



QUANTUM INSTITUTE
OF HIGHER EDUCATION

A man in a dark suit stands with his back to the camera, holding a black rolling suitcase. He is looking out a large window at a commercial airplane flying overhead against a blue sky with light clouds. The window frame is visible as dark vertical and horizontal lines.

Pre-Arrival Guide

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Welcome Message from QIHE

Dear Student,

Congratulations on your acceptance to Quantum Institute of Higher Education (QIHE)!

We are thrilled to welcome you to our diverse and vibrant learning community in New South Wales, Australia. As you prepare for this exciting chapter of your life, we want to ensure that your transition to studying and living in Australia is as smooth and enjoyable as possible.

This *Pre-Arrival Guide* is designed to provide you with all the essential information you need to prepare for your journey. From visa requirements and accommodation options to health services and local tips for living in Australia, we've got you covered. Our goal is to help you feel confident and ready to make the most of your experience — both academically and personally.

At QIHE, we pride ourselves on fostering a supportive and inclusive environment where students from all over the world can thrive. We encourage you to embrace new experiences, ask questions, and make connections with fellow students, staff, and the wider community.

We look forward to seeing you on campus, where you'll have endless opportunities to grow, learn, and create lifelong memories. Safe travels, and don't hesitate to reach out if you have any questions or need assistance along the way!

See you soon in Australia!

Warm regards,

Emeritus Professor Jim Psaros
Chair of the Governing Council



Preparing For Your Departure



Visa Requirements

Before you can begin your studies in Australia, you must hold a valid student visa (Subclass 500). This visa allows you to live, study, and work in Australia while enrolled in your program.

How to Apply:

1. You'll need your Confirmation of Enrolment (CoE) from QIHE to apply for your visa.

2. Lodge your application through the Australian [Department of Home Affairs website](#). Here are the required documents:

- Passport (valid for at least six months)
- CoE from QIHE
- Proof of Overseas Student Health Cover (OSHC)
- Evidence of financial capacity to cover tuition fees, living costs, and travel expenses
- GSR (Genuine Student Requirement) statement
- English language proficiency test results (e.g., IELTS, PTE, TOEFL)

You must remember the following visa conditions:

- Maintain enrolment in a registered program and meet attendance requirements;
- Hold valid OSHC for the duration of your stay;
- Work up to 48 hours per fortnight during study periods and unlimited hours during breaks.

For the latest visa information, visit the Australian [Department of Home Affairs website](#) or consult with your registered study/migration agent.





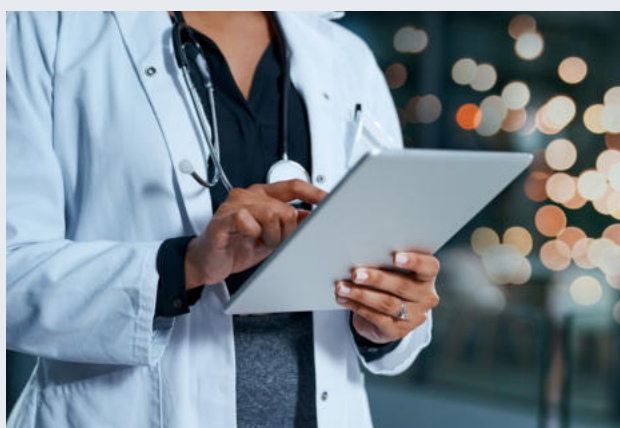
Overseas Student Health Cover (OSHC)

Healthcare is an essential consideration when studying abroad. International students in Australia are required to hold **Overseas Student Health Cover (OSHC)** for the entire duration of their visa.

What OSHC Covers (coverage varies by provider):

- **Doctor Visits:** General Practitioners (GPs) for non-emergency care.
- **Hospital Services:** Inpatient care and some outpatient services.
- **Prescription Medications:** Partial coverage for certain prescription drugs.
- **Ambulance Services:** Emergency transport to the hospital.

💡 Always check your individual policy documents for detailed inclusions and exclusions.



How to arrange OSHC:

- Organise OSHC through an approved provider before applying for your visa.
- Keep your OSHC card and policy details with you at all times — you'll need them when accessing medical services.

💡 Keep your OSHC card and policy details with you at all times — you may need them for medical appointments!

Key Document Checklists

Bring both physical copies and digital backups of your essential documents. Save digital copies in secure cloud storage (e.g., Google Drive, Dropbox) for easy access. You may need them for enrolment, identification, or emergencies.

- Passport (valid for at least six months)
- Student Visa (Subclass 500) grant notice
- Confirmation of Enrolment (CoE)
- Offer Letter from QIHE
- Overseas Student Health Cover (OSHC) Certificate
- Academic Transcripts and Certificates
- English Language Test Results
- Proof of Financial Capacity (e.g., bank statements, scholarship details)
- Prescriptions or Medical Records (if applicable)
- Emergency Contact Information

💡 Save digital copies of these documents in secure cloud storage (like Google Drive or Dropbox) for easy access.

Packing Tips

Packing smart can make your transition to life in Australia much smoother. Here's what to consider:

Clothing:

- **Casual Wear:** Comfortable clothes for everyday life.
- **Formal/Business Attire:** For presentations, internships, or formal events.
- **Weather-Appropriate Clothing:** Sydney's climate is warm, but winters can be cool — pack light layers, a rain jacket, and comfortable shoes.

Electronics:

- **Laptop and Chargers:** Essential for your studies.
- **Power Adaptor:** Australia uses Type I plugs (230V, 50Hz).

💡 You can easily get an Australian SIM card upon arrival.

Personal Essentials:

- **Toiletries and Medications:** Bring enough to last until you find local alternatives (with prescriptions for any medications).
- **Cultural/Religious Items:** Anything that helps you feel connected to home.
- **Photos or Keepsakes:** To make your space feel more familiar.

What NOT to Pack:

Prohibited Items: Australia has strict biosecurity laws — avoid packing fresh food, plants, or animal products.

Excessive Textbooks: Most materials will be available through the university library or online resources.

💡: Check baggage limits with your airline and weigh your luggage to avoid extra fees!

Finding Accommodations

Having a safe and comfortable place to stay is key to a smooth transition. Try to arrange at least temporary accommodation before arrival and avoid paying deposits for private rentals without viewing the property first.

Here are your main options:

Private Rentals or Shared Housing:

- Renting an apartment or house (alone or with roommates);
- Typically requires a bond (security deposit) and a signed lease
- Use sites like [Domain](#), [Flatmates](#), or [Realestate](#) to search for listings.

Homestay:

- Live with a local Australian family for a more immersive experience;
- Meals and utilities may be included.

Student Housing:

- Typically, housings that are already prepared for students such as [Scape](#), etc.

Things to Consider:

- **Budget:** Understand rent, utilities, and living costs.
- **Proximity to Campus:** How far you'll need to travel.
- **Public Transport Access:** Easy connections to campus and city areas.



Travel and Arrival in Australia



Arriving at the Airport

Arriving in Australia marks the start of your exciting journey as an international student. To make your arrival as smooth as possible, here's everything you need to know — from booking flights to navigating airport procedures.

Arrival Airport:

Sydney Kingsford Smith International Airport (SYD) is the closest major airport to QIHE in Parramatta, NSW.



When to Arrive:

Aim to arrive at least **1–2 weeks before orientation** to allow time to settle in, arrange accommodation, and attend pre-semester events.



Flight Essentials:

- Passport and student visa grant notice
- Confirmation of Enrolment (CoE)
- Proof of OSHC (Health Insurance)
- Offer Letter from QIHE

💡 Book a flight that arrives during the day for easier transport options and campus access!

Immigration and Customs

Australia has strict border controls to protect its environment and public health. Be prepared for customs and immigration checks. You'll receive an incoming passenger card on the plane — fill this out before landing.

Documents to Show:

- Passport and visa grant notice
- CoE and university offer letter
- Proof of OSHC (Overseas Student Health Cover)

Biosecurity Restrictions:

Declare any food, plant, or animal products. Undeclared restricted items may result in fines or penalties. For more information, visit the [Australian Border Force](#) website.

💡 If unsure whether to declare something, it's safer to declare it!



Transport Options

Once you've cleared customs, it's time to head to your new home. You have several transport options from Sydney Airport:



Train:

Take the Airport Link train to Parramatta Station (approx. 40 minutes).



Taxi or Rideshare:

Services like Uber, DiDi, and 13cabs are available at designated pickup points.



Shuttle Buses:

Airport shuttle services can take you directly to your accommodation.

Estimated Cost To Parramatta

Train

\$18-25 AUD

Taxi/Rideshare

\$70-\$120 AUD *(depending on traffic and time of day)*

Shuttle Bus

\$30-\$50 AUD

💡 Download local transport apps like [Opal Travel](#) to help you navigate Sydney's public transport network.



Once you've reached your accommodation, take some time to rest and get familiar with your surroundings. In your first few days, you might want to:

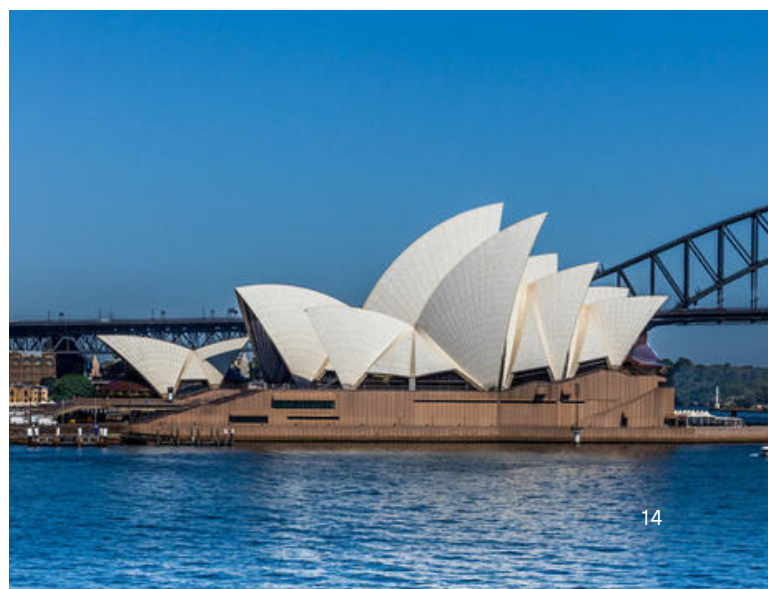
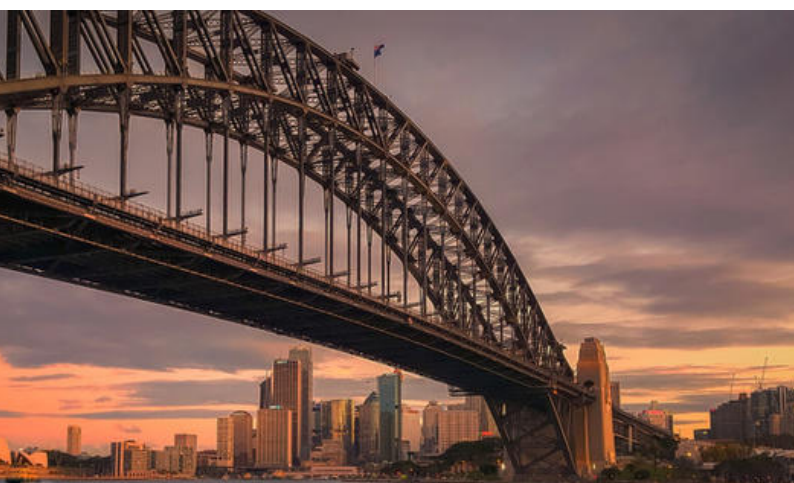
- **Buy an Australian SIM Card:** Providers like Optus, Telstra, and Vodafone offer prepaid plans;
- **Set Up Your Bank Account:** Visit a local bank branch (e.g., Commonwealth Bank, Westpac) to open a student account;
- **Locate Nearby Services:** Find the nearest supermarket, pharmacy, and medical centre;
- **Check-in with QIHE:** Visit the campus or contact the Student Services to confirm your arrival and get any last-minute assistance if you need any.

💡 It's normal to feel a bit overwhelmed at first — give yourself time to adjust, and don't hesitate to ask for help!





Understanding Life in Australia





Australian Culture and Customs

Australia is known for its diverse population, friendly people, and laid-back lifestyle. Understanding local customs and social norms can help you integrate more easily.

- Australia is home to people from many different cultures and backgrounds, and diversity is celebrated.
- Australians tend to be friendly, informal, and direct. It's common to greet people with a smile or a simple "Hi" or "How's it going?"
- Respect for personal space, privacy, and equality are important values. Discrimination or harassment is not tolerated, and everyone is encouraged to be respectful and kind.
- Being on time is appreciated for classes, meetings, and social events.
- Australians love nature — beaches, parks, and outdoor sports are popular, and public spaces are well-maintained and safe to explore.

💡 **Don't be afraid to ask questions or seek help — Australians are generally happy to assist!**

Banking and Finances

Setting up a bank account in Australia will make it easier to manage your money, pay fees, and avoid international transaction charges. Most banks offer student accounts with no monthly fees. You can open an account online or in person. Popular banks include:

- Commonwealth Bank;
- Westpac;
- ANZ;
- NAB (National Australia Bank).

Documents Needed:

- Passport
- Confirmation of Enrolment (CoE)
- Australian address (temporary or permanent)

Once your account is set up, you'll receive a debit card, which you can use for everyday purchases and ATM withdrawals. The Australian Dollar (AUD) is the official currency. Card payments are widely accepted, and contactless "tap and go" payments are common.

Rights and Responsibilities

As an international student at QIHE, you are protected by the **Education Services for Overseas Students (ESOS) Act 2000** and the **National Code of Practice for Providers of Education and Training to Overseas Students 2018**. These laws ensure you receive a high-quality education and that your welfare is supported while you study in Australia.

Your Rights

- To receive accurate information about your program, fees, and support services before and during your enrolment.
- To study in a safe, respectful, and inclusive environment, free from discrimination or harassment.
- To have access to qualified teachers, learning resources, and support services that meet the standards of Australian higher education.
- To raise concerns or lodge complaints, and to have them handled fairly through QIHE's complaints and appeals process.
- To privacy and confidentiality in how your personal information is collected, stored, and shared.

Your Responsibilities

- To comply with your visa conditions, including full-time enrolment, maintaining satisfactory academic progress, and meeting attendance requirements.
- To commit to high standards of academic integrity by submitting your own work, avoiding plagiarism, collusion, cheating, or misuse of AI tools.
- To attend classes, participate actively in learning activities, and submit assessments on time.
- To respect all staff, students, and community members, and follow QIHE's *Student Code of Conduct*.
- To use Institute resources, facilities, and systems responsibly and ethically, without causing damage or disruption.
- To pay tuition fees and any other charges by the required deadlines.
- To keep your personal and contact details up to date with QIHE.

Budgeting and Living Costs

2025

Managing your finances well will help you settle into life in Australia more smoothly. Below are common weekly and monthly expenses:

Rent: \$300–\$500 per week (depending on accommodation type);

Groceries: \$60–\$100 per week;

Public Transport: \$30–\$50 per week;

Mobile/Internet: \$20–\$50 per month.

Staying Connected

Reliable communication is important for both study and daily life:

- **SIM Cards and Mobile Plans:** Major providers such as Telstra, Optus, Vodafone, Amaysim, and Boost Mobile offer student-friendly prepaid and postpaid options.
- **Internet Access:** Many student accommodations include internet. If renting privately, you may need your own plan from providers like TPG, Aussie Broadband, or iiNet.
- **Useful Apps:** WhatsApp or iMessage (messaging and calls), Google Maps (navigation), Opal Travel (public transport), and Google Translate (language support).

💡 Use budgeting apps like *PocketSmith* or *Frollo* to track your expenses!



Student Accommodation and Your Rights

Finding safe and fair accommodation is an important part of your study experience in Australia. As a tenant in New South Wales, you are protected under the Residential Tenancies Act 2010 (NSW), which sets out your rights and responsibilities.

Your Rights as a Tenant

- Safe, secure, and well-maintained housing.
- A written rental agreement that clearly explains your obligations.
- Receipts or records for any rent or bond payments.
- Fair processes for resolving disputes with landlords or property managers.

Tips for Students

- Always inspect a property in person before paying money or signing an agreement.
- Be cautious of offers that seem too good to be true.
- Never pay large deposits in cash without proper receipts.
- Understand the terms of your rental contract before you sign.

Support and Resources

You can access advice and information from:

- **Fair Trading NSW** – rental laws and tenant protections
- **Tenants NSW** – free support and legal advice for tenants
- **Share Housing Survival Guide** – tips for living in shared accommodation
- **Study NSW** – resources for international students on safe renting

Accredited Student Accommodation

For peace of mind, consider Student Accommodation Association (SAA) accredited properties under the National Property Accreditation Scheme. Benefits include:

- Contracts that comply with local tenancy laws.
- A safe and inclusive environment designed for student wellbeing.
- 24/7 on-site support and management.



Student Safety, Health, and Wellbeing

2025

Your safety, health, and wellbeing are our top priorities. It is important to understand both your **rights and responsibilities** as an international student in New South Wales. Clear guidance is also available in the [NSW Fair Trading International Student Consumer Guide](#) and on the [Study Australia](#) website.

Emergency Services

- Dial **000** for police, fire, or ambulance services.
- NSW State Emergency Service (SES): **132 500** (for storms, floods, and natural emergencies).

Medical Services

- **General Practitioners (GPs)**: First point of contact for non-emergency care.
- **Hospitals**: Public and private hospitals provide emergency and specialist care.
- **Prescriptions**: Medicines require a valid doctor's prescription from a GP.

Mental Health and Counselling Support

- **QIHE Counselling Services** – confidential support for students.
- **External Support**:
 - Lifeline: **13 11 14** (24/7 crisis support)
 - Beyond Blue: **1300 22 4636** (mental health support)
 - Headspace: Youth mental health services



Daily Safety Tips

- Use well-lit transport options and stay aware of surroundings.
- Swim between the red and yellow flags at patrolled beaches.
- Protect yourself from the sun with sunscreen, a hat, and hydration.
- Stay active by joining local sports clubs, gyms, or exploring parks and walking trails.





Getting Ready for Your Studies

Campus Location and Directions

QIHE's campus is located in the heart of Parramatta, a vibrant and bustling area in Western Sydney. The campus is just a 5-minute walk from Parramatta Train Station, making it easy to access via public transport.

Getting to Campus:

By Train: Take a train to Parramatta Station, then walk to campus.

By Bus: Parramatta is a major bus hub, with multiple routes stopping near the campus.

By Car: Limited parking may be available nearby, but public transport is usually the most convenient option.

Walking or Cycling: Parramatta is a pedestrian-friendly area with bike paths for easy access.

Orientation Program

Orientation is a crucial part of your transition to university life. It's your chance to meet fellow students, explore campus facilities, and learn about the support services available to you.

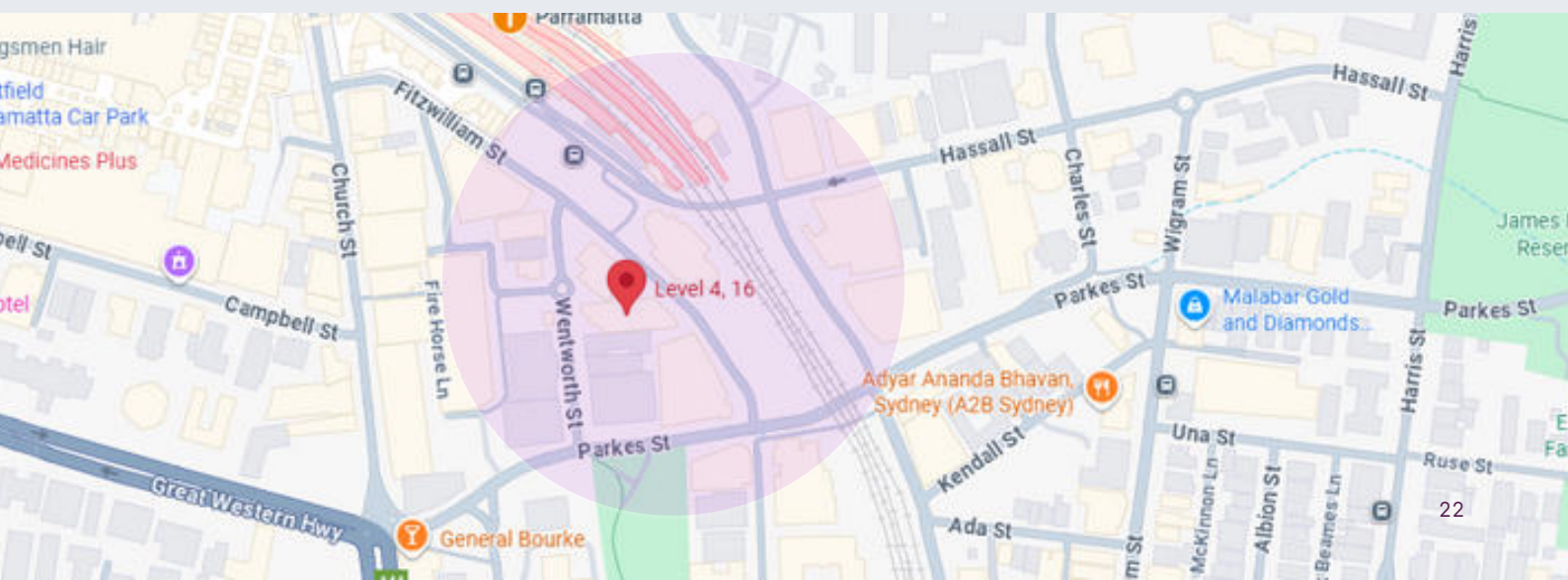
What to Expect:

- **Welcome Sessions:** Meet your academic staff and Student Services Team.
- **Campus Introduction:** Get familiar with classrooms, libraries, and study spaces.
- **Program Briefings:** Learn about your program structure, course outlines, and expectations.
- **Support Services Overview:** Discover resources for academic support, counselling, career services, and more.
- **Other Events:** Keep an eye on other information that would serve as a great opportunity to make friends and start building your network!

Orientation Details:

Check your student email for updates and invitations from the Student Services Team — they'll provide your orientation schedule and any other information.

💡 Attend orientation even if you feel confident — it's the best way to get settled and connect with your new academic community!



Deferment, Withdrawal and Cancellation of Studies

- Students may request a deferment, withdrawal, or suspension if facing **compassionate or compelling circumstances** such as serious illness, bereavement, financial hardship, or visa issues. Applications must be submitted using the Deferment, Withdrawal or Cancellation Form with supporting documents.
- Deferments are normally **limited to one semester** (up to one year for domestic students in exceptional cases). International students are reminded that any change to enrolment may affect their visa, and QIHE will report updates to the [Department of Home Affairs](#) through PRISMS.
- The Institute may also suspend or cancel enrolment for reasons such as misconduct, poor academic progress, non-payment of fees, or breaches of visa conditions. Students will be notified in writing and may appeal **within 20 working days** under the *Complaints and Appeal Policy and Procedure*.

For details on refunds, refer to the *Fee Refund Policy*. For further information, please see the *Deferment, Withdrawal and Cancellation Policy and Procedure*.



Academic Preparedness

Starting your studies can be a big adjustment, but being prepared will set you up for success. Here's how to get ready for it:

Program and Course Information:

- **Enrolment and Class Registration:** Make sure you've enrolled in your courses and checked your timetable through the Learning Management System (LMS).
- **Course Outlines:** Review your course outlines for details on assessments, required readings, and weekly schedules.
- **Textbooks and Study Materials:** Check your course outlines or the library for required books and recommended resources.

Recommended Study Skills and Tools:

- **Time Management:** Create a study schedule to balance lectures, tutorials, assignments, and personal time.
- **Note-Taking and Research:** Familiarise yourself with academic research methods and practice taking organised notes.
- **Technology and Platforms:**
 - **LMS Access:** Log in and explore your online learning space.
 - **Email and Communication:** Regularly check your student email for updates and announcements.
 - **Software and Tools:** Download any required software (e.g., Microsoft Office, referencing tools) — many are provided free for students.



Support and Resources:

- **Academic Support Services:** Access workshops and one-on-one consultations for study tips, writing help, and exam preparation. Please see the Learning Support and Academic Integrity Manager or your lecturers for more information.
- **Library and Research Tools:** Learn how to search academic databases, borrow materials, and use online resources.
- **Peer Networks:** Connect with classmates, join study groups, and engage with student clubs.

💡 Don't wait until you're struggling to seek help — reach out early to your lecturers, the Learning Support and Academic Integrity Manager or the Student Services Manager if you have questions or need support!



QIHE Student Association

The **QIHE Student Association** is your representative body, giving all students a voice in shaping the Institute's academic, social, and cultural life. Every enrolled student is automatically a member and can participate in events, elections, and activities that promote wellbeing, inclusion, and community. The Association represents student interests to QIHE's leadership and governing bodies, ensuring your views are heard in decision-making. It also builds leadership and teamwork skills through opportunities such as peer mentoring, advocacy, and volunteering.

For more information on its role and activities, please refer to the *QIHE Student Association Plan and Terms of Reference*.



Useful Contacts and Links

Emergency Contacts

- Australia Emergency Services (Police, Fire, Ambulance): **000**
- Sydney Airport Information Desk: Available at Arrival Terminals
- NSW State Emergency Service (SES): **132 500** (For storms, floods, and emergencies)
- Poisons Information Centre: **13 11 26**

QIHE Contacts

- Student Services Manager: TBA
- Learning Support and Academic Integrity Manager: TBA
- Student Counsellor: TBA
- Finance Manager: TBA
- ICT Manager: TBA

Government and Legal Resources

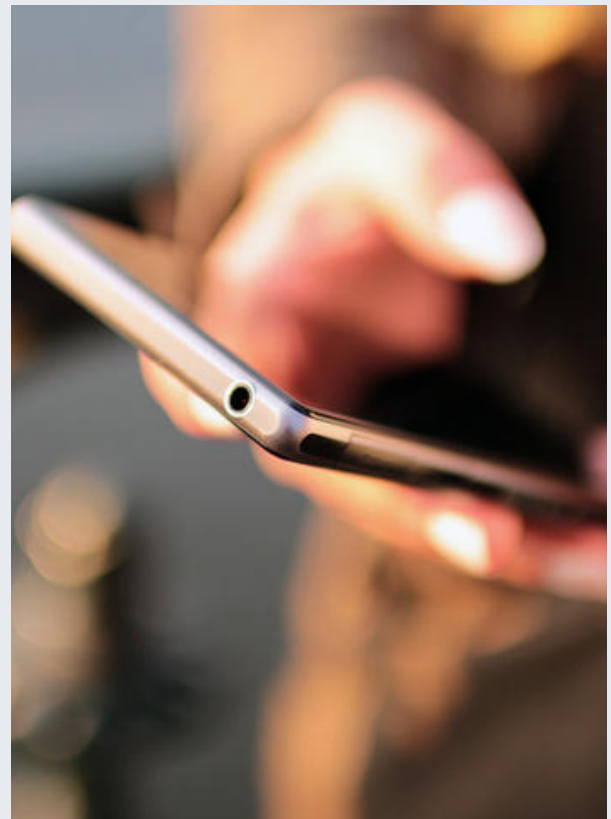
- Australian Department of Home Affairs (Visa & Immigration): <https://immi.homeaffairs.gov.au>
- Study NSW (Support for International Students): www.study.nsw.gov.au
- Fair Work Ombudsman (Work Rights & Employment): <https://www.fairwork.gov.au>
- NSW Health Services: <https://www.health.nsw.gov.au>

Transport & Navigation

- NSW Public Transport (Opal Card & Routes): <https://transportnsw.info>
- Taxi & Rideshare Apps: Uber, DiDi, Ola, 13cabs

Student Essentials & Services

- Overseas Student Health Cover (OSHC) Providers: www.privatehealth.gov.au
- Banking in Australia: [Commonwealth Bank](#), [Westpac](#), [ANZ](#), [NAB](#)
- Accommodation Search: [Domain](#), [Flatmates](#), or [Realestate](#)





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