gov.au
 Medicare: <http://www.medicareaustralia.gov.au>
 Centrelink: www.centrelink.gov.au
 Australian Taxation Office: www.ato.gov.au
 Australian Customs Service: www.customs.gov.au
 Department of Immigration and Citizenship (DIAC): www.immi.gov.au
 Smartraveller: www.smartraveller.gov.au

Travel websites

The Weather Channel: www.weather.com
 Currency converter by OANDA: www.oanda.com
 Lonely Planet: www.lonelyplanet.com.au
 News in Australia: www.news.com.au
 Travel Tips: <http://www.travellingwell.com.au/traveltips.html>

Maps of the World:

Cheap Hotels/flights: www.maps.google.com.au
 Accommodation: www.expedia.com
www.craigslist.org

iPhone Apps

Trip it (Travel Organiser) <http://itunes.apple.com/au/app/tripit-travel-organizer/id311035142?mt=8>
 TripAdvisor (helps find Hotels, Flights, Restaurants) <http://itunes.apple.com/au/app/tripadvisor-hotels-flights/id284876795?mt=8>
 Lonely Planet Guide <http://itunes.apple.com/au/app/lonely-planet-travel-guides/id317165182?mt=8>
 iHandy Translator Pro <http://itunes.apple.com/au/app/ihandy-translator-free/id386272641?mt=8>
 TripDeck (Travel Itinerary Manager) <http://itunes.apple.com/au/app/id338048730?mt=8>
 Urbanspoon (Restaurant guide) <http://itunes.apple.com/au/app/urbanspoon/id284708449?mt=8>
 Qantas Frequent Flyer <http://itunes.apple.com/au/app/qantas-frequent-flyer/id394287133?mt=8>
 Kayak (Flights and Hotel search) <http://itunes.apple.com/us/app/kayak-flight-hotel-search/id305204535?mt=8>
 PackTM (an app to help you pack!) <http://itunes.apple.com/us/app/packtm/id311471471?mt=8#>
 FlightBoard (Live flight arrival and departure status) <http://itunes.apple.com/us/app/flightboard-live-flight-departure/id390553006?mt=8>

(UQ Abroad would like to thank Mathew Merryweather, Next Byte – University of Queensland – for his suggestions)

APPENDIX 2

PRE-DEPARTURE CHECKLIST

UNIVERSITY-RELATED

Enrolment: Make sure that you are enrolled in the exchange codes at UQ before you leave to go on exchange.

DOCUMENTS

Valid passport: Make sure you have a current passport which is valid for at least 6 months longer than the time you plan to spend overseas.

Student visa: Make sure that you have arranged for a student visa or other residency permit before leaving Australia. Apply early.

International Student Identity Card: A useful card to access concessions on everything from public transport, accommodation, art galleries and museums. Contact STA Travel.

Important documents

Two sets of copies of the following documents (take one set with you in your suitcase and save a scanned copy in your email account)

- Airline ticket/e-ticket
- Passport
- Visa
- Credit cards
- Accommodation address
- Your letter of acceptance from the host university
- Your UQ approved study plan
- A copy of your current UQ transcript
- Certified copies of I.D.-related documents such as your birth certificate, proof of citizenship
- Any required prescriptions and a doctor's letter for each
- Bank details
- Extra passport photos

TRAVEL

- Airline ticket: Book your ticket well in advance but DO NOT pay for it until you have received your acceptance letter from your host university.
- Travel insurance: Make sure your belongings are insured to cover loss, theft or natural disaster and that you have looked into purchasing additional travel and health insurance if you are going to be out of Australia for longer than your semester of study.
- Airport transfer to host university: If you are not being met or picked up at the airport, find out how you will travel to your host university.
- Accommodation: Make sure that you have booked somewhere to stay (eg a hotel/youth hostel) for your first 2-3 days in your new city.

HEALTH

- Health insurance: Find out the health insurance requirements for the host university before you leave Australia. Make sure you are adequately covered for ALL eventualities. It can happen to you!
- Medical check-up: Have a check-up before you leave.
- Dental check-up: Have a dental check up before leaving and make sure that you have no major dental work that should be done during the time you are overseas.
- Immunisations: Check with UQ's Health Service regarding any immunisations you may need for your travels.

FINANCES

- Centrelink: Have you applied for Centrelink payments to continue while you are overseas? Have you authorised someone (parent, guardian, relative etc.) to act on your behalf?
- Credit card: Call your bank to let them know you'll be using your credit card overseas. Also, get a PIN for your credit card
- Money on arrival: Make sure you have sufficient local currency to pay for your transport from the airport to your accommodation on arrival. Wear a money belt to keep your valuables safe.

OTHER IMPORTANT STEPS

- Power conversion: Get an adapter so you can use your Australian appliances overseas and, if you have several appliances, take a power board with you
- Mobile phone: call your mobile phone provider and have them activate global roaming on your phone.
- You can easily buy a mobile or new SIM card once you arrive, but it may take a few days to become active. Once you have your new number, please update it to mySI-net
- Post: Have Australia Post redirect your mail from your old address
- Delegating authority: It will be easy for you to contact UQ Abroad by phone or email during your exchange. However, if you'd prefer someone else to be able to contact UQ Abroad on your behalf, please send that person's name to UQ Abroad

Have a great time on exchange!