

# Charles Darwin University (CDU) International Student Orientation

30 January 2023

Charles Darwin University acknowledges all First Nations people across the lands on which we live and work, and we pay our respects to Elders both past and present.

# Session Overview

1. Introduction to CDU Global International Compliance team
2. International student support services
3. Complying with your student visa conditions and CDU procedures

# International Support Team



**Marissa Briston**  
Associate Director  
International Operations  
and Partnerships



**Vicky Liu**  
International Compliance  
Officer



**Banuargo Pramudito**  
International Compliance  
Officer

# International Support Services

## Accommodation services

Whether you are looking for on-campus accommodation or private rental, [Accommodation Services](http://www.cdu.edu.au/accommodation-service) can point you in the right direction to find suitable accommodation.

[www.cdu.edu.au/accommodation-service](http://www.cdu.edu.au/accommodation-service)

## Careers Centre

Learn how you can increase your employability and work towards the career you want through expert advice and resources to give you a competitive edge in the job market.

[www.cdu.edu.au/current-students/life-wellbeing/careers-centre](http://www.cdu.edu.au/current-students/life-wellbeing/careers-centre)

## Counselling

If you are experiencing personal difficulties that are causing disruption and confusion in your study or personal life, one of the most helpful things you can do is talk with a [Counsellor](http://www.cdu.edu.au/current-students/life-wellbeing/counselling).

[www.cdu.edu.au/current-students/life-wellbeing/counselling](http://www.cdu.edu.au/current-students/life-wellbeing/counselling)



# International Support Services

## Disability services

If you have a disability that is impacting your study, the Access and Inclusion team can help you manage your disability.

[www.cdu.edu.au/current-students/life-wellbeing/access-inclusion](http://www.cdu.edu.au/current-students/life-wellbeing/access-inclusion)

## Library support

The Library staff can assist you with developing your research strategies, finding information using Library Search and online databases, and referencing your sources. Interlibrary loans and distance library services are also available.

[www.cdu.edu.au/library/language-and-learning-support/study-skills](http://www.cdu.edu.au/library/language-and-learning-support/study-skills)



# International Support Services

## Out-of-hours crisis support

Outside business hours, call this number if you are a CDU student experiencing personal distress: 1300 933 393.

## Study support

Our Language and Learning Support is free and confidential, assisting you with skill development tailored to your specific unit. The Language and Learning team assists students and lecturers to understand the requirements of varied assignments and further study skills.

[www.cdu.edu.au/library/language-and-learning-support](http://www.cdu.edu.au/library/language-and-learning-support)



# Complaint Management

If you have received an outcome of any CDU decision (for example grade, reduced study load or other), and you are not satisfied with the outcome, there are a few options.

These include:

1. Speaking to the concerned staff member regarding your case.
2. Speak to the [Student Advocacy Officer](#).
3. Contact the [Complaints Management Unit](#).

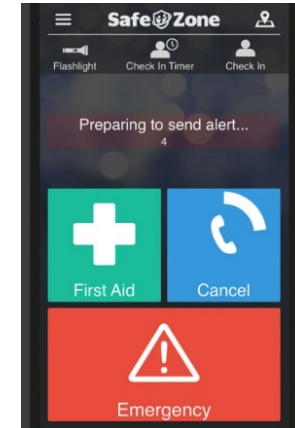
# Other CDU Support Services

## University Security

In an emergency, call **000**, then alert University Security on 1800 646 501 or on the SafeZone app.

Download the **Safezone app**:

<https://www.cdu.edu.au/emergency/safezone>



# Other CDU Support Services

## **Property & Facilities**

Management of University's facilities – rooms, eateries, vehicles

**IT Kiosk** – All IT related enquiries

**CDU Wellness Centre** – Time to get fit



# External Support Services

- Consumer protection – Information on legal rights and protection when you shop or buy any kind of service in Australia.
- Cyclone information (relevant for students in NT).
- Legal services – Legal advice from a range of organisations and individuals in the Northern Territory (NT). Some are free and others charge a fee for their services.
- Student Associations – Council of International Students Australia (CISA); Australian Federation of International Students (AFIS).
- Overseas students ombudsman – Investigates complaints about overseas students have with private education and training institutions in Australia.

# CDU Student Bodies

- **Student Groups** – Join or start a student group

<https://www.cdu.edu.au/student-central/student-groups>

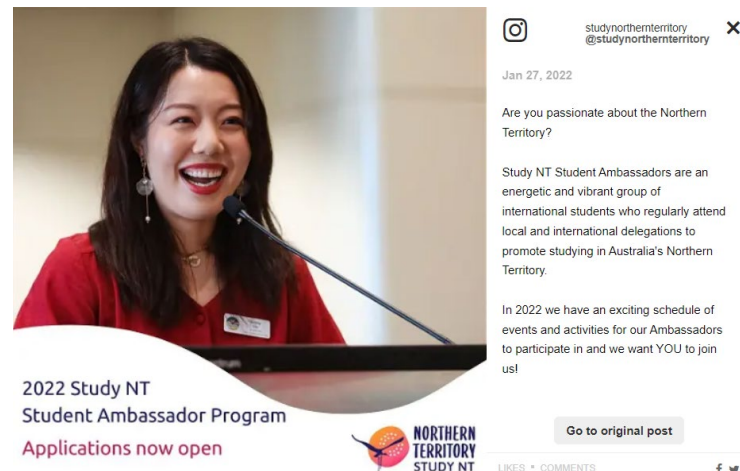
- **Student Ambassador Program**

<https://www.cdu.edu.au/student-central/student-ambassador-program>



# CDU Student Bodies

- **VOLUNTEER!**
- **Follow our Facebook Page**  
<https://www.facebook.com/CDU.international/>
- **Study NT Ambassador program**  
<https://theterritory.com.au/study/students/become-a-student-ambassador>



# International Student Compliance

# What we provide

## Support for issues regarding student compliance and student visa conditions, including:

- Maintain satisfactory course progression and completion of course requirements
- Ongoing scholarship eligibility
- External study restrictions
- Reduced Study Load (RSL)
- Intermission (leave of absence)
- CoE extension
- Change of provider
- Cross-institutional enrolments
- COVID-19 visa changes to support international students



# Other matters

- Australia Awards Scholarships students
- Letter of Enrolment
- Letter of Semester Break (Holiday Letter)
- Airport pick up



# Complying with your student visa conditions

**Avoid stress – do the right thing.**

**If you are on a student visa:**

- Your goal is to study AND finish your course on time.
- Stress can be avoided if you comply with your student visa conditions.

**CDU Global (International office)** is responsible for providing advice and monitoring student visa compliance.

**Department of Home Affairs (DHA)** can answer questions on your Visa and Immigration matters.

# Key Student Visa conditions

There are a number of conditions attached to your student visa. You are obligated to make yourself aware of these responsibilities and ensure you do not breach your visa conditions.

Please check <https://www.cdu.edu.au/international/international-student-information/new-international-students/student-visa>

**Note: CDU Global is unable to advise on other visa type or Immigration related questions.**

# Personal or academic Issues affecting your studies

Speak to your Lecturer or Course Coordinator first.

They will:

- Provide information and/or referrals to other CDU support services relevant to your issue
- Develop a Learning Management Plan (LMP)

TIP: Seek help early – don't wait until the situation gets worse!

# Reduced Study Load

You **must apply** for a Reduced Study Load (RSL) if you cannot study a full-time load in compulsory study periods. Compulsory study periods for VET programs are Term 1, Term 2, Term 3 and Term 4.

If you are under-enrolled, CDU Global will contact you or reach out to your Course Coordinator first to discuss your enrolment pattern with them.

**The goal on a Student Visa is to complete your studies on time. If by enrolling in less than a full-time study load you will no longer complete by your CoE end date, you may not be provided a CoE extension unless certain circumstances are met.**

# Circumstances for approval of RSL

Academic difficulties – identified by the University's Progression process as:

- VET – sent a Course Progress Warning Letter

Compassionate/Compelling circumstances

Unit unavailable or unable to meet pre-requisite requirements/program rules

Reference: National Code of Practice for Providers of Education and Training to Overseas Students 2018

# Intermission/Leave of Absence

- Must apply for Intermission/Leave of Absence.
- Applications only approved on **compassionate or compelling grounds** – things you have no control over.

Examples: serious illness or injury, death of close family members, traumatic experience or natural disaster in the home country requiring emergency travel; not able to meet program requirements (pre-requisites).

- Supporting documents required.
- Your application may be refused without supporting documents.

Reference: National Code of Practice for Providers of Education and Training to Overseas Students 2018

# Other changes to your enrolment

Extending your studies (CoE Extension) can only be granted on:

- Compassionate or compelling circumstances
- A progression intervention strategy has been implemented
- An approved deferment or suspension of study has been granted

Change course of study

- Must ensure you understand the implications on your visa.

Check out Department of Home Affairs' website about changes to your study situation.

<https://immi.homeaffairs.gov.au/change-in-situation/study-situation>

# Working while on a Student Visa

Allowed to work once you've commenced studies as per the start date on your CoE (not earlier). 40 hours per fortnight while your course is in session AND unlimited hours while your course is out of session.

Always check with Home Affairs if you are unsure of your work rights.

## VET – check term dates with your lecturers

TERM 1	TERM BREAK	TERM 2	TERM BREAK	TERM 3	TERM BREAK	TERM 4	TERM BREAK
40 HOURS/ FORTNIGHT	UNLIMITED WORK RIGHTS!	40 HOURS/ FORTNIGHT	UNLIMITED WORK RIGHTS!	40 HOURS/ FORTNIGHT	UNLIMITED WORK RIGHTS!	40 HOURS/ FORTNIGHT	UNLIMITED WORK RIGHTS!

# Working while on a Student Visa

## IMPORTANT

**Unrestricted work rights for Student Visa holders will end on 30 June 2023.  
For more information, please see Temporary relaxation of working hours for  
student visa holders.**

Thank you