



University of Ballarat

In Collaboration with

**International Institute of Business and
Information Technology (IIBIT)**

PRE DEPARTURE KIT

for

University of Ballarat Students at IIBIT

2007

University of Ballarat at IIBIT - Provider Code: 01266K

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1. Introduction

1.1. The University of Ballarat

The University of Ballarat (UB) is a medium sized, modern University. The institution was established in 1870 as the Ballarat School of Mines, making it the third oldest tertiary institution in Australia. Early in its history it developed an enviable reputation for applied arts and sciences, and close links to industry. This tradition continues. It was declared a University in 1994.

UB is particularly noted for its strengths in business, information technology, environmental sciences and management, food technology, behavioural and social sciences, humanities, human movement and sports science, education, nursing and health studies, rural and regional studies and the visual and performing arts. The University is renowned as an institution that prepares its graduates for successful employment. Courses and curricula are continually monitored and adapted to meet society and industry demands.

UB offers courses and study pathways from English language, certificate, diploma and advanced diploma through to undergraduate and postgraduate degrees and research.

1.2. University of Ballarat at IIBIT (Sydney Campus)

The International Institute of Business and Information Technology (IIBIT) is a premier educational institution. The institute is located in the heart of the city and is easily accessible from different parts of the city.

IIBIT provides both vocational education and training (VET) courses and tertiary education courses leading to University degrees.

The University of Ballarat and IIBIT are working in collaboration with the goal of providing you with a high quality educational experience; relevant, internationally recognised educational qualifications and personalised learning support here in Sydney.

The University of Ballarat at IIBIT provides an excellent learning environment and all staffs are well qualified and offer high quality teaching and a supportive learning environment.

2. Living in Sydney

2.1. The City of Sydney

Sydney is largest city in Australia. It is a city of beauty and elegance with a population of approximately five million. Sydney is not only famous for its Opera House and Harbour Bridge but also its entertainment, festivals, shopping and sightseeing.

For more information about the City of Sydney visit:

<http://sydney.citysearch.com.au>

And/or

<http://www.cityofsydney.nsw.gov.au/>

2.2. Climate

Sydney's weather ranges from hot and humid in summer to fairly cold in winter. The average daily temperatures are as follows:

Month	Highest Maximums	Highest Minimums	Lowest Maximums	Lowest Minimums
January	45.3	26.2	17.2	10.6
February	42.1	26.6	15.6	9.6
March	39.8	25.4	16.2	9.3
April	33.9	24.3	13.8	7.0
May	30.	20.8	11.3	4.4
June	26.9	18.4	9.7	2.1
July	25.9	18.1	7.7	2.2
August	31.3	19.7	9.1	2.7
September	34.6	21.9	9.5	4.9
October	37.4	25.6	12.1	5.7
November	41.8	24.8	12.6	7.7
December	42.2	26.3	15.2	9.1

For up to date weather forecasts for Australia: <http://australiasevereweather.com/>

3. PREPARING TO TRAVEL TO AUSTRALIA

3.1. When to Arrive in Sydney

All new international students are strongly advised to arrive **at least one full week before the semester commences**. This gives time to recover from your long flight, find and settle into your accommodation and become acquainted with the city before starting your studies.

There is much to do before classes begin so although we advise arrival at least one full week before the Enrolment and Orientation Week, those who arrive early establish themselves properly and are fully rested by the time classes begin. Arriving late only causes stress and disorganisation and in some cases is the most important cause of a student not doing well in their studies.

It is important to note that no student is permitted to work in Australia without a valid **Student Visa with Permission to Work**. Once you have enrolled as a student, the staff at IIBIT will inform DIAC that you have enrolled as a student. This process takes between one and two weeks. Once your enrolment is notified to DIAC you will then be able to apply for a Work Permit via the DIAC website. Any student who experiences problems with obtaining a Work Permit via the DIAC website must telephone DIAC on 131881 to resolve any issues.

3.2. What to Pack

Clothing:

As Sydney's weather ranges from cold to hot, you are advised to bring clothing to suit both warm and cold conditions. Students generally dress casually at the Institute. Most students wear casual slacks, jeans, T-shirts and jumpers.

Electrical Appliances:

Australian electricity is 240 volts 50 cycles. If you intend to bring an electrical item with you check to see if it is suitable for Australian electricity supply. Plug adaptors can be purchased in Australia.

Mailing and Shipping

You may use the IIBIT address as a temporary address for mail and parcels until you have a permanent residential address in Sydney. The postal address is:

<p><i>(Your Name)</i> <i>International Institute of Business and Information Technologies</i></p> <p><i>c/o Ms Brenda WU</i> <i>1, 209 Castlereagh Street</i> <i>Sydney, NSW 2000</i> <i>Australia</i></p>
--

Once you arrive in Sydney, please let us know your local telephone contact number so that we can call you when your parcels have arrived.

3.3. Customs and Quarantine

Australia is an island continent and the Australian environment is fortunate not to have many of the insect pests and infections, which are found in other parts of the world. All visitors to Australia have a serious obligation not to bring any pests and diseases with them, which would damage our environment and agriculture.

You need to carefully check what you can and cannot bring with you.

The quarantine regulations are strict and you must declare all foodstuffs, animal or plant products you bring into Australia. It is an offence not to declare these items.

Other prohibited items include guns, other weapons and drugs

Websites: Quarantine: www.aqis.gov.au
 Customs: www.customs.gov.au

4. Accommodation and Airport Pick up

4.1. Accommodation Request

Those international students who have received an offer from IIBIT can request assistance in finding temporary accommodation when they arrive. If you do require IIBIT to assist you in finding temporary accommodation please complete the form included in your Application Package and return it to IIBIT at least **2 weeks** before you arrive in Sydney.

Our Fax No: +61 2 9269 0097.

*A fee of \$50.00 (including GST) will be charged for this service.

4.2. Flight and Arrival Details

If you require help in getting from the Airport to your accommodation please complete and return the form included in your Application Package and fax it to IIBIT at least **1 week** prior to your arrival.

Our Fax No: +61 2 9269 0097.

*A fee of \$100.00 (including GST) will be charged for this service.

If for some reason the Accommodation form and Airport Pick Up form have not been included in your Application Package, please telephone +61 02 9269 0077 and ask the receptionist to send you a copy.

5. Pre-Departure Checklist

I Have:

- A current student visa to Australia
- A confirmed airline booking
- Received a Confirmation of Enrolment (CoE) from University of Ballarat at IIBIT as well as a copy of the University's Refund Policy
- Read the Pre Departure Kit
- Spoken to my bank about the best way to organise banking and money transfers to Australia
- Organised my banking and money transfer arrangements
- Obtained a certified English translation of my drivers licence
- Obtained an international drivers licence (optional)
- Arrange an accommodation (if needed)
- Sent my flight and arrival details to University of Ballarat at IIBIT (if needed)
- Packed suitable clothing
- Packed in my hand luggage:
 - ❖ Valid passport with Student Visa *
 - ❖ Two passport size photo of yourself *
 - ❖ -Letter of Offer from University of Ballarat at IIBIT and a copy of the University Refund Policy *
 - ❖ -Confirmation of Enrolment (CoE) issued by University of Ballarat at IIBIT *
 - ❖ -Receipts of payments (course, accommodation and health cover fees) *
 - ❖ -Original or certified copies of your academic record *
 - ❖ -Personal identification documents eg. Passport, Driver's licence, I.D. card*
 - ❖ -Any medical prescriptions, relevant medical reports
 - ❖ -Spare spectacles or contact lenses and a current optical prescription
 - ❖ -Telephone number of University of Ballarat at IIBIT (Student services +61 02 9269 0077)
 - ❖ -Some cash in Australian dollars – at least \$500
 - ❖ -The Pre Departure Kit 2007
 - ❖ -A warm pullover or jacket

*Please bring those documents with you when you come to IIBIT for enrolments and orientation.

6. SETTLING IN

6.1. Culture Shock

Most students who go overseas to live and study in a new country will experience some emotional disturbance in response to their new circumstances. This reaction is often referred to as "culture shock". Everything that you see and experience - the countryside, the weather, people, food and buildings - will be new and may seem alien in the beginning. It will take you a little while to adapt to your new surroundings. To experience a degree of homesickness and loneliness is normal.

Most new students will be living away from their families and friends for the first time. By being involved in the Orientation/Enrolment Week activities you will soon make new friends and begin to feel more settled. If you are experiencing prolonged culture shock, or feel unhappy it is important to talk with the Student Services Manager.

While culture shock is uncomfortable, you will eventually come to value the experience of a new culture. You will learn new things about others and yourself, which will cause you to reflect on the nature of your own values and perceptions and the culture of your home country. This experience will deepen and broaden you as a person.

6.2. SOCIAL CUSTOMS IN AUSTRALIA

Use of Names

Most Australians have three names. The first two names are referred to as 'given' or 'Christian' names, and most people are known by the first of these. The last name is called the 'family name', or 'surname'.

Your naming system may differ from this, however for the sake of clarity it is important that on official documents you always use the same names in the same order. It is a good idea to underline your family name. e.g. Wong Fei Wan.

Here are some guidelines for using names:

- ❖ Australians commonly refer to each other by first names. Generally you may use a person's first name if they are of the same age as you or younger. However, if they are older than you are, or you meet them in their official role, you should use their surname. e.g. "Good afternoon, Mr Smith". Mr Smith may say to you, "Please call me John" and you may do so from then onwards.
- ❖ Many Australian women, whether single or married, prefer to be called Ms (pronounced Mizz) which can be used in place of both Miss or Mrs. When addressing a letter to a woman whose preferred title you don't know, it is best to use Ms.
- ❖ If you are wondering what to call someone simply ask: "What would you like me to call you?" When you first meet someone it is also appropriate to tell him or her the name that you prefer to be called.
- ❖ Australians often use shortened versions of names e.g. Ronald may be shortened to Ron or Ronnie, Elizabeth to Liz, Lizzy, Beth, or Betty.
- ❖ Nicknames are also common and may derive from a physical characteristic, or a word play on the person's name, such as "Chalky" White. Being given a nickname is often a sign of group acceptance or friendship.

Conversation

You are studying in an English-speaking country so take the opportunity to improve your English. Don't be embarrassed or worried if you are not fluent, you will soon improve. Generally people won't mind if you ask them to speak more slowly. Socialising with Australian people is the best way to practice your English.

When you are talking to Australians there are some questions it is best not to ask unless you know someone very well. It is considered impolite to ask someone how much money they earn or the cost of their house, car, etc. It's fine to ask these things indirectly, e.g. "How much is a first year out Commerce graduate likely to earn?" or "What would the average price of a 3-bedroom house in Sydney be?"

Going out for a Meal

If you are invited for a meal with an Australian family, ask what time you are supposed to arrive. Words like dinner, supper, tea and lunch seem to mean different things to different people, so it's best to clarify the time to arrive. It is also important to be punctual.

If an Australian is invited to a meal, he or she may take something along for the hosts (e.g. some fruit or chocolates or a bottle of juice or wine). However you should not feel expected to do this. Everyone knows that most students are poor.

If you are unable to eat certain foods, tell your hosts beforehand. While it is important to respect other people's beliefs, you do not have to surrender your own values. Your hosts will want to serve food which you enjoy.

In Western culture knives, forks and spoons are used to eat with. If the meal is formal there may be several courses and there will be a number of knives, forks and spoons laid out. If you are unsure about which piece of cutlery to use, ask the person next to you, or watch what everyone else does and copy them. None of this is very important these days, so just make sure you enjoy yourself! At barbecues or picnics Australians often don't bother with cutlery but just use their fingers and paper serviettes.

If you are eating in someone's home, it is considered polite to offer to help with the dishes afterwards. They may well thank you and decline your offer (especially if they have a dishwasher), but it is polite to offer anyway.

Most students are short of money, so an invitation to join friends for a meal in a restaurant may mean that they would like you to join them but you will be expected to pay for your own meal. If in doubt, ask. Similarly, if you are invited to a barbecue you may be asked to bring your own meat and drinks. This may be expressed on an invitation as BYO (bring your own) meat and drinks. Again, if in doubt, say "What would you like me to bring?"

At a typical Australian student barbecue people will bring chops, sausages or hamburger patties. If you don't like/can't eat these foods it's quite OK to bring fish wrapped in foil or vegetable patties or kebabs, all of which cook successfully on a barbecue.

You may also be invited to a function and asked to "bring a plate". This is an Australian expression which means you are being asked to bring a contribution of food for the meal. Many newcomers to Australia have been caught out by bringing an empty plate, assuming that it was needed to eat from. If you are good at making a favourite dish from your own country, ask your host/hostess if it would be appropriate for you to bring this. Usually such a dish will be greatly appreciated.

Saying “Thank You”

In Australia it is common practice to thank people for the smallest deeds. When you buy something and receive some change, thank the shop assistant. Thank the bus driver when you disembark from a bus. Thank someone who holds the door open for you or who answers a query. Australians say thank you more often than is the case in many other countries.

You may find that most people serving you in shops, banks, at University of Ballarat at IIBIT and other Institutions are very friendly and polite, please do not take this friendliness as anything more than the requirements of that person’s job. It is not an invitation for you to take any liberties or to make a statement that may be seen as offensive.

Body Language and Personal Space

People of every culture have particular ways of using their hands, eyes, arms and even standing, that have meaning within that culture. A gesture may mean one thing within one culture but something entirely different within another.

For example, when an Australian is talking to someone, he/she will usually look that person in the eye. We think this shows that we are sincere and are giving the other person our full attention. In some other cultures this would be considered impolite. Handing someone something with the left hand is an insult in some countries. In Australia, we use either hand to pass things.

When talking, Australians don't stand very close to each other. Nor do they touch each other as much as people from some other cultures do.

If you are staying with an Australian family, do not enter the bedrooms of family members unless invited to do so. These are regarded as personal spaces.

Bribery

Bribery is NOT tolerated in Australia and you should never attempt to gain preferential treatment by bribery. There are laws against bribery and they are enforced both against the person offering AND the person receiving the bribe.

Relationships

Young people in Australia are sometimes portrayed as being sexually promiscuous. Do not assume that this is the case. It is quite normal in Western cultures for relationships to develop slowly and for any intimate body contact to take place only when it is desired by both of the people involved. Any person has the right to say "No" at any stage.

Sometimes people misunderstand each other in social relationships. Someone that you go out with may think that you are willing to have sex because you let them kiss you or are willing to have them visit you alone in your room. In Australia, if you do not want to have sexual intercourse with someone, you always have the right to say no. Although this can sometimes be difficult and people can sometimes persist when they should not, your rights remain constant. To protect people from rape or sexual activity without consent, there are severe legal penalties for those who commit such crimes.

6.3. COMMUNICATING WITH FAMILY AND FRIENDS

Post Office Services

Most suburbs in Sydney have a local Post Office. It is important to note that the majority of Post Offices only open Monday to Friday (the same applies to banks). The working hours for Post Offices are normally 9:30am to 5:00pm, but check this first as your local Post Office may have different hours.

E-mail Access

Most students also have their own private E-mail address which they use on a daily basis. To assist University of Ballarat at IIBIT in communicating with you please provide this address at the time of your enrolment. You can access e-mail on computers in the computer labs.

The University is currently endeavouring to issue every single new student with a University of Ballarat email address. Once this happens, all correspondence from the University will be sent to you via your University email address.

Telephone Calls

Local calls

A local call from a pay phone will cost you 50 cents and these are not timed. You can talk for as long as you like. A 'local' call means a call within the town you are in, and the immediate surrounding area.

Long distance (STD) calls within Australia

02 is the STD prefix for the Sydney area. If the number you are calling has another STD prefix, it is a **long distance call** and is metered at a certain rate per minute. Pay phones take coins of any size from 10 cents to \$2 and some phones accept Telstra phone cards, which can be purchased from newsagents. Phone cards are available with values ranging from \$5 to \$50.

When ringing long distance within Australia from a home phone, off-peak rates apply between 7.00pm and 7.00am Monday to Friday and all over the weekend. Telstra and Optus offer special STD rates during the evenings and weekends. For example between 7.00pm and midnight Monday to Friday the maximum charge is \$3 for unlimited time until midnight. This facility is not available from public or mobile phones. Ring Telstra and Optus to find out the best deal to suit your needs.

Long distance calls inside and outside Australia

Students in rented accommodation may be asked to pay a deposit of \$500 to have ISD access. ISD/STD calls can also be made by using mobile phones. However, the initial costs may be high as service providers' charge a monthly rental plus "on air" charges per 30 seconds. Shop around for the best deal available and whatever you choose use it wisely, as phone bills mount up very quickly. E-mail is by far the cheapest method of communication. Faxes can be cheaper and more effective. So, do consider your options before making a lengthy ISD/STD call.

We also recommend that students shop around for a "phone card" which can be purchased at a local newsagent. There are many companies offering "phone cards" and many of these offer very cheap phone calls to your home country.

7. Studying at University of Ballarat at IIBIT

7.1. Enrolment

During the Enrolment and Orientation Week you will be formally enrolled as a student. The Enrolment and Orientation Week always occurs in the week prior to the start of teaching. The first day of enrolment (always Monday) is for new students ONLY, and it is important for you to endeavour to arrive on the first day. New students who arrive on the first day of enrolment are ensured of personalised individual attention. Students who enrol on day 2 to 5 of Enrolment Week will be doing so with the senior students who are returning for the second and subsequent semesters, this means that the new students cannot receive the same amount of personalised attention.

Please remember that all students are required to enrol again every semester.

During Enrolment you will meet your Course Coordinator, lecturers and administration staff from University of Ballarat at IIBIT as well as several members of the teaching and administrative staff from the University of Ballarat. They will help you choose the subjects you will enrol in and will assist you complete your enrolment forms.

Once you have completed your Enrolments forms, your paperwork is sent to the University for processing and thereafter you will be issued a UB Student Identification Number (this process usually takes about one or two weeks).

Please remember to always quote your UB Student Identification Number in all correspondence with the University; it makes identification easier and reduces the risk of confusion between you and a student with a similar name.

7.2. Orientation Program

The Orientation programme will take place after you have enrolled. The orientation program schedule will be provided to you during your enrolment. The programme is designed to assist new students to become familiar with University of Ballarat at IIBIT and the University Of Ballarat and is an essential part of your introduction to University of Ballarat at IIBIT.

During the Orientation Programme you will meet other staff and students. Please be sure to take full advantage of this programme and there will be plenty of opportunities for you to ask questions and to meet other Students and the Staff at University of Ballarat at IIBIT.

7.3. Student Welfare Service

The Student Welfare Service offers a range of services that help to support you during your time here in order to ensure successful completion of your studies. Services we are providing now including: accommodation and airport pickup, accommodation arrangement, student counseling, career advising.

7.4. Academic Regulations and Student Rights

These are outlined in the Academic Handbook for University of Ballarat students at IIBIT. You will receive a copy of this publication when you enrol. **The rules of the University and your rights as a student are important, so keep the Handbook as a ready reference.**

Certain aspects of University life are governed by formal procedures, for example extensions of time for assessments, any special consideration in assessment, and academic appeals, which all have special procedures. These need to be followed correctly.

If you need advice regarding an important academic matter, speak to your Lecturer, Course Co-ordinator or the Student Services Manager rather than believe what you hear from other students, who may not understand your exact situation.

7.5. Academic Culture at University of Ballarat at IIBIT

Even though your English language skills may be sufficient to get you into a university in Australia, sometimes-international students - for whom English is a second language - have difficulties coping with the academic tasks. The reasons for this are that the types of assessment tasks and the academic culture of University of Ballarat at IIBIT are usually different from those experienced in your home country.

Your principal source of learning support will always be your teachers and it is important they are consulted before you seek support from other sources. However, assistance is available if you think you may need learning support, or would like to develop a greater understanding of western academic culture to ensure success in your tertiary studies.

[Academic culture encompasses: the purpose(s) of education; the roles of students and teachers; the curricula; approaches to learning; teaching and assessment; the language used in the context of learning; relationships and behaviour of and between those involved in education; and the facilities and resources used. These aspects vary according to their cultural contexts (La Trobe University, 1999)].

7.5.1. PURCHASE OF BOOKS

The Library at University of Ballarat at IIBIT only stocks a limited number of the prescribed books for each Unit that you will be taking. Under normal circumstances each student studies for four units per semester. If your Unit has a prescribed book or even several prescribed books, it is in your interests to buy these books as soon as possible. It will definitely help you get ahead quicker.

7.5.2. HOW DO I TALK TO MY TEACHER?

Different cultures have varying approaches towards education and it is possible that you may find some common Australian practices quite surprising or different, e.g the custom of addressing teachers by their first names. As Australian students are generally encouraged to participate in class and to question their teachers, you may experience some quite lively debates in tutorials.

If the Australian way of education seems difficult to you at first, try not to worry. It is natural to take some time to settle in to your studies. If you are having difficulties, don't keep it to yourself. Make an appointment to meet with your lecturer/tutor/teacher if you are having problems with your studies, particularly if you are not sure what is required of you. You can contact them by email as well.

7.5.3. TEACHING AND LEARNING

The style of teaching and studying at University of Ballarat at IIBIT may be quite different from that in your home country and it may take you a little while to adapt. In Australian Universities, the lecturer/teacher only gives direction and at least 90% of the effort required to pass a course must come from the student's personal efforts. So do not expect to be spoon fed. It is important to note at this stage that students should expect to spend at least 40 hours a week doing their own study and research in order to stand a chance of passing their course. It is our experience that students who do well at their studies often spend much more time than this.

Time Management

Managing time is often the biggest problem for tertiary students in their first year. You need to learn how to plan your time so that you can meet all of your commitments, both academic and social.

Academic staffs are usually impressed with the amount of time overseas students spend studying. The important thing, however, is the content of what you learn, rather than the number of hours you spend learning it. Spending extra time memorising lecture notes is not nearly as important as ensuring that you understand them.

Some students find it difficult to manage their time, especially the multiple and variable demands made by the conflicting unit requirements of their chosen degree course. Having to manage these multiple conflicting demands on your study time with little or no guidance from teachers is one of the most difficult achievements for first year students, who have usually had clear directions from secondary school teachers on when and how to do what.

Reading & Note taking

Making use of what you read and hear involves good note-taking skills. Effective note-taking is something you must learn quickly if you haven't had to do it before. Taking lecture notes is similar to taking notes from resource material. The important skill is to be able to distinguish the major points from the examples. Some teachers will emphasise the points they want you to grasp. There may also be material handed out to help you, especially in first year courses.

Written Assignments

It is important for you to quickly master the basic format for writing essays and the style of presentation, including footnoting and referencing. If you are not used to this type of essay writing or the special terminology used in examination and essay questions (eg, compare/contrast, discuss, critically analyse), refer to Clanchy & Ballard's excellent book, *Essay Writing for Students*, 1997.

Plagiarism

Plagiarism is when material from textbooks, journals, or the essays of previous students, is presented in an assignment or essay without proper acknowledgment being made of the original author, so that it looks as though the ideas or words are yours. It is regarded as a form of cheating. It is a serious academic offence and will incur a penalty such as failure of the unit in which it occurred.

As most knowledge is based on the work of past researchers, much of the information you present in an assignment or essay will have come from research done by others. You will be shown the approved method of referencing, which enables you to show who the original author was.

Oral presentation

You may be required to give a talk on a subject you are studying. The teacher will usually tell you what is required. It is a good idea to prepare your talk in draft form and check with the teacher that what you have prepared is appropriate some time beforehand, that way you'll have time to make changes if you need to.

Some subjects will require you to be part of a group oral presentation. In this case, it's critical that you start preparing early and that each person knows exactly what he/she is presenting. Allow time for several planning sessions and a final run through together.

If the ideas of giving a class talk sounds terrifying, console yourself that everyone else probably feels the same way you do.

Exam preparation and performance

Preparation for exams must start on the first day of classes and should not be left to the last moment. Some things you can do to help prepare for exams is obtain copies of old exam papers from the library and ask your lecturer for guidance on tackling certain aspects of exam papers which you may be unfamiliar with e.g. multiple choice questions.

8. Some useful websites:

<http://www.whereis.com.au/> (street maps of Australia)

<http://www.nowhereroute.com> (planning routes and maps)

<http://australia.internationalstudent.com/> (essay writing, resume writing etc.)

<http://www.immi.gov.au/> (Department of Immigration and Citizenship)

www.seek.com.au (Australia's No. 1 job website)

<http://www.iibit.nsw.edu.au/> (International Institute of Business and Information Technology)

<http://www.ballarat.edu.au/> (University of Ballarat)

<http://www.ballarat.edu.au/business> (School of Business, University of Ballarat)

<http://www.ballarat.edu.au/itms> (School of Information Technology & Mathematical Sciences, University of Ballarat)

<http://www.medibank.com.au/> (Overseas students health cover)

www.travelmate.com.au (Places to see in Australia)

<http://www.needitnow.com.au/> (last minute discount accommodations)

<http://realstate.com.au> (for renting apartments)

<http://www.cityrail.nsw.gov.au> (train information)

<http://www.sydneybuses.nsw.gov.au> (buses and ferries)

<http://www.citysearch.com.au> (city search)

9. University of Ballarat at IIBIT (Main Building Address)

Address: 1, 209 Castlereagh Street, Sydney, NSW, 2000 Australia

Telephone: 02 9269 0077

Fax: 02 9279 0097

Student Services Email: smanandhar@iibit.edu.au

For general enquiries: info@iibit.edu.au