



THE UNIVERSITY OF
NEWCASTLE
AUSTRALIA

COLLEGE OF
INTERNATIONAL
EDUCATION

**Welcome to
Our College**

internationalcollege.newcastle.edu.au



Welcome

Welcome and thank you for accepting your offer to study with us at the University of Newcastle College of International Education. We are so looking forward to welcoming you to this exciting new chapter of your life; this is your first step towards your undergraduate or postgraduate study at the University of Newcastle – ranked in the World's Top 200 Universities, and the World's Number 1 University for partnering for a sustainable future. Our experienced Academic team at the College are working hard to prepare an interesting and engaging study program for you, presented by our experienced and highly qualified teachers. Our dedicated and friendly College Services Team are here to ensure you are supported throughout your time at the College and can assist you with program advice, information about campus events, transitioning to University, and your accommodation

options. We know that moving to a new city is exciting but can be challenging. That is why we have created our Welcome Guide to assist you with preparing to start at the College. We hope the checklists and information about the College and the city of Newcastle, is helpful in getting you ready to start this exciting journey with us! On behalf of all our staff I extend a personal welcome to you from the University of Newcastle College of International Education. It is a wonderful place to study and I am confident that you will enjoy your time here with us.

Jonathan Hunter
College Director

¹ QS World University Rankings 2025

² TIMES Impact Rankings Report 2021



Welcome from our
College Director.

Preparing for your journey

Moving to a new country poses different challenges, and we understand that you may have questions about preparing for your stay in Newcastle. There are some essential things you need to know to get ready for your new journey.

CHECKLIST

Collect your documents

Must bring:

- ☐ Valid Passport

Make sure that your passport is valid for at least 6 months prior to your arrival and make a copy of it in case of any emergency.

- ☐ Valid Student Visa (digitally and printed)

Make sure you have a valid visa for entering and studying in Australia well before your departure date. If you are still awaiting approval for your visa, you may check the visa processing time guide. It should give you a good idea of when you can expect to hear back. Good luck!

- ☐ Confirmation of Enrolment Letter (COE) (digitally and printed)

- ☐ Overseas Health Cover (digitally and printed)

Optional to bring:

- ☐ International Driver's licence (if you are planning to drive in Australia)

- ☐ National ID card (with official translation)

- ☐ Birth certificate (with official translation)

Prepare for take-off

- ☐ Pack appropriate clothes for the weather in Newcastle

Check page 12 for more info on what to pack.

- ☐ Study materials

Pack a laptop and charger, as well as a notebook for your upcoming studies.

- ☐ Flight ticket

Make sure to book your flight only after receiving your visa for Australia. We recommend flying into either Newcastle or Sydney airport, and leave plenty of time to settle into your new home before your program starts.

- ☐ Book a free Airport Transfer

Booking your airport pick-up at least five days prior to your arrival is essential for a smooth journey. Request your pick-up newcastle.edu.au/study/international/register-your-arrival.



- ☐ Book Accommodation – On Campus or Off Campus

You will attend all CIE classes in Newcastle, and it is necessary to live in Newcastle instead of other locations (e.g. Sydney). If you don't have accommodation yet, make sure to book a temporary accommodation in Newcastle for at least two weeks for your arrival. This will give you enough time to settle into your new home. Check our accommodation guide for detailed information.

- ☐ Incoming Passenger Card

When you arrive, you will first need to go through immigration and customs, you will need to complete an incoming passenger card which is usually given to you on board your flight, remember to have a residential address detail on hand.

- ☐ List of emergency details

Write down all important contact details, such as your accommodation, your airport transfer, your family/friends, and the CIE team (+61 421 767 713).

- ☐ Prescription medication

Bring any medical history or prescriptions required for ongoing medication translated into English. Check first if your medication is allowed in Australia at abf.gov.au/entering-and-leaving-australia/can-you-bring-it-in/categories/medicines-and-substances

You have landed – what now?

After landing in Australia, take a few days to settle into your accommodation, explore your new home and recover from jetlag. Once you are ready, use our guide below to get your new life organised.

Set up your phone

Once you've arrived in Australia, one of the first things to do is to get yourself an Australian phone number and avoid those expensive international roaming charges.

So, you will need to:

- Ensure your phone is unlocked to use another carrier's network.
- Get a local SIM card

Choosing a mobile phone plan

Most popular mobile phone plan providers in Australia include Optus, Vodafone, Telstra, and Virgin. Most of these providers offer prepaid and post-paid plans.

1. Pre-paid SIM cards, to get started, you'll need to pay a fee and register your SIM card. Once registered, you can add credit as needed. Credit can be purchased online or at stores such as convenience stores, supermarkets, and service stations.
2. Contract SIM cards, phone contracts require you to commit to a specific provider for 24 months. You'll pay a monthly fee for a set amount of data and call time. If you want to end the contract earlier, you'll likely have to pay a termination fee to cover the remaining cost of the contract.

Public Transportation In Newcastle

Buses/Light Rails/Trains

Tap on - tap off system with Adult Opal Card or pay with a VISA debit card to use public transportation in Newcastle.

Visit Tickets and Opal - Newcastle Transport to find more information about opal card and transportation.

University Shuttle Buses

Free shuttle buses for all college/university students to use. You'd need to activate your student account first and acquire a valid student ID card (digital/physical)

Opening an Australian bank account

Opening a bank account in Australia is super easy. In fact, most banks offer student accounts to make things easier. You will have a lot of options to choose from, including popular ones like Australia and New Zealand Banking Group (ANZ), Commonwealth Bank (CBA), National Australia Bank (NAB), and Westpac. When you arrive in Australia, just head to the bank of your choice and let them know that you're an international student looking to open an account.

study.nsw.gov.au/current-students/living-in-nsw/managing-your-money/

What do I need to open an Aussie bank account?

- Passport
- Confirmation of Enrolment Letter or Student ID.

Scams and security

As an international student, it's important to be aware of scams that are unfortunately targeted towards you. These scams can include agency, accommodation, blackmailing, and online scams. By staying vigilant and informed about these scams, you can avoid becoming their victim. Scamwatch (scamwatch.gov.au) and the **NSW Government** are great resources that provide useful information on different types of scams and who to contact for help. Stay safe and stay informed.

Visit Service NSW for Photo Card

Getting around Newcastle is super easy with the NSW Photo Card. It's a fantastic way to identify yourself while exploring new places. Did you know that you can also get a digital photo ID with the Service NSW app? This means you can carry your identification with you all the time, and you no longer have to worry about bringing your passport everywhere you go.

- Find a **Service NSW location**
- Download the **Service NSW Mobile App**.

Who do I need to inform of my arrival?

According to your visa condition 8533 you must inform your education provider (CIE) of your residential address and your Australian phone number within seven days of arriving in Australia, you can update those details via MyUni app > MyHub > Personal Details.

Please send us an email when you arrive to Australia! The College Services Team will be happy to welcome you in Newcastle.



Getting ready for Welcome Day

We look forward to welcoming you to the College at our Welcome Sessions, we will provide you with the opportunity to meet the College Team and hear specific information about your program. There are also other recommended sessions available to assist you in integrating into your new student life, covering important topics such as online systems, academic learning support, and Aussie culture.

Onboarding Information

We want you to get all set up as a college student. You will receive emails approximately five weeks before your Welcome Session, which will provide you with detailed instructions on how to activate your account, enrol into your courses, obtain your student ID card, and access your welcome session details along with the registration link.

U18 Student information

Australian law considers international students under the age of 18 to be minors and as such the College takes special care of their welfare and development. Students who are minors must stay in their approved accommodation until they turn 18 years of age. Students having any concerns or queries must liaise with the appointed University Parental Representative staff who will assist with their welfare and general support arrangements. You will also meet with a College Services staff member on a regular basis to check on your welfare status.

Student Communication

1. Welcome Email

Five weeks before the program start date.

2. Welcome Sessions Program Information

Four weeks before the program start date.

3. Activate Student Account

Four weeks before the program start date.

4. Enrol into Courses

Three weeks before the program start date.

5. Orientation Sessions

One week before the program start date.

Campus Services

Student Services

You can meet with our College Services team at any time to discuss any challenges or concerns that may arise.

- Connect you with academic support
- Provide you with program and enrolment advice
- Assist with degree choices and course selection
- Provide welfare support for personal issues (including confidential counselling)
- Help you manage your time and deal with study pressures
- General study and motivation assistance
- Help with accommodation – homestay, on-campus and off-campus
- Support for students under the age of 18
- Connect you with clubs, societies and peers to help you build your social networks

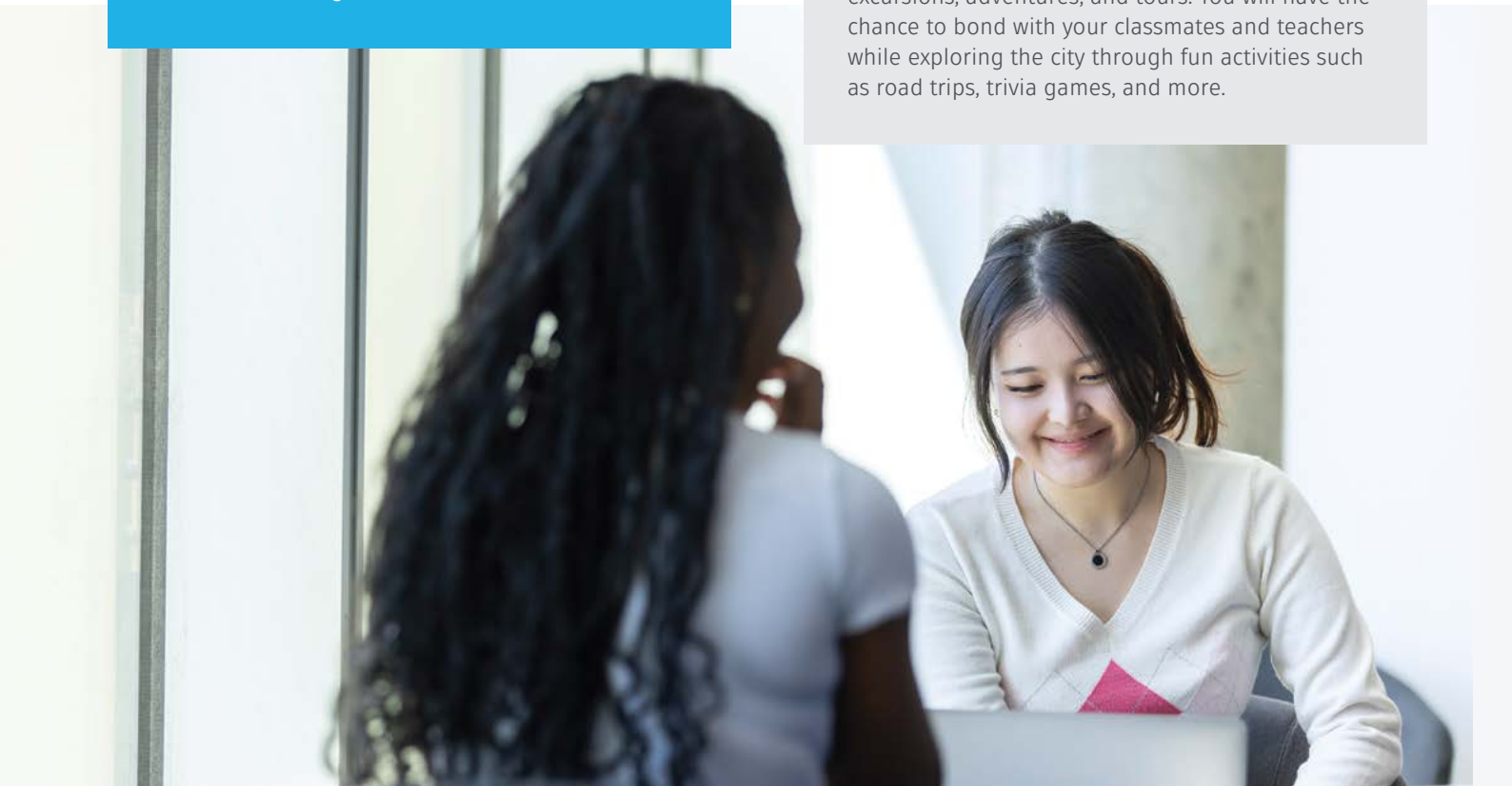
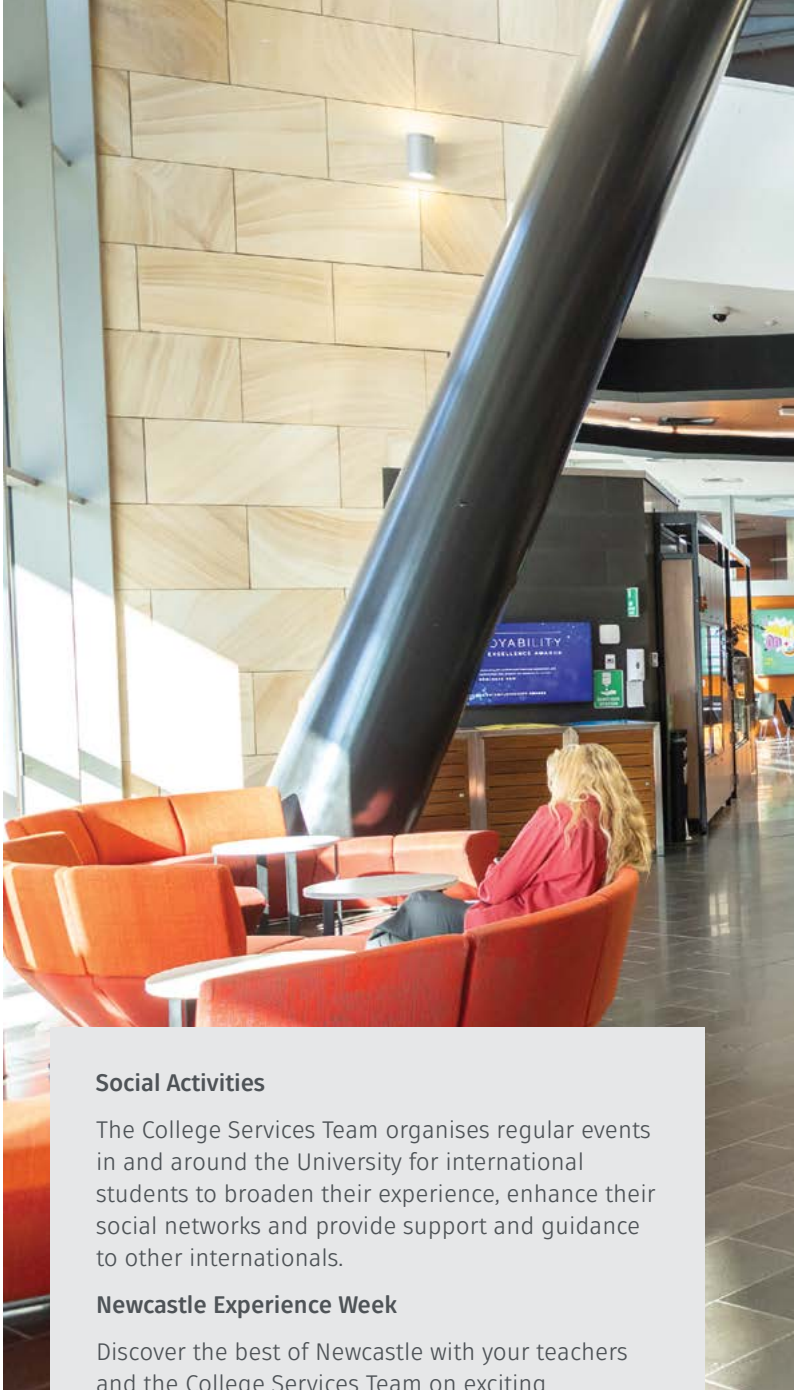
You can join our College Services Team for a Pre-Arrival Webinar at the beginning of your journey. They will provide you with all the necessary information to have a seamless arrival and feel at home at the College and Newcastle. You will gain valuable insights and tips that will make your transition to college life easier.

Social Activities

The College Services Team organises regular events in and around the University for international students to broaden their experience, enhance their social networks and provide support and guidance to other internationals.

Newcastle Experience Week

Discover the best of Newcastle with your teachers and the College Services Team on exciting excursions, adventures, and tours. You will have the chance to bond with your classmates and teachers while exploring the city through fun activities such as road trips, trivia games, and more.





Ambassador Program and Peer Mentoring Program at CIE

Imagine being part of a community where you feel like you truly belong. You can make new friends and develop employability skills that will help you thrive in your future career goals. CIE has programs specifically designed to offer you these opportunities. By getting involved in planning, marketing, and executing social events, you'll take a lead role in engaging with current and future CIE students. Don't miss out on this incredible chance to be part of a vibrant and supportive college community.

Academic Support

As you progress through the semester, it's essential to stay connected and take advantage of the opportunities available to you.

CIE Tutorials and the CIE Achievers Club are designed to help you succeed in your studies. By participating in these sessions, you will exchange notes, discuss difficult concepts, and review weekly material with your teachers.

The University Library connect you with the information, resources and support you need from online databases, borrowing books and facilities, research support, and study support.



Chat with CIE Students/Alumni

Other Services for international students

Career Services offers free support to all current students at the College of International Education. From gaining part-time work while you study, clarifying your longer-term goals, or connecting with industry, we have a service or resource to fit your current needs and help you achieve your career goals.

UNSA (University of Newcastle Student Association) provides a wide variety of opportunities for students to make the most of their time through student events, clubs & societies, student representation, and much more. There are over 100 student clubs and societies for all students to join. This is an excellent opportunity to join a supportive network, make new friends and make life-long memories!

Health, Safety and Wellbeing

Where do you go if you are sick?

In order to help you better understand, hospitals are typically meant for emergencies, while GPs (General Practitioner) are meant for non-emergency situations. However, if you find yourself seriously hurt or sick and in need of urgent medical attention, it's important to go to the hospital right away. This could include anything from a major injury such as a broken bone, to problems with breathing or bleeding, or loss of consciousness. For non-emergency situations such as the flu or common cold, you can visit your GP or a medical clinic. Remember, your health and well-being are our top priority, and we're here to support you every step of the way.

Finding a doctor

Your OSHC provider may have a list of recommended doctors, and their website may have a 'find a doctor' feature. You can also use the **Healthengine website** to locate a doctor.

Emergency

If you have a medical emergency, if there is a fire, or if you need police attention, call 000 (it's completely free to call).

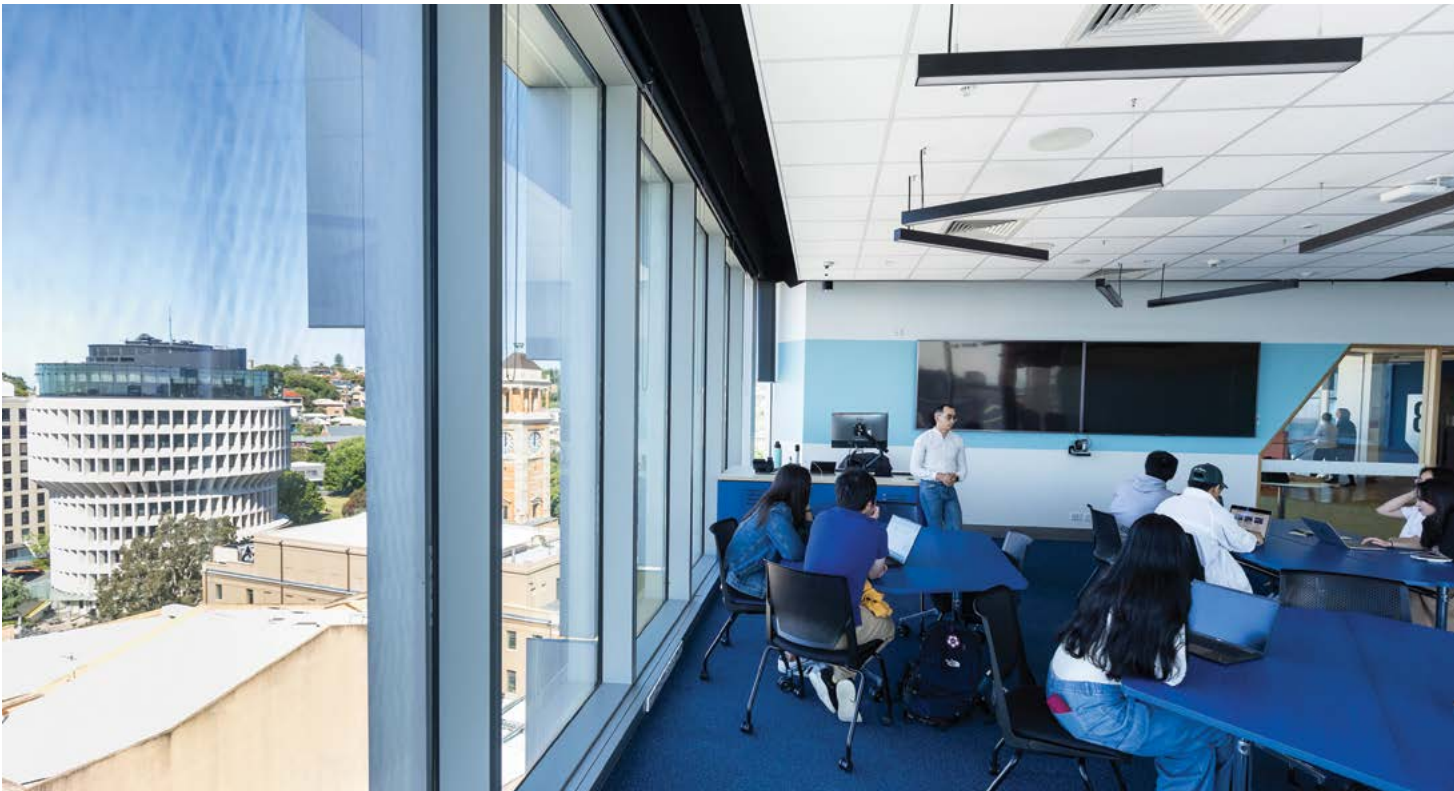
Overcome Homesickness

We understand that studying in another country can be overwhelming, that's why the College Services Team at CIE is here to help you through every step of your journey. Our top priority is to ensure that you have access to all the support you need, so please don't hesitate to reach out to us.

- Wellbeing Advisors are experts in providing guidance and support to students in need.
- If you're struggling with personal or study-related issues, our free and confidential Counselling Service is here for you.
- The University of Newcastle After Hours Support Line is staffed by a team of qualified crisis support specialists, providing 24/7 support on weekends and public holidays.
- Sonder is an app-based peer support platform that provides you with access to multilingual support at any time of the day.

Remember, you're not alone in this journey. We're here to help you succeed and overcome any obstacles that come your way.





Campuses

College of International Education offers safe, friendly secure campuses with a range of facilities for you to make the most of your study experience in Australia.

All of our CIE programs are taught face to face at the Newcastle (City) campus and Newcastle (Callaghan) campus. Once you progress into University of Newcastle, there are certain degree programs also available in Sydney campus & Central Coast campuses apart from campuses in Newcastle.

You will learn from world-class teaching staff at innovative facilities, interact with local and international students and experience Australian culture and way of life.

Newcastle (Callaghan)

Newcastle Callaghan campus is for our CIE students studying in Degree Transfer Programs in Information Technology, Engineering, Construction Management (Building) & Design (Architecture).

Once our CIE students progress into the University of Newcastle, there are many bachelor/master programs available in education, humanities, social science, and the fields of science, technology, engineering, mathematics, and medicine (STEMM), as well as nursing and health for them to continue their university studies.

The region's largest hospitals, the Hunter Medical Research Institute, schools, early childcare facilities, and local defence and industrial hubs are all in close proximity. With all this on your doorstep, you'll have plenty of chances to meet industry leaders and build practical skills. Also located at our Newcastle (Callaghan) campus, NUsport at The Forum offers state-of-the-art health and fitness facilities and programs to help maintain your physical and mental wellbeing.

The main on campus accommodation buildings are situated in Callaghan campus, and free shuttle buses are available for all students to commute from Callaghan campus to city campus.

Newcastle (City)

The majority of our CIE programs are taught face to face at Newcastle (City) campus, including all pre-master, foundation Studies, foundation studies in medicine, express preparation programs, degree transfers in business, commerce and media and communication programs.

Once our CIE students progress to the University of Newcastle, you may choose to continue studying at the Newcastle (City) campus with university programs offered in business and management, law and creative industries and communication.

In the heart of the CBD, our Newcastle City campus provides an integral link with industry in creativity, business and law. Home to the Newcastle Legal Centre and Newcastle Graduate School of Business, NUspace harnesses the latest in technology and innovation to deliver a world-class student experience.

Overlooking Newcastle harbour, Q Building is home to our School of Creative Industries as well as our Integrated Innovation Network (I2N) Hub. Enrich your learning experience with specialised studios and technologies, and shared spaces to connect with staff, industry, and community.

Located just a few minute's walk from Q Building, The Forum Harbourside offers leading health and fitness facilities in a convenient location – so you can stay healthy while you study.

More than
**A\$125
million**

invested into the
Newcastle City
campus over the
past five years.



Check out
our campuses

Sydney (City)

At the CIE stage, there are no program offered in Sydney (City) campus. Once students successfully complete their CIE programs, they may have options to study in Sydney (City) campus if they are studying below university programs:

- Master of Professional Accounting;
- Master of Professional Accounting (Advanced);
- Master of Professional Accounting / Master of Business Administration
- Master of Business Administration (MBA)
- Master of Information Technology (MIT)

The Sydney campus is situated in middle of Sydney's central business district, offers world-class facilities and innovative styles of learning.

Central Coast (Ourimbah and Gosford)

At the CIE stage, there are no program offered in Central Coast campuses. Once students successfully complete their CIE programs, they may have options to study in Central Coast campuses if they are studying university bachelor programs in business, education, humanities and social science, oral health therapy, podiatry and the sciences (food, coastal and marine and exercise and sports).

Students studying in central coast campuses can benefit from the state-of-the-art facility which offers a three-ward simulation centre, anatomy and histology laboratory, research laboratories, virtual reality spaces and more.

Exploring Newcastle

Welcome to Newcastle, a vibrant, future focused coastal destination home to several distinctive neighbourhoods full of character and shaped by the unique heritage and culture. Make sure to take time to explore everything Newcastle has to offer.

Imagine living in a city with



Smart infrastructure



Student city



Affordable major city



Short commutes



Great recreational facilities



Great places to eat & drink

Nearby Newcastle

Surrounding Newcastle are regional attractions including:

- Lake Macquarie - Australia's largest coastal saltwater lake
- Port Stephens - a collection of seaside villages with beautiful sand dunes
- Hunter Valley - stunning vineyards, valleys and gourmet eateries
- Barrington Tops - a world-heritage listed rainforest popular for bushwalking, kayaking, abseiling and mountain biking

visitnewcastle.com.au/see-do/top-places-to-visit

Weather

Season between November - March:
Up to 35 degrees

Average temperature: 25 degrees

What to pack? Swimmers, sunnies, walking or hiking shoes.

Season between April - October

Up to 25 degrees

Average temperature: 18 degrees

What to pack? Warm jacket, hat, beanie or scarf, and warm shoes.

Shopping

With Australia's diverse, multicultural population, dishes and flavours from all around the world are readily available and incredibly popular. When asking locals about iconic Aussie foods, you might hear about meat pies, Tim Tams, fairy bread, pavlova, or a sausage in bread from an outdoor 'sausage sizzle'. Australia is also famous for its local seafood, native bush ingredients and fresh produce markets.

Supermarkets like Coles and Woolworths typically have international food sections, featuring ingredients from various countries and cultures. In these sections, you can find authentic sauces, spices, snacks and other food items that will provide you with a taste of home even while you're away. Newcastle also offers plenty of international food stores.

Shopping Centres

- Marketown Shopping Centre (23 Steel St)
Local shopping center close to the city campus. Contains all important shops like Coles, Woolworths, Aldi, gift shops and a pharmacy.
- Westfield Kotara (Corner Park Av & Northcott Dr)
Big shopping center just a bus ride away in Kotara. Contains all big brands, Target, Kmart and a cinema.
- Charlestown Square (30 Pearson St)
Big shopping center just a bus ride away in Charlestown. Contains all big brands, Target, Big W, a food court, cinema and bowling alley.

Asian supermarkets

- AKK Asian Groceries (661 Hunter St, Newcastle)
- YG Marketown (138 Parry St, Newcastle)
- Kwon Mart (230 Lambton Rd, New Lambton)
- Kairali Asian Groceries (69 Nelson St, Wallsend)
- Asia Pacific Groceries (Shop 1/92 Nelson St, Wallsend)
- Southern Supermarket & Asian Store (1/116 Nelson St, Wallsend)
- House of Asia (Shop G12, Stockland Shopping Centre Jesmond)
- Mayfield Butcher and Grocers- Halal food (135A Maitland Rd, Mayfield)

Public transport

Newcastle transport system is diverse, clean and reliable. With trains, light rail trams, buses and ferries, there are several transport options for getting around the city, light rail, trains, buses, ferries and the NUshuttle bus.

Four easy steps to start planning your travels

Step 1: Get yourself an Opal card

Opal cards are multiple use cards which you can buy at the Newcastle Interchange, post offices, news agencies and the General Store on campus. Learn more on the [Transport NSW website](#).

Step 2: Planning your trip

To get real-time travel information for buses, trains, light rail and ferries in Newcastle, download the TripView app. It makes planning your travel around the city a lot easier. With information on delays, vehicle locations and service interruptions, it will help you select the best available option for your journey.

Step 3: Catching a ride

When catching the bus you will usually enter using the front door, but for the tram and train, you can use any door to enter. Upon entering the vehicle, you need to validate your trip by tapping your card on the yellow validation machines found just inside the door.

Step 4: Stop!

In the bus, you have to press the button to stop the bus. Trains will stop automatically at all stations.



NUshuttle

As a College student, you can catch the NUshuttle bus to and from Callaghan/NUspace campus for free and free access to Wifi.

Bicycles

You can rent a bicycle from **BYKKO**. E-Bikes can be hired from locations across the city for a small fee.

Biking facilities at the University

The University offers various bike hubs for undercover, secure bike storage with end of trip facilities (lockers, bathrooms, water refill stations) and bike repair equipment.

newcastle.edu.au/current-students/uni-life/campus/campusamenities/services-and-facilities/sport-andrecreation/bike-hubs





COLLEGE OF INTERNATIONAL EDUCATION

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THE UNIVERSITY OF NEWCASTLE COLLEGE OF INTERNATIONAL EDUCATION

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