



UNSW
Global

UNSW Foundation Studies Program

Get set up

Your guide to getting started



Welcome to the UNSW family

Congratulations on enrolling in your UNSW Foundation Studies Program.

I am delighted to welcome you into our UNSW family, as you take the first steps towards academic success.

As a student at UNSW Global, you are at the heart of everything we do. We are passionate about ensuring you graduate with the academic and English language skills you need to thrive in your degree studies and achieve your personal and career goals.

You can look forward to being part of the vibrant, global, UNSW community, joining over 3,000 international Foundation Studies students from 40 countries who commence their studies with us each year.

You'll have access to a top 50 world-ranked university, and every step of the way you will benefit from the expertise of our dedicated teachers. Our Student Services, Support, and Engagement teams at UNSW Global are all ready to assist and empower you on your journey towards your degree at UNSW Sydney. This guide will help you prepare for your orientation and ensure you are set up for success.

On behalf of all UNSW Global staff, welcome to the UNSW family and best wishes as you commence your Foundation Studies Program at UNSW, Australia's global university.

David West

Chief Academic Officer
UNSW Global



Steps to getting started

This guide is designed to prepare you for Orientation.

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.



Enrolled after Orientation?

If you have enrolled within one week of your course start date, there may be a delay in receiving your **Z-ID**.

Please follow the steps in this guide and check your **Z-ID** as soon as possible to ensure a smooth transition to your classes.

As you have missed some of the live webinars, you will have access to pre-recorded sessions and an additional support webinar. Our **support team** is here to help you into your first week of studies.

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Step 1

Register Study Location & 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:



Complete your IT Starter

Your IT Starter will be available 2 weeks prior to Orientation Day.

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.](#)



Locate your **G-ID** and **Z-ID**

Your **G-ID** is your UNSW Global Student ID, you will use this to login to the Student Portal, view your results and access your student profile. 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**).

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



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 and Attend New Student Webinars

Helpful sessions to prepare you for success

Watch the recording and click on the [Zoom](#) sessions below to register.

1. [All you need to know to get ready for Orientation](#)

Join our Student Services and Student Support teams as they take you through everything you need to do to get set up and ready before your Orientation Day. Also learn useful tips on looking after your physical and mental wellbeing while studying online.



Missed the live webinars?

If you have enrolled close to or after the program start date, you can watch the webinar recordings on your 'Foundation Studies Orientation 2022' Course in [Moodle](#).

Step 3

Invite Parents and Caregivers to Information Webinar

3. [Parent and Caregivers Information \(bilingual\)](#).

Friday 7 January 1pm – 2:30pm **AEDT**

We invite all parents and caregivers to join this session where our Student Support Team will provide an overview of important aspects of studying online with UNSW Global.

The focus of this session is to talk about what supports are available to all students throughout their study journey. Participants will also have the opportunity to ask questions about support services. This session will be presented in English and Mandarin.



Step 4

Log into your Online Learning Platform Moodle

The Friday before Orientation, you will have access to **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 5

Access Orientation Course on Moodle

Navigate to your 'Foundation Studies Orientation 2022' Course in **Moodle**.

Review your online Orientation material and complete the required steps. You must complete these steps before your first day of classes.



Reminder

You must complete the IT Starter to activate your **G-ID** and **Z-ID** in Step 1 before Orientation Day.



Step 6

Attend Orientation Day

Wednesday, 5 January 2022

Check your personal email on the morning of Orientation Day. All required links will be included in the email sent by UNSW Global at approximately 8am **AEDT**.

If you have not received the email please contact [Student Services](#).

Attend live webinars

Attend the compulsory live webinars, meet your academic team and peers and learn about your program.

1. **Meet and greet**

12pm – 1pm **AEDT**

Meet your Teachers, Student Services and Support teams and understand more about studying at UNSW Global. Your teachers will explain your course and what academic support is available to you. Learn more about wellbeing and social activities at UNSW Global and ask any questions.

2. **Learning at UNSW Foundation Studies**

3pm – 4pm **AEDT**

This session introduces you to UNSW Foundation Studies and provides you with essential information about learning online, and the structure of the program.

3. **Fun and Activities for Everyone Social**

4pm – 5pm **AEDT**

Get to know your new classmates and make some new friends at our Ice Breaker session! You will get to meet the Student Activities & Engagement team and your new classmates over some fun games.

TIP: This is a fantastic opportunity to make new friends.

Timetables

After Orientation Day, you will be able to view your class timetable, via the online platform, **Publish**. You will set up your password to access **Publish** during your IT starter. Timetables will also be sent to your student email.

TIP: You will need your G-ID to log into Publish.

Please review these resources for Timetable support:

- [Example Publish Timetable PDF](#)
- [Publish Timetable Help Function PDF](#)
- Review your UNSW Global timetable.

NOTE: Timetables will only be available on Publish on your first day of class.

Under 18 Students

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

For more information about the different supports available, visit the 'Students Under 18 Information' section on your 'Foundation Studies Orientation 2022' course in **Moodle**.

If you have any other questions, please contact our friendly [Student Support team](#).

Step 7

Attend your First Day of Classes

Monday, 10 January 2022

- 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 Foundation Studies Course.
- Attend your first class.

Step 8

Need more help? Additional Support Webinars

Live support sessions (optional)

In your first week of classes, take part in a range of support webinars to ensure that you are set up for success. You will receive more information by email.

- **Friday, 7 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.
- **Monday, 10 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 help.

For issues about...	UNSW Global contact	Please include...
Systems access and troubleshooting: <ul style="list-style-type: none"> • Moodle • Publish • Zoom • Student Portal 	IT Helpdesk helpdesk@unswglobal.unsw.edu.au	<ol style="list-style-type: none"> 1. Full name 2. G-ID 3. Screenshot of the issue
Accessing UNSW platforms	UNSW IT myit.unsw.edu.au/contact-us enquiries@unswglobal.unsw.edu.au Phone: +61 2 8936 2222 (Monday - Friday, 9:30am - 5:00pm Sydney Time)	<ol style="list-style-type: none"> 1. Full name 2. Z-ID 3. Screenshot of the issue
General and orientation enquiries	enquiries@unswglobal.unsw.edu.au Phone: +61 2 8936 2222 (Monday - Friday, 9:30am - 5:00pm Sydney Time)	<ol style="list-style-type: none"> 1. Full name 2. Z-ID
Accommodation	accommodation@unswglobal.unsw.edu.au	
Under 18 students	under18@unswglobal.unsw.edu.au	
Current students: <ul style="list-style-type: none"> • 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 Moodle Student.support@unswglobal.unsw.edu.au	<ol style="list-style-type: none"> 1. Full name 2. G-ID

UNSW Global is closed for the holidays from Wednesday 22 December, reopening on Tuesday 4 January 2022.

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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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.

Publish

A website where you will find all your timetables. timetables.unswglobal.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.