UNSW Diploma Programs

Student Starter Guide

Your guide to getting set up

Welcome to the UNSW *family*

Congratulations on enrolling in your UNSW Diploma Program.

I am delighted to welcome you into the UNSW family as you take your first steps towards a UNSW degree and your future career.

As a Diploma student, you are embarking on the equivalent of your first year of university, which will be demanding and fast paced. You will be part of a supportive learning environment to ensure you graduate with the academic and English language skills you need to thrive. You can also look forward to being part of the vibrant UNSW Global community of over 6,000 international students, from over 40 countries, who commence their studies with us each year. At UNSW you will have access to the libraries, facilities and clubs of a top 50, world-ranked university, and every step of the way, you will also benefit from the expertise of our dedicated academic teachers and support staff.

It all starts with this guide, which is designed to prepare for your orientation and ensure you are set up for success. But if you have any questions, our Student Support team at UNSW Global are all ready to assist you on your journey to UNSW Sydney – so please email us at **enquiries@unswglobal.unsw.edu.au** with your questions and one of our friendly team will assist you on your journey.

On behalf of all UNSW Global staff, welcome to the UNSW family and best wishes as you commence your Diploma Program at UNSW.

David West
Chief Academic Officer
UNSW Global

Steps to getting started

This guide is designed to prepare you for a smooth transition to your studies.

Orientation is an introduction to studying at UNSW Global. It includes resources, events and information sessions designed to prepare you to be successful from day one of your course.

The steps in this guide are compulsory. Get set up and be ready to succeed in your program.

Step 1
Complete your IT Starter

Register your study location

We are delighted that you have accepted your offer to study with us. Our live teaching takes place from 10am – 6pm, Sydney time.

To ensure that you have a better student experience whilst studying at UNSW Global, **Register your study location now.**

You can also scan the QR code to register:

Locate your G-ID and Z-ID

Your **G-ID** is your UNSW Global Student ID. You can find your **G-ID** in the subject of your email from Admissions, that contains your Confirmation of Enrolment letter **(CoE).**

Your **Z-ID** is your UNSW Student ID, you will use this to login to your online learning platform **(Moodle)** and **MyUNSW**. You would have received your **Z-ID** when you accepted your offer online.

Please make sure you have completed 'Accept Online Part 2' **acceptonline.unsw.edu.au** to activate your **Z-ID** before you try to enrol in **MyUNSW.**

If you are unsure of your **G-ID** or **Z-ID**, contact our Student Services team: **enquiries@unswglobal.unsw.edu.au**

Enrol in your courses

The **Diploma Enrolment guide** lists the courses that you need to enrol in and will take you through the step-by-step process to enrol in your courses. You will need to enrol in each of the individual courses you intend to study using **MyUNSW.**

Checklist

☑ Receive an email from UNSW Global which confirms your enrolment date.
☑ Login to **MyUNSW** using your **Z-ID**
☑ Check your details and update if they are incorrect.
☑ Enrol in your courses.
☑ Check your emails regularly for updated enrolment information.

Complete your IT Starter

The IT Starter will walk you through how to activate your **G-ID** and **Z-ID** and access your **student email** address.

Click here to complete your IT Starter.

Check your setup

- Check that you have an appropriate device to complete your program. Read the **Personal Electronic Device guidelines.**
- Check that you have a stable internet connection. Read the **Internet Connection guide.**

How to connect from China
If you are living in mainland China, you can access the China Student Access Network (CSAN). This is a virtual highway that offers a more reliable, secure and consistent internet connection. Read the **CSAN guide** to learn how to access this.

Step 2
Watch Orientation Sessions

Helpful sessions to prepare you for success

Click on the sessions below to watch the recordings.

1. **Getting set up with Students Services & IT.**
   Our Student Services and IT teams take you through everything you need to do to get set up and ready for your course.

2. **Studying Online & Wellbeing.**
   In this session a UNSW Global Student Adviser will share useful tips on looking after your physical and mental wellbeing while studying online.

3. **Parent and Caregivers Information (bilingual).**
   The focus of this session is to talk about what support is available to students throughout their study journey. This session is presented in English and Mandarin.

4. **Meet and greet.**
   Meet your Teachers, Student Services and Support teams and learn more about studying, wellbeing, and social activities at UNSW Global. Your teachers will also explain your course and what academic support is available to you.

5. **Learning at UNSW Diploma Business**
   This session introduces you to your studies at UNSW and provides you with essential information about learning online, and the structure of the Business program.

6. **Learning at UNSW Diploma STEM**
   This session introduces you to your studies at UNSW and provides you with essential information about learning online, and the structure of the STEM program.

Under 18 Students

The Student Support team is here for you throughout your journey at UNSW Global.

For more information about the different types of support available, visit the 'Students Under 18 Information' section on your 'UNSW Diploma Orientation 2022' course in Moodle.

If you have any other questions, please contact our friendly Student Support team.

Step 3
Log into your Online Learning Platform Moodle

You will need to log into **Moodle** using your **Z-ID** email address e.g. **Z-ID**@ad.unsw.edu.au

TIP: Take some time to have a look around **Moodle**.

Step 4
Access Orientation Course on Moodle

Navigate to your 'UNSW Diploma Orientation 2022' Course in **Moodle**.

Review your online Orientation material and complete the required steps. You must complete these steps before you commence classes.

Reminder

You must complete the IT Starter to activate your **G-ID** in Step 1 before you commence your classes.

Step 5
Attend your classes

- Log into **Moodle** using your **Z-ID**.
- Go to Student Consultations Course.
- Read Daily Announcements.
- Check in before your first class.
- Return to **Moodle** Dashboard.
- Go to your Diploma Course.
- Attend your first class.

Timetables

Once you have enrolled and registered in your courses, you will be able to view your class via Class Registration in **myUNSW**, simply click 'view timetable'.

Remember to check your timetable every week as some weeks might have different activities for a course.

Step 6
Need more help? Additional Support Webinars

Live support sessions (optional)

Take part in a range of support webinars to ensure that you are set up for success. Missed these sessions and require additional support? Contact our Student Services team.

- **Monday, 17 January 2022 (3pm - 4pm AEDT)**
  Virtual Support Session through Zoom
  In this session you can meet one-on-one with our support team. Ask Student Services, timetabling or IT any question you might have.
- **Friday, 21 January 2022 (2pm - 3pm AEDT)**
  This is an optional session where you can join any time within the hour and consult with Student Services or IT on any issues you have experienced during your first week.

We're here to <u>help</u>.

For issues about...	UNSW Global contact	Please include...
Systems access and troubleshooting: • **Moodle** • **Zoom** • Student Portal	**IT Helpdesk** helpdesk@unswglobal.unsw.edu.au	1. Full name 2. **G-ID** 3. Screenshot of the issue
Accessing UNSW platforms	**UNSW IT** myit.unsw.edu.au/contact-us	1. Full name 2. **Z-ID** 3. Screenshot of the issue
Diploma enrolment or timetable enquiries	diplomaenquiry@unswglobal.unsw.edu.au	
General and orientation enquiries	enquiries@unswglobal.unsw.edu.au Phone: +61 2 8936 2222 (Monday - Friday, 9:30am - 5:00pm AEST)	1. Full name 2. **Z-ID**
Accommodation	accommodation@unswglobal.unsw.edu.au	
Under 18 students	under18@unswglobal.unsw.edu.au	
Current students: • Adjusting to life at UNSW Global (home sickness, cultural, social and academic adjustment) • General study skills • Personal and family issues • Financial difficulties • Enrolment changes while studying • Understanding UNSW Global policies and procedures • Support if you are experiencing distress • Advice about services available and where to get help • Requesting education adjustments if you need additional support for your studies	**Student Support - request an appointment through Moodle or email** Student.support@unswglobal.unsw.edu.au	1. Full name 2. **G-ID**

Important student contacts

For students who are currently in Sydney, Australia

Name of service	Contact details	When to use this service:
Police, Fire and Ambulance	000	For an emergency.
UNSW Campus security (24/7)	+61 2 9385 6666	For urgent assistance on campus or to report an incident.
UNSW Health Service	+61 2 9385 5425	To book an appointment to see a doctor or have any health concerns/questions.
UNSW Psychology and Wellness	+61 2 93855418	For psychological support, if needed.
UNSW After Hours Mental Health Student Support Line	1300 787 026	For support when UNSW Health and Counselling Services are closed. This service operates 5pm– 9am and 24hrs on weekends, public holidays, and university shutdown periods.
NSW Mental Health Line (24/7)	1800 011 511	For you or someone you know who requires urgent mental health assistance and advice.
Medibank Student Support Line (24/7)	1800 887 283	For urgent assistance in any area of student life such as: • Health assistance • Counselling services • Living in Australia support • Interpreter service
National Home Doctor Service	13 SICK (13 7425)	For requesting a doctor to visit you in your house. Booking lines are open from 6pm weekdays, 12pm (noon) on Saturdays and all-day Sunday and public holidays.
Kingsford Legal Centre	+61 2 9385 9566 Email: legal@unsw.edu.au	For seeking legal advice (free service).
Redfern Legal Centre	+61 2 9698 7277	For seeking legal advice (free service).

For students who are currently outside Australia

Name of service	Contact details	When to use this service:
Medibank Student Support Line (24/7)	+61 2 8905 0307	For urgent assistance in any area of student life such as: • Health Assistance • Counselling services • Living in Australia support • Interpreter service

Glossary

AEDT

Australian Eastern Daylight Time equals UTC + 11. This is the time zone in Sydney, Australia over the summer months and ends at 2am on the first Sunday in April every year.

AEST

Australian Eastern Standard Time equals UTC + 10. This is the time zone in Sydney, Australia over the winter months and ends at 2am on the first Sunday in October every year.

NOTE: All classes are scheduled based on Sydney's time zone, if you're studying from overseas remember to convert to your country's time zone.

Blackboard Collaborate

Blackboard Collaborate is a virtual classroom system instructors can use to host live chat sessions. You, your peers and the instructor can interact in these sessions via voice, chat, video and other features such as screen sharing or interactive whiteboard.

CoE

Confirmation of Enrolment. This is your official letter of enrolment from our admissions team. Use this to locate your G-ID and enrolment details.

G-ID

This is your UNSW Global Identification Number. You will use this to view your timetable and the Student Portal.

Microsoft Teams

Every enrolled student at UNSW has free access to most programs in this suite, including Microsoft Teams.

Microsoft Teams enables you to call, direct message (online chat), have video conferences, schedule and have online meetings, share documents and collaborate.

Moodle

Your learning platform. You will be using this to access your course materials, online classes and exams.

MyUNSW

Your guide to UNSW services and resources. This is where you will complete your enrolment, register for classes and see your timetable.

my.unsw.edu.au

Student Email Address

Your student email address is your Z-ID@unsw.edu.au (eg. z1234567@unsw.edu.au).

Z-ID

This is your UNSW Identification Number. You will use this to login to Moodle, myUNSW and your student email account.

Zoom

A video conferencing software. You will use this for your tutorials, webinars and online examinations.