



Charles Darwin University (CDU) Buddy Program, Semester 1 2022 Senior Buddy Manual





Thank you for being a Senior Buddy!

This guide has information about the CDU Buddy Program and what it means to be a buddy for a new international student who is starting their studies at CDU.

Starting to study in a foreign country can be an intimidating experience, especially when English may not be your first language. That is why becoming a Senior Buddy for a new international student at CDU is so important.

As a volunteer, you need to be there for your buddy. Answer their questions, help them make friends and just spend time with them. You'll be amazed by the difference your friendship will make.

Every student is unique and has their own needs and expectations. As a buddy, it is important to be open, flexible and responsive to these needs.



Frequently Asked Questions

What is the purpose of the program?

You know what it is like to study; it can be daunting to new students. We have developed this program to help new students just like you were to prepare for their studies and make new friends. It is also an opportunity for you to expand your networks and enhance your skills.

What are the benefits to you?

1. You will build leadership and mentoring skills by attending the Senior Buddy training workshop and practicing these skills with your Junior Buddy.
2. You will expand your social and professional networks.
3. You will learn new soft skills such as communication, support and time management. These are all very important for working in Australian workplaces.
4. You will have opportunities to practise your English.
5. You will get to practice cross-cultural awareness.
6. You will receive a certificate of participation in the CDU Online Buddy program.
7. You will receive a \$100 gift voucher to use in the CDU Bookshop online at the completion of the survey.

Do you get any training?

Absolutely! This is on the 19th of January and the link will be sent to you once you have returned your consent form at the back of this book. It is actually compulsory to attend this training as we will go through some really important information. This session is also where we will provide you with leadership training.

What are the timelines for this program?

The below table is a guide of the proposed dates and activities. Some of these are still being finalised. You are required to attend the Senior Buddy training and the Virtual Coffee Catch ups, everything else is optional. All of the detail as they become available will be online [HERE](#), except the training programs and virtual coffee catch-ups.



Scan to see events

Date	Activity
19 January 2022	Senior Buddy training
20 January 2022	Junior Buddy training
25 January 2022	Informal campus tour
27 January 2022	How to get work in Darwin
31 January – 3 February 2022	You and your Buddy organise a coffee catch up
3 February 2022	Get involved at CDU
7 – 11 February 2022	Virtual Games – Date to be confirmed
14 – 18 February 2022	You and your Buddy organise a coffee catch up
15 February 2022	Informal Campus tour
22 February 2022	Start well at CDU
28 – 4 March 2022	Orientation week

Frequently Asked Questions Continued...

When will you meet your buddy?

After your training, we will do an e-introduction.

What activities can you do with your buddy?

There will be two CDU arranged events and there are also two virtual coffee catch-ups where you can create your own events with your buddy.

How much time will you need to be a buddy?

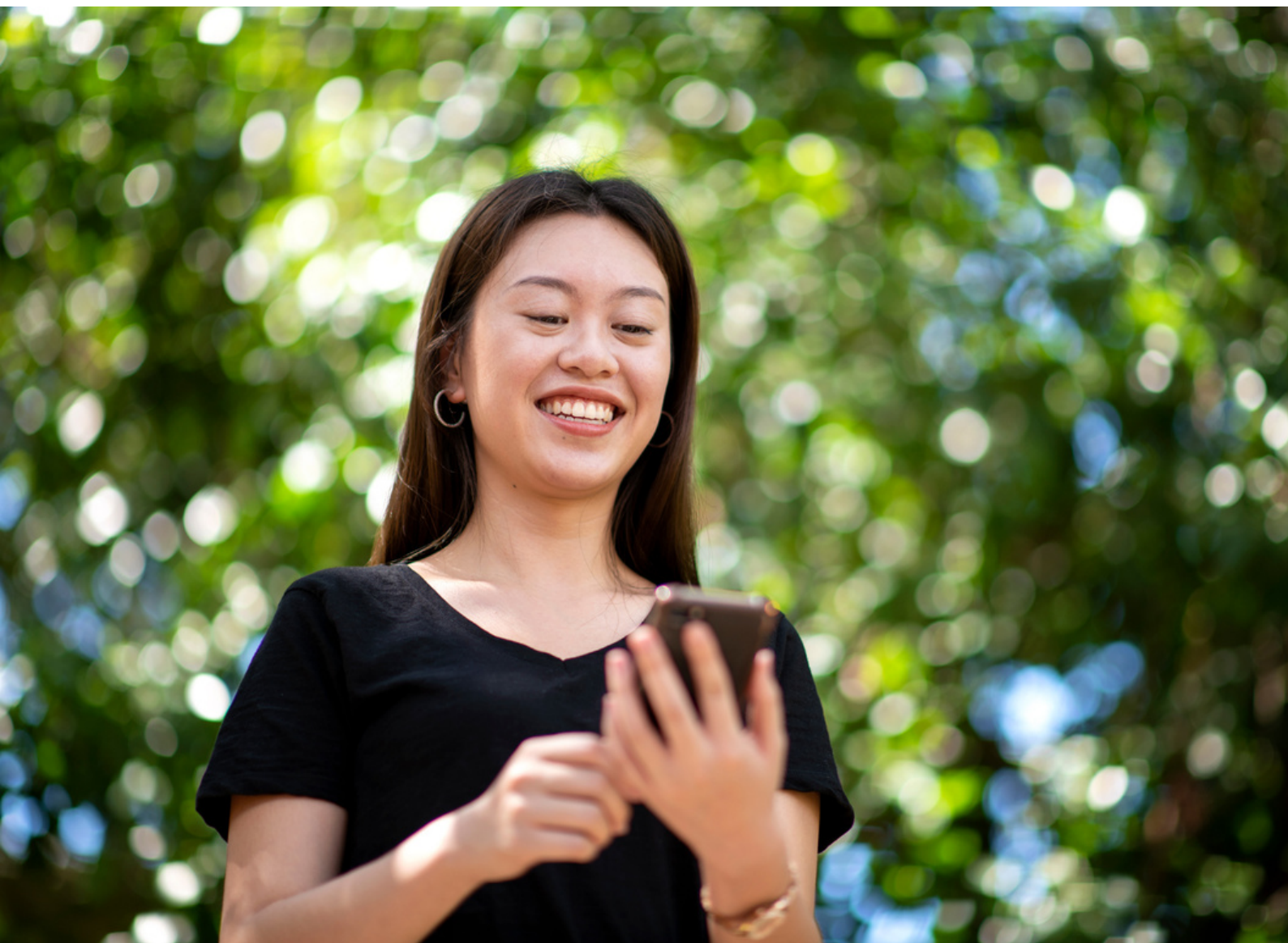
The training session will be approximately two hours. Each of the buddy events will be 30–60mins each week for four weeks. This amount of time is required for each Junior Buddy.

How many Junior Buddies could you have?

One to three Junior Buddies could be allocated.

What happens if you have concerns about a Junior Buddy?

We will give you all of this information in the online training session, which is why it is compulsory to attend.



Top tips for online Cross-Cultural communication

1. Maintain etiquette: Many cultures have specific etiquette around the way they communicate. Before you meet, research your buddy's culture. For example, many cultures expect a degree of formality at the beginning of communication between individuals. Every culture has its own specific way of indicating this formality.
2. Speak clearly: If you do not have a common language in which you will communicate, you both may need to communicate in English. This is great practice!
3. Keep it simple: Just keep it simple. Short, plain English words are easier to understand. Especially if one or both of you have not had years of practice.
4. Practice active listening: Active listening is a very effective strategy for improving cross-cultural communication. Repeat what the other person has said to ensure that you have understood them correctly and ask frequent questions. This helps build rapport and ensures that important information doesn't get missed or misunderstood.
5. Take turns to talk: Make the conversation flow more freely by taking it in turns to speak. Make a point and then listen to the other person respond. Let your buddy have time to think and avoid filling the silence with chatter that may distract your buddy.
6. Write things down: If you're not sure whether the other person has understood you properly, explore ways to communicate such as visual cues (pictures, charts, diagrams) and shared activities to ensure you understand.
7. Avoid closed questions: Don't phrase a question that needs a 'yes' or 'no' answer. In many cultures it is difficult or embarrassing to answer in the negative, so you will always get a 'yes' even if the real answer is 'no'. Ask open-ended questions that require information as a response instead.
8. Be careful with humour: If you make a joke, make sure it will be understood and appreciated in the other culture and won't cause offence.
9. Be supportive: Effective cross-cultural communication is about all parties feeling comfortable. In any conversation, treat others with respect, do your best to communicate clearly and give each other encouragement. This helps build confidence and trust.
10. Make it fun: Since you will be meeting with your buddy for a few weeks, maybe think about some fun games or questions you can ask to get to know your buddy. For example, asking what your buddy did on the weekend? Scan the QR code below for more fun ideas.





Talking about study with CDU

We would like you to try and assist your Junior Buddies with any enquiries they might have. Some of the things your buddy might ask about include:

1. enrolment
2. the Learnline system
3. online study support
4. technical support

Enrolment

All new students need to officially enrol to commence studies at CDU. Details on how to enrol will be provided to your Junior Buddy in their information booklet. If your buddy has difficulties that you can't assist with, ask them to contact Student Central on email: student.central@cdu.edu.au or call +61 (08) 8946 7215.

The Learnline System

Learnline is our online learning platform. It includes the learning management system Blackboard Learn, combined with Blackboard Collaborate, which offers streaming media services and other learning technologies. Our online classroom allows staff and students to engage in a range of learning and teaching activities. If a Junior Buddy asks for help that you can't assist with, ask them to visit this webpage: <https://www.cdu.edu.au/current-students/services/learnline>

Online study support

Online tutoring is available to students through their Learnline account for subject-specific and literacy help. Access is available to a free online tutor 24 hours a day, seven days a week in more than 40 subjects, including Math, Science, Business, and English. Online students can also access online study support: <https://www.cdu.edu.au/library/language-and-learning-support>.

Technical support







Anyone can utilise the online support desk 24 hours a day, seven days a week, 365 days a year through the [Support Centre](#).



Support for you and your Buddy

We want you and your buddy to be able to study with confidence and reach your goals. We offer support the whole way through your studies. Whether it is personal support, help with study skills or questions, the key to success is asking for help early.

This information will be provided to your Junior Buddy, but we want to make sure you know where you can refer your Junior Buddy as well. Remember, you are a mentor, not a counsellor.

Support Type	Situation	Contact
Personal support	If you are experiencing personal difficulties that are affecting your wellbeing, CDU provides a free and confidential counselling service.	Equity Services: www.cdu.edu.au/equity-services/counselling 
International student enquiries	International students might have general enquiries about student visa conditions, study load, intermission, fee payment, course progression or CoE extensions.	https://www.cdu.edu.au/international/current-international-students 
Current Student Services	Our services make your study journey at CDU as smooth and possible.	https://www.cdu.edu.au/current-students/services 
Language and learning support	The Language and Learning Support team is a free, confidential service that helps all students with academic skills development.	https://www.cdu.edu.au/library/language-and-learning-support 
Online Tutoring	Online tutoring is available 24/7 to CDU students. The service is great for help with assignment or coursework questions.	Access online tutoring under 'Support' in your unit information in Learnline: https://www.cdu.edu.au/current-students/life-wellbeing/online-tutoring 
CDU launchpad	There is lots of general advice as well as tips and tricks to studying online on the CDU Launchpad.	https://www.cdu.edu.au/launchpad/student-life 
Buddy support or anything else	If you have any questions about your buddy, being a buddy or anything else.	International Student Support Team: international@cdu.edu.au or contact the Facebook page: https://www.facebook.com/CDUGlobal or phone: +61 (08) 8946 7215

Volunteer Code of Conduct

I, _____

recognise that as a Senior Buddy I represent Charles Darwin University and I am expected to act with integrity and demonstrate respect for others.

I will keep information about my buddy confidential and I will not share it with anyone outside of CDU. I will contact CDU if I am concerned about my buddy and I will share information with them.

I acknowledge that my contact details will be shared with my Buddy. I also acknowledge that my Buddy's contact details will be shared with me and I will keep these confidential.

I will not:

- post, transmit, promote or distribute content that is illegal. I will not harass, threaten or distribute content that is harmful.
- practice discrimination or harassment against any buddy about race, colour, place of origin, ethnic group, disabilities, economic status, gender, sexual orientation, age, marital status, family relationship, political or religious affiliation, citizenship or ancestry.

Name: _____

Date: _____

Signature: _____

