

Academic English Programs

Student Handbook January 2023



Contents

UNSW Global Academic English Programs

Student Handbook

Section One

Academic Information for Students

Section Two

Rules, Regulations & Policies

Section Three

Student Life, Student Support, Student Safety

UNSW Global Diploma Programs
UNSW Global Pty Limited Building L5,
UNSW Sydney Campus, 223 Anzac Parade,
Kensington NSW 2033 Australia

T: +61 (2) 8936 2222

E: enquiries@unswglobal.unsw.edu.au

W: www.unswglobal.unsw.edu.au/

CRICOS Provider Code
Diploma, Foundation Studies: 00098G
Academic English: 01020K
ABN: 62 086 418 582

Copyright © 2022

Edition September 2022

All rights reserved. Except under the Conditions described in the Copyright Act 1968 of Australia and subsequent amendments, this publication may not be reproduced, in part or whole, without the permission of the copyright owner.

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.

Section One

Academic Information for Students

1	UNSW Global Academic Programs & Pathways	4
2	Academic English Learning Outcomes	6
3	English Levels & Progress Requirements	7
4	Minimum Age Policy of Students Under 18 Years of Age	8
5	Permanent Resident (PR) & Australian Citizen Status	9

Section Two

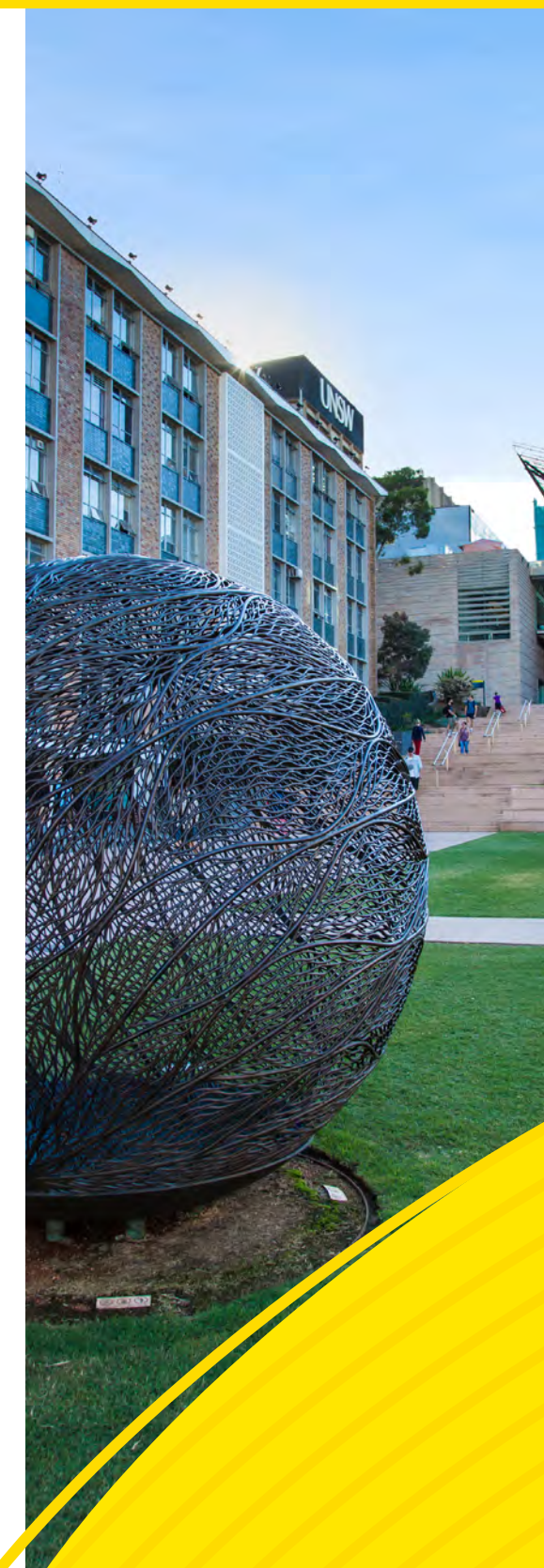
Rules, Regulations & Policies

6	Student Responsibilities	11
7	Assessment Regulations	12
8	Satisfactory Academic Progress	16
9	Academic Misconduct & Student Misconduct	17
10	Submission Assignments & Projects	20
11	Use of IT Resources Policy, Student Intranet & Moodle	21
12	Release of Academic Results	22
13	Withdrawal & Refund of Fees	23
14	Attendance Monitoring	23
15	Repeat & Transfer Guidelines	25
16	Student Complaints & Appeals Process	26

Section Three

Student Life, Student Support, Student Safety

17	Student Life	30
18	Academic Support	33
19	Student Support Welfare	34
20	Student Safety & Emergency Contacts	39



Section One

Academic Information for Students

1

UNSW Global Academic Programs & 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.

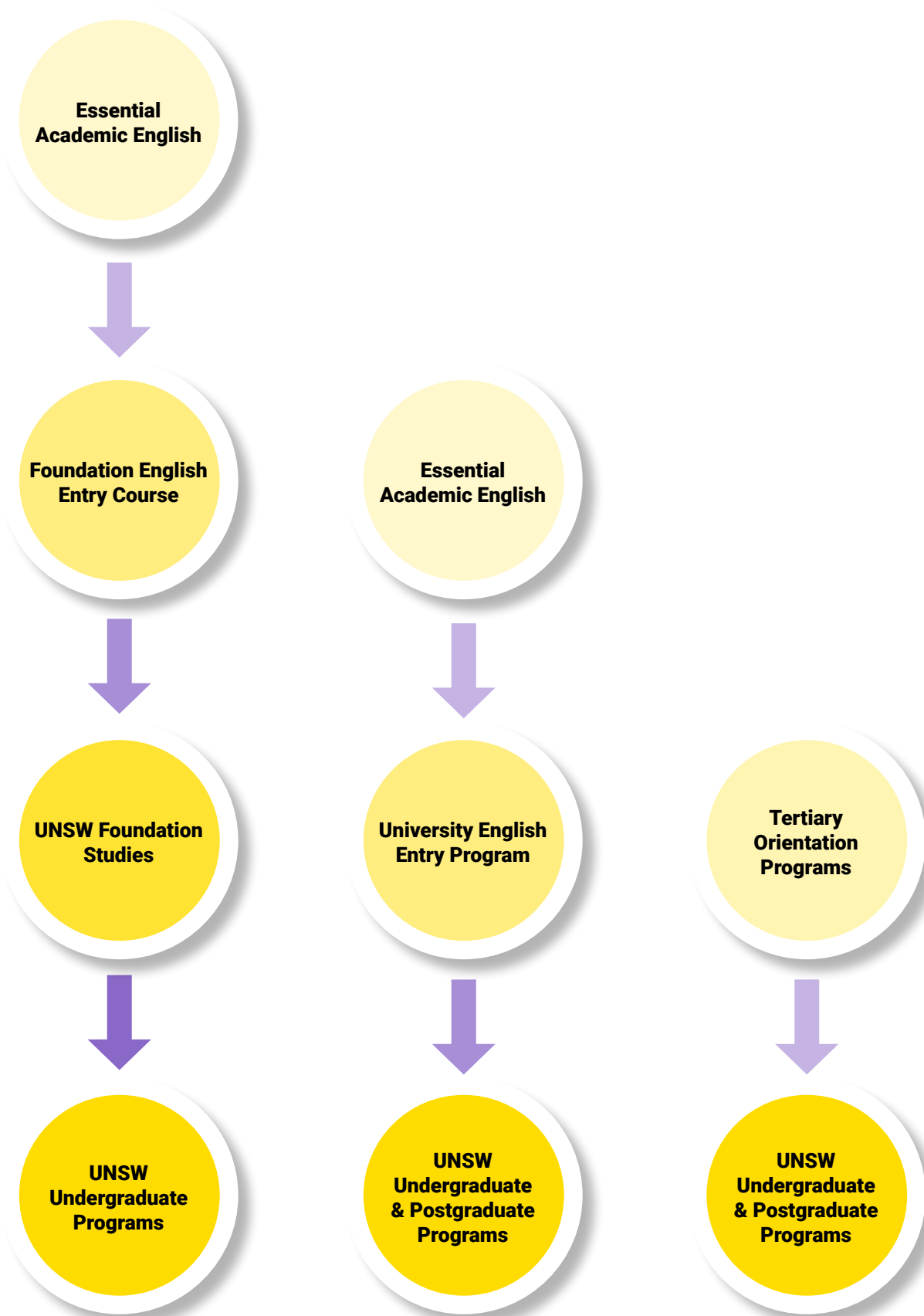
On completion of a UNSW Global Academic English program, students are awarded a Certificate from UNSW Global. The Certificate is accompanied by a Statement of Results. The results in the programs are monitored by Faculties and the University of New South Wales.

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 (UEEC20 - 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 & 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:

- 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
- 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 orientation.
- 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 and 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.

Permanent Resident (PR) & 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, Regulations & Policies



6 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.

8

Satisfactory Academic Progress

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.

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 online 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/content/dam/pdfs/unsw-global/course-progress-monitoring-policy.pdf>



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:

1. A bag, writing paper, blotting paper, manuscript, or book, other than the specified material.
2. A mobile telephone unless it is switched off and placed under the candidate's seat for the duration of the examination.
3. Written or printed notes of any kind or size.
4. Writing on the hand or any other part of the body.
5. Writing on a ruler or any other instrument.
6. 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 & 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 & 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 website:

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

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 login 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 & 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: <https://www.student.unsw.edu.au/visa>

15 Repeat & 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.

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 & 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 issues 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 of 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 informal complaints include:

- 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 Life, Student Support, Student Safety

17

Student Life

Social Events, Activities and Clubs on Campus

University life is a wonderful opportunity for you to discover new people, new ideas, new experiences and new passions. Along with your academic learning journey, we strongly encourage all students to participate in some of the many social and extra-curricular opportunities that are available to all students, every week at the L5 building and on main campus.

For a look at what's on at UNSW Global, we encourage you to visit the Current Student Hub website:

<https://my.unswglobal.unsw.edu.au/whats-on/>

UNSW has an active Student Union called ARC which all Foundation Students are encouraged to join and participate in: <https://www.arc.unsw.edu.au/>

ARC has hundreds of clubs and societies; from sports teams to media, from arts and culture to faculty societies. There are many avenues to explore ones interests. Further, ARC provides excellent resources to students, ranging from legal support and translation services, to free food and student discounts. ARC is located in the main quad on campus and all students are welcome to drop in. You will be greeted by friendly fellow students.

Leadership Opportunities

To complement your academic journey, UNSW Global offers a range of leadership opportunities for students to develop their personal capabilities. These include:

1) Student Representative Council (SRC)

The SRC is a peak representative body of approximately 10 students from across various UNSW Global programs. The SRC meets weekly to consult on student matters, planning campus events and experiences designed to promote student engagement and participation. As a SRC member, students will learn to collaborate together to deliver campus events, as well as develop interpersonal development skills, presentation skills, communications and marketing, and social media.

SRC recruits new students three times per year. Applicants are encouraged to apply with their CV

and cover letter to src@unswglobal.unsw.edu.au. Successful candidates will be invited to participate in an interview with fellow SRC members, and Student Experience team staff members.

2) Student Volunteers

Student Volunteers play an integral role in supporting new students during orientation days and welcome weeks. They support students with campus tours, making new friends, and providing general advice to new students to help them settle into their studies. Interested students can contact volunteers@unswglobal.unsw.edu.au to get involved in the program and help others.

3) Peer Assisted Learning Support (Study Club)

Former Foundation Studies students with exceptional GPA scores may apply to become Peer Leaders at Study Club. Peer Leaders assist newer Foundation Studies students with their course work and homework.

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 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 9385 0555 (from within Sydney) or +61 2 9385 0555 (from outside Australia). More information and links also available at the Student Hub: <https://my.unswglobal.unsw.edu.au/student-support/>

Student Hub

Student Support

At UNSW Global you are never alone. As a student, you will experience many good times and some tough times too. Our Student Support Team offers caring and professional support and is here for you, whenever you need help.



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

Student Advisers are located at Student Services in L5 and are available between 9am and 5:30pm from Monday to Friday or online via Zoom.

Make an appointment to see a Student Adviser:

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

If you do not have an appointment with a Student Adviser, you can drop-in between 1pm and 3pm from Monday to Friday 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 arrange activities including sport sessions, organised trips, meet and greet sessions, Conversation Club and Study Club.

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 or look at the What on in the Student Hub:

<https://my.unswglobal.unsw.edu.au/whats-on/>


Student Hub

What's on


There's so much more to UNSW Global and university life than just attending classes! On this page, you will find lots of fun activities and events that have been created to help you to meet new friends, build your university network, and most of all, have fun whilst you are studying with us at UNSW Global. Get involved!




Weekly events and activities



Volunteer Program
Develop your professional, social and communication skills and support the wider UNSW College community.



Study Club
Available online and in-person at the L5 building. Achieve your study goals, improve your English skills, and meet new friends at Study Club.



Conversation Club
Every Tuesday | 5pm – 6pm Sydney time
Weekly conversations about fun topics! Practice your English with other students and English speakers.

18 Academic Support

Academic Advice

If you wish to discuss your overall progress, or want broader academic advice, either about your current program or your future degree, UNSW Global Student Progress team has well trained professional Academic Advisers who are available to meet you during business hours. It is easy to make an appointment with an academic advisor. You can email: academicprogression@unswglobal.unsw.edu.au to book a free, confidential appointment. You may wish to meet an Academic Advisor to discuss academic support options, program leave, or your degree options when you complete your Foundation Studies program.

Academic Support

1. Teachers

Your teachers are always your first point of contact if you need academic advice or support with your course work. Teachers make their email contact details readily available on each page of your online learning platform and you can connect with them if you have questions about your work. They will respond promptly.

2. Study Club

In addition to teachers' support, UNSW Global offers Peer Assisted Learning Support. Every Tuesday, Wednesday, Thursday after classes (5pm - 8pm) UNSW student Peer Leaders offer Study Club for 3 hours each evening, both online and on campus. Study Club is open to all students and is particularly effective if a student requires support with specific course work or homework, across any subject. Study Club is not teacher led and provides students with a social study experience together with their peers.

3. Academic Skills Workshops

Both UNSW and UNSW Global offer workshops targeting academic skills. These run throughout the year and students will be emailed when they become available. We recommend that students attend academic workshops relating to academic skills development, managing studies and exam workshops.

4. Conversation Club

Conversation Club is a weekly online session for students who may wish to improve their English communication and build their language confidence. Run by our student volunteers and activities officers together, Conversation Club is a helpful, social experience for all second language English students. Sessions are each Tuesday evening from 5pm - 6pm and run online. Information can be found here: <https://my.unswglobal.unsw.edu.au/whats-on/>.

19 Student Support (Welfare)

Meet Your Student Support Team

UNSW Global Student Support team are well trained professional **Student Advisers** who provide a range of wellbeing supports to students. Student Advisers provide direct support to students, as well as referrals to specialised support services based on individual student needs. Student Advisers offer support in a number of areas which may be impacting on student's studies. Below are some examples of main areas of support:

- Settling in issues
- Personal problems
- Relationship issues
- Health issues and class absence due to health issues
- Support to students experiencing distress
- Disability support
- General study support
- Setting study and personal goals
- Managing study and exam stress
- Enrolment options based on individual circumstances
- Providing students with information on how to access free mental health support including free counselling and access to after-hours support

How to Book an Appointment with a Student Adviser

Appointments are free, confidential, and available to all students who need support. We offer appointments both in person and online. You can meet with Student Advisers as often as you wish and/or need. You may need just one consultation, or many over the course of your studies. Either option is absolutely fine. Information that you share with a Student Adviser will be treated as confidential and not shared with teachers or other departments. It is easy to contact a Student Adviser.

1. Email: student.support@unswglobal.unsw.edu.au
2. Book an appointment on your Moodle course page

Only if your circumstances require a conversation with a teacher or other departments, we will always ask for your permission (it is called **consent**) before we speak to anyone about your circumstances. If you or someone else may be at risk of harm or if information is required by the court of law, we will need to disclose.

Disability Support

If you have a disability, learning difficulty or experiencing health/mental health issues and require individual support while you study with us, please let us know as soon as possible by contacting Student Support team on: student.support@unswglobal.unsw.edu.au.

Do I have to share information regarding my disability or medical condition?

It is your choice whether you share information with UNSW Global with regards to disability or health/mental health condition, however, if you do not let us know, we will not be able to offer you individualised support you might need to assist you in managing your studies.

If I provide my health information, how is it used?

In order to issue you with **Equitable Learning Plan (ELP)**, you will be required to provide evidence of disability, learning difficulty or other health issues. This will typically be a medical professional report which must be:

- No longer than 2 years old
- Provided in English
- Must be on official letterhead of the service issuing supporting documentation

Once you advise us that you require additional support, due to disability or health condition, one of our friendly Student Advisers will get in contact with you to arrange a meeting in which you can provide us with more information about the type of support you might require and we will create an **Education Support Plan (ELP)**.

What is included in my Equitable Learning Plan (ELP) and who will see it:

Equitable Learning Plan is a plan which is tailored to individual student needs so therefore will be different for each student. Your Support plan is only shared with staff who is responsible for offering support or ensuring that the plan is implemented by your teachers in class or during your exams. Your Equitable Support Plan does not include your medical diagnosis, it only includes the education adjustments or supports that have been approved for you.

I have a disability, learning difficulty or health/mental health condition impacting on my studies what are the types of supports that can be offered to me?

Again, support will vary for each student, depending on your individual needs, but just to give you an idea about which areas of your studies this support can be provided please see list below:

- In class support
- Examination and submitting assessments
- Use of assistive technology
- Referral to other support services

If I want to apply for Equitable Learning Plan, when should I do this?

If you require individualised support due to disability it is best to advise UNSW Global as soon as you accepted your offer or within the first week of your enrolment. Applying early means you can have all necessary supports put in place from the very beginning of your program.

What if my disability impacts my assessments or exams?

Support is available for students who require this in order to attempt and complete assessments and exams. Please contact our Student Support team ahead of your assessments or exams so we can help with preparation for necessary adjustments.

Accommodation Support

Finding the right place to live in Sydney which meets your needs and fits the budget is an important aspect of your studying and living in Sydney. Our friendly Accommodation Officer can provide you with

assistance with accommodation related matters such as:

- Finding a new place to live
- Helping you resolve any accommodation related issues you may be experiencing
- Helping you arrange emergency accommodation (if you are experiencing crisis)

To contact our Accommodation Officer email: accommodation@unswglobal.unsw.edu.au

Under 18 Students

If you are under 18 years old during your Foundation program please know that there are additional supports available to you to help you manage your studies more effectively. All under 18 students are invited to attend additional workshops which are designed specifically for them.

There are two types of care arrangements for under 18 students:

If you are Under 18 and Living with your Parent or Guardian:

- Please ensure to keep your address and the contact details for your guardian current via student portal
- UNSW Global will communicate with your parents and guardian on matters related to your academic progress, attendance and wellbeing
- If you need additional support from a Student Adviser email: student.support@unswglobal.unsw.edu.au

If you have been issued with Confirmation of Appropriate Accommodation and Welfare (CAAW)

If you are living in Sydney without your parent or guardian and have been issued with CAAW this means that you are part of **UNSW Global Under 18 Students Care Program**. As part of this program you are provided with a range of supports which have been put in place in order to support and monitor their welfare.

Regular Meetings with Student Advisers:

During those meetings Student Advisers will discuss with students all matters related to their studies,



their health and wellbeing, social life as well as accommodation. Those meetings are also opportunity for students to ask any questions or concerns they may have. Student Advisers can also make referral to other support services such as doctor or a counsellor. Student Advisers work closely with academic and student accommodation providers.

Accommodation Assistance:

U18 Students issued with CAAW can only stay in Accommodation approved by UNSW Global. However, if students are not satisfied with their current accommodation or are experiencing any issues, Accommodation Team can assist in resolving those issues and if required, assisting with changing accommodation.

Transition to UNSW Process:

U18 students who remain U18 at commencement of UNSW Program will be provided with assistance with planning for the gap between programs, securing approved accommodation for the commencement of University as well as providing students with information regarding any seminars they need to attend before commencing at UNSW as an Under 18 students.

After Hours Emergency Support:

All Under 18 students can access support not only during business hours but also after hours. Students requiring emergency support after hours are advised to contact their accommodation provider emergency number. If the matter is serious Accommodation provider will contact UNSW Global Student Support Staff who is On Call so comprehensive support can be provided to the student in need.

Liaising with Parents:

Student Advisers will liaise with your parents regarding important matters related to your course progress and attendance as well as any health and welfare related issues and accommodation matters. Parents wishing to contact Student Advisers should email:

student.support@unswglobal.unsw.edu.au

Are there any specific rules U18 students who are issued with CAAW must follow?

Yes, students must follow a set of rules which have been put in place to support their safety and welfare. Those rules include things like time students have to return to their accommodation, rules about visitors as well as rules regarding attending regular meetings with Student Adviser. Those rules are discussed at Orientation and student's first meeting with a Student Adviser. It is important that you follow those rules. If you breach any of the CAAW rules your CAAW may be cancelled which may result in cancellation of your student visa.

For more information about U18 Students rules, please visit this website:

<https://my.unswglobal.unsw.edu.au/student-support/u18-student-rules-and-responsibilities/>

Student Safety & Emergency Contacts

We have included a list of important student contacts here for you. If you need to access support service which is not listed here please contact Student Advisers on student.support@unswglobal.unsw.edu.au.

UNSW Global Contacts:			
Name of Service	Contact Details	Use this Service for:	Opening Hours
Student Services	Enquiries@unswglobal.unsw.edu.au or Phone: +61 2 8236 2222	General enquiries	9.30am - 5.00pm AEST
Student Support	Student.support@unswglobal.unsw.edu.au or Phone: +61 2 8236 2222	Wellbeing support	9.30am - 5.00pm AEST
Accommodation Assistance	Accommodation@unswglobal.unsw.edu.au	Accommodation support	9.30am - 5.00pm AEST
IT Support	helpdesk@unswglobal.unsw.edu.au	Computer connection and access to Learning platforms	9.00am - 5.00pm AEST
UNSW and Sydney Essential Services Contacts:			
All Emergencies			
Ambulance, Police and Fire Brigade	000 (Triple Zero)	Life threatening emergency	All hours
UNSW Campus Security	Phone: + 61 2 9385 6666	Emergency on campus	All hours
	Phone: + 61 2 9385 6000	Non-urgent security	All hours
UNSW Health Service	Phone: +61 2 9385 5425	To see a doctor.	Hours may vary. To book an appointment click here .
UNSW Students Mental Health Support (students in Australia)	Phone: +61 2 9348 0084	UNSW Mental Health Connect	All hours
	Phone: 1300 787 026	Afters hours Mental Health support	All hours
Offshore Students Helpline	Phone: +61 2 8905 0307	If you are outside Australia and need urgent support.	All hours

NSW Mental Health Line	Phone: 1800 011 511	To be connected with urgent community mental health support	All hours
Lifeline	Phone: 13 11 14	Mental Health Crisis Support	All hours
National Sexual Assault and Domestic Violence Counselling Service	1800 Respect, Call: 1800 737 732 You can also report sexual misconduct via UNSW reporting portal. Click here to report.	Support for people who experienced sexual assault or domestic violence.	All hours
Health Direct:	Phone: 1800 022 222	24-hour health advice	All hours
National Coronavirus Helpline	Phone: 1800 020 080	COVID 19 related health enquiries	All hours
Kingsford Legal centre	Phone: +61 2 9385 9566	Free legal advice for students	For appointment times click here
Useful Websites for International Students:			
Name of service/website:	Website link:	What information can I find there:	
Department of Home Affairs	www.homeaffairs.gov.au/	Visa information	
NSW Health	www.health.nsw.gov.au/	Information about health services, including COVID 19 related information.	
Study NSW	https://www.study.sydney/	Information for international students regarding studying and living in Sydney. This website also provides information about support services available to international students.	
NSW International Student Health Hub	www.internationalstudents.health.nsw.gov.au/	Health relation information and links to other health services.	
Scam Watch	www.scamwatch.gov.au/	For information about scams and to report a scam.	



UNSW
Global



UNSW Global



@unswglobal



/unswglobal



UNSW Global Official

UNSW Global Pty Limited Building L5, UNSW Sydney Campus, 223 Anzac Parade, Kensington NSW 2033 Australia

T: +61 (2) 8936 2222 | E: enquiries@unswglobal.edu.au | W: unswglobal.edu.au

UNSW Global ABN 62 086 418 582 CRICOS Provider Code 01020K