

ANU Global Programs

PRE-DEPARTURE BRIEFING

for students going on exchange

[RESOURCE CENTRE - EXCHANGE 401](#)



Today's Agenda

- ☐ ANU Travel Insurance cover – **all students must register details**
- ☐ Program Participation Letter (also for Centrelink purposes)
- ☐ Consent Form
- ☐ Credit Equivalencies for full semester loads
- ☐ ANU Enrolment Form for exchange semester – **all students must complete**
- ☐ Course Approvals with ANU Academic Colleges
- ☐ Access and Inclusion
- ☐ OS-Help Loans
- ☐ International students extra notes
- ☐ Tips before going
- ☐ Personal & Psychological Well-being
- ☐ During Exchange
- ☐ Returning from Exchange
- ☐ Join ANU Global Connect
- ☐ Volunteers Exchange Ambassador/ Storyteller program

Always remember: use your ANU email account when contacting ANU at all times

ANU Travel Insurance

(all students must register details
in Global Program System)

ANU Travel Insurance

- The ANU will provide “**travel insurance**” to students who undertake **approved** credit bearing overseas studies and students must register their details into the Global Program System.
- Travel Insurance is “TRAVEL” insurance.
- It DOES NOT equal to Health or Medical Insurance, or a Health Care Plan. It is a “Travel” insurance policy.
- You are required to obtain your own personal health/medical insurance if you require this.
- The “ANU Travel Insurance Policy” provides cover for “emergency” situations whilst you are studying overseas for approved courses/programs.
- This is a “Reimbursement Policy” which means you must pay at the time of treatment.
- Remember to keep all your receipts and documents and organise any reimbursements with the ANU Insurance Office (not Global Programs).
- Please read up on what is covered by the ANU Travel Insurance Policy. It is up to you to look at the policy to see if it provides the cover you require.

How to get ANU Travel Insurance cover

Program Application Page (Post-Decision)

Success You have successfully completed this questionnaire.

Program:	Exchange Program - Utrecht University, Netherlands
Term/Year:	Semester 1, 2020
Deadline:	31/05/2019
Dates:	03/02/2020 - 27/06/2020

Commitment to Participate	
Your status: Committed	
Thank you for giving your commitment to participate. If you must change your decision, please contact Global Programs at outbound.global@anu.edu.au .	

Questionnaire(s)	
Click the following to view and complete the following online questionnaire(s). You may begin a questionnaire and save it for later completion, but note that you must click Submit in order for the questionnaire to be logged as complete and ready for review.	
Title	Completed
Personal Details	<input checked="" type="checkbox"/>
Step 1: Upload RAID Form (plus if applicable - add Language Approval Form for European languages)	<input checked="" type="checkbox"/>
Step 2: Exchange Application	<input checked="" type="checkbox"/>
Complete Application to Host University	<input checked="" type="checkbox"/>
Step 1. ANU Travel Insurance and Approval for Travel	<input checked="" type="checkbox"/>

Signature Documents	
Click the following to view and digitally sign important documents to indicate your agreement and understanding.	
Title	Completed
Attendance at Pre-Departure Briefing	<input checked="" type="checkbox"/>
Step 2. ANU Travel Insurance and Approval for Travel	<input checked="" type="checkbox"/>
Home Country and Citizenship Criteria	<input checked="" type="checkbox"/>
Privacy Notice	<input checked="" type="checkbox"/>
Terms and Conditions (ANU Exchange and Year in Asia Programs)	<input checked="" type="checkbox"/>

Students must complete both parts:

“Step 1. ANU Travel Insurance and Approval for Travel” (enter details)

“Step 2. ANU Travel Insurance and Approval for Travel” (digital signature)

All students must complete details:

FOR ANU TRAVEL INSURANCE COVER

In order to receive ANU Travel Insurance cover, students must action the following:

- log into the Global Program System.
<https://anu-au-sa.terradotta.com>
- complete your details in “Step 1. ANU Travel Insurance and Approval for Travel” with your program study dates and travel dates.

STUDENTS MUST ACTION BY:

S1 exchanges – complete by 15 November

S2 exchanges – complete by 15 May

Step 1. ANU Travel Insurance and Approval for Travel:

Instructions:
Please complete the following questionnaire. This information will be used to generate your ANU Travel Insurance and Approval for Travel Letter. If you do not complete this section of your registration process you will not receive insurance while abroad. You are also required to complete Step 2. of the ANU Travel Insurance and Approval for Travel process. If your travel dates change and you require a new letter please email outbound.global@anu.edu.au and update your details below.
Please note if you intentionally provide misleading information you will not be covered by ANU Travel Insurance Policy.

(*) Indicates the question is required.

1. Study commencement date (*)
Provide the program commencement date

2. Study completion date (*)
Provide the date of course completion.

3. Travel departure date (*)
Provide the date you leave the country.

4. Travel return date (*)
Provide the date you return to Australia

5. I am fit to travel (*)
By selecting yes I certify that I am fit to travel and have not been declared unfit to travel by a Medical Practitioner. I have read and understood the information and advice regarding travelling with pre-existing medical conditions.

6. Do you have a medical and/or health condition(s)? (*)
Do you have a medical and/or health condition(s) which may require reasonable adjustments abroad? If yes, please liaise with Access and Inclusion to put together an Education Access Plan (EAP). If you select yes we will contact you with further details on how to access support.

You may enter information on this form and use the **Save** button to keep your information until you are ready to submit it. Please note that your application questionnaire is not considered complete and cannot be reviewed until you click the **Submit** button to finalize your responses.

Save Submit Cancel

What the “travel insurance” covers

Subject to terms and conditions of policy, cover exists for:

- Personal accident & sickness
- Kidnap & ransom/extortion
- Hijack & detention
- Loss of deposits
- Loss of electronic equipment, deprivation of baggage & money/travel documents
- Personal liability
- Missed transport connections
- Overbooked flights
- Political & natural disaster evacuation
- Search & rescue expenses

The policy is underwritten by Chubb and Cover is subject to the Terms and Conditions of the Policy (Policy Number 01PP528643).

What is **NOT** covered

- Routine Medical / Dental Consultations
- Professional Sport (if you're paid to play)
- Incidental (private) travel that exceeds 60% of the approved business trip or exchange days
- Anxiety, depression, suicide, drug or alcohol related injury/illness, or any illegal or criminal act
- Pre-existing medical conditions etc.

All details are in the travel insurance policy.

<https://services.anu.edu.au/financial-management/insurance/policies-claims>

Students to arrange own health/medical insurance where required:

- Exchange students - please note some countries or universities require the exchange student to purchase compulsory domestic health/medical insurance policies that are offered by that country or the host university. You are responsible for obtaining this personal health/medical insurance yourself, if your exchange partner or the country requires this.
- Please organise your own "Health or Medical Insurance" cover if you or your host university requires you to obtain this, or you have a pre-existing condition that the travel insurance policy does not cover. Please read the ANU travel insurance policy for the policy details.

How to lodge a travel insurance claim

Claims must be lodged via **ANU Insurance Office** at **insurance.office@anu.edu.au** and NOT directly to Chubb.

- Complete a claim form (on the website) with yours and a witness's signature (no need for delegate approval).
- https://policies.anu.edu.au/ppi/download/ANUP_000971
- Supporting documentation: travel approval and original receipts for expenditure incurred must accompany Claim Form.
- The claim will be forwarded to the insurer and if there is insufficient information in your claim form, they will request for further documentation via the insurance office.
- It is in your interest to ensure all required information is provided with your claim to avoid delays in processing. Reimbursement will be made directly into your bank account.

ANU Travel Insurance Contacts

ANU TRAVEL INSURANCE OFFICE

- Web:
<https://services.anu.edu.au/financial-management/insurance/policies-claims>
- Email: Insurance.Office@anu.edu.au
- Telephone: 6125 8734

TRAVEL INSURANCE KIT

Please print/read/save a copy for yourself:

- Travel policy
- Travel information kit
- Travel policy wording
- How to use your Chubb Assistance Card

» Financial management » Insurance » Policies & claims

Policies & claims

This page contains policies and claim forms.

Claim forms

- Motor vehicle accident claim form
- Marine cargo claim form
- Marine hull claim form
- Personal accident claim form
- Property claim form
- Goods in transit claim form
- Travel insurance claim form

Other

- Notification of new or refurbished building
- Register of shipments
- Risk assessment
- Student activity approval
- Volunteer declaration

Certificates of Currency

- Certificates of Currency 

Documents

Travel




- Travel policy (PDF, 100.96 KB)
- Travel information kit (PDF, 568.68 KB)
- Travel policy wording (PDF, 754.32 KB)
- How to use your CHUBB Assistance Card (PDF, 989.57 KB)
- Travel Insurance Advice - Pre Existing Medical Conditions (PDF, 138.11 KB)



Related links

[CHUBB Insurance Online Travel Quote](#)

Contact

 Insurance Office
 +61 2 6125 8734
 [Send email](#)

Travel Insurance FAQ

I need more details about the travel insurance policy:

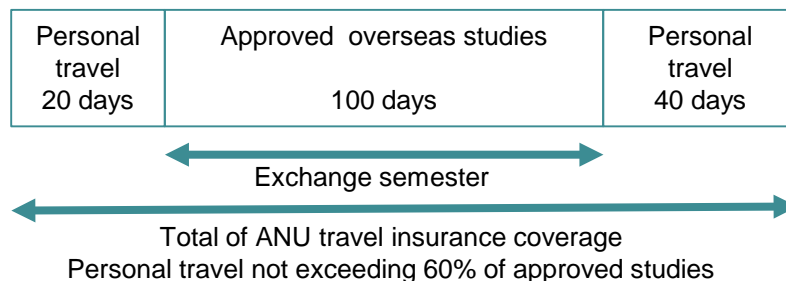
[Website: https://services.anu.edu.au/financial-management/insurance/policies-claims](https://services.anu.edu.au/financial-management/insurance/policies-claims)

How can I submit a claim while I'm overseas or contact the insurance office:

- [Email: Insurance.Office@anu.edu.au](mailto:Insurance.Office@anu.edu.au)
- Students are expected to read the travel insurance policy documents before contacting them.
- Forward your completed claim form and supporting documentation to the ANU Insurance Office.
- You have up to 12 months to submit your claims and can do this when you get back if you prefer.

I am taking some time for private travel before/ after the exchange program. How much travel will I be covered under the University's travel policy:

- You will be covered so long as the private travel period does not exceed 60% of the approved travel. Please purchase your own additional travel insurance cover for your additional personal travels.





CHUBB

How to use your Chubb Assistance Card



In the event of an Emergency:

Using reverse charges, call the Chubb Assistance number on your card and advise:

1. Name
2. Policy Name
3. Policy Number (only if known)
4. Contact Number
5. Nature of Assistance

The telephone

- Assistance in replacing a lost or stolen passport
- Legal assistance
- Assistance in tracing delayed or lost luggage
- Verification of Medical Insurance to Medical Providers
- Guaranteed payment of Services to Pre-arranged Medical Providers
- Emergency medical evacuation

Chubb Assistance will arrange for the client to be informed of the services available. Do not try to arrange services without involving Chubb Assistance as this may prejudice your right to claim assistance or reimbursement.

- Pre-travel advice

Accident & Health

Medical Assistance

1. Telephone Medical Advice
Chubb Assistance will arrange medical advice to insured clients over the telephone.
2. Medical Service Provider Referral
Chubb Assistance will provide clients with information about physicians, hospitals, dentists and dental clinics worldwide.
3. Arrangement of Appointment with Doctors
Chubb Assistance will arrange for pre-arranged medical providers.

Chubb Assistance will monitor the client's condition while hospitalised.

Arrangement of Essential Medicine
Chubb Assistance will arrange to deliver to the client essential medicine or drugs when such medicine or drugs or local equivalent are unavailable at the client's location. Chubb Assistance will not pay for the costs of such drugs or medicine and any delivery costs thereof.

7. Arrangement of Emergency Medical Evacuation
Chubb Assistance will arrange for the air and/or surface transportation, medical care during transportation, communications and all usual ancillary services required to move the client to the nearest hospital where appropriate medical care is available.

8. Arrangement of Emergency Repatriation
Chubb Assistance will arrange for the return of the client to Australia following an emergency medical evacuation for subsequent in-hospital treatment.



9. Arrangement of Repatriation of Mortal Remains
Chubb Assistance will arrange for the transportation of the client's mortal remains from the place of death to Australia or such other location as requested by the deceased client's family and approved by the Subscriber or Chubb Assistance will arrange for the local burial at the place of death as approved by the Subscriber.

10. Arrangement of Compassionate Visit
Chubb Assistance will arrange for the return airfare for a relative or friend wishing to visit the client who was hospitalised outside the home country or usual country of residence.

11. Arrangement of Return of Minor Children
Chubb Assistance will arrange for one-way airfares for the return of the minor children who are left unattended as a result of the accompanying client's illness, accident or hospitalisation.

The above services (item 6-11) are charged on a case basis. Chubb Assistance shall not be responsible for any third party expenses.

Travel Assistance

1. Pre-trip Information Services
Information concerning visas and inoculation requirements for foreign countries.
2. Embassy Referral
The address, telephone number and hours of opening of the nearest appropriate consulate and embassy worldwide.
3. Lost Luggage
To assist the clients who have lost their luggage while travelling outside their usual country of residence by contacting the appropriate authorities involved and providing directions for recovery.
4. Lost Passport
To assist the clients who have lost their passport while travelling outside their usual country of residence by contacting the appropriate authorities involved and providing directions for recovery.

Screen shots – please obtain documents from website
<https://services.anu.edu.au/financial-management/insurance/policies-claims>



Program Participation Letter

(if required)

Program participation letter – can be used for various purposes including Centrelink

- Student must use your ANU email account to email ANU Global Programs.
- To request the Program Participation Letter from Global Programs, please email outbound.global@anu.edu.au and provide us with all the information below:

Information heading	Details
First name:	
Last name (surname):	
Date of birth:	dd / mm / yyyy
ANU student number:	u1234567
Name of student's ANU degree	BA / BA (Hons) degree name.... etc
Name of overseas university:	
Name of country of overseas university:	
Duration of overseas studies:	One semester
Type or name of overseas program:	Exchange studies
Overseas university program start date:	<i>Add the start date (inc orientation) at partner university</i>
Overseas university program end date:	<i>Add the last day of term at partner university</i>
Student's overseas travel start date:	<i>Add the date you fly out / leave Australia</i>
Student's overseas travel end date:	<i>Add the date you will return to Australia</i>

- This letter will be emailed back to your [ANU email address](#).
- Please note it is your own responsibility to contact Centrelink. Global Programs cannot negotiate with Centrelink.



Consent Form

For other individuals to access your information

(if required)

Credit Equivalencies for full semester loads

During Exchange

Working out credit equivalencies



- A full semester course load differs from country to country. Some universities, even in the same country, may have unit value loads that differ from each other!
- To achieve enrolment in a full semester load, it will be made of “X” units/credits, see the host institution program information, **equivalent to 24 ANU units**. You must find out what a full semester load is for your partner, it could range from taking 3 to 9 courses.
- All credit equivalencies can be found for each partners on the Global Programs’ partner brochure pages: <http://anu-au-sa.terradotta.com> under the “**Credit Equivalencies**” section.

Full semester course load equivalent at NUS Singapore, example:

ANU 24 units = NUS 20 modular credits. Students must study 5 courses at NUS.

Student’s degree and college split	Enrolment at Partner	Enrolment at ANU
CASS student - single degree	Student takes 100% of course in “arts” subjects. So 5 courses, each NUS course worth 4 credits.	ARTS 5920 24 (units)
CASS/LAW student - double degree - 50/50 split	Student takes 50% of courses in “arts” subjects and 50% of courses in “law” subjects. So 2 courses in “arts”, 2 courses in “law” and 1 course to compliment both degrees.	ARTS 5920 12 (units) LAWs 5920 12 (units)
CASS/LAW student - double degree - 75/25 split	Student takes 75% of courses in “arts” subjects and 25% of courses in “law” subjects. So 3 courses in “arts”, 1 courses in “law” and 1 course to compliment both degrees.	ARTS 5920 18 (units) LAWs 5920 6 (units)

Double degree exchange - working out a full semester load (even number courses)



ANU Course 1 (elective) 6 ANU units	ANU Course 2 (elective) 6 ANU units	ANU Course 3 (elective) 6 ANU units	ANU Course 4 (other) 6 ANU units
ANU College A Approves total of 12 ANU units Student need 15 ECTS worth of courses		ANU College B Approves total of 12 ANU units Student need 15 ECTS worth of courses	

Example:

Full load = 24 ANU units

Seek approval from ANU college(s):
College A: 12 ANU units (50%) and
College B: 12 ANU units (50%)

Fit courses into the “room” you have in your degree, as allowed by your ANU College(s).

	A 5 ECTS			A 5 ECTS			B 5 ECTS		B 5 ECTS
			A 5 ECTS			B 5 ECTS			
<ul style="list-style-type: none"> Look at courses available at partner Select a full semester load equivalent Get approval from your ANU academic college 									
		50%				50%			

Example courses taken at partner:

Full load = 30 ECTS

Each course = 5 ECTS

Student takes 6 courses

For 50% = need 15 ECTS

3 Courses = 15 ECTS

Ensure you seek approval from ANU
College A (for 3 courses) and
College B (for 3 courses).

Double degree exchange - working out a full semester load (odd number courses)



ANU Course 1 (elective) 6 ANU units	ANU Course 2 (elective) 6 ANU units	ANU Course 3 (elective) 6 ANU units	ANU Course 4 (other) 6 ANU units
ANU College A Approves total of 12 ANU units Student need 10 credits worth of courses		ANU College B Approves total of 12 ANU units Student need 10 credits worth of courses	

Example:

Full load = 24 ANU units

Seek approval from ANU college(s):
College A: 12 ANU units (50%) and
College B: 12 ANU units (50%)

Fit courses into the “room” you have in your degree, as allowed by your ANU College(s).

	A 4 credits		A/B 4 credits			B 4 credits		B 4 credits
			A 4 credits					
<ul style="list-style-type: none"> Look at courses available at partner Select a full semester load equivalent Get approval from your ANU academic college 								
		50%				50%		

Example courses taken at partner:

Full load = 20 credits
Each course = 4 credits
Student takes 5 courses

For 50% = need 10 credits
2.5 Courses = 10 credits

The A/B course (meets two disciplines)

Ensure you seek approval from ANU College A (for 2.5 courses) and College B (for 2.5 courses).

Sample of credit equivalencies

Examples of credit equivalencies for a full semester load around the world

Country	Full semester load	Number of courses
Australia (ANU)	24 ANU units	Standard 4 courses
Europe	30 ECTS	Could be 3 to 6 courses
UK	30 ECTS or 60 credits	Could be 3 to 6 courses
Japan	Varies so much! From 12 to 20 credits	(could be 7 to 9 courses)
USA	@12 or 15 credits	Could be 4 to 6 courses
Canada	varies so much!	Eg. earn 2.5 credits (taking 5 courses)

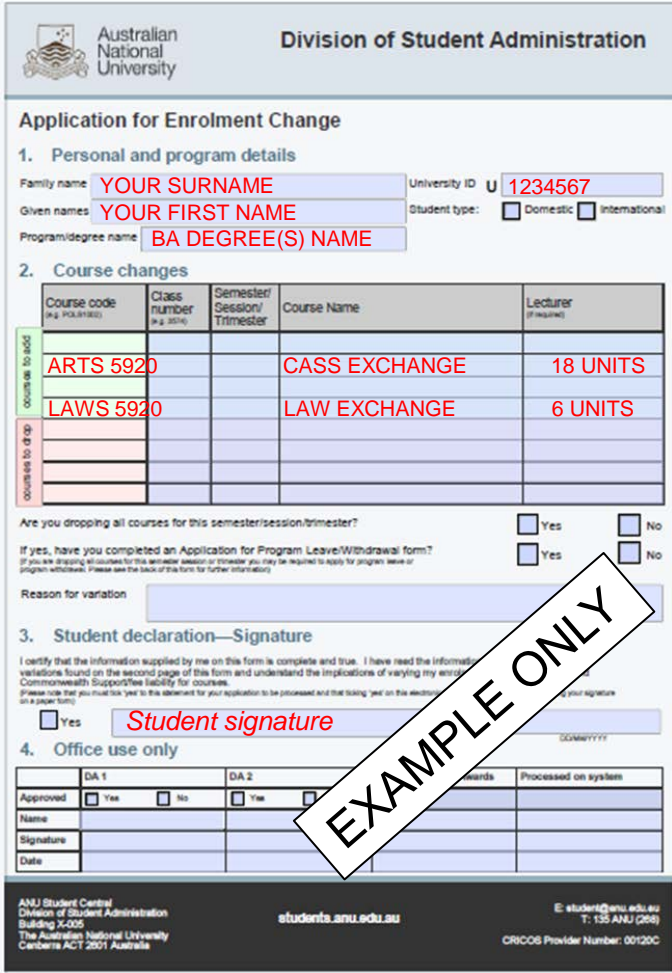
ANU Enrolment Form for exchange semester

“Enrolment Change Form”

All students must complete before leaving for exchange
– for your ANU Academic College(s)

Complete an Enrolment Change Form!

- ✓ 1) Complete the “Application for Enrolment Change” form – used for enrolling you at ANU. Your academic college(s) need this!
- ✓ 2) If exchange studies/courses are for two degree(s), complete two forms. Both colleges will need a form completed with the number of units you are using for your exchange studies stated on the form, as agreed with your academic college(s).
- ✓ 3) Give it to your ANU academic College(s).
- ✓ 4) Check with your ANU academic College if there are any other extra requirements you must complete for your exchange studies!!!
- ✓ 5) Check you are **enrolled correctly in ISIS** at ANU for your “exchange” semester. You must to paying tuition fees (or accruing HECS) at ANU.



Australian National University
Division of Student Administration

Application for Enrolment Change

1. Personal and program details

Family name: **YOUR SURNAME** University ID: **U 1234567**
 Given names: **YOUR FIRST NAME** Student type: ☐ Domestic ☐ International
 Program/degree name: **BA DEGREE(S) NAME**

2. Course changes

Course code (e.g. POL1000)	Class number (e.g. 2014)	Semester/Session/Trimester	Course Name	Lecturer (if required)
ARTS 5920			CASS EXCHANGE	18 UNITS
LAWS 5920			LAW EXCHANGE	6 UNITS

Are you dropping all courses for this semester/session/trimester? ☐ Yes ☐ No
 If yes, have you completed an Application for Program Leave/Withdrawal form?
If you are dropping all courses for this semester/session/trimester you may be required to apply for program leave or program withdrawal. Please see the back of this form for further information. ☐ Yes ☐ No

Reason for variation:

3. Student declaration—Signature

I certify that the information supplied by me on this form is complete and true. I have read the information on variations found on the second page of this form and understand the implications of varying my enrolment. I understand my Commonwealth Support/Fee liability for courses.
Please note that you must tick 'yes' to this statement for your application to be processed and that ticking 'yes' on this statement is a declaration.

☐ Yes **Student signature**

4. Office use only

	DA 1	DA 2	DA 3	DA 4	DA 5	DA 6	DA 7	DA 8	DA 9	DA 10
Approved	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Name										
Signature										
Date										

ANU Student Central
Division of Student Administration
Building X-005
The Australian National University
Canberra ACT 2601 Australia

students.anu.edu.au

E: student@anu.edu.au
T: 135 ANU (264)
CRICOS Provider Number: 00120C

ANU Exchange Shell Codes to use

ACTION REQUIRED - DURING YOUR EXCHANGE SEMESTER, YOU MUST BE ENROLLED AT ANU with TUITION FEES HECS/PAID TO ANU!

- You have to complete the Enrolment Change form and get this actioned after your exams but before you leave ANU!!!!
- You must be enrolled in a **specific exchange shell code(s)** at ANU for the duration of your exchange, relevant to your ANU degree:
 - ARTS 5920 contact CASS
 - ASIA 5920 contact CAP
 - BUSS 5920 OR ECCO 5920 contact CBE
 - ENGN 5920 or COMP 5920 contact CECS
 - LAWS 5920 contact COL
 - SCNC 5920 contact JCoS

Please contact your own ANU Academic College(s) for all enrolment enquiries, as well as any course approvals / changes for exchange.

Course Approvals, Enrolments and Course Changes

Contact ANU Academic Colleges

Course Approvals, Enrolments and Course Changes - Academic College contacts

CAP Student Office

E: cap.student@anu.edu.au

T: 6125 7912

ANU College of Asia and the Pacific

CAP Student Centre

HC Coombs Building #9 (main entrance - up stairs), ANU

CASS - Undergraduate Students

E: students.cass@anu.edu.au

T: 6125 2898

ANU College of Arts and Social Sciences

CASS Student & Education Office

Beryl Rawson Building, ANU

CBE Info

E: info.cbe@anu.edu.au

T: 6125 3807

ANU College of Business and Economics

CBE Student Administration

Level 2, Building 26c, Kingsley Street, ANU

CECS - Student Enquiries

E: studentexp.cecs@anu.edu.au

T: 6125 8809

ANU College of Engineering and Computer Science

CECS Student Office

CSIT Building 108, Room N202, North Road, ANU

CoL Exchange Team

E: exchange.law@anu.edu.au

T: 6125 4164

ANU College of Law

Law Student Office

5 Fellows Road, ANU

JCS - Joint Colleges of Science Student Office

Science Enquiries - E: science.enquiries@anu.edu.au

PhB Science Enquiries - E: phb.science.enquiries@anu.edu.au

T: 6125 2809

ANU Joint Colleges of Science

Science Student Administration Office

Building 42 Peter Baume Building, ANU

Student's Responsibility – MUST DO

- You MUST complete an “Enrolment change form”. It must be handed/emailed to your Academic College (NOT Global Programs).
- You MUST check ISIS to ensure that you are correctly enrolled at ANU for your exchange, before departure. It is your responsibility to check this.
- If there are any changes to your exchange enrolment, contact your Academic College by e-mail immediately.
- Your exchange duration is only for one semester. So you must be enrolled in a shell code totalling 24 units of study at ANU during your exchange semester away. Get it done before you leave for exchange.



ATTENTION – read this!

Failure to organise your enrolment and non-completion of the “Enrolment change form” **Will have serious consequences**, such as:

- cancellation of student visa (International Students);
- cancellation of Centrelink payments;
- No credits will be counted for your overseas semester, and you will be required to complete an additional 24 units of study at ANU to complete your degree.



Access and Inclusion

Access and Inclusion

- If you have an EAP with Access and Inclusion (A&I) which would likely be in place on an International Program, you need to meet with them to discuss the requirements which you may need to consider.
- You may have considerations that require A&I to assist you with, so that you have the support you require when participating in an International Program. For example, you may need to ask for assistance about contacting the host university about any arrangements. Your information is confidential. It is not shared with the host university unless you have arranged to do so personally.
- Please note the importance of disclosure of any pre-existing medical or accessibility requirements that would render a student unable to participate in the program. Eg. when a program has pre-disclosed inherent requirements as part of the course (e.g. labs, field trips etc). If students do not disclose any pre-existing requirements, they are at risk of being limited in the opportunity to take courses / to be successful.
- To connect with Access and Inclusion, here are their details:
<http://www.anu.edu.au/students/contacts/access-inclusion>

Access & Inclusion reception

	access.inclusion@anu.edu.au
	+61 2 6125 5036
	+61 2 6125 9881
	+61 2 6125 3008



OS-Help Loans

OS-Help Loans (for Commonwealth Supported Students)

Visit <http://www.anu.edu.au/students/scholarships/os-help> for eligibility criteria and latest funding amounts available.

OS-HELP applications can be completed online through the Global Programs system

In 2019, the maximum OS-HELP amount is \$8,149 for students studying in Asia, or \$6,791 for students studying elsewhere in the world.

- Payments are made directly into the bank account declared on your ISIS account* four-six weeks after you submit your application.
- *Make sure your bank details are up to date!

OS-Help applications are done online.

International Students – extra steps

- Request OSHC Leave of Absence for international students before departing from Australia
- Check with DIBP on notification requirements for your study outside of Australia (student visa concerns)

A few tips before you go...

- Immunisations – book an appointment at least a month in advance, keep records.
- Personal info – have you given someone permission to access your personal info on your behalf?
- Records – keep records of all communications, including who you are speaking to, when, where etc.. / create an "Exchange doc" file on dropbox
- ANU email – monitored / diverted / check spam box, just in case.
- Travel plug – universal adaptor/power board – multiple charge points.
- Finances – what's the back-up plan? See your bank. Check international withdrawal fees.
- Mobile – put yours on hold before you go/cancel contracts/check if you can get a local SIM.
- Follow up – when you get home, follow up your transcript and enrolments.

PLAN AHEAD!



Personal Safety & Psychological Well-being

Items to Consider

- Personal safety
- Managing unexpected events
- Culture shock
- Homesickness
- Additional resources

Personal Safety

- Be aware of the risks associated with independent travel
 - Different laws and customs
 - Transport dangers / travel direction
 - Theft / Robbery
 - Lack of support overseas
 - Language and communication barriers

Tips for ensuring your safety

- Research!
 - Laws/legal system
 - Cultural customs
 - Language (basics)
 - Water quality
- Register with Smart Traveller
- Responsible behaviour
- Buddy up! Create a support network
- Plan for easy access to money
- Do not take valuables
- Clothing/footwear choices
- Be prepared!
 - E.g. Contraception

What if Something Happens?

- **Stay calm and try to be rational**
- Seek somewhere safe
- If it's an emergency, seek immediate assistance. Get to know the emergency numbers in-country:
examples - 000 (Australia), 999 (UK), 911 (USA). What's yours?
- Utilise the support of the host institution
- Notify ANU Insurance Office
- Notify ANU Global Programs team
- Who do you trust to assist you?
- Make sure you stay in touch with family and friends
- Respond to ANU if we email you (your ANU email account) to check-in with you from time to time

Mental Preparations

- Preparing to travel
 - Preparing to minimise culture shock
 - Homesickness and FOMO (Fear of Missing Out)
 - Relationships abroad
 - What if something happens?
- Have a plan for how to help yourself!



Based on Oberg (1960) and Gallahorn & Gallahorn (1963)

Cultural Adaptation



Culture Shock and The Cultural Adaptation Cycle [What It Is and What to Do About It]

https://www.youtube.com/watch?v=g-ef-xhC_bU&feature=youtu.be

Tips for managing during exchange

- Be realistic about your expectations overseas – it may not be exciting all the time
- Don't isolate yourself & keep an open mind ;)
- Don't forget to take care of yourself: exercise often, eat well and sleep well
- Stay in contact with home, family, and friends regularly
- Become a member of the Exchange club at your host university
- Take up an activity/sport/interest at host destination
- Make yourself known to the local exchange office
- Find out about student services at your host university
- If needed, call us via Skype

Additional resources - seeking help

- Your host institution
- ANU Counselling Centre
- Other websites:
 - E-couch
 - MoodGym
 - Blueboard
 - Reach Out
 - Smiling Mind
 - Anxieties.com
 - Black Dog Institute
- **ANU website:** <http://www.anu.edu.au/students/health-wellbeing/counselling/community-services>





DURING EXCHANGE

Student Email Accounts and Change of Address

- All correspondence from the university is sent to your **ANU email account** – please continue to use your ANU email and check it even when you are overseas!
(it is not possible to verify yahoo/ gmail/ hotmail email accounts etc and these account may not work in certain countries)
- ANU will not email information or communicate with non-ANU email accounts.
- Update your contact details (eg. any phone numbers) on ISIS as soon as you have relocated.

Be the best ANU Student Ambassador

- Participate at the partner's Orientation event.
- Get to know your hosts – say a hello!
- Thank your new hosts at the exchange partner for welcome activities.
- Make the effort to introduce yourself to new students and tell students about your home town (in Australia or overseas), Canberra and the ANU and things you like.
- Exchanges can only continue if exchange students continue to promote one another's university/country.
- Volunteer for events at exchange partners, like Fairs, to promote exchange, ANU and Australia.
- For more information about the [ANU Inbound exchange program](https://www.anu.edu.au/files/guidance/Inbound%20Student%20Guide_0.pdf), show students:

https://www.anu.edu.au/files/guidance/Inbound%20Student%20Guide_0.pdf





RETURNING FROM EXCHANGE

Returning to ANU – your Transcript

Before you finish exchange and leave your host university, please make sure you:

- Settle outstanding fees: Finalise any outstanding fees at host university (accommodation, library, Gym etc). If there are outstanding fees at partners, it may impact you graduating from your degree at ANU. The partner will contact ANU regarding these matters and may withhold your exchange transcript.
- Request Transcript from Partner: Find out whether your host university would send your transcript to ANU directly. If not, you must organise this yourself.
 - a) For many partners in the USA and some in Germany, exchange students MUST order their transcripts themselves. Check with partner.
 - b) Transcripts may take between 3-6 months after your exams to be issued by the partner.
- Ensure your Transcript is Processed: After you have received an email from us about your transcript, please pick up the transcript from our office. You can make an appointment with your ANU College Advisor to ensure your exchange credits are transferred. Please note:

Exchange students will receive a full semester of ANU credits (24 ANU units) if the student passes ALL their courses (a full semester equivalent) at the partner university. ANU only annotates the number of credits applied to the ANU transcript, no grades are applied on the ANU transcript. Your grades for courses taken at the host university will appear on the host university's issued transcript.

Returnee homecoming session

- Global Programs, in conjunction with the Careers team will run a “Returnee homecoming session” in the first month, when you return from your overseas studies.
- The session covers:
 - What to do next
 - Unpacking your overseas experience
 - Using your experience for your career
 - How you can add the skills gained towards your CV, making your overseas studies strengthen your future career prospects
- Come along and learn how to make the most of your overseas program towards future opportunities!

ANU Global Connect on Facebook

facebook.com/groups/1014037572115552/



Join “ANU Global Connect FB” to Connect

ANU Global Connect:

Facebook community for exchange students:

- Students who have returned from exchange
- Students current out on exchange
- Students about to go on exchange (like you)
- Students from exchange partners studying here at ANU right now

Find the “FLAG” or “REGION” for where you are going and start a chat with the group.

Remember, one day, a new student (“inbound” or “about to go on exchange”) would also like to seek your help too! So please help one another and share tips.



Volunteers wanted!

Ambassadors and Storytellers

Become an Exchange Ambassador or Storyteller

- Student Voice Scholarship \$400 per student.
- Share your experiences from overseas!
- Videos, stories, photos, and your exchange life!
- <https://www.anu.edu.au/students/careers-opportunities/global-programs/funding-information/student-voice-grant-0>



Remember to sign up and apply before the deadline!

Hope to hear from you! 😊

Volunteering for events

- Volunteer for events at exchange partners to promote exchange, ANU and Australia.
- When you return, volunteer for Global Program events, like the **annual Global Fair!** We can only make the event work with the many students volunteers we need for each country/partner!
- So, please volunteer and help as often as possible.
- We will send you invites to your ANU email account. 😊

Good luck and all the best on exchange!

ANU Global Programs

A Di Riddell Student Centre

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T 02 6125 7857

E outbound.global@anu.edu.au

#ANUglobalprograms

A paper airplane made of brown cardboard is shown in flight, pointing towards a small globe of the Earth. The globe is positioned on the right side of the image, and the background is a blurred world map. The text 'Q&As' is overlaid on the globe.

Q&As

Thank you!

Global Programs drop-in sessions are on:

- Tuesday from 9:00 AM to 12:00 PM
- Thursday from 9:00 AM to 12:00 PM