



UNSW
Global

Student handbook
January 2022

Academic English Programs



UNSW Global Academic English Programs STUDENT HANDBOOK

Section One

Academic Information for Students

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Rules and Regulations

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Student Support Services

UNSW Global Academic English

Programs

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This publication is revised periodically and is current at the time of printing. The most recent version of this publication and updated and related policies can be found on the websites listed above.

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Section One

Academic Information for Students

1 UNSW Global Academic English Programs and Pathways

Programs

UNSW Global English Programs provide academic preparation for undergraduate and postgraduate study and are designed for international students. The programs are delivered in classroom or online format supported by two or more teachers for each class group. There are also Senior Teachers who are responsible for the program, course content and student progress. Course material is provided for all English Programs and may vary depending on the program. Additional online learning resources are available for all students in Moodle (learning management system) or the OpenLearning platform.

All programs are required to complete 20 hours a week of tuition and are broken down into sessions, for example

SCHEDULE
10.30am to 12.30pm
30-minute break
1pm to 3pm

Please note online class timetables vary. Students will be provided with a course specific timetable on commencement.

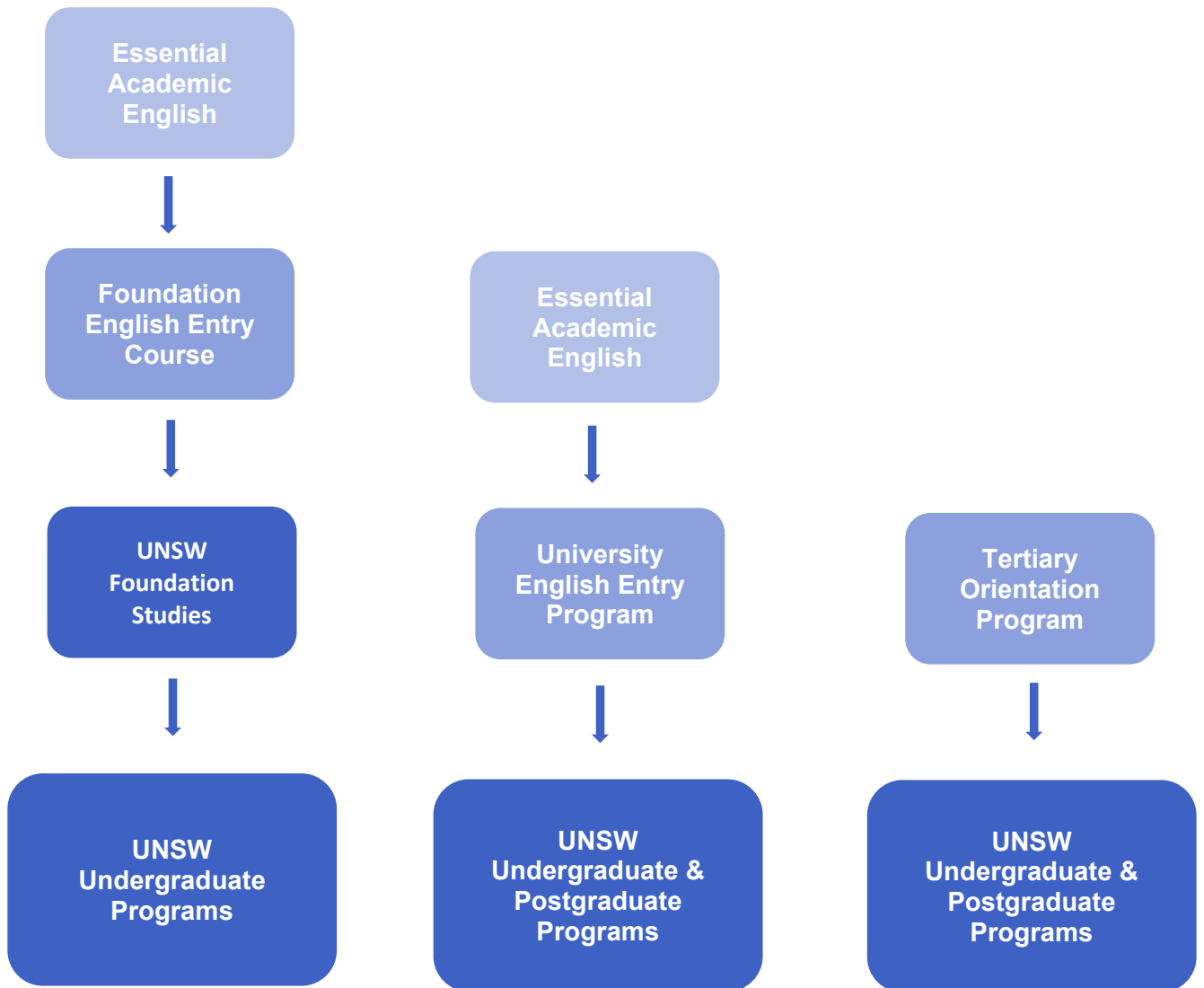
On completion of a UNSW Global Academic English program, students are awarded a Certificate from UNSW Global. The Certificate is accompanied by a Statement of Results. The results in the programs are monitored by Faculties and the University of New South Wales.

UNSW Global Academic English Programs

There are various Academic English Language programs to choose from.

Program	Delivered over	Designed
Tertiary Orientation Program (TOP)	5 weeks	For students who have a full offer from UNSW but want to strengthen their Academic English skills to succeed in university
Essential Academic English Program (EAE)	10 weeks	To prepare students to study our University English Entry Course (UEEC) or the 10-week Foundation English Entry Course (FEEC)
University English Entry Course (UEEC)	10-20 weeks	For students who already have an undergraduate, postgraduate or Diploma offer but do not meet the English Language requirements
Foundation English Entry Course (FEEC)	10 weeks	To prepare students to study one of our Foundation Programs: Transition, Standard, Standard Plus or Extended

Academic English Pathways



2 Academic English Learning Outcomes

Academic English Outcomes

Course	Level	Outcome	CEFR * Equivalence
Essential Academic English (EAE)	Upper Intermediate	Can develop and use effective independent learning strategies. Can understand standard spoken text across academic genres including lectures (approximately 10 min duration) and media broadcasts (approximately 10 min duration). Can prepare and deliver formal spoken presentations on various academic topics. Can read written and graphical information from adapted academic style texts (approximately 900 words). Can effectively produce explanation genre essays (200 – 300 words)	B2
Foundation English Entry Course (FEEC) 10	Upper Intermediate	Can develop and use effective independent learning strategies. Can understand standard spoken text across academic genres including lectures (approximately 10 min duration) and media broadcasts (approximately 10 min duration). Can prepare and deliver formal spoken presentations on various academic topics. Can read written and graphical information from adapted academic style texts (approximately 900 words). Can effectively produce explanation genre essays (200 – 300 words)	B2+
University English Entry Course (UEEC)	Advanced	Can develop and use independent learning strategies. Can undertake library /internet / database searches to locate a wide range of academic texts. Can understand complex spoken text across a variety of academic genres as required at the minimum tertiary entry level including authentic: lectures (approximately 15 – 20min duration), discussions and media broadcasts approximately 15 – 20min duration). Can prepare and deliver formal discipline specific spoken presentations and effectively engage in tutorial style discussions on a topic of an academic nature (discipline specific). Can read written and graph information from authentic tertiary level academic texts (approximately 2500 words). Can produce complex expository / discussion / explanation genre long essays (300 – 1500 words)	C1
Tertiary Orientation Program (TOP)	Advanced	Can develop and use independent learning strategies. Can undertake library /internet / database searches to locate a wide range of academic texts. Can understand spoken text across a variety of academic genres as required at the tertiary entry level including authentic: lectures (approximately 15 – 20+min duration), discussions, media broadcasts (approximately 15 – 20+min duration). Can prepare and deliver formal spoken presentations on a topic of an academic nature (discipline specific). Can read written and graphical information from authentic tertiary level academic texts (approximately 2500 words). Can produce complex expository / discussion genre essays and reports.	C1

*Common European Framework of Reference for Languages: Learning Teaching, Assessment. The above levels are of approximate equivalence at exit to the CEFR Common Reference Level Global Scale bands specified.

3 English Levels & Progress Requirements

English Levels

After successful completion of any stage of your UNSW Global pathway program, students move to the next level. Your selected program will depend on result of placement test results you submit at the time of enrolment. Minimum English requirements apply to each level of English course.

Academic English Pathway Courses

Languages Course placement	Initial class placement		Progress requirements	
Academic English (AE) Courses	IELTS band on entry (overall)	IELTS Writing score on entry	Languages – Academic English Grade on entry (overall)	Languages – Academic English Writing grade on entry
Essential Academic English (10 weeks)	5.0	5.0	D	D
Foundation English Entry Course (FEEC10- 10 weeks)	5.5	5.0	D+	D
University English Entry Course (UEEC 20-20 weeks)	5.5	5.5	D+	D+
University English Entry Course (UEEC15-15 weeks)	6.0	5.5	C	D+
University English Entry Course (UEEC10-10 weeks)	6.0	6.0	C	C-
Tertiary Orientation Program (TOP - 5 weeks)	6.5 + (Full offer for UNSW)	6.0+ (in all modules)	Full offer for UNSW or C+ from UEEC	Full offer for UNSW or 20/30 from UEEC

Students preparing for

Pathway to UG and PG Business, UG and PG Law and Justice, PG and Research Built Environment will need a higher entry score for FEEC (Foundation English Entry Course), UEEC and EAE. You can find further information on our website at: <https://www.unswglobal.unsw.edu.au/programs-courses/english-language/>

4 Minimum Age Policy and Students Under 18 Years of Age

Minimum Age Policy

UNSW Global English Programs has a policy with regard to the minimum age of students accepted into the program, and for the issue of provisional offers to UNSW and the approval of care and welfare arrangements. This policy is as follows:

- The minimum age for ELICOS programs is 17 years of age, unless students are enrolled in a pathway program, in which case we allow students to enter the program at 16 years of age.
- This policy would also apply in external campuses conducting UNSW Global English programs.

Students Under 18 Years of Age

For international students, it is a condition of your student visa to either

1. reside with a close relative over 21 years of age who has been approved by the Department of Home Affairs (DHA) as your carer/guardian or
2. to have your care, accommodation and welfare arrangements approved by UNSW Global.

If UNSW Global has approved your care, accommodation, and welfare arrangements, you are required to:

- check your student emails regularly for scheduled meetings with the Student Support team
- attend the compulsory information session for Under 18 students at O
- attend all scheduled meetings with the Student Support team
- notify and seek approval from a UNSW Global Accommodation Officer if you wish to change your accommodation arrangements
- abide by the rules and regulations concerning U18s living at UniLodge (e.g., curfew time at 10pm)
- inform your homestay host family if you will be home later than 10pm on any given night
- notify and seek approval from a UNSW Global Accommodation Officer if you intend to go on a holiday within Australia or leave the country
- notify UNSW Global of your future study plans at either UNSW or another educational provider
- notify and seek approval from the UNSW Global Student Support team before withdrawing from your program
- notify and seek advice from the Student Support team if any issues or problems arise that may affect your attendance or academic performance.

5 Permanent Resident (PR) and Australian Citizen Status

Permanent Resident (PR) and Australian Citizen Status

Students who have Permanent Resident (PR) or Australian Citizen status can complete a UNSW Global English Program. UNSW Global English Programs policies, rules and regulations apply to all students irrespective of their nationality or residency status. The normal tuition fee applies.

Students who change status from that of international student to PR or Australian Citizen, must notify the UNSW Global Student Services Office and the Student Advisers immediately. Failure to do so may affect university admission.

On the basis of the UNSW Foundation Studies results, PR and Australian Citizen students may apply for a university place. Application is made through the Universities Admissions Centre (UAC), along with all other Australian Citizens sitting final exams such as the NSW Higher School Certificate. Entry levels that apply for New Year and Mid-Year entry are determined by UAC at the time of each intake and are dependent on the availability of places. The GPA (Grade Point Average) requirements for UNSW may be higher and sometimes lower than that of international students for some programs. The Student Advisers will hold meetings to advise PR and Australian Citizens of the procedures for admission to university through UAC.

Please note that some universities will only accept the UNSW Global English Programs Certificate for entry from international, non-resident students.

The University of New South Wales accepts the UNSW Foundation Studies Certificate for entry from international students and Australian Citizens or Australian Permanent Residents.

For information on Commonwealth Supported Places (CSP) please visit the UNSW website at - <https://student.unsw.edu.au/fees-student-contribution-rates>

Section Two

Rules and Regulations

6

Student Responsibilities

Student Responsibilities

Check Your Email Account Regularly

Official communication with students will be via the email address you have provided on application. We will use this email address to contact you. **It is your responsibility to check your email account regularly for important information.** You should also check your learning platform for timetable changes, assessment dates and other important information.

Provide Your Address

You must inform us within 7 days of your arrival in Australia of your correct residential address and phone contact details and must advise any later changes of address or contact details within 7 days. **This is a condition of your student visa.** You must do this online at <https://my.unswglobal.unsw.edu.au/> under the heading *My Profile/My Details*. Important information may be sent by mail to your official address in Australia, and it will be assumed that you have received this information.

Offshore students should also provide their current address. This will ensure your results and Certificate of completion are delivered correctly.

Attend All Scheduled Classes

It is a condition of your enrolment that you attend all scheduled classes, except where there is a legitimate and acceptable reason for non-attendance e.g., illness supported by a Doctor's Certificate (see Section 2 Chapter 14). Overseas students whose attendance falls below 80% (even with Doctor's Certificates) must be reported to the Department of Home Affairs.

Maintain Satisfactory Academic Progress

You must maintain Satisfactory Academic Progress (see Section 2 Chapter 8). Overseas students who fail to meet their visa conditions relating to attendance and Satisfactory Academic Progress must be reported to the Department of Home Affairs.

Using English in Classes

All students are encouraged to communicate in English to develop confidence and fluency.

Manage Your Own Conduct and Behaviour

You are responsible for managing your own conduct and behaviour, and for knowing the rules concerning assessment, academic misconduct, and student misconduct (see Section 2 Chapter 9).

Pay your fees

You must pay all due fees as specified in your Letter of Offer, and any other specified charges, on or before the due dates applicable to each fee. It is your own responsibility to ensure prompt payment of fees and other charges due in respect of your enrolment in the UNSW Global English Programs. Responsibility cannot be transferred to another party, unless an approved scholarship or other payment arrangements have been agreed to by UNSW Global.

Failure to pay all due fees may result in your enrolment being cancelled.

Academic Guidance and Early Interventions

A student that is at risk of not meeting the academic expectations of UNSW Global English Programs will in some cases receive a written warning and/or be given notification of a formal interview regarding their poor progress.

It is expected that UNSW Global English Programs students will accept the offers of assistance and advice as provided via early "at-risk" interventions, and as provided by staff throughout the program.

Compliance with UNSW Global English Programs Policies

On acceptance of an offer to a UNSW Global English program, all students agree to abide by the UNSW Global policies, procedures and guidelines as published on the website <http://www.unswglobal.unsw.edu.au/our-company/policies/> and as contained in this Student Handbook. It is therefore expected that all UNSW Global English Programs students have read and agree with all UNSW Global policies, procedures, and guidelines. Further, it is expected that all students will seek clarification if they are unsure about any UNSW Global English Programs policies, procedures, or guidelines.

7 Assessment Regulations

Grading System

Students in pathway courses are allocated marks per assessment completed in the course. Your final score is the total score from the various assessments submitted. Your final score is expressed as a UNSW Global Grade on completion of your course.

Rules for In Person Examinations and Formal Assessment Tasks*

* In this document the full term “examinations and formal assessment tasks” is abbreviated to “examinations”

Examinations in all subjects are conducted in accordance with the following rules and procedures:

1. You must obey any instruction given by an examination supervisor for the proper conduct of the examination.
2. You must present your student identification card at all examinations and leave this on your desk for the duration of the examination.
3. You must be seated in your allocated place in the examination room not less than 15 minutes before the scheduled commencement time.
4. If you arrive more than 30 minutes after the scheduled commencement time you will not be admitted to the examination room.
5. You are not permitted to leave the examination room during the first 30 minutes or the last 30 minutes of the examination.
6. You must not write or use a calculator, translation dictionary or computer during reading time.
7. You may not leave your seat for any reason without permission. If you do leave the examination, you will not be re-admitted unless, during the full period of your absence, you have been under approved supervision. No toilet breaks allowed in the first half hour or the last 10 minutes.
8. All answers must be written in English unless otherwise stated.
9. Authorised materials: you are permitted to take pens, pencils, rulers, and erasers into the examination room but are advised that all answers must be written in pen, except where expressly required. Pencils may be used only for multiple choice answer sheets, drawing, sketching or graphical work.
10. All exam booklets and papers must be returned to the examiners. No exam booklets or papers may be removed from the exam room.
11. You are not permitted to smoke or eat during examinations. You may bring your own water in an unmarked, transparent water bottle with no label.
12. You must not by any improper means obtain, or endeavour to obtain, assistance in your work; give or endeavour to give, assistance to any other candidate; or commit any breach of good order.

Rules for Online Examinations and Formal Assessment Tasks

Online examinations in all courses are conducted in accordance with the following rules and procedures:

1. Students must obey any instruction given by an examination supervisor for the proper conduct of the examination.
2. Students must update their Zoom username to their GID and name prior to the commencement of each examination.
3. Students must read and accept the UNSW Plagiarism policy before they begin their exam.
4. If a student arrives more than 20 minutes after the scheduled commencement time, they will not be admitted to the online examination room.
5. Students must leave their camera on for the duration of their examination.
6. Students must be in a room by themselves for the duration of the exam. The room must be clear of learning materials, and students will be required to scan their room with their camera when asked to do so by the exam invigilator.
7. Students may have a blank paper and pen during the examination to take notes.
8. Students should take note of instructions at the start of each examination as they will not be able to return to them.
9. All sections should be answered fully before moving on to the next section. Once a student leaves a section, they will not be able to return to it.
10. Students may not leave their workstation for any reason without permission.
11. Students must not attempt to communicate with another candidate during the examination.
12. All answers must be written in English unless otherwise stated.
13. Students must not use a dictionary.
14. Students must not search for any information or copy any information from websites.
15. Students must not access any learning materials during examinations.
16. Students must not attempt to record any part of the exam.
17. Students are not permitted to smoke or eat during examinations. Students may have their own water in an unmarked, transparent water bottle with no label at their workstation.
18. Students must not by any improper means obtain, or endeavour to obtain, assistance in their work; give or endeavour to give, assistance to any other candidate; or commit any breach of good order.
19. Should students wish to speak to the invigilator, they must use the Zoom chat function and message to the invigilator only.

Online Examinations

Students will require a notebook, desktop or laptop with a microphone, speakers, and a camera to complete online examinations. Students will also need access to a reliable internet connection.

Unauthorised Material

You must not bring any unauthorised materials into the examination room. Examples of unauthorised materials are bags, motorcycle helmets, hats, caps or other headwear, calculators other than the approved one provided at enrolment, watches, electronic dictionaries, or word finders, writing paper, notes, manuscripts or books, pencil cases, food, cigarettes, music players, headphones etc.

Mobile Phones

You may bring a mobile phone into the examination room, but it must be switched off and placed under your seat during the examination. Do not forget to take it with you when you leave the exam room. Use of a mobile phone or any other electronic communication device in the examination room may be regarded as serious academic misconduct.

Use of Translation Dictionaries during Examinations

Dictionaries are not permitted during any examinations.

Breach of Rules

If you commit any infringement of the rules governing examinations you may be liable to disqualification at the particular examination, to immediate expulsion from the examination room and to further penalty as may be determined by the UNSW Global Academic Misconduct Committee.

Academic misconduct is a very serious matter. What constitutes academic misconduct and the possible penalties that can be imposed on UNSW Global English Programs students found guilty of academic misconduct can be found in UNSW Global's Student Misconduct Policy. <https://www.unswglobal.unsw.edu.au/wp-content/uploads/Student-Misconduct-Policy.pdf?v=20201204>

Failure to Attend Examinations

If you are absent from an examination, you may be required to attend an interview to explain your absence. You must bring to this interview all relevant documentation needed to support your explanation. If illness is the cause of the absence, a detailed medical certificate must be provided. Medical certificates must be from a registered practitioner, otherwise they will not be accepted. ***Notification of the details of the interview will be sent to your email address. It is your responsibility to check this.***

Failure to Complete Assessment Tasks

Failure to complete, or to make a serious attempt in any formal assessment task may result in an *Unsatisfactory-Failure* grade, irrespective of marks awarded in other assessment components of a subject. This rule applies to all assessment components including projects, assignments, presentations, essays, and examinations. Failure to satisfactorily complete, or to make a serious attempt in any assessment component of the program may result in exclusion from the program.

Disabilities

If you suffer from a disability which puts you at a disadvantage in written or practical examinations, you should advise the UNSW Global Student Services as soon as possible. If necessary, special arrangements will be made to meet your requirements.

Illness/Misadventure Affecting Assessment

If you are unavoidably absent or believe your performance during an examination has been adversely affected by sickness, serious family concerns or any other reason, you should apply for consideration by completing the *Request for Special Consideration Due to Illness or Misadventure* form at UNSW Global Student Services.

The application should be made preferably on the day of the examination, but no later than **three working days after the date of the examination**. You should include all supporting evidence, e.g., medical certificates from a registered medical practitioner. Skype appointments are not considered to be legitimate. You need to go to a clinic or hospital to be examined in person.

The application for consideration of illness/misadventure is evaluated. In most cases one of the following actions is taken:

1. The application is noted, but no further action taken; if you were absent from the examination, a mark of zero, or an Unsatisfactory-Failure grade is given.
2. Other assessment components are re-weighted at the end of the subject, to arrive at a final grade.
3. A supplementary examination is given.

Supplementary Examination

1. A supplementary examination is only given for fully documented and compelling reasons, such as serious medical problems. It is not given merely to resolve borderline performance.
2. A supplementary examination will not normally be given in cases where a student has a poor performance or attendance record or has failed to complete other assessment components in any subject.
3. The format of the supplementary examination may differ from the original.
4. Before an offer of a supplementary examination is made, you may be required to attend and perform satisfactorily in an oral test in the subject area.

You should note:

1. The lodging of an application for consideration of illness/misadventure does not guarantee that a supplementary examination will be given.
2. It is your responsibility to be contactable by phone and/or email to discuss the possibility of supplementary examination. You should contact the UNSW Global Student Services as soon as possible but within three working days after submitting the application.
3. Any supplementary examination will usually take place within or soon after the advertised examination period. It is your responsibility to be available during this period. Travel bookings, holiday plans or employment obligations are not acceptable reasons for absence from any examination.

Review of Final Results

You may apply for a review of a result only after you receive your Statement of Final Results. You must submit your application on an *Application for Review of Examination Results* form available from the UNSW Global Student Services.

The application must be accompanied by the set fee and received within five (5) working days of the date of publication of Final Results.

A review of a result will ensure that each component of the assessment has been marked and the correct mark recorded. A review of a result is not a detailed reassessment of your standard of knowledge, understanding or skills in the subject. Rather, it is a search for accuracy of mark entry and calculation. If a grade is changed the application fee will be refunded.

Pass Conceded

If you do not achieve an overall passing grade but are deemed to have a satisfactory academic standard you may be awarded a Pass Conceded. This allows you to continue with your study program. A Pass Conceded can only be awarded by an Assessment Committee.

Note

- You must make sure you are present at all scheduled examinations and assessment tasks.
- Misreading the timetable is not an acceptable excuse for lateness or failure to attend.
- Some subjects include other forms of assessment such as projects, group exercises, assignments, presentations, or tests.
- Make sure that you have completed all the required forms of assessment.
- It is not an excuse that you failed to attend a class where instructions or work were given or did not consult the relevant email message, or website notice.
- Penalties will be applied for late submission of assignments.

8

Satisfactory Academic Progress

UNSW Global is committed to enabling and assisting students to reach their study goals within the expected timeframe. The progress of students is monitored, recorded, and reviewed at the end of each course or level.

If your grades are not high enough to progress as expected, a teacher will contact you and advise you of interventions offered to assist you in your progress.

You may be referred to online or LSU resources in order to improve your study skills and focus on problem issues. You may use the independent learning resources in the Learning Support Unit (LSU) if you have any study problems. Your class teachers, the Progress Lead Teacher or LSU staff will guide you to extra learning materials on-line or from the LSU.

Students with non-academic issues affecting progress may be sent to a Student Adviser for counselling assistance. A Learning Plan may be put in place and you will need to agree to the plan in writing. This could include sessions with a Student Adviser, extra homework or repeating a level.

If your progress is unsatisfactory for two consecutive courses or levels despite intervention, you will be informed in writing of UNSW Global's intention to report you to DHA.

You will be able to access the UNSW Global Complaints and Appeals process within 20 working days. Our full Course Progress policy is available at:

<https://www.unswglobal.unsw.edu.au/wp-content/uploads/2018/10/Course-Progress-Monitoring-Policy.pdf>

9

Academic Misconduct and Student Misconduct

1. Introduction

You are reminded that the University and UNSW Global regard academic misconduct as a very serious matter. Students found guilty of serious academic misconduct can be excluded from the program. Students who are excluded will not be issued with a Statement of Results or certificate. No portion of the fees will be refunded.

2. Academic Misconduct

What constitutes academic misconduct and the possible penalties that can be imposed on UNSW Global English Programs students found guilty of academic misconduct can be found in UNSW Global's Student Misconduct Policy. A copy of the policy can be found on UNSW Global's website under 'Our Policies'.

Examples of Misconduct Concerning Examinations

- taking unauthorised materials into an examination.
- impersonation in examinations.
- permitting another student to copy answers in an examination.
- exchanging notes between students in an examination.
- improperly obtaining prior knowledge of an examination paper and using that knowledge in the examination.
- removing an examination paper from an examination room when it is specified that the paper is not to be retained by the student.

Examples of Misconduct Concerning Academic Works

- failing to acknowledge the source of material in an assignment.
- quoting without the use of quotation marks even if the source is acknowledged.
- plagiarism.
- submitting work for assessment knowing it to be the work of another person
- defacing, altering, or interfering with the academic works of other students.

Misconduct Through Misrepresentation

- submitting a falsified medical certificate.
- submitting a falsified academic transcript.
- misuse of electronic attendance system

Two instances of academic misconduct – plagiarism and cheating in exams – are discussed in further detail below in Section 2.1

2.1 Specific Examples of Academic Misconduct

The following are two examples of academic misconduct that have been detected frequently in recent years. Penalties imposed on students found guilty of misconduct in these areas have included failure in the subject and exclusion from the University for periods as long as five years.

Plagiarism and failure to acknowledge sources

Plagiarism involves using the work of another person and presenting it as one's own. Acts of plagiarism include copying parts of a document without acknowledging and providing the source for each quotation or piece of borrowed material. These rules against plagiarism apply whatever the source of the work relied upon may be, whether printed, stored on a compact disc or other medium, found on the World Wide Web or Internet.

Similarly, using or extracting another person's concepts, experimental results, or conclusions, summarizing another person's work or, where there is collaborative preparatory work, submitting substantially the same final version of any material as another student constitutes plagiarism. It is your responsibility to make sure you acknowledge within your writing where you have "sourced" the information, ideas, and facts etc.

The basic principles are that you should not attempt to pass off the work of another person as your own, and it should be possible for a reader to check the information and ideas that you have used by going to the original source material. Acknowledgement should be sufficiently accurate to enable the source to be located speedily. If you are unsure whether, or how, to make an acknowledgement you should consult your lecturer or tutor.

The following are some examples of breaches of these principles:

1. Quotation without the use of quotation marks. It is a serious breach of these rules to quote another's work without using quotation marks, even if one then refers to the quoted source. The fact that it is quoted must be acknowledged in your work.
2. Significant paraphrasing, e.g., several sentences, or one very important sentence, which in wording are very similar to the source. This applies even if the source is mentioned, unless there is also due acknowledgement of the fact that the source has been paraphrased.
3. Unacknowledged use of information or ideas unless such information or ideas are commonplace.
4. Citing sources (e.g., texts) which you have not read, without acknowledging the 'secondary' source from which knowledge of them has been obtained.

These principles apply to both text and footnotes of sources. They also apply to sources such as teaching materials, and to any work by any student (including the student submitting the work) which has been or will be otherwise submitted for assessment. You must obtain the prior approval of your lecturer or tutor if you wish to submit to that lecturer or tutor an essay substantially similar to one which has already been, or will be, submitted to another lecturer or tutor.

Using the principles mentioned above about proper acknowledgement, you should also proceed on the general assumption that any work to be submitted for assessment should in fact be your own work. It ought not be the result of collaboration with others unless your teacher gives clear indication that, for that assignment, joint work or collaborative work is acceptable.

In this latter situation, you should specify the nature and extent of the collaboration and the identity of your co-workers. Students should note that essays and written assignments may be tested for a match, i.e., source documents on the Internet.

Unauthorised Materials in Exams

The possession of unauthorised materials in exams is another common example of academic misconduct. The University's rules for the conduct relating to examinations state that no materials are to be brought into the examination room other than those specified in the examination timetable.

The following are examples of materials which would be regarded as unauthorised:

- a) A bag, writing paper, blotting paper, manuscript, or book, other than the specified material.
- b) A mobile telephone unless it is switched off and placed under the candidate's seat for the duration of the examination.
- c) Written or printed notes of any kind or size.
- d) Writing on the hand or any other part of the body.
- e) Writing on a ruler or any other instrument.
- f) A calculator other than the approved calculator provided at enrolment, or hand-held computer.

It does not matter whether or not the notes or writing are related to the exam. It does not matter that the notes are inside your pocket. It also does not matter that writing on the body is illegible. It is academic misconduct simply to be in possession of such notes and writing, or to have writing on your body, in the first place.

There are simple steps that you can take to ensure you do not infringe the University's rules for examinations.

- Read the examination timetable carefully and make sure you fully understand what materials are permitted in the exam.
- Place all bags and belongings outside or at the front of the room before the exam commences.
- Check your pockets and any writing materials allowed into the exam to ensure that you do not have any notes in your possession.
- Listen carefully to the instructions given to you by the examination supervisor. Ask for assistance if you have any questions about the rules and arrangements for the examination.
- Surrender any unauthorised notes or other materials before the exam begins: if you are found with these after the exam commences you will have broken the examination rules.

3. Student Misconduct

3.1 University Rules and Codes of Conduct

The University of New South Wales' Student Code applies to all UNSW Global English Programs students. What constitutes student misconduct and the possible penalties that can be imposed on UNSW Global English Programs students found guilty of student misconduct can be found in UNSW Global's Student Misconduct Policy. A copy of the policy can be found on UNSW Global's website under <https://www.unswglobal.unsw.edu.au/our-company/policies/>

10 Submission Assignments and Projects

This applies to all Academic English programs:

Assignment and Project Policy

1. Assignments, essays and projects may have a cover sheet specific to each subject which will be supplied by your teacher. The cover sheet may include:
 - Student identification number
 - Assignment title
 - Due date
 - Number of words
 - A declaration/signature acknowledging source material and verifying that the assignment is the student's own work.
2. Students must retain a copy of each assignment.
3. Projects and assignments developed for assessment in one subject are not to be used either in full or in part for assessment in any other subject.
4. Students may be charged with academic misconduct if they submit a formal assessment task or project knowing it to be the work of another person, unless the work done has been documented and justified, or is required to be done by an expert.

Late Assignment and Project Policy

Marks may be deducted at the rate of 10% of the total mark available for each day late up to 10 working days. Normal *Illness/Misadventure Affecting Assessment* procedures will apply.

Extensions of time for submission of assignments and projects may be granted only in the most unusual circumstances and must be applied for prior to the due date.

11 Use of IT Resources Policy, Student Intranet and Moodle

Using Information Technology Resources

For full information on how to access all IT resources (classroom computers, Intranet, Moodle, Wi-Fi, etc.) and all the policies (rules) of usage, please go to the following web site:

<https://my.unswglobal.unsw.edu.au/>



UNSW Global my.unswglobal

All students

- » MyProfile (Student Portal)

UNSW Diplomas and UNSW Foundation Studies

- » MyTimetable
- » MyEmail
- » Moodle

UNSW Foundation Studies

- » Student Intranet
- » UFS Facebook

UNSW English Language Courses

- » Moodle
- » Student Intranet

IT Inductions:

- » Diplomas
- » Foundation Studies
- » English Language Courses
- » FEEC China
- » TNE Teachers

[Need help?](#)

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12 Release of Academic Results

Release of Academic Results

1. The UNSW Global English Programs Certificate is awarded to students who complete the program of studies and assessment. The Certificate is accompanied by a Statement of Results. Certificates will not be issued if a student's final attendance percentage is less than 80%
2. Academic Results will be withheld if there are outstanding tuition fees, debts, or fines (e.g., from UniLodge, other accommodation providers, etc.).
3. Individual term results are available online using your secure logon and password.
4. Results of individual assessment items will be given to you in class by your teacher.
5. Final Results will be given to students at the end of their program and in some cases also available online. University, Diploma, and repeat offers will be sent by mail at about the same time to an email address nominated by the student.
6. Academic Results may be sent to other educational institutions and the Universities Admissions Centre (UAC) to facilitate applications and transfers.
7. Academic Results, as well as details of student involvement, attendance, and progress in the program, may be provided to a parent, guardian or sponsor if specifically requested, for Under 18 students or if there is reasonable concern for the health or welfare of a student in the program. If a student has an objection to this policy, the matter may be discussed with a senior academic staff member.
8. Academic Results and details of student involvement and progress in the program will not normally be provided to other persons or relatives. It is an individual student's decision to convey personal information to parties other than those mentioned above.

Warnings on Applying directly to Universities or Using Agents!

- All Australian universities receive copies of academic results directly from UNSW and can easily verify individual student performance in UNSW Global English programs.
- Do not attempt to falsify academic results or gain admission to university by fraudulent means. Any fraud or misrepresentation will be reported to the Police and to the Department of Home Affairs (DHA) which controls immigration and student visas. Serious penalties apply, including cancellation of student visas and deportation from Australia.
- Do not seek the services of agents or pay fees to anyone who claims they can get you into a university program for which you are clearly not qualified. If your marks are not high enough you cannot pay a fee to anyone to gain admittance into a university program.

13 Withdrawal and Refund of Fees

Withdrawal and Refund of Fees

The UNSW Global Refunds and Fees Policies sets out the amount of any refund due in circumstances where you withdraw from a program or transfer to another Program. A copy of the Refunds and Fees Policy can be found on the UNSW Global website under 'Policies'.

14 Attendance Monitoring

UNSW Global Attendance Monitoring and Reporting Procedure

1. All students are required to login to Moodle and complete the Daily Check-in by 10am AEST /AEDT each day.
2. Students are expected to attend all classes.
3. Electronic class rolls are marked and regular formal attendance checks are conducted during the program. Consistent lateness to class is also taken into consideration when determining attendance levels. Absences and extent of lateness are recorded and included in the calculation of attendance whether or not medical certificates are provided by way of explanation.
4. Students are asked to complete relevant documentation and Explanation of Absence forms in relation to absence for any reason. These are kept with student files for reference and for correspondence with the relevant authorities.
5. Attendance is important in relation to student visa conditions and for entry to other programs, or requests to repeat a program. All original medical certificates explaining absences should be kept. **Note: Medical certificates must be from a registered practitioner, otherwise they will not be accepted.**
6. If students are absent for an extended period or are required to return home for any reason, they are required to inform the Student Services Office as soon as possible.
7. Information regarding attendance may be provided to a parent, guardian or sponsor if specifically requested, or if there is reasonable concern for the health or wellbeing of a student in the program. If a student has an objection to this policy the matter may be discussed with the senior academic staff member.
8. Students can check their attendance on the student portal.

Unsatisfactory Attendance

1. The requirement for maintaining Satisfactory Attendance applies to all students in UNSW Global English Programs, including Australian Citizens and Permanent Residents of Australia. This policy is also consistent with the requirements for student visas issued by the DHA (Department of Home Affairs).
2. **The requirement for Satisfactory Attendance is that a student must attend at least 80% of scheduled contact hours (with or without medical certificates), for the program.**
3. The purpose of determining whether a student is maintaining Satisfactory Attendance is to alert students, teachers, and Student Advisers as early as possible to any problems that may prevent the student from satisfactorily completing the Program. With early intervention the more serious consequences of a student's continued poor attendance may be prevented.
4. Students who have attendance of **less than 85%** or students who have been **absent for more than five consecutive days** without approval, will be considered at risk of not being able to achieve Satisfactory Attendance and will be formally notified regarding this via email to the email address you have provided. A copy of this notification will be placed on the student's file.
5. Warning and counselling will be provided for students considered at risk of not being able to achieve Satisfactory Attendance. Where possible the Academic Advisers will interview and counsel all students deemed to be at risk.
6. Students who are no longer able to achieve 80% attendance for the program will be considered to have failed to achieve Satisfactory Attendance, even if attending class every day.

Overseas students who fail to meet their visa conditions relating to attendance will be notified in writing via the email address you have provided, of the intention to report the student to the Department of Home Affairs.

This written notice will inform the student that he or she is able to access the UNSW Global complaints and appeals process and has 20 working days in which to do so. All students on an International student visa that are reported to DHA for unsatisfactory attendance may have their enrolment cancelled. Australian Citizens and Permanent Residents of Australia who fail to achieve Satisfactory Attendance may also have their enrolment in a UNSW Global English Program cancelled.

Note

- Students who are reported to DHA for unsatisfactory attendance may have their enrolment at UNSW Global cancelled or re-enrolment refused and may not be accepted for the Foundation Studies Program.
- All students on an International student visa that are reported to DHA for unsatisfactory attendance may have their enrolment cancelled. Australian Citizens and Permanent Residents of Australia who fail to achieve Satisfactory Attendance may also have their enrolment cancelled.
- Further information about DHA visa requirements can be found on www.international.unsw.edu.au/current/currentvisa.html

15 Repeat and Transfer Guidelines

See the advice below to decide whether you qualify to repeat an English program.

You may not be eligible to repeat a Global English program if any of the following conditions apply:

1. You have poor attendance. (The Department of Home Affairs requires all international students to maintain satisfactory current attendance).
2. You are in breach of your student visa conditions or UNSW Global policies.

NOTE: Permission to repeat is conditional on places being available.

Frequently Asked Questions

If poor health or other personal problems affected my study, what can I do?

If health issues or other personal circumstances (e.g., a death of an immediate family member) affected your studies you should provide medical documents to support this explanation.

How do I request to repeat?

Complete the 'Request to Repeat' form, available from the Student Intranet (under 'Forms') or the Student Services. Each request will be considered on a case-by-case basis.

16 Student Complaints and Appeals Process

Guidelines

UNSW Global is committed to delivering a high standard of education and training services to all of its students. One way that UNSW Global fulfils this commitment is by ensuring that all students (both domestic and international) have access to a robust and fair complaints and appeals process. The Complaints and Appeals Policy can be found on the UNSW Global website under 'Policies'.

The process for how complaints and appeals are dealt with under the Complaints and Appeals Policy, is extracted below.

Stage 1: Informal Complaint Process

You are encouraged to attempt to resolve issues that arise informally, by contacting either the original decision maker, Student Services or a Student Adviser. This should be done as soon as possible after the issue arising.

Examples of informal complaints include:

- late return of assessment results
- disagreement over marks
- teacher quality feedback
- wrong information provided by staff
- wrong COE issued
- wrong attendance recorded
- customer service feedback
- class and timetabling changes
- facilities/Wi-Fi complaints
- complaints about homestay providers
- complaints about airport pickups

Stage 2: Formal Review Process

If the Stage 1: Informal Complaint Process does not resolve the complaint, you may begin the Stage 2: Formal Review Process.

You must:

1. Email a Stage 2: Formal Review Form to complaintsandconduct@unswglobal.unsw.edu.au. Hardcopy forms are also available from, and may be submitted to the Student Services Centre.
2. Lodge the Stage 2: Formal Review Form within 10 working days (20 working days in relation to ITRs) of the issue arising or receiving a response to your Stage 1: Informal Complaint days.

We will:

1. Refer your complaint to the appropriate person for investigation and resolution.
2. Acknowledge your complaint within 10 working days of receiving your Stage 2: Formal Review Form and, in some cases, contact you to arrange an interview.
3. Inform you the outcome of your complaint, including the reasons for the outcome, within 10 working days of the acknowledgment of your complaint, or of any interview conducted.

Examples of complaints that may be submitted to formal review:

- incorrect issuing of intention to report
- refusal to issue a release letter
- refusal to change stream
- all unresolved informal complaints
- refusal of repeat request
- bullying and harassment
- decision to cancel enrolment
- refusal to issue a refund
- refusal to allow leave of absence

Stage 3: Internal Appeal Process

If you wish to appeal the outcome of a Stage 2: Formal Review Process, you may begin the Stage 3: Internal Appeal Process to have the matter reviewed by the UNSW Global Appeals Committee (or the Compliance Committee if you are appealing against a finding of serious misconduct).

You must:

1. Email a Stage 3: Internal Appeal Form to complaintsandconduct@unswglobal.unsw.edu.au. Hardcopy forms are also available from, and may be submitted to, the Student Services Centre.
2. Lodge the Stage 3: Internal Appeal Form within 10 working days of receiving the written outcome of your Stage 2: Formal Review Process.

We will:

1. Acknowledge your appeal within 10 working days of receiving your Stage 3: Internal Appeal Form.
2. Submit your appeal to the UNSW Global Appeals Committee, who will determine the outcome of your appeal within 20 working days of receiving your Stage 3: Internal Appeal Form.
3. Send you a written statement of the outcome of your appeal, including the reasons for the outcome, within 10 working days of the appeal hearing by the UNSW Global Appeals Committee.

Stage 4: External Appeal Process

If you are not satisfied with the outcome of the internal complaints and appeals process you may refer the matter to an external body for an independent review (see section 9 of the Complaints and Appeals Policy).

If you commence an external appeal, so that your enrolment can be maintained during the appeal process, you must inform us in writing by emailing complaintsandconduct@unswglobal.unsw.edu.au.

Section Three

Student Support Services

17 Emergencies, Security and Safety

In an Emergency

- Call 000 for Police, Fire, and Ambulance services.
- On campus you can also call Campus Security on 9385 6666 immediately or go to a Help Point and tell them what has happened.
- If you or anyone else requires First Aid contact one of UNSW Global's First Aid officers (see page 48)

Help Points

There are a number of 'Help Points' across UNSW campuses to ensure safety. Pressing the red button at the Help Point will directly connect you to the UNSW Security Control Centre. Help Points have speakers, a blue light on top, and a camera that begins recording when the button is pressed.

The online Campus Maps show you where Help Points are located. <http://www.facilities.unsw.edu.au/getting-uni/campus-maps>.

- If you see an emergency situation, raise the alarm immediately and get help from people around you.
- If you need a First Aid Officer, go to Student Services for help.

Fire alarms

If you are inside and the fire alarm goes off, follow all instructions which may include evacuating the building. The alarm may be sounded by a bell or siren. Most buildings have a TWO-stage alarm system:

- The first alarm (beep beep) is to notify you that you need to be prepared to evacuate the building if necessary. If you are using a computer or other equipment, turn it off when you hear this noise.
- The second alarm (whoop whoop) tells you that it is necessary to evacuate the building. Leave the building using the nearest EMERGENCY EXIT. Follow your teacher to the assembly area outside and keep a look out to make sure all of your classmates are with you.

If you hear the fire alarm – DO NOT PANIC, evacuate the building as follows:

- Leave the building by the shortest possible route
- DO NOT USE LIFTS
- Follow the directions of the Chief Warden (wearing White Hats), Floor Wardens (wearing Yellow Hats) and Security Officers – obey all instructions they give you. First Aid Officers will also be present and will be wearing Green Hats
- Go to the Assembly Area allocated to your building (this location can be found on the 'Evacuation Procedure' signs inside all buildings)
- DO NOT wait in groups around doorways

- DO NOT distract Wardens and Security Officers while they are supervising evacuation
- Wait in the Assembly Area for more instructions from Wardens, Security Officers, or the Fire Brigade. Your teacher will mark the class roll to make sure all students are present
- DO NOT go back into the building until you are instructed to do so by the Fire Brigade, Wardens or Security Officers
- NEVER go into a building if you can hear an alarm sounding
- Floor Wardens will direct the assistance of persons with disabilities to leave the building

Know the location of Fire Exits and Emergency Assembly Points for your building. Never put yourself in a situation that places you or other people at risk of injury or worse. If it is safe to do so, assist others, especially if you know someone has a disability.

UNSW Security

Phone 9385 6000 for anything that is not an emergency.

The primary roles of UNSW Security are:

- To protect all people within the University including staff, students, contractors, and visitors
- To prevent and detect crime

Security Officers wear black uniforms around campus.

Victim Support

UNSW Security Services also supports victims of crime, emergencies, and incidents which have caused stress and trauma.

A victim of crime is someone who has suffered physical harm, emotional trauma and/or has lost personal property as a result of crime.

For example, a victim is someone who has:

- Had their car damaged by vandalism
- Been attacked while taking money from an ATM
- Been attacked while walking to their car at night.

You can also speak to a Student Adviser who can help you and contact Security Services. Student Advisers are located at Student Services, L5 Building.

Security Services and Student Advisers will help you to report your incident. They will ask you questions such as what, why, where and when the incident happened.

They will also encourage you to report crime to the NSW Police.

Students may also be referred to other services on campus, such as the University Health Service (www.healthservices.unsw.edu.au) and the Counselling and Psychological Service, CAPS (<https://student.unsw.edu.au/counselling>).

Crime prevention and reporting

Please report anything suspicious to Security Services on 9385 6666. If you see:

- Something being stolen – report it to Security!
- An unlocked motor vehicle - report it to Security!
- A door that should not be open - report it to Security!

Any information you give to UNSW Security will be treated with respect to your privacy.

And remember:

- **Always** take your personal belongings with you or leave them in a secure place
- **Do not** leave University equipment where it could be stolen

It is important for everyone to be aware, work together and take care.

Personal Safety

Personal safety on and around campus

Don't let fear of crime stop you from enjoying the things you like to do and going to the places you like to visit! But be aware of some helpful safety tips.

A few simple steps to keep yourself and your belongings safe:

- Do not carry large amounts of money. We recommend you do not carry more than \$100.
- Open a student bank account and use your EFTPOS or credit card to BPay bills when you can.
- Never tell anyone your PIN. When withdrawing money, do not let anyone see your PIN, and do not carry your PIN in your wallet with your EFTPOS or credit cards.
- If you carry a purse or handbag, hold it under your arm or in front of you. Never leave it unattended, on the floor in a public toilet or at a restaurant or café.
- Put your wallet in your jacket or front pocket instead of your bag. If your bag gets stolen, then your wallet will be safe.
- If your bag or wallet is stolen, cancel your credit cards, EFTPOS card and Student Identification card. You should also immediately tell UNSW Security and the NSW Police what has happened.
- LOST/FOUND Property can be checked on campus at the FM Assist office on Level 2 of the Mathews Building, and at Student Services, Level 1, L5 building, Reception, Ground Floor, R14 Building.
- Always lock your home and car when you leave them.
- Never leave your drink alone or out of sight when you are at a club or event in case somebody puts a drug in your drink.
- If you ride a bicycle, you **MUST** wear a helmet. It is the law to wear a helmet and it is for your own safety. Read the laws for bike riders:

<http://www.rms.nsw.gov.au/roads/bicycles/safety-rules/road-rules-for-bicycle-riders.html>

In your day-to-day life, you should always try to follow these personal safety tips:

- Always carry enough money for a taxi or telephone call
- Have your keys ready before you get to your home or car
- Carry a personal alarm or whistle if you feel unsafe
- Where possible, park your car in a busy, well-lit area
- If someone in a car threatens you, run in the opposite direction the car is facing
- If attacked, shout as loudly as you can
- Travel and go out with another person/s, rather than alone. This is called 'safety in numbers'
 - Try to walk in groups and arrange to travel home with friends
 - Never take short cuts through parks or empty areas
 - Be careful of strangers asking for directions
 - If someone follows you, change direction and go somewhere where there are other people around

If you are on campus at night:

- Walk in areas that have lights and use paths such as University Walk, which is patrolled by Security Officers
- If you see any lights not working, report them to Security by calling 9385 6000
- Use the free Security Night Shuttle Bus Service which operates on weeknights between 7pm and 11.30pm (see below for details)
- Contact Security by calling 9385 6000 for a Safety Escort if you feel unsafe.

Getting around safely - Safety Escort services

Free Safety Escorts are available to students both day and night, every day of the year. This is a free service.

Security staff can travel with you from a building on the main campus to car parks, bus stops, taxi ranks or a limited local area around the UNSW Kensington Campus.

You can request an escort from:

- **The Security Control Room** (call 9385 6000 or 1800 626 003)
- **Any phone in a lift**
- **Any Help Point**

Security Night Shuttle Bus

Security Services provides a Night Shuttle Bus for staff and students. The Shuttle Bus operates Monday to Friday between 7pm and 11:30pm throughout the year, except on Public Holidays and during the UNSW Christmas shutdown.

The shuttle bus timetable and route information are available from FM Assist (Level 2 Mathews Building, F23), or from:

<http://www.facilities.unsw.edu.au/about-us/news-events/stay-safe-campus-night-1> or
http://www.facilities.unsw.edu.au/sites/all/files/page_file_attachment/55248%20Security%20Info%20flyer_updated%20Feb%202014.pdf

Even better, download the StaySafe@UNSW app for live tracking of the Security Night Shuttle Bus. <https://www.estate.unsw.edu.au/security/staysafeunsw-app>

18 Student Life

Student Services – Your first point of contact

The Student Services team are your first point of contact. You can ask us any questions and we are always here to help. We get many questions about student cards, transport discount tickets, timetables, tuition fees or payments, repeating a program, or other changes to enrolment.

The Student Services counter at the L5 Campus is on Level 1 of the L5 Building (223 Anzac Parade, Kensington).

You can visit us in person, email us at enquiries@unswglobal.unsw.edu.au or call us on 8936 222 (from within Sydney) or 61 2 8936 2222 (from outside Australia).

The Student Support team and Student Advisers

UNSW Global is committed to providing a safe and supportive study environment. A team of Student Advisers is available to help students with any problems, such as:

- Personal issues affecting your studies
- Study skills, goal setting and motivation issues
- Academic progression advice
- Health care and OSHC matters
- Welfare matters for students under the age of 18
- Degree advice
- Referrals to legal services and counselling services

Accommodation

Accommodation Officers are here to help all students search for accommodation, as well as help you resolve issues that may come up with your accommodation. We may refer you to legal services where appropriate.

The UNSW Global Accommodation Team have strong working relationships with a number of accommodation providers and knowledge to share about the right accommodation to suit different needs.

Student Advisers are located at Student Services in L5 and are available between 8.30am and 5.30pm from Monday to Friday.

Make an appointment to see a Student Adviser or an Accommodation Officer:

- through Moodle
- by email student.support@unswglobal.unsw.edu.au or accommodation@unswglobal.unsw.edu.au
- in person at Student Services

If you do not have an appointment, you can drop-in between 1pm and 3pm from Monday to Friday at our Kensington Campus to see someone without booking an appointment.

Student Engagement

Our Student Life Officers are here to help you get the most out of life outside the classroom. They organise activities including sport sessions, organised trips, and performance opportunities in our Night of Stars event.

Student Life Officers also organise volunteer opportunities you can get involved in.

If you want to know what is on in Sydney, want to try new things or meet new people, contact the Student Life Officers on activities@unswglobal.unsw.edu.au or come to Student Services.

Employment Rights

Students on Student Visas are permitted to work up to 20 hours per week. For more information, please refer to <https://www.fwc.gov.au/> the Fair Work Commission.

Summary of useful websites:

UNSW Global general website www.unswglobal.unsw.edu.au/

UNSW Student Code of Conduct <https://student.unsw.edu.au/conduct>

UNSW Global Student Services general email enquiries@unswglobal.unsw.edu.au

UNSW Campus Maps <https://www.estate.unsw.edu.au/gettinguni/campus-maps>

UNSW Health Services
www.healthservices.unsw.edu.au

UNSW Counselling and Psychological Services
<https://student.unsw.edu.au/counselling>

UNSW Global Student Adviser email student.support@unswglobal.unsw.edu.au

UNSW Global Student Accommodation Officer email
accommodation@unswglobal.unsw.edu.au

Kingsford Legal Centre
<https://www.klc.unsw.edu.au/>

Public transport information
www.131500.com.au

Download Trip View from the Apple Play or Google Play Store
<https://transportnsw.info/apps/tripview>

19 Student Facilities and Services

Learning Support Units (LSU)

Our Kensington campus has a Learning Support Unit which plays an important part in your study.

To access facilities at the LSU, you need your UNSW Global student ID card:

- to borrow
- to print or copy in the Library
- to access online resources
- to make room bookings
- to use Library computers

Check your student email regularly for messages from the LSU. Return borrowed items by the due date to avoid fines and always return loans before travelling away from Sydney.

The LSU provides flexible study spaces for students. Facilities include:

- quiet and group study spaces
- physical collections including books and journals
- computers, wireless access and power points
- printing and copying facilities

Conversation Club

Conversation Club is held in Kensington campus LSU once a week. Each week a different topic is discussed in English with your classmates so you can improve your spoken English.

Getting help

Ask our friendly staff in the LSU or Student Services any questions you may have.

Kensington Campus facilities:

- Learning Support Unit (LSU): Ground floor
- Computer labs: Ground and Lower Ground floors
- Outdoor eating areas: Level 1
- Phone charging stations: Ground and Lower Ground floors
- Study nooks: Ground and Lower Ground floors
- Student Common Room: Level 1.
- Equip with kitchen facilities, vending machines, computers and eating areas.

UNSW Campus facilities:

A list of retail and food outlets can be found here:

<https://accommodation.unsw.edu.au/content/food-shops-bars>

UNSW Undergraduate and Postgraduate Courses

A full summary of courses on offer at the various faculties at The University of New South Wales can be found at <https://www.handbook.unsw.edu.au/>

UNSW International

For information or assistance in applying for admission to undergraduate or postgraduate degree courses at the University of New South Wales (midyear entry is also available for some courses), please contact the faculty or the UNSW International Office.

Library Facilities

As an international student of UNSW Global you may use all the facilities of the university library, but you cannot borrow resources.

To find out more about the library go to <https://usearch.library.unsw.edu.au/>

Medical Services

You can **visit a doctor** at the University Health Service, on the ground floor of the East Wing of the Quadrangle Building, Kensington Campus, using your Medibank membership card.

To make an appointment telephone: 9385 5425, email: unihealth@unsw.edu.au or book online at <http://www.healthservices.unsw.edu.au/>

Opening hours of the health service are Monday to Thursday: 8.15am to 6pm; Monday-Friday 8.15am- 5.15pm

A private **dental service** is located within the Health Service. Telephone: 9313 6228

The **School of Optometry** offers general eye examinations and colour vision assessment. Glasses or contact lenses are supplied at reasonable prices. Telephone: 9385 4624 <https://www.optometry.unsw.edu.au/optometry-clinic>

Religious Groups at UNSW

Many religions are practiced by UNSW staff and students. For information, go to <https://student.unsw.edu.au/religion>

Sports Clubs

You can join a sporting club in a large variety of sports like skiing, football, baseball, cycling, and hang gliding. Arc is a student-run organisation with many sporting clubs. These clubs often have weekend activities which are an excellent way for overseas students to meet Australian students.

To participate in these sporting clubs, you should join Arc and get in contact with the clubs directly. A full list of sporting clubs and their contact details can be found at: <https://www.arc.unsw.edu.au/clubs>

University Gymnasium & Sporting Facilities

UNSW Global students are encouraged to use the sport and recreation facilities offered on the UNSW main campus. The UNIGYM offers tennis, basketball, volleyball, squash, and badminton courts, a 50 metre indoor heated swimming pool, weights room and gymnasium. Students receive an Access Card after presenting their UNSW Global Student Card at the reception desk at the UNIGYM, and then completing an application form.

The UNIGYM also runs many courses at very reasonable prices. UNSW Global students pay the same fees as students enrolled at the University. Full details are available at the UNIGYM or from the Activities Officer.

Information is also displayed on noticeboards. Telephone: 9385 4881

For further information on Facilities please consult the UNSW A – Z Student Guide. <https://student.unsw.edu.au/guide>

Arc

Arc is the student organisation at UNSW. It is run by students and offers UNSW Global students access to sport and social clubs and discounts on campus.

For more information about Arc's services and how to join, visit <https://www.arc.unsw.edu.au/>

First Aid Officer

- Chitko Soe Level 1 Student Services PH: 8936 2222



UNSW Kensington Campus

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UNSW Sydney NSW 2052
Australia

unswglobal.unsw.edu.au/about/esos

T: +61 2 8936 2222
E: enquiries@unswglobal.unsw.edu.au
W: unswglobal.unsw.edu.au/programs-courses/

facebook.com/UNSWGlobal

youtube.com/user/UNSWGlobal

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UNSW