

# STUDENT ORIENTATION

MELBOURNE CBD CAMPUS

Trimester 1, 2026

A very warm welcome to our New  
Students from the UBSS Staff.



## Today's Topics

- Welcome message
- Introduction to UBSS
- Living in Australia
- Living in Melbourne
- Our Melbourne CBD Campus
- Key UBSS Staff
- Academic Support Services
- Non-Academic Support Services
- Communication
- Important Procedures
- Facilities and Resources
- Policies and Procedures
- Reminders

# Acknowledgement of Country



We acknowledge the Traditional Custodians of the lands and waters across Australia where our campuses are located and where we gather to meet and learn. Today, I honour the Gadigal people of the Eora Nation, on whose land we are based and all the lands we gather from today.

We pay respect to Elders past and present, whose wisdom, cultural heritage and care for these lands have guided countless generations, just as we strive to guide our students. Inspired by their commitment to learning and community, we walk together toward a future of mutual respect, understanding, and shared opportunity.

# Welcome Message

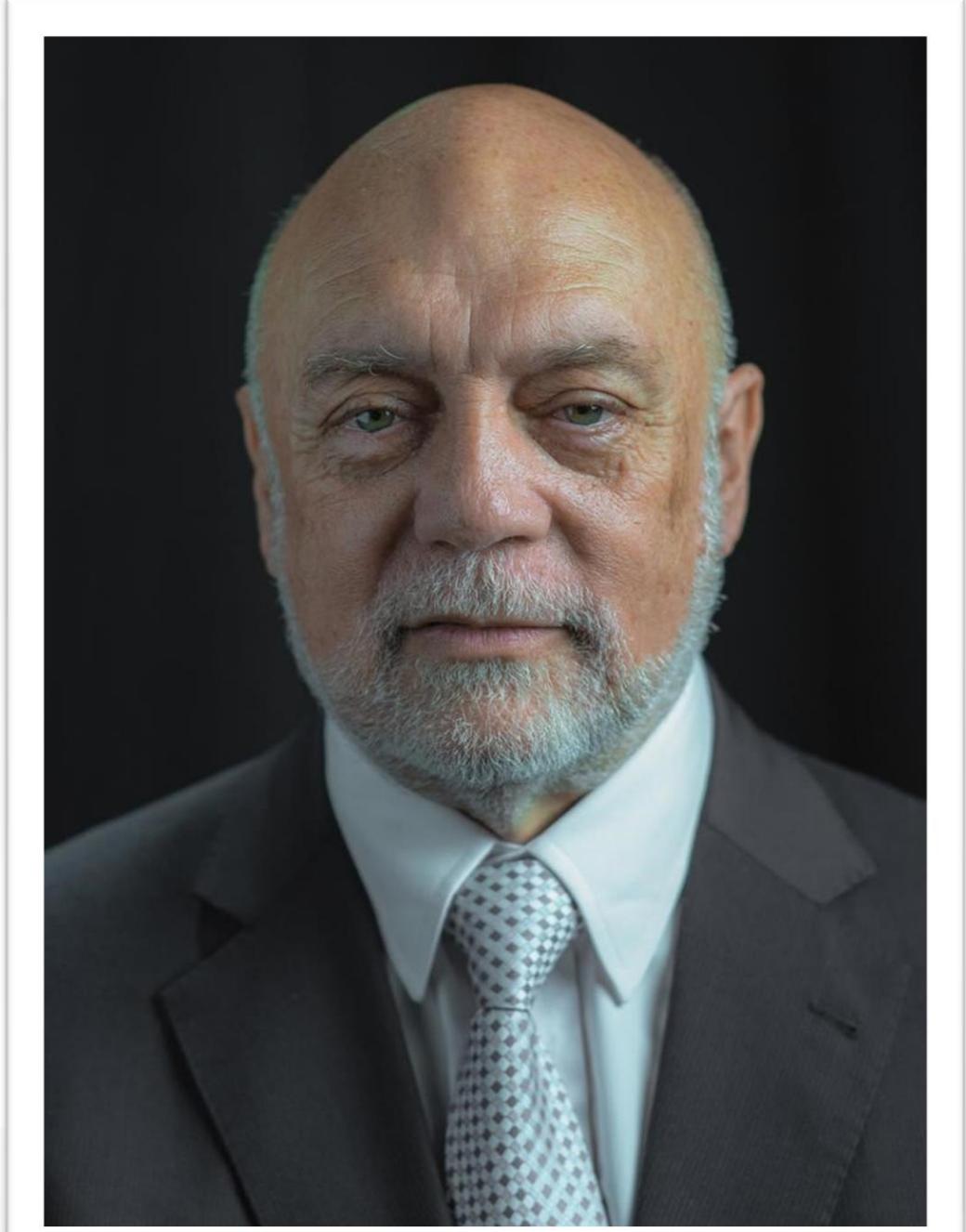
Dear Students,

Welcome to Universal Business School (UBSS)

You are embarking on an exciting journey of learning and growth. At UBSS, we are dedicated to providing you with the knowledge, skills, and support needed to excel in your chosen field. Our focus is on practical, industry-relevant education, equipping you to thrive in an ever-changing world.

Your time here is a unique opportunity to challenge yourself, explore new ideas, and build lifelong connections. Make the most of it, and remember, our team is here to support you every step of the way.

We are thrilled to have you join our community and can't wait to see all that you will achieve.



**Professor Alan Bowen-James**  
Interim Chief Executive Officer  
Interim Chief Academic Officer  
Group Colleges Australia

# Introduction to UBSS



# Introduction to UBSS

UBSS is a nationally recognised business school and higher education provider of undergraduate and postgraduate programs that prepare you for the challenges of the global business marketplace.

## Our Programs

Bachelor of Accounting

Bachelor of Business

Master of Business Administration (MBA)

*Accounting*

*Entrepreneurship*

*IT Management*

## Student Experience Survey (2023)



# Introduction to UBSS

## UBSS Mission

UBSS launches careers for the entrepreneurs of the future

## UBSS Motto

“Launch Your Career”

## UBSS Values

Delivering the Bachelor of Business, Bachelor of Accounting and MBA with an Australian experience.

Providing a learning environment for the entrepreneurs of the future offering a high level of student support and care to deliver a quality learning space providing access to online and classroom education technology for all students ensuring academic excellence & free intellectual Inquiry.

## Introduction to UBSS

### Our commitment:

It is the School's objective to prepare you to be work ready in the business world after completion of your degree.

## UBSS Governance

Universal Business School Sydney (UBSS) is a trading name of Group Colleges Australia (GCA), an educational institution based in Australia.

The Board of Directors has ultimate responsibility for GCA performance and operations as an accredited higher education provider.

Academic governance is delegated to the Academic Board (AB) by the Board of Directors in accordance with GCA's Constitution.

Management is delegated to the Chief Executive Officer, who is supported by the Executive Leadership Team and committees that monitor and advise on health and safety, staff and student wellbeing and operational matters.

### **Governance and Leadership**

<https://www.gca.edu.au/about-gca/>

# UBSS Registration

UBSS is registered as a higher education provider in Australia by the Tertiary Education Quality and Standards Agency (TEQSA). The Tertiary Education Quality and Standards Agency (TEQSA), registers all Australian institutions, including government and private universities, that offer courses at the higher education (tertiary level) and accredits their courses for delivery in Australia and/or offshore locations.

CRICOS is the Commonwealth Register of Institutions and Courses for Overseas Students. CRICOS registration means that UBSS is authorised by the Australian government to enrol international students in its courses.

When you attend university or an approved higher education provider, you can get a FEE-HELP loan to pay all or part of your tuition fees (for Australian citizens and some special New Zealand visa holders only).

## Registration and Accreditation

<https://www.gca.edu.au/registration-and-accreditation/>



**Australian Government**  
Tertiary Education Quality  
and Standards Agency



# Professional Accreditation



# Living in Australia

"Australia is a stable, democratic and culturally diverse nation with a highly skilled workforce and one of the strongest performing economies in the world."

<https://www.gca.edu.au/living-in-australia/>

## Global Recognition

### Safe Environment



## Growing Destination

### Cost of Living



## Multicultural Society

### Work



# Living in Australia

## Important information while living in Australia:

**Emergency Contacts:** 000 (triple zero) = emergency number in Australia

<https://www.triplezero.gov.au>



**Safe work in Australia:** Covid 19 information for workplaces

<https://covid19.swa.gov.au/covid-19-information-workplaces>

**Beach Safety:** <https://www.healthdirect.gov.au/beach-safety>

### Key facts:

- Always swim between the red and yellow flags on patrolled beaches
- Always swim with someone else
- Never swim after drinking alcohol or taking drugs



**Overseas Student Health Insurance:**

<https://www.studyaustralia.gov.au/en/plan-your-move/overseas-student-health-cover-oshc>

**Legal Advice:** <https://studymelbourne.vic.gov.au/living-here/help-in-tough-times/get-legal-advice>

# Living in Melbourne

**“Melbourne is the capital city of Victoria and one of the southern hemisphere’s largest business, cultural, sporting and recreational cities. People living in Melbourne enjoy a safe city, affordable healthcare, world-class education, reliable infrastructure, business opportunities and a healthy environment”**

<https://liveinmelbourne.vic.gov.au/discover>



# Living in Melbourne

## Places to Explore

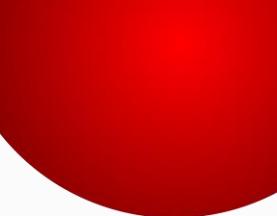
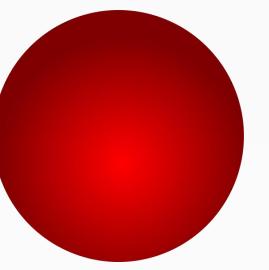
Melbourne's unique climate has something for everyone – summers that are warm, autumns that are moderate, winters that are cool, and springs that are sunny and bright. There are also great activities to enjoy.

<https://liveinmelbourne.vic.gov.au/discover/things-to-do-in-melbourne>



**Cost of Living** - Rent (or other accommodation), utilities, groceries, restaurants and transport. Students should be aware that the costs of studying in Australia will depend on your education provider, the level of study you choose and your study location in Australia.

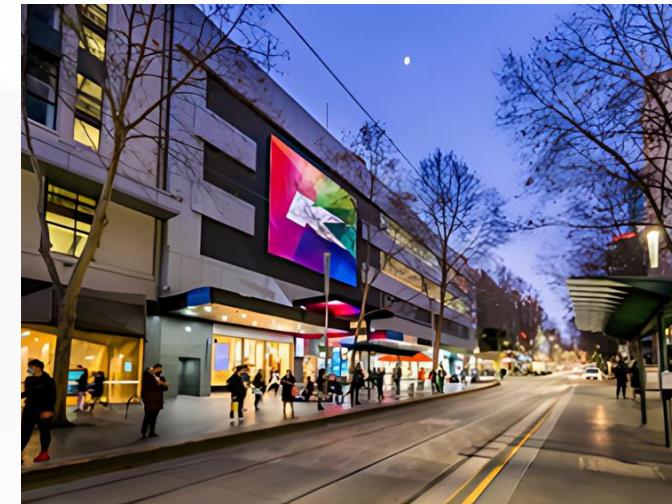
<https://www.studyaustralia.gov.au/en/life-in-australia/living-and-education-costs>



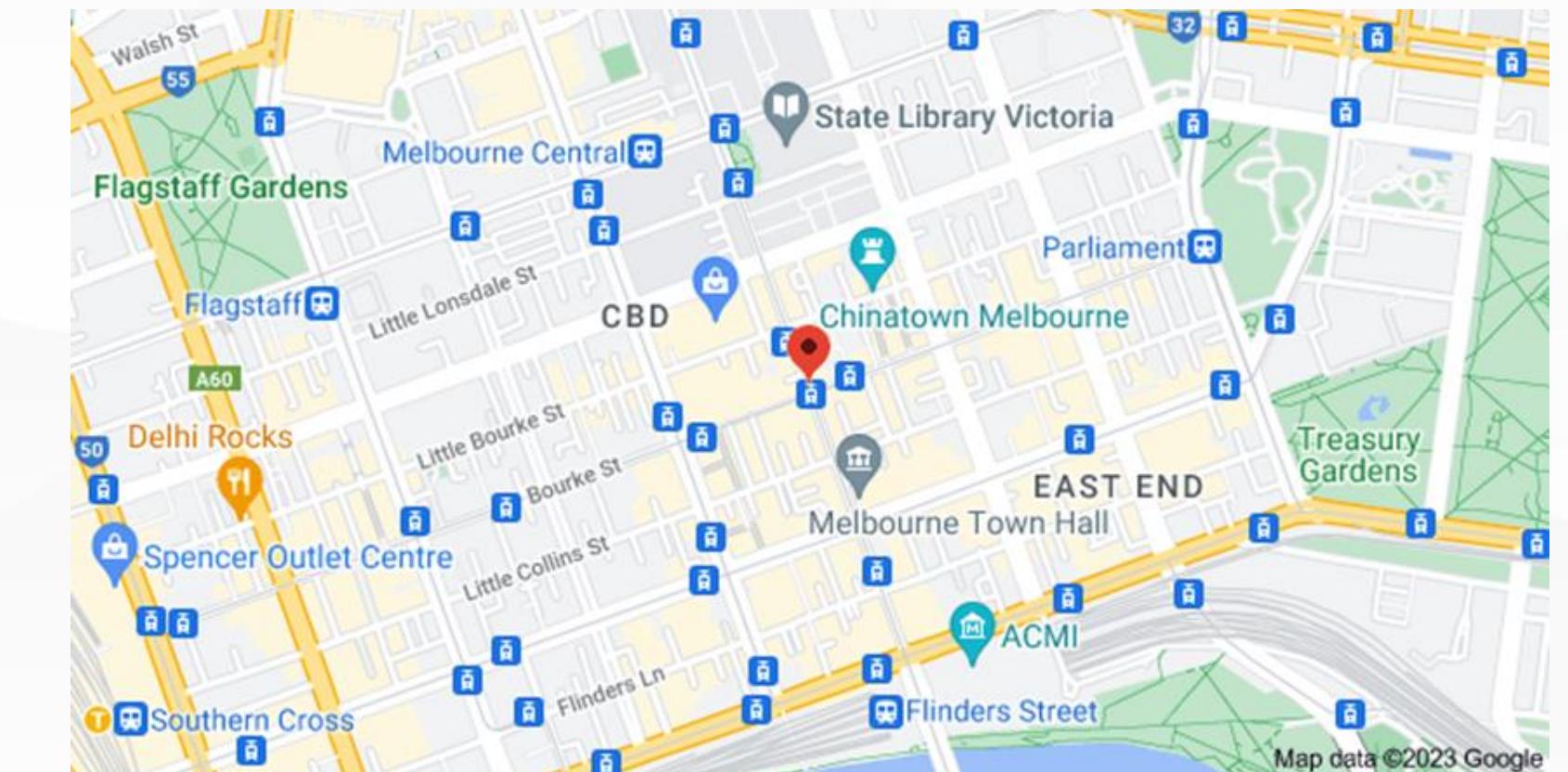
# Our Melbourne CBD Campus

The UBSS Melbourne CBD campus is in the heart of the Melbourne CBD, at the intersection of Bourke Street and Swanston Street

Level 2, 222 Bourke Street  
Melbourne VIC 3000  
Australia



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# Key UBSS Staff



**Associate Professor Wayne Smithson**  
Academic Programs Director  
Sydney CBD campus  
[Wayne.Smithson@gca.edu.au](mailto:Wayne.Smithson@gca.edu.au)



**Dr Mack Meshkati**  
Student Success Manager / Senior Lecturer  
Melbourne CBD Campus  
[Mack.Meshkati@gca.edu.au](mailto:Mack.Meshkati@gca.edu.au)



**George Lai**  
Campus Manager  
Compliance Manager  
Melbourne CBD campus  
[George.Lai@gca.edu.au](mailto:George.Lai@gca.edu.au)

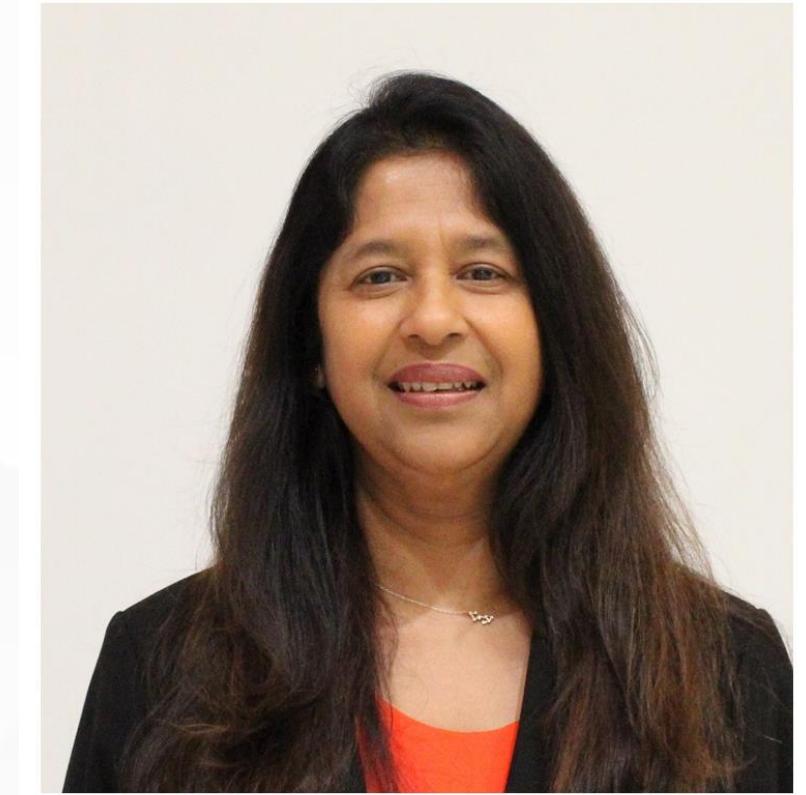
# Key UBSS Melbourne Staff



**Jaspreet Kaur**  
Business Analyst  
Melbourne CBD Campus  
[Jaspreet.Kaur@gca.edu.au](mailto:Jaspreet.Kaur@gca.edu.au)



**Dr Narjess Abroun**  
Academic Lead  
Melbourne CBD Campus  
[Narjess.Abroun@gca.edu.au](mailto:Narjess.Abroun@gca.edu.au)



**Dr Dimuthu Ekanayake**  
Deputy Student Success Manager  
Melbourne CBD Campus  
[Dimuthu.Ekanayake@gca.edu.au](mailto:Dimuthu.Ekanayake@gca.edu.au)



**Muskanpreet Kaur**  
Student Services Officer  
Melbourne CBD Campus  
[Muskanpreet.Kaur@gca.edu.au](mailto:Muskanpreet.Kaur@gca.edu.au)

# Melbourne Campus Lift Access

Students are advised that the lifts to go to level 2 are locked daily for the safety and security of all staff and students on campus.

Monday, Friday: 4:30pm

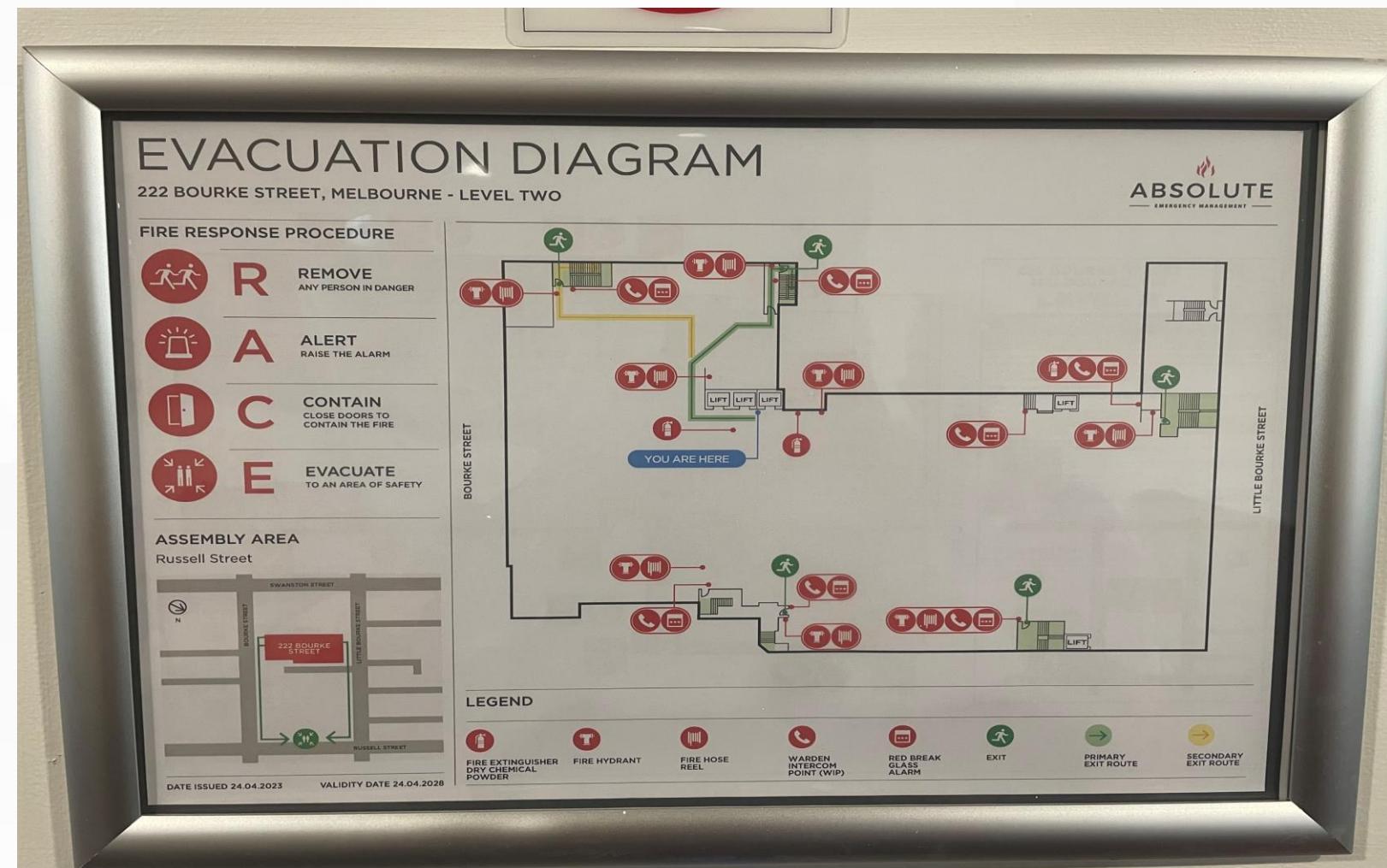
Tuesday, Wednesday, Thursday: 7:30pm

Evening classes: If students wish to leave the campus after 7pm, re-entry to the campus is not possible.

# Campus Evacuation Procedure

Evacuation Plans are posted near the lifts and around the campus.

During an evacuation, please remain calm, follow staff instructions, and proceed quickly to the designated assembly point for your safety.



## Fire wardens:

Muskanpreet Kaur

George Lai

Gaurav Gulati

Barun Ojha

George Zhang

# Campus Evacuation Procedure

## First aiders:

Muskanpreet Kaur

Jaspreet Kaur

Gaurav Gulati

Barun Ojha

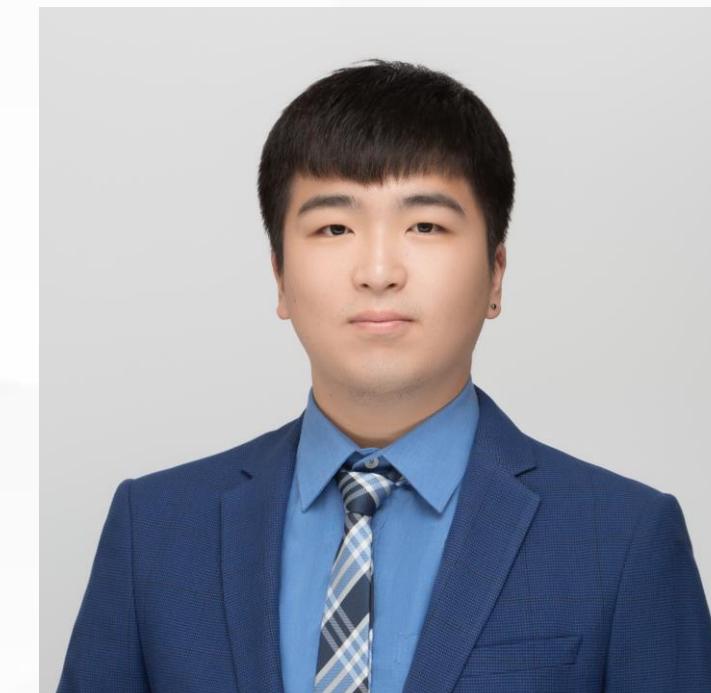
George Zhang



**Gaurav Gulati**

Student Services & Duty Officer

[Gaurav.Gulati@gca.edu.au](mailto:Gaurav.Gulati@gca.edu.au)



**George Zhang**

Student Recruitment & Duty Officer

[George.Zhang@gca.edu.au](mailto:George.Zhang@gca.edu.au)



**Barun Ojha**

Duty Officer

[Barun.Ojha@gca.edu.au](mailto:Barun.Ojha@gca.edu.au)

# Powerboards and extension cables

Students are advised to fully charge their electronic devices before attending classes and assessments. Powerboards and extension cables will not be provided.

# Academic Support Services



# Academic Staff Roles

The **Lecturer** will be responsible for:

- Direct teaching on their specialist subject
- Creating teaching materials

The **Tutor** will be responsible for:

- Delivering the tutorial materials
- Invigilating in-class assessments for their subject cohort<sup>24</sup>
- Mark all assessments

The **Student Success Manager** will be responsible for:

- Supporting students' academic growth and success
- Providing academic support and tailored learning assistance



# Student Success

Focus areas include –

- Assisting students with their learning and associated skills development;
- Providing individual advise and guidance to students on a range of matters academic;
- Providing individual consultation with students as required;
- Providing lecture and tutorial support as required;
- Assisting with bookings as required;
- Working co-operatively with the campus staff to create a positive and welcoming environment; and taking an active role in hybrid and face to face supervision.

## Other Student Success Services

Academic Progression Monitoring and Intervention Policy

<https://www.gca.edu.au/policies-and-procedures/>

Learning Resources/ Student Central <https://www.gca.edu.au/learning-resources/>

Video recordings of class lectures via Moodle <https://moodle.ubss.edu.au/>

E-libraries <https://www.gca.edu.au/learning-resources/>

MBA TV for subject content support

<https://www.youtube.com/@MBATVAUS/videos>

# Student Success

## Official Point of Contact

For all enquiries regarding the support services that UBSS offers to students, please contact:

### Student Services

1300 422 422

[studentservices@gca.edu.au](mailto:studentservices@gca.edu.au)

## Booking Appointments

Book an appointment with the Student Success Manager via the UBSS Mobile app.

<https://play.google.com/store/apps/details?id=au.edu.gca.ubssmobile>

Appointments will be held on Microsoft Teams or face to face as advised by the Student Success Manager.

# Non-Academic Support Services



Visit <https://www.gca.edu.au/policies-and-procedures/>

- Student Support Framework;
- Support for Students Policy (FEE-HELP students only)

## Non-Academic Student Support

Non-Academic support services include –

- Assisting students with enrolment processes
- Activating student accounts both in the learning management system (LMS) and the student management system (SMS)
- Ensuring ongoing access to the necessary applications and software
- Supporting enrolment variations
- Providing directory assistance
- Enabling leave applications
- Ensuring student welfare and being available to students for a range of other queries in a timely way.

## Non-Academic Student Support

Other Non-Academic Support Services include:

- Wellness Support <https://www.gca.edu.au/student-support/>
- Student Orientations <https://www.gca.edu.au/orientation/>
- Visit <https://www.gca.edu.au/policies-and-procedures/>
  - Student Orientation Policy
  - Equity, Diversity and Inclusion Policy
  - Health, Safety and Wellbeing Policy
  - Academic Freedom and Freedom of Expression Policy
  - Indigenous Australian Education Policy

## Non-Academic Student Support

For further **Student Support** and other essential information to help you navigate studying, living, and working in VIC as a student. please visit :

<https://www2.education.vic.gov.au/pal/student-support-services/resources>

<https://www.studymelbourne.vic.gov.au/study-melbourne-hub>

<https://www.education.gov.au/international-education/support-international-students>

- Language and interpreter services
- Living in VIC (including accommodation information)
- Identity cards and documents
- Safety and emergency help
- Health and wellbeing
- Transport and travel

### **Financial Support for Students:**

<https://studymelbourne.vic.gov.au/living-here/help-in-tough-times>

<https://www.education.gov.au/international-education/financial-assistance-international-students>

# Communication





# Communication

Effective communication between UBSS and students is **VERY** important.

The main ways of communicating:

- **GCA Webmail:** all students have an email account ([studentID@studentmail.gca.edu.au](mailto:studentID@studentmail.gca.edu.au)).
- **SMS to mobile:** text messages are sometimes sent for urgent messaging.
- **UBSS Mobile App:** we might send you notifications via your UBSS Mobile App, so make sure you download it.
- **myGCA Bulletin:** bulletins are sent out so you don't miss anything important. They will automatically appear once you log into your myGCA account.
- **TV Monitors:** these are placed all over campus to provide you with student information and occasionally some "words of wisdom".
- **Online Surveys:** we like to hear from you. Through our online surveys we manage student satisfaction and feedback.



# Social Media

Social media is a very important part of UBSS student experience. We strive to provide our students with high-quality, relevant and useful content at UBSS.

We provide daily content related Business, Entrepreneurship, management and UBSS related news.

We invite all students to like and follow our social media accounts, including Facebook, Instagram, LinkedIn and YouTube



UBSS Australia



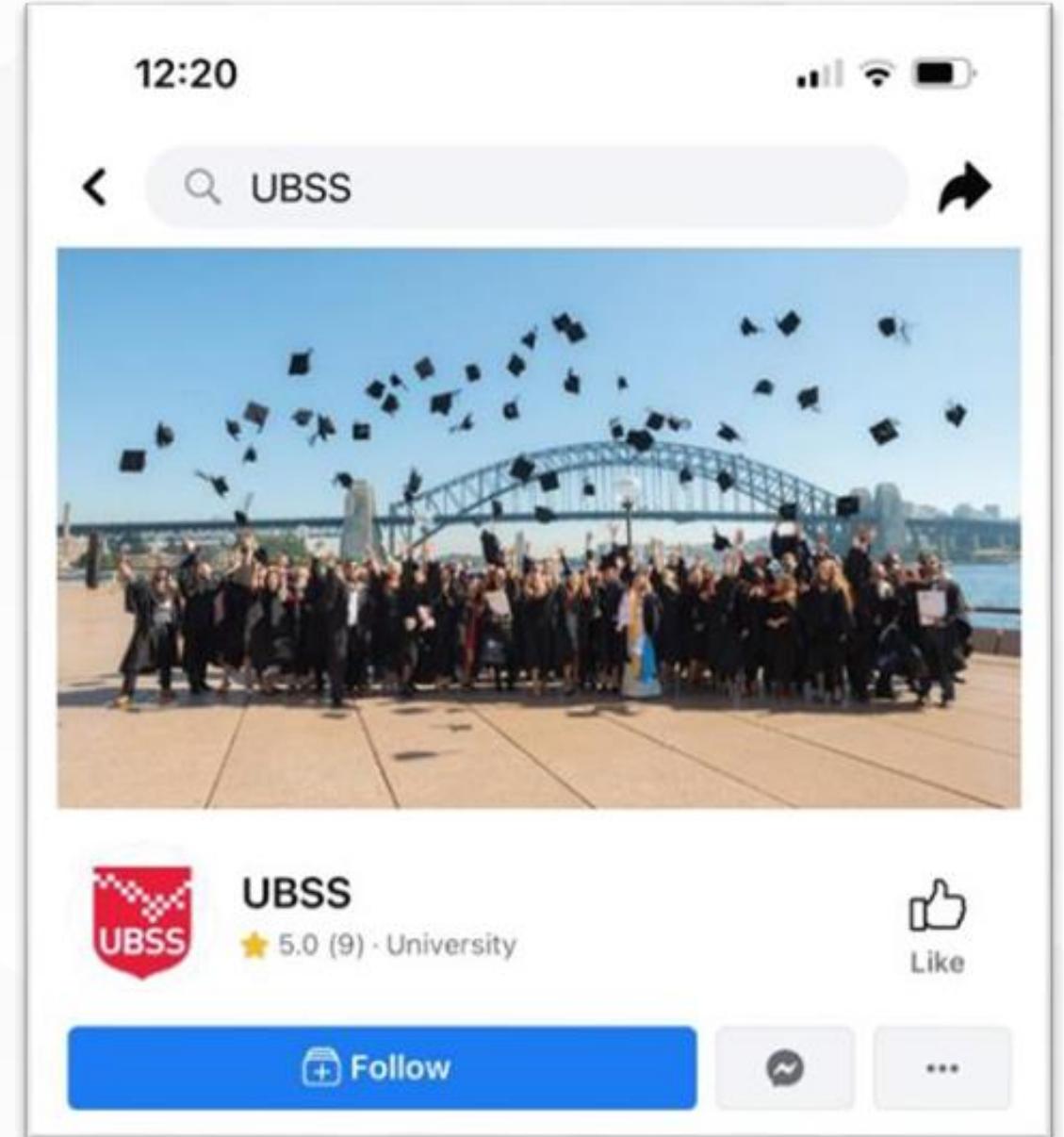
UBSS Australia



UBSS Sydney



UBSS Australia



# Policies & Procedures

## Other Procedures



# Policies and Procedures

You can find all UBSS Policies and Procedures on our website.

<https://www.gca.edu.au/policies-and-procedures>

## **COLLEGE CODE OF CONDUCT**

This is the Standard of behaviour UBSS expects of everyone.

*UBSS reserves the right to suspend or expel any student who in any way breaches the College Code of Conduct or any of the associated College Rules.*

[\*\*UBSS Student Code of Conduct Policy\*\*](#)

[\*\*UBSS Grievance and Appeals Policy \(Academic\) Policy\*\*](#)

## **ACADEMIC GRIEVANCES**

Students are able pursue academic grievances related to:

- Student Academic Progress
- Assessment
- Curriculum
- Awards in a course of study

# Policies and Procedures

## Process for Student Grievances and Appeals (Academic and Non-Academic)

If you have a grievance, your first point of contact should be Student Services or the Student Success Manager, as per existing policies. You can reach them in person during UBSS opening hours, or via email or telephone.

You can also schedule appointments with your Academic Programs Director to address any issues related to your experience at UBSS.

Please follow the procedures outlined in the relevant policies, such as the Grievance and Appeals policies (Academic and Non-Academic) and the Student Code of Conduct.

If you are not satisfied with the outcome after following these procedures, you may contact the Commonwealth Ombudsman for higher education student complaints: <https://www.ombudsman.gov.au/complaints>

You may also contact the National Student Ombudsman at any time: <https://www.nso.gov.au/>

# Compliance (DHA)

## Department of Home Affairs (DHA)

### DHA deals with:

- Students visas
- Student visa holders monitoring

### DHA is interested in:

- Your academic progress
- Where you live (via your myGCA account)
- Your employment

**Important:** Group Colleges Australia / UBSS have a legal responsibility to report students who do not meet the DHA requirements.



**Australian Government**  
**Department of Home Affairs**

# Compliance (DHA)



**Australian Government**  
**Department of Home Affairs**

**You choose to apply to the Australian government for a student visa and agree to follow certain rules & conditions to keep your visa – this is called compliance**

Academic and non-academic intervention strategies are available to you. For more details, refer to Policies and Procedures located on our website. <https://www.gca.edu.au/policies-and-procedures/>

# Unique Student Identifier (USI)

## What is the Unique Student Identifier (USI)?

To commence studies with UBSS, the Australian government requires all students to have a Unique Student Identification (USI) number. The USI will create a single government identifier for your entire tertiary education journey wherever you study in Australia. This will help simplify information management for students, education providers and the Australian government.

For students who will graduate after 1 January, 2023 the Australian government requires all students to have a Unique Student Identification (USI) number. The USI will create a single government identifier for your entire tertiary education journey wherever you study in Australia. This will help simplify information management for students, education providers and the Australian government.

## What do you need to do?

You will need to read and accept the [\(USI\) Terms and Conditions](#) to use the USI portal.

Select the appropriate option below to either supply your previously obtained USI or apply for a new USI.

**If you don't have your USI yet, apply for one today at: [www.usi.gov.au](http://www.usi.gov.au)**

# Medical Leave

Apply for Medical Leave via **MyGCA / Student Services Online / Support Services / Approved Leave**

When you visit your Doctor ask for a medical certificate.

Doctors are registered with the Australian government and will have a Medicare Provider Number.

## Approved Leave

If you wish to take time off from your current study period, you may be able to apply for a leave of absence. If you are an international student with a student visa, you will be subject to student visa conditions and ESOS requirements.

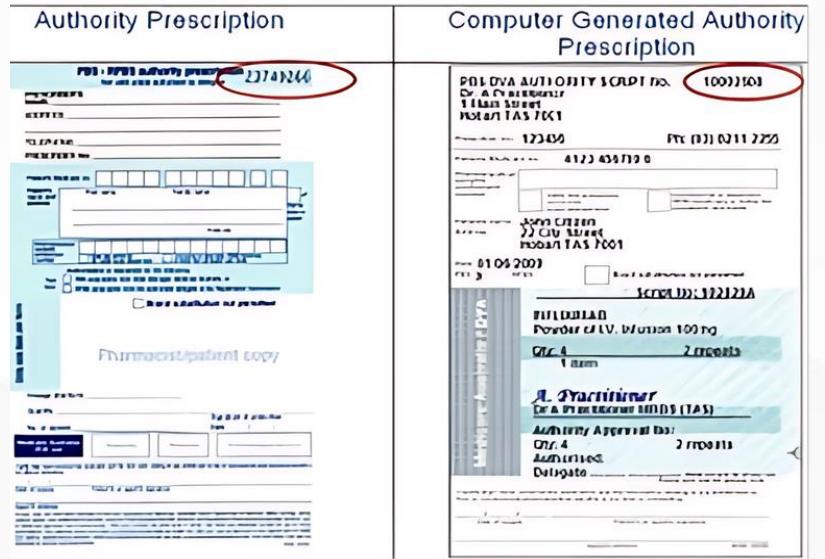
To lodge an application for approved leave, click the Apply Now button.

**Apply now**

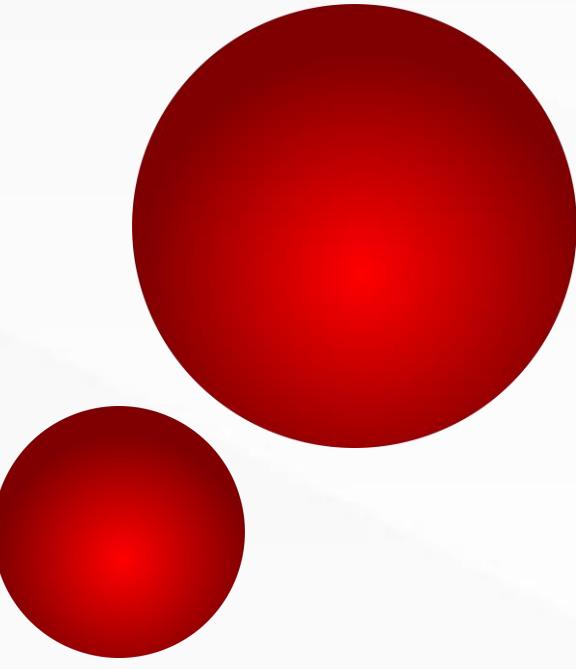
**UPLOAD YOUR MEDICAL CERTIFICATE** and other documents where applicable.

You must keep the original of all medical documents.

DHA may wish to view the document.



# Holidays



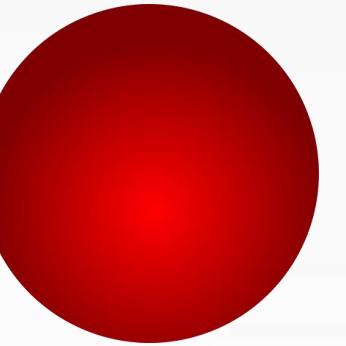
End of trimester holidays are listed on your Academic Calendar available on the UBSS Student Central website.

<https://www.gca.edu.au/academic-calendar/>

If you would like to apply for holidays during your regular study periods you will need to apply for a deferment (3-month leave). For more information about this, please see our Course Deferral Policy at

<https://www.gca.edu.au/policies-and-procedures/>

Please send all Deferment enquiries to [info@gca.edu.au](mailto:info@gca.edu.au)



## Refund & Cancellation

The Refund Policy is outlined in your Offer Letter.

For more details refer to:

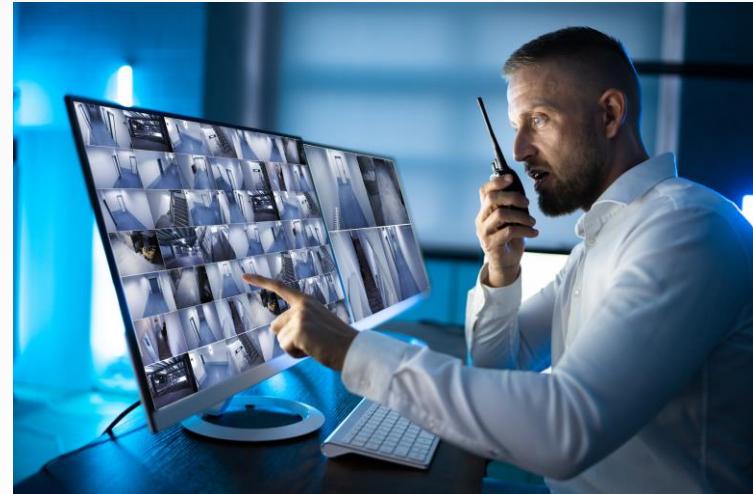
### **Fees and Refund Policy**

<https://www.gca.edu.au/policies-and-procedures/>

### **Information on Tuition Protection Service**

<https://www.gca.edu.au/esos/>

# Security and Health

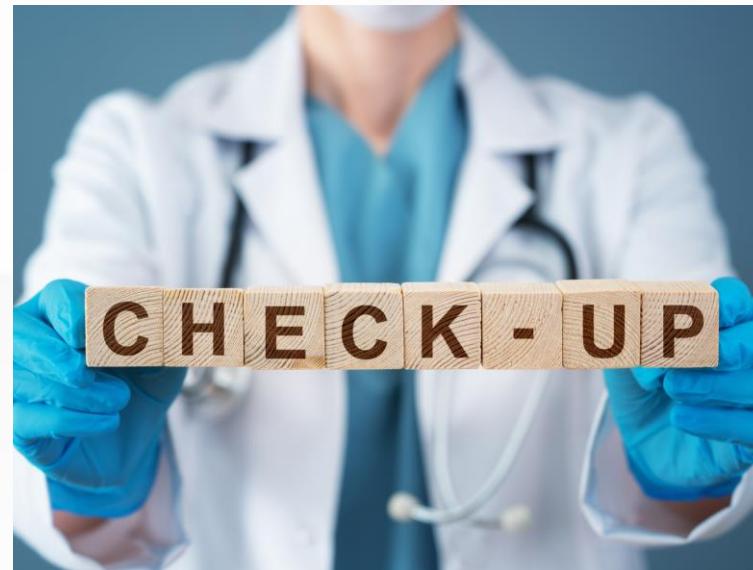


## Security

UBSS Melbourne CBD Campus has 24/7 security cameras to ensure your safety on campus.

**DO NOT** leave your belongings unattended anywhere.

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## Health

For all health-related matters you can visit the nearest Medical Centre, Swanston Street Medical Centre.

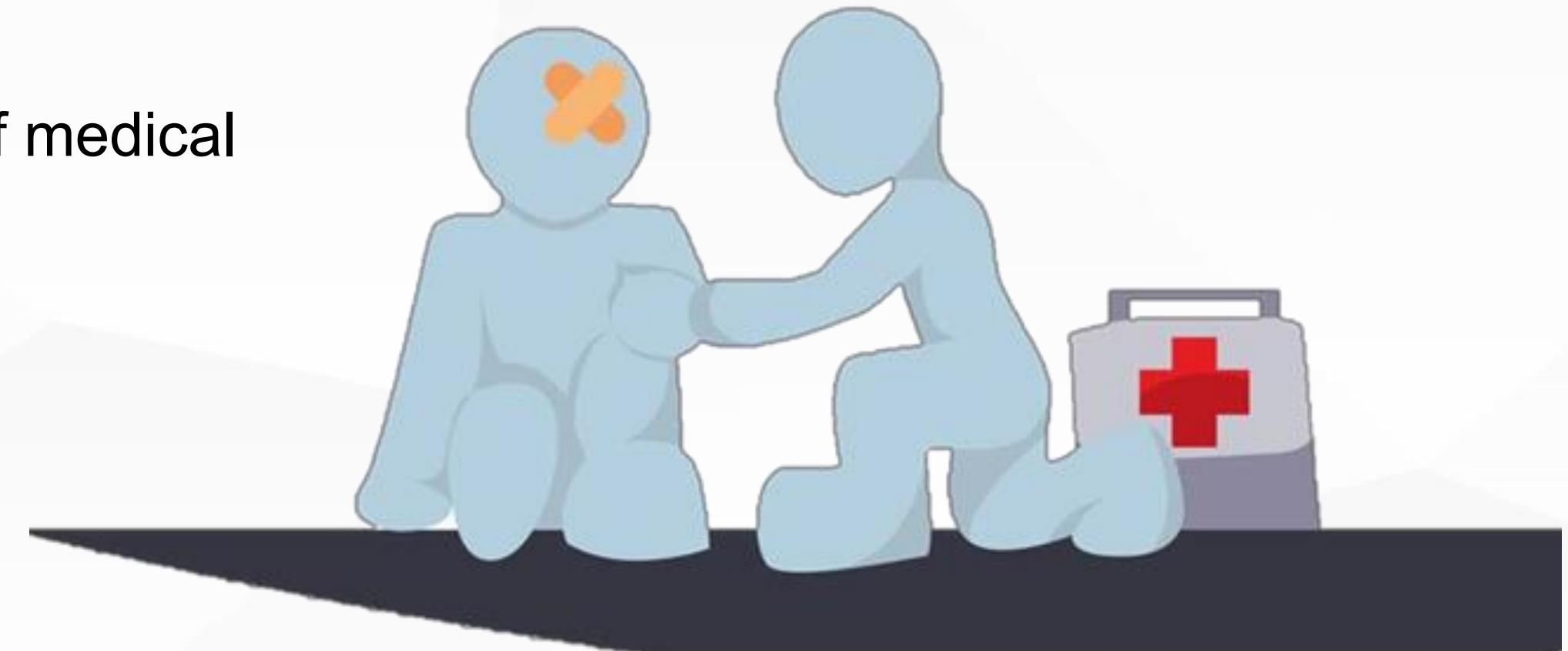
Telephone: +61 3 9205 7500

Address: Level 3, 255 Bourke Street Melbourne VIC 3000

# First Aid

**There are First Aid Officers on campus.**

- Please visit Student Services if in need of medical assistance or call triple zero (000)



## Places of Worship

There are no prayer rooms on campus.

Please visit the link below to find places of worship near the campus.

<https://insiderguides.com.au/finding-faith-in-melbourne/>

# Hygiene on Campus

## 1. Cover your mouth and nose when you sneeze or cough.

The flu virus can travel through the air when a person coughs or sneezes. When you cough or sneeze you should:

- \* Turn away from other people
- \* Cover your mouth and nose with a tissue or your sleeve
- \* Use disposable tissues rather than a handkerchief (which could store the virus)
- \* Put used tissues into the nearest bin, rather than a pocket or handbag
- \* Wash your hands, or use an alcohol hand rub, as soon as possible afterwards.

## 2. Wash your hands



1 Wet your hands, then apply soap



2 Lather vigorously for 15–20 seconds



3 Rinse with water



4 Dry your hands afterwards with a clean towel



**UBSS** UNIVERSAL  
**BUSINESS SCHOOL**  
Sydney | Melbourne | Adelaide

Independent MBA Business School

# Hygiene on Campus



**WE'RE COVID SAFE**

We have a COVID-19 Safety Plan and are committed to keeping you safe.

- Physical distancing
- Hygiene and cleaning
- Record keeping
- Wellbeing of staff and customers

> **HELPING BUSINESS GET BACK TO WORK**

Provide feedback on this business at [nsw.gov.au/covid-feedback](http://nsw.gov.au/covid-feedback)

NSW GOVERNMENT

Students are to keep bathrooms clean and tidy.  
Consider others – clean up after yourselves.



Paper towel is to go in the bin provided.

All sanitary items **MUST** go in the bins provided.

Please remember...



# Wellness and Support

At UBSS we focus on all aspects of student wellness and creating a safe environment for all students.

UBSS has a dedicated WHS & Wellness Committee and support staff who are the first point of contact if you feel unsafe.

If an incident were to occur on the premises during class hours, inform your lecturer/facilitator and/or contact the following staff:

**George Lai** – Campus Manager, Melbourne CBD campus

[George.Lai@gca.edu.au](mailto:George.Lai@gca.edu.au)

**Dr Mack Meshkati** - Student Success Manager, Melbourne CBD campus

[Mack.Meshkati@gca.edu.au](mailto:Mack.Meshkati@gca.edu.au)

Visit <https://www.gca.edu.au/policies-and-procedures/>

- Student Sexual Misconduct, Prevention and Response Policy
- Health, Safety and Wellbeing Policy

# Counselling

Are you having personal problems?

Do you need to talk to someone?

GCA suggests the following:

Contact [Overseas Student Health Cover \(OSHC\)](#)

<https://oshcaustralia.com.au/en>

or Call: Lifeline on 13 11 14 or Beyond Blue on 1300 22 4636



# What are your rights at work?

## Know your rights

There are some things you should find out from your employer as soon as possible. This includes:

- your pay rate
- whether you're full-time, part-time or casual (this affects your hours of work, pay rate and leave entitlements)
- your hours of work
- what your job duties will be
- whether there's an award or registered agreement that covers your job (this affects your pay rate, hours of work and other entitlements)
- if there's a probation period for your job.

## Know your responsibilities

You have responsibilities as an employee. These include performing the duties of your job, being punctual and reliable, and following any workplace policies, procedures, and health and safety rules.

A new job can give you a lot of opportunities - try to make the most of it. Check with your employer to see how you're performing and look for ways to improve how you work.

For more information on your rights and responsibilities at work, visit the website:

<https://www.fairwork.gov.au/find-help-for/young-workers-and-students>



# Important: Pay your fees

- You will be **non-compliant** with the conditions of your **Student VISA**
- Your **CoE** will be cancelled, and the **DHA** will be informed
- You **will not have access** to your **myGCA** account
- You **will not have access** to our online course materials on **Moodle**
- You **cannot sit assessments**
- You may be reported to **debt collectors**

Independent MBA Business School



Thank you  
and  
Welcome to  
UBSS!!