



## **Australian Education Connection**

**USA Address:** 5722 S. Flamingo Rd #303, Ft Lauderdale, FL 33330, USA  
**Tel:** 1-954-680-0453, Student Hotline 1-800-565-9553, Fax 1-954-680-0597

**AUSTRALIA Address:** GPO Box 1424, Canberra City, ACT 2601. Tel: 02-62417974

### **FREE SERVICES FROM THE AEC PROGRAM - What you need to know so please read!\***

\* The services (below) are offered free of charge to those students who apply through the AEC Program. This is possible because the AEC levies an administrative processing fee on the overseas university. Students can therefore, enroll in the overseas university at direct enrolment tuition fees. In other words, should you apply direct to the university you would pay exactly the same fees as what you would pay if you applied through the AEC but you would need to do all the work related to your admission and arrival overseas yourself. By applying through the AEC, you get to the overseas university at direct enrolment and no additional cost! (The AEC can provide free services only for those students that apply for their admission to partner universities in Australia & New Zealand through the AEC program.)

#### **First, lets start with a Capability Statement:**

It is important we make a Capability Statement so you understand our capacity and capability in terms of service delivery. Counseling at the AEC is overseen by the Director Operations who has had 30+ years work experience in education, training and government in Australia. AEC staff have worked, lived and studied Down Under and internationally.

#### **Lets also discuss 'access' to AEC Counselors:**

Prospective Students, Advisors and Parents have access to an AEC Counselor via a toll free number (1-800-565-9553) between the hours of 9 am - 5 pm, week days, East Coast time. Like all business, there will be times that you may be connected to voice mail if we are busy, however, we will generally call you back within a short time!

Once you have applied to the AEC Program, a student will be provided an AEC Counselor's cell phone number. The AEC student can then also call the AEC Counselor on the cell phone between the hours of 5 pm - 9 pm East Coast time during the weekdays, to discuss any urgent matters related to the student's abroad program. The AEC realizes that sometimes it is difficult for a Parent to be involved in their child's admission process, unless it is after working hours. *As usual, the AEC Counselors are available via email almost on demand!*

#### **Now lets discuss what an AEC Counselor can do for you:**

##### **STAGE: BEFORE APPLYING**

- advice on study options
- assist with application procedure for the relevant university
- The AEC Counselor is also happy to liaise with Parents and/or Advisors.

**STAGE: DURING APPLICATION & PRE-DEPARTURE PROCESS**

- assist you with subject selection and credit transfer arrangements so that you meet your Home School's requirements; where necessary negotiate alternate pathways for credit transfer
- assist you with financial aid
- provide you with options for low cost, yet student-friendly travel but you may choose other alternatives including frequent flier miles from your parents - You are not locked into travel arrangements that cost you more money! You will be advised of what to look out when making your own booking e.g. cancellation fees, date changes, etc.
- arrange health insurance coverage as it is mandatory before you get a student visa! By the way, this is a fixed price charged through the university.
- assist you with pre-arranged housing based on the housing options available at the university and off campus - The AEC attempts wherever possible to house you side by side with Australian and other international students so you receive the full benefit of an abroad experience. (We do not buy or rent large scale apartment complexes which house only US students as we believe this defeats the purpose of study abroad.)
- provide you with information and advice on: part time work options whilst studying, volunteering and internships.
- provide information about the AEC Experience Australia 5 Night Optional Program in Cairns. (Yes this program is not included in the program fee, but you are not paying for a managed program! Even if you add the 5 night optional program fee of A\$700 (and this includes housing, all tours including the Great Barrier Reef all day tour, the Tjapukai Aboriginal Cultural Centre tour and many meals), your cost for the AEC program will be much lower when compared with your other options. The AEC will also offer other tour options.)
- assist with payment plan arrangements
- assist where required with funds transfer so that you can pay your tuition fee to the university, medical insurance & housing. (Most universities allow you to pay these fees via electronic funds transfer and/or credit card and it is easy! However, where Home Schools require to pay the funds locally in US\$, this is possible through the AEC. It is your choice.)
- assist with visa advice and arrangements
- assist with on-arrival arrangements
- assist with updates to the relevant overseas university about student's schedule
- provide on-campus orientation program information You do have access to a comprehensive orientation program at the Host University!
- plenty of pre-departure briefings before you leave home, including info on Health and Safety and 24/7 Emergency Contact for the AEC Program
- provide details on how to purchase the International Student Identity Card at US\$22. Yes the cost of the Card is not included in the AEC

program fee but this is because you are not paying the AEC a program management fee; instead you are receiving all support services at the university's direct enrolment (tuition) fee.

- you will receive a telephone code for free calls to the AEC coordinators and even the AEC in the USA! This free phone access will allow you to make on-arrival telephone calls to family and friends in North America and emergency phone calls to the AEC during the duration of your semester/year abroad.

Importantly, as a small organization, the AEC is focused on individualized service. Remember you receive one-to-one support and you pay no more than you would have paid the university direct!

**STAGE: ARRIVAL & ON-GOING AEC MONITORING/ADVICE**

- By this time the AEC has already provided you advice re arrival, housing and what you do when you arrive at your overseas airport of arrival as part of your pre-departure briefings so you should be fine here!
- AEC monitoring - you will have access to AEC Emergency 24/7 contacts for the AEC Program.

It is important that you understand that we have not taken you to your destination to leave you without support. However, you need to be aware that the AEC will not duplicate services just so that we can turn around and charge you fees! We therefore, require that you understand that the AEC works in consultation with Home universities. Home universities are accredited and conforms to certain standards and obligations set down by Government. The university therefore, has an interest in providing you support services in many areas - counseling, advice, housing offices, sporting facilities, even health centres or access to health centers on campus, etc. So, the AEC is there to contact in cases of emergency or when you simply need to talk to someone!

**STAGE: RETURN HOME!**

- The AEC will arrange to have your Australian/New Zealand university transcript to your Home School.
- The AEC will ask you to provide feedback about your overall experience to the AEC.
- The AEC will value your support wherever and whenever possible to promote the AEC on your campus but this is not mandatory.

The 'Return Home' stage is usually managed only for semester/year abroad students who require transcripts sent to home schools and are continuing their academic study at the Home School.

**How does the AEC manage organizational 'change' based on student feedback? How does the AEC decide what services are the most important for students going to Australia or New Zealand?**

The AEC undertakes random student surveys and gathering of market intelligence so that we better understand the needs of students. To ensure that we truly cater to the needs of students, we draw advice and support from an AEC Consultative Group which is made up of those that are directly affected by AEC policy decisions - students! The AEC therefore, draws on the support of past and present AEC students to provide support on the Consultative Committee. Read the information at:  
[http://www.mystudyaustralia.com/student\\_inputAEC.htm](http://www.mystudyaustralia.com/student_inputAEC.htm)

You may also read the information about 'AEC Service' at  
<http://www.mystudyaustralia.com/serviceAEC.htm>

View direct enrolment 'Prices' when you apply through the AEC Program by going to: <http://www.mystudyaustralia.com/prices.htm>

If you need to know who the partner universities are then go to:  
<http://www.mystudyaustralia.com/locateaust.htm>

Full degree students (those pursuing Bachelors, Graduate Certificate, Graduate Diploma, Masters and Doctoral) admitted to the Australian or New Zealand university through the AEC will receive a free 'Wheels of Diplomacy ... ' program which includes housing, travel from Sydney Airport (after arrival) to Canberra, etc. Refer  
[http://www.mystudyaustralia.com/Wheels\\_of\\_Diplomacy.pdf](http://www.mystudyaustralia.com/Wheels_of_Diplomacy.pdf)  
Students going to New Zealand will be provide a slightly different program in Auckland instead of Canberra. Discuss with the AEC.