



UNSW
Global

Foundation Studies

Student Handbook 2022 - 2023



UNSW Global Foundation Studies

Student Handbook



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Section One

Academic Information for Students

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Section Two

Rules, Regulations & Policies

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Section Three

Student Life, Student Support, Student Safety

Section One

Academic Information for Students

1

UNSW Foundation Studies Programs, Streams & Courses

Programs

UNSW Foundation Studies Programs provide academic preparation for undergraduate study and are designed for international students. The programs are delivered in lecture and tutorial format along with practical laboratory, workshop and studio classes as well as one-to-one student consultations. A Student Progress Coordinator will be monitoring student progress and will be able to provide students with individual study advice and tips throughout the duration of their program.

On completion of a UNSW Foundation Studies program, students are awarded a UNSW Foundation Studies Certificate. This Certificate is an award of the University of New South Wales and is accepted by UNSW and all Australian universities for undergraduate entry. Academic standards and results in the programs are approved and monitored by UNSW and its Faculties. The Certificate is accompanied by a Statement of Results.

There are four main Foundation Studies programs.

The **Standard Foundation Program** is delivered over 9 months.

The **Standard Plus Foundation Program** is delivered over 12 months and designed for students who require a more gradual introduction to their studies.

The **Extended Foundation Program** is delivered over 14 months and designed for students who require an English-intensive introduction to their studies.

The **Transition Program** is a 4-month, one term program, designed for international students who have completed a previous high school matriculation program and have academic results just below that required for direct entry to UNSW.

Streams and Courses

Within each UNSW Foundation Studies Program, students must choose a Stream (set program of courses) determined by their desired university program. All Streams of Study are available in the Standard, Standard Plus and Extended Foundation Programs.

The Transition Program offers the Physical Science, Life Science, Commerce and Actuarial Streams only. Streams and courses at UNSW Foundation Studies Kensington campus are shown in Table 1.

All streams contain five to seven courses; each course has a unit of credit weighting. Students usually take a minimum of 48 units of credit.

Streams and Courses		Table 1: Streams of Study					
		Sciences		Commerce		Arts	Design
Course	Units	Physical Science	Life Science	Commerce	Commerce Actuarial	Arts/ SS	Design & Built Environment
Academic English Humanities	12		
Academic English Science	12	.	.				
Mathematics for Science	12	.	.		.		
Mathematics for Commerce	10			.			
Essentials of Mathematics <i>Standard Term 1 only</i>	6					.	.
Physics	10	.					
Chemistry	10	.	.				
Biology	10		.				
Accounting <i>Standard Term 1 only</i>	4			.	.		
Computing for Science <i>Standard only</i>	4	.	.				
Computing for Business <i>Standard only</i>				.	.	.	
Computing for Design	6						.
Economics	10			.	.		
Business Law <i>Standard Term 2 only</i>	4			.	.		
Management <i>Standard Term 2 only</i>	4			.	.	.	
Design	12						.
International Issues & Perspectives	10					.	
Culture and Communication	12					.	.
Total Units		48	48	48	50	48	48
Popular Degree Programs		Engineering, Science, Medicine, Medical Science, Aviation, Optometry, Health & Exercise Science, Biomedical Sciences, Psychology, Food Science and Technology		Accounting, Finance, Economics, Actuarial Studies, Arts, Social Science, some Law degrees, International Business, Banking and Marketing, Construction Management and Property		Arts, some Law degrees, Arts and Business, Criminology, Education, Social Science, International Studies, Languages	Architectural Studies, Interior or Landscape Architecture, Industrial Design, Media Arts, Design, Art Theory, Fine Arts, Planning

see www.ufs.unsw.edu.au/gpa for a full listing of Streams and Degrees

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Extended Foundation Program

Table 2: Extended Program Courses Weightings by Term

For detailed information about each course refer to the Course Information section on Moodle. This section includes Assessment Weightings, Assessment Guide and Course Outline.

Courses		Extended Program Course Weighting			
Course	Units	EXTENDED Term	PLUS Term	STANDARD Term 1	STANDARD Term 2
Academic English Humanities	12	5%	10%	21.5%	63.5%
Academic English Science	12	5%	8%	33%	54%
Mathematics for Science	12	5%	15%	40%	40%
Mathematics for Commerce	10	5%	15%	40%	40%
Essentials of Mathematics <i>Standard Term 1 only</i>	6	5%		95%	
Physics	10	5%	10%	25.50%	59.50%
Chemistry	10	5%	10%	25.50%	59.50%
Biology	10	5%	10%	25.50%	59.50%
Accounting <i>Standard Term 1 only</i>	4			100%	
Computing for Science <i>Standard only</i>	4	5%		45%	50%
Computing for Business <i>Standard only</i>		5%		45%	50%
Computing for Design	6	5%	10%	25%	60%
Economics	10	5%	5%	50%	40%
Business Law <i>Standard Term 2 only</i>	4				100%
Management <i>Standard Term 2 only</i>	4		5%		95%
Design	12		10%	45%	45%
International Issues & Perspectives	10		5%	45%	50%
Culture and Communication	12	5%	5%	40%	60%

Table 3: Extended Program - Terms and Courses

Foundation Studies - Arts and Social Sciences Stream Extended Program 2022 - 2023					
		Terms and Course Modules			
Courses	Units	Extended	Plus	Standard Term 1	Standard Term 2
Academic English - Humanities (H)	12	•	•	•	•
Computing for Business	4	• Critical Skills and Creative Thinking		•	•
Culture and Communication	12	• Business, Society & Culture	• Australian Studies	• Intercultural Studies	• Media Studies
International Issues & Perspectives	10		•	•	•
Management	4		• Critical Skills and Collaboration		•
Mathematics	6	• Language of Maths		• Essentials of Mathematics	
	48				

Note: Students engage in Foundations of Learning support program in each term.

Foundation Studies - Design and Architecture Stream Extended Program 2022 - 2023					
		Terms and Course Modules			
Courses	Units	Extended	Plus	Standard Term 1	Standard Term 2
Academic English - Humanities (H)	12	•	•	•	•
Computing for Design	6	• Critical Skills and Creative Thinking	•	•	•
Culture and Communication	12	• Fundamentals of Marketing	• Australian Studies	• Intercultural Studies	• Media Studies
Design	10		•	•	•
Mathematics	6	• Language of Maths		• Essentials of Mathematics	
	48				

Note: Students engage in Foundations of Learning support program in each term.

Foundation Studies - Commerce Stream Extended Program 2022 - 2023					
		Terms and Course Modules			
Courses	Units	Extended	Plus	Standard Term 1	Standard Term 2
Academic English - Humanities (H)	12	•	•	•	•
Computing for Business	4	• Critical Skills and Creative Thinking		•	•
Accounting	4			•	
Business Law	4				•
Economics	10	• Fundamentals of Marketing	• Business Studies	• Micro-economics	• Macro-economics
Management	4		• Critical Skills and Collaboration		•
Mathematics	10	• Language of Maths	• Mathematics for Commerce	• Mathematics for Commerce	• Mathematics for Commerce
	48				

Note: Students engage in Foundations of Learning support program in each term.

Foundation Studies - Commerce Actuarial Stream Extended Program 2022 - 2023					
		Terms and Course Modules			
Courses	Units	Extended	Plus	Standard Term 1	Standard Term 2
Academic English - Humanities (H)	12	•	•	•	•
Computing for Business	4	• Critical Skills and Creative Thinking		•	•
Accounting	4			•	
Business Law	4				•
Economics	10	• Fundamentals of Marketing	• Business Studies	• Micro-economics	• Macro-economics
Management	4		• Critical Skills and Collaboration		•
Mathematics	12	• Language of Maths	• Mathematics for Science	• Mathematics for Science	• Mathematics for Science
	50				

Note: Students engage in Foundations of Learning support program in each term.

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Standard Plus Program

Table 4: Standard Plus Program Course Weightings by Term

Foundation Studies - Physical Science Stream Extended Program 2022 - 2023					
Terms and Course Modules					
Courses	Units	Extended	Plus	Standard Term 1	Standard Term 2
Academic English - Science (S)	12	•	•	•	•
Computing for Science	4	• Critical Skills and Creative Thinking		•	•
Science	*	•			
Chemistry	10		•	•	•
Physics	10		•	•	•
Mathematics	12	• Language of Maths	• Mathematics for Science	• Mathematics for Science	• Mathematics for Science
	48				

Note: Students engage in Foundations of Learning support program in each term.

Foundation Studies - Life Science Stream Extended Program 2022 - 2023					
Terms and Course Modules					
Courses	Units	Extended	Plus	Standard Term 1	Standard Term 2
Academic English - Science (S)	12	•	•	•	•
Computing for Science	4	• Critical Skills and Creative Thinking		•	•
Science	*	•			
Chemistry	10		•	•	•
Biology	10		•	•	•
Mathematics	12	• Language of Maths	• Mathematics for Science	• Mathematics for Science	• Mathematics for Science
	48				

Note: Students engage in Foundations of Learning support program in each term.

Courses		Standard PLUS Program Course Weightings		
Course	Units	PLUS Term	STANDARD Term 1	STANDARD Term 2
Academic English Humanities	12	10%	26.5%	63.5%
Academic English Science	12	10%	26.5%	63.5%
Mathematics for Science	12	20%	40%	40%
Mathematics for Commerce	10	20%	40%	40%
Essentials of Mathematics <i>Standard Term 1 only</i>	6		100%	
Physics	10	10%	27%	63%
Chemistry	10	10%	27%	63%
Biology	10	10%	27%	63%
Accounting <i>Standard Term 1 only</i>	4		100%	
Computing for Science <i>Standard only</i>	4		50%	50%
Computing for Business <i>Standard only</i>	4		50%	50%
Computing for Design	6	10%	30%	60%
Economics	10	5%	50%	45%
Business Law <i>Standard Term 2 only</i>	4			100%
Management <i>Standard Term 2 only</i>	4	5%		95%
Design	12	10%	45%	45%
International Issues & Perspectives	10	5%	45%	50%
Culture & Communication	12	10%	40%	50%

Table 5: Standard PLUS Program - Terms and Courses

Foundation Studies - Arts and Social Sciences Stream Standard PLUS Program 2022 - 2023				
		Terms and Course Modules		
Courses	Units	Plus	Standard Term 1	Standard Term 2
Academic English - Humanities (H)	12	•	•	•
Computing for Business	4		•	•
Culture & Communication	12	• Australian Studies	• International Studies	• Media Studies
International Issues & Perspectives	10	•	•	•
Management	4	• Critical Skills and Collaboration		•
Essentials of Mathematics	6		•	
	48			

Note: Students engage in Foundations of Learning support program in each term.

Foundation Studies - Design and Architecture Stream Standard PLUS Program 2022 - 2023				
		Terms and Course Modules		
Courses	Units	Plus	Standard Term 1	Standard Term 2
Academic English - Humanities (H)	12	•	•	•
Computing for Design	6	•	•	•
Culture & Communication	12	• Australian Studies	• International Studies	• Media Studies
Design	12	•	•	•
Essentials of Mathematics	6		•	
	48			

Note: Students engage in Foundations of Learning support program in each term.

Foundation Studies - Commerce Stream Standard PLUS Program 2022 - 2023				
		Terms and Course Modules		
Courses	Units	Plus	Standard Term 1	Standard Term 2
Academic English - Humanities (H)	12	•	•	•
Computing for Business	4		•	•
Accounting	4		•	
Business Law	4			•
Economics	10	• Business Studies	• Microeconomics	• Macroeconomics
Management	4	• Critical Skills and Collaboration		•
Mathematics for Commerce	10	•	•	•
	48			

Note: Students engage in Foundations of Learning support program in each term.

Foundation Studies - Commerce Actuarial Stream Standard PLUS Program 2022 - 2023				
		Terms and Course Modules		
Courses	Units	Plus	Standard Term 1	Standard Term 2
Academic English - Humanities (H)	12	•	•	•
Computing for Business	4		•	•
Accounting	4		•	
Business Law	4			•
Economics	10	• Business Studies	• Microeconomics	• Macroeconomics
Management	4	• Critical Skills and Collaboration		•
Mathematics for Science	12	•	•	•
	50			

Note: Students engage in Foundations of Learning support program in each term.

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Standard Program

Table 6: Standard Program Course Weightings by Term

Courses		STANDARD Program Course Weighting	
Course	Units	STANDARD Term 1	STANDARD Term 2
Academic English Humanities	12	34%	66%
Academic English Science	12	34%	66%
Mathematics for Science	12	50%	50%
Mathematics for Commerce	10	50%	50%
Essentials of Mathematics <i>Standard Term 1 only</i>	6	100%	
Physics	10	30%	70%
Chemistry	10	30%	70%
Biology	10	30%	70%
Accounting <i>Standard Term 1 only</i>	4	100%	
Computing for Science <i>Standard only</i>	4	50%	50%
Computing for Business <i>Standard only</i>	4	50%	50%
Computing for Design	6	50%	50%
Economics	10	50%	50%
Business Law <i>Standard Term 2 only</i>	4		100%
Management <i>Standard Term 2 only</i>	4		100%
Design	12	50%	50%
International Issues & Perspectives	10	50%	50%
Culture & Communication	12	50%	50%

Foundation Studies - Physical Science Stream Standard PLUS Program 2022 - 2023				
		Terms and Course Modules		
Courses	Units	Plus	Standard Term 1	Standard Term 2
Academic English - Science (S)	12	•	•	•
Computing for Science	4		•	•
Science	*			
Chemistry	10	•	•	•
Physics	10	•	•	•
Mathematics for Science	12	•	•	•
	48			

Note: Students engage in Foundations of Learning support program in each term.

Foundation Studies - Life Science Stream Standard PLUS Program 2022 - 2023				
		Terms and Course Modules		
Courses	Units	Plus	Standard Term 1	Standard Term 2
Academic English - Humanities (H)	12	•	•	•
Computing for Science	4		•	•
Science	*			
Chemistry	10	•	•	•
Biology	10	•	•	•
Mathematics for Science	12	•	•	•
	48			

Note: Students engage in Foundations of Learning support program in each term.

Table 7: Extended Program - Terms and Courses

Foundation Studies - Arts and Social Sciences Stream Standard Program 2022 - 2023			
		Terms and Course Modules	
Courses	Units	Standard Term 1	Standard Term 2
Academic English - Humanities (H)	12	•	•
Computing for Business	4	•	•
Culture & Communication	12	• Intercultural Studies	• Media Studies
International Issues & Perspectives	10	•	•
Management	4	•	•
Essentials of Mathematics	6	•	
	48		

Note: Students engage in Foundations of Learning support program in each term.

Foundation Studies - Commerce Stream Standard Program 2022 - 2023			
		Terms and Course Modules	
Courses	Units	Standard Term 1	Standard Term 2
Academic English - Humanities (H)	12	•	•
Computing for Business	4	•	•
Accounting	4	•	
Business Law	4		•
Economics	10	• Microeconomics	• Macroeconomics
Management	4		•
Mathematics for Commerce	10	•	•
	48		

Note: Students engage in Foundations of Learning support program in each term.

Foundation Studies - Design and Architecture Stream Standard Program 2022 - 2023			
		Terms and Course Modules	
Courses	Units	Standard Term 1	Standard Term 2
Academic English - Humanities (H)	12	•	•
Computing for Design	6	•	•
Culture & Communication	12	• Intercultural Studies	• Media Studies
Design	12	•	•
Essentials of Mathematics	6	•	
	48		

Note: Students engage in Foundations of Learning support program in each term.

Foundation Studies - Commerce Actuarial Stream Standard Program 2022 - 2023			
		Terms and Course Modules	
Courses	Units	Standard Term 1	Standard Term 2
Academic English - Humanities (H)	12	•	•
Computing for Business	4	•	•
Accounting	4	•	
Business Law	4		•
Economics	10	• Microeconomics	• Macroeconomics
Management	4		•
Mathematics for Science	12	•	•
	50		

Note: Students engage in Foundations of Learning support program in each term.

5

Transition Program

The UNSW Foundation Studies Transition Program is a one semester program, designed for international students with strong English skills (IELTS score of 6.0 or greater) and Academic results just below that required for direct university entry.

Upon successful completion of the T2 and T3 programs, a student can begin undergraduate studies at the beginning of the following year. The next available UNSW intake for T1 students is the Mid-Year intake (UNSW Session 2). Some university programs are not offered Mid-Year.

Only Physical Science, Life Science, Commerce, Commerce Actuarial and Design streams are offered in the Transition program. These core streams of study will allow entry to all UNSW undergraduate degrees.

Table 4: Course Assessment Components and Weighting (% of total assessment)

Courses		Transition Program Course Weightings				
Course	Units	Final Examination	Mid program Examination/ Challenge Activity	Essays/ Assignments	Tutorial Participation	Lab or Studio Practice
Academic English	10	45%	15%	30%	10%	
Mathematics for Science	12	60%	40%			
Mathematics for Commerce	10	60%	40%			
Economics	6	60%	15%	15%	10%	
Accounting	6	60%	15%	15%	10%	
Business Law	6	60%	10%	20%	10%	
Computing for Business	4	50%	40%		10%	
Computing for Science	4	50%	40%		10%	
Computing for Design	10			100%		
Chemistry, Biology & Physics	11	50%	30%			20%
Design	22		15%	85%		
Management	6	30%	20%	30%	20%	

Foundation Studies - Physical Science Stream Standard Program 2022 - 2023

		Terms and Course Modules	
Courses	Units	Standard Term 1	Standard Term 2
Academic English - Science (S)	12	•	•
Computing for Science	4	•	•
Science	*		
Chemistry	10	•	•
Physics	10	•	•
Mathematics for Science	12	•	•
	48		

Note: Students engage in Foundations of Learning support program in each term.

Foundation Studies - Life Science Stream Standard Program 2022 - 2023

		Terms and Course Modules	
Courses	Units	Standard Term 1	Standard Term 2
Academic English - Science (S)	12	•	•
Computing for Science	4	•	•
Science	*		
Chemistry	10	•	•
Biology	10	•	•
Mathematics for Science	12	•	•
	48		

Note: Students engage in Foundations of Learning support program in each term.

Publish Online Timetables

Once students have commenced their program, they will be able to view their online timetable via Publish. To access Publish timetables, students will be required to go to <https://my.unswglobal.unsw.edu.au/> and select 'MyTimetable' under UNSW Foundations Studies.

Moodle Access

In order to commence online learning, students must first activate their account and complete an IT induction.

Moodle is the main online learning and teaching system available to students at UNSW. Every Foundation Studies student needs to know how to use Moodle.

While each course will contain different resources, it is always the student's responsibility to check Moodle regularly for announcements, resources, assessment advice and activities.

Timetabled online course activities, per student's course study and lesson plans may include:

- Collaborate and Zoom virtual classroom sessions
- Discussion forums
- Reading course material
- Completing course activities and quizzes
- Watching recorded lectures and tutorials
- Scheduled chats with teachers
- Independent coursework
- Exams

Collaborate or Zoom Virtual Classes

All online virtual classroom sessions will be delivered through Blackboard Collaborate or Zoom. Links to virtual classrooms will be available for students to access from their Moodle course pages.

Attendance Process

Attendance and participation will be monitored on a daily basis. Students are expected to attend all of their scheduled tutorial sessions. In order for attendance to be captured correctly, students are required to follow the correct name formats online:

- **Zoom:** Use GID (Nickname) when joining Zoom sessions
- **Moodle:** Update your Moodle profile by adding your nickname in the Alternate name field

Grading System

Students in each course are allocated a final mark out of 100 and a corresponding final letter grade on an A to F scale. Each letter grade has an associated grade point on a 10-point scale. Overall performance is expressed as a weighted grade point average (GPA) out of 10, based on all units attempted.

Course grades are described in the Table 5 below. A typical GPA calculation is shown in Table 6.

Table 5: UNSW Foundation Studies Grades (examples are a guide only)

Course Grade	Grade Point	Description	Examples of UNSW undergraduate program entry with GPA at this level (International Students Only)
A+	10.0		
A	9.5	Excellent achievement	UNSW Medicine (with other requirements)
A-	9.0		
B+	8.5		UNSW Law
B	8.0	Very good achievement	UNSW Commerce, Architecture, Engineering
B-	7.5		UNSW Science, Advanced Science
C+	7.0	Good achievement	UNSW Diploma in Engineering, UNSW Arts & Social Science, College of Fine Arts
C	6.5		UNSW Diploma in Science
C-	6.0	Moderate achievement	Some Australian undergraduate programs
D+	5.5		
D	5.0	Marginal achievement	Some vocational certificate courses
D-	4.5		
E+	4.0		
E	3.5	Limited achievement	
E-	3.0		
F	0	Fail	
UF	0	Unsatisfactory – Failure	Normally due to a non-attempt in a significant assessment component of a course
NF	N/A	Withdrawn without Failure	
W	N/A	Withheld	

Table 6: Grade-Point-Average Calculation

A typical GPA calculation is shown for a student in the Commerce Stream.

Course Grade	Unit Weighting	Final Grade	Grade Points
Academic English	10	B	$10 \times 8 = 80$
Mathematics C	10	B+	$10 \times 8.5 = 85$
Economics	10	A	$10 \times 9.5 = 95$
Business Law	4	B-	$4 \times 7.5 = 30$
Accounting	4	C+	$4 \times 7 = 28$
Computing for Academic Purposes	4	C	$4 \times 6.5 = 26$
Management	4	D+	$4 \times 5.5 = 22$
Communication for Success	2	C	$2 \times 6.5 = 13$
Total Units	48		379

GPA = Total points earned divided by (÷) the total units:

$$379 \div 48 = 7.9$$



8

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 Foundation Studies program. UNSW Foundation Studies 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 also 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 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 Foundation Studies 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.

Please note that in some Faculties, there are **NO** Commonwealth Supported Places - CSP (previously known as HECS places) available for students in Term 2 or 3 because they have all been allocated to students in the Term 1 intake.

Not all UNSW undergraduate programs are offered in Terms 2 and 3.

All students should check UNSW website to confirm their undergraduate degree will commence in time for the completion of their Foundation Studies program as on some occasions there may be term delay between completion of Foundation Studies and commencement of an undergraduate program.



9 Minimum Age Policy & Students Under 18 Years of Age

Minimum Age Policy

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

- UNSW Foundation Studies will not accept students unless they will be at least 16 years of age at the commencement date of their UNSW Foundation Studies program.
- This policy would also apply in external campuses conducting UNSW Foundation Studies programs.

Students Under 18 Years of Age

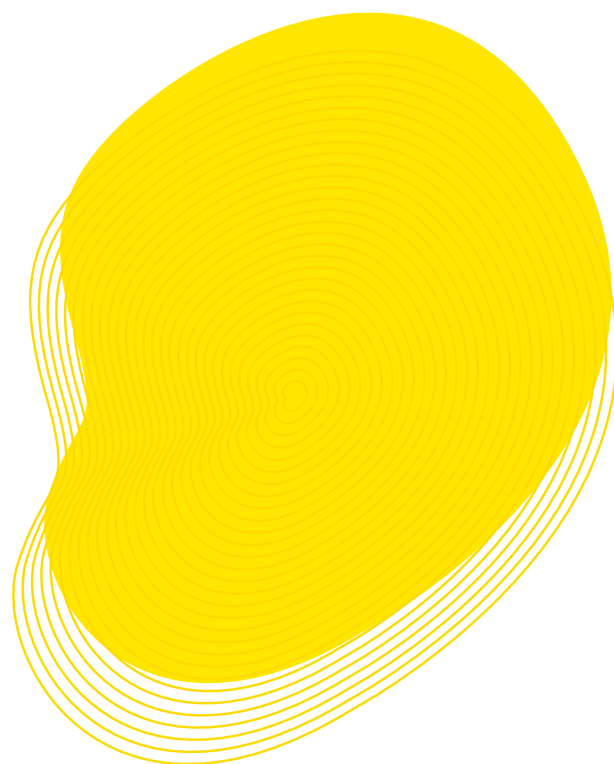
For international students, it is a condition of their student visa to either:

1. Reside with a close relative over 21 years of age who has been approved by the Department of Home Affairs (DHA) as their carer/guardian
- or
2. To have their care, accommodation and welfare arrangements approved by UNSW Foundation Studies.

If UNSW Foundation Studies has approved the student's care, accommodation and welfare arrangements, they are required to:

- Check their student emails regularly for scheduled meetings with the Accommodation and Welfare Officer.
- Attend the compulsory information session for Under 18 students at orientation.
- Attend all scheduled meetings with the Accommodation & Welfare Officer.
- Notify and seek approval from UNSW Foundation Studies Accommodation & Welfare Officer if they wish to change their accommodation arrangements.

- Abide by the rules and regulations concerning U18s living at UniLodge if they live in that accommodation (e.g., curfew time at 10pm).
- Inform their homestay host family if they will be home later than 10pm on any given night.
- Notify and seek approval from the UNSW Foundation Studies Accommodation & Welfare Officer if they intend to go on a holiday within Australia or leave the country.
- Notify Foundation Studies of their future study plans at either UNSW or another educational provider.
- Notify and seek approval from the UNSW Foundation Studies Accommodation & Welfare Officer before withdrawing from their program.
- Notify and seek advice from the Accommodation and Welfare Officer if any issues or problems arise that may affect their attendance or academic performance.



10 Awards, Scholarships & Course Prizes

Standard, Standard Plus and Extended Program students at the Kensington campus compete for the same awards, scholarships and course prizes. Scholarships, awards and prizes are awarded automatically. No application form is required.

Outstanding Student Awards

A total of three dux awards are made each year to the Outstanding Student (all Programs) in each academic area:

- Commerce
- Arts/Design
- Physical/Life Science

These awards are for the best academic performance across all Extended, Plus and Standard Foundation Studies Programs at the Kensington campus.

Further, the annual dux of each academic area is recognised on the UNSW Foundation Studies Outstanding Student Honour Roll.

Ross Woodham Scholarships

A total of 9 Ross Woodham Scholarships are awarded annually.

Scholarship selection will be based on academic performance on completion of the Program. The Scholarships will be awarded to Kensington campus students who:

1. achieve the best academic performance in the UNSW Foundation Studies streams of:
 - Commerce
 - Arts/Design
 - Physical/Life Science
- and
2. take up an undergraduate program of study at UNSW.

The Scholarships are currently to the value of AUD\$10,000, payable to UNSW to offset student fees for international students in the second term of their undergraduate program, or in the form of a one-off payment for living expenses for permanent residents or Australian Citizens.

Course Prizes

Course prizes are awarded to Kensington campus students for the best academic performance in each course across the A, B and C Standard/Standard Plus/Extended Programs. Course Prizes take the form of Certificates and University Bookshop gift vouchers.

Presentations

All A, B and C Standard/Standard Plus/Extended Program awards are presented at the next UNSW Foundation Studies Certificate Giving Ceremony.

All award, scholarship and prize winners will be notified and invited to attend the Certificate Presentation Ceremony.

Other UNSW Scholarships

From time to time, UNSW offers scholarships to UNSW Foundation Studies on completion of their program. For more details and information on how to apply, please look at the UNSW Website <https://www.scholarships.unsw.edu.au/>

Section Two

Rules, Regulations & Policies

11

Student Responsibilities

Check Your UNSW Student Email Daily

UNSW and UNSW Global communicate with students via email. Official communication with students will always be via their UNSW student email account. UNSW Global will use the student's official GID email address to contact them.

It is the students' responsibility to check their official UNSW student email account regularly for important information. Ignorance is no excuse if relevant information and details have been sent to them by email, or handed out at lectures or on the website.

Provide Your Current Address Details

Students must inform us within 7 days of their arrival in Australia of their 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 their student visa.**

Students must do this online at <https://my.unswglobal.unsw.edu.au/> and click on the link to the *Student Portal*. Important information may be sent by mail to their official address in Australia, and it will be assumed that they have received this information.

Attend All Scheduled Classes

It is a condition of students' enrolment that they 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 20). Overseas students whose attendance regularly falls below 90% (even with Doctor's Certificates) **may be reported** to the Department of Home Affairs.

Missing Classes – Explanation of Absence

If students miss between 1 – 5 days of classes, they must complete an Explanation of Absence form located on the Forms page of the Current Student Hub website:

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

By submitting this form, a student's attendance record will not be adjusted however these forms will be taken into consideration before a report to the Department to Home Affairs is lodged.

Extended Absence – Leave of Absence

If students miss more than 5 days of classes, they must complete a Leave of Absence form located on the Forms page of the Current Student Hub website: <https://my.unswglobal.unsw.edu.au/forms/>. This form must be submitted for approval from the Head of Programs or Academic Head.

Maintain Satisfactory Academic Progress

Students must maintain Satisfactory Academic Progress (see Section 11). 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.

Speak English in Classes

Foundation Studies has a "Speak English in Classes" rule. This is not only to ensure success in the students pathway to University but also to enable all students and their teacher to be included in class discussions.

Managing Own Conduct and Behaviour

Students are responsible for managing their own conduct and behaviour, and for knowing the rules concerning assessment, academic misconduct and student misconduct (see Section 12).

Paying fees

Students must pay all due fees as specified in their Letter of Offer, and any other specified charges, on or before the due dates applicable to each fee. It is the students own responsibility to ensure prompt payment of fees and other charges due in respect

of their enrolment in the UNSW Foundation Studies program. Responsibility cannot be transferred to another party, unless an approved scholarship or other payment arrangements have been agreed to by UNSW Foundation Studies. Failure to pay all due fees may result in their enrolment being cancelled.

Academic Guidance and Early Interventions

A student who is at risk of not meeting the academic expectations of UNSW Foundation Studies programs will in some cases receive a written warning and/or be given notification of a formal interview with an Academic Adviser from the Student Progress team regarding their poor progress.

It is expected that UNSW Foundation Studies students will accept the offers of assistance and advice as provided via early "at-risk" interventions, and during interviews at the end of the formal examination periods and as provided by UNSW Foundation Studies staff throughout the program.

Compliance with UNSW Foundation Studies Policies

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

12

Assessment Regulations

Rules for Examinations and Formal Assessment Tasks*

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

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 present their student identification card at all examinations and leave this on their desk for the duration of the examination.
3. Students must be seated in their allocated place in the examination room no less than 15 minutes before the scheduled commencement time.
4. If students arrive more than 30 minutes after the scheduled commencement time they will not be admitted to the examination room.
5. Students are not permitted to leave the examination room during the first 30 minutes or the last 30 minutes of the examination.
6. Students must not write or use a calculator, translation dictionary or computer during reading time.
7. Students may not leave their seat for any reason without permission. If students do leave the examination, they will not be re-admitted unless, during the full period of their absence, they 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: students 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. Students are not permitted to smoke or eat during examinations. Students may bring their own water in an unmarked, transparent water bottle with no label.
12. 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.

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, students may 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. Students may not leave their work station for any reason without permission.

10. Students must not attempt to communicate with another candidate during the examination.
11. All answers must be written in English unless otherwise stated.
12. Students must not use a dictionary.
13. Students must not search for any information or copy any information from websites.
14. Students must not access any learning materials during examinations.
15. Students must not attempt to record any part of the exam.
16. 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.
17. 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.
18. Should students wish to speak to the invigilator, they must use the Zoom chat function and speak to the invigilator only.

For more information about exams at UNSW Global, please refer to this helpful webinar:
<https://my.unswglobal.unsw.edu.au/everything-you-need-to-know-about-exams/>

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

Students must not use any unauthorised materials during online examinations. 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

Students may bring a mobile phone to their examination work station but it must be switched off and placed under their seat during the examination. Students must not forget to take it when they leave. Use of a mobile phone or any other electronic communication device in during examinations may be regarded as serious academic misconduct.

Use of Electronic Equipment

Students are required to use the UNSW Foundation Studies approved calculator which was provided to them at enrolment. They must bring this calculator to examinations where a calculator is allowed.

Do not bring any other calculator to the examination.

Breach of Rules

If a student commits any infringement of the rules governing examinations they 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 Foundation Studies Academic Misconduct Committee.

Failure to Attend Examinations

If a student is absent from an examination, they may be required to attend an interview to explain their absence. They must bring to this interview all relevant documentation needed to support their 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 their official Foundation Studies GID email address.

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 course. This rule applies to all assessment components including laboratory work, studio work, 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 *No Award* of the UNSW Foundation Studies Certificate.

Fit to Sit/Applying for Special Consideration due to Illness or Misadventure

By sitting or submitting an assessment on the scheduled assessment date, you are declaring that you are fit to do so and cannot later apply for Special Consideration.

If, during an in-person or online exam you feel unwell to the point that you cannot continue with the exam, you should take the following steps:

- Stop working on the exam and take note of the time.
- You must contact your Exam Supervisor, Course Coordinator or Tutor immediately in person or via email, Moodle or chat and advise them that you are unwell.
- Immediately submit a Special Consideration application saying that you felt ill during the exam and were unable to continue.
- You *must* provide a medical certificate dated within 24 hours of the exam, along with screenshots of the conversation you have had with your Course Coordinator or Tutor.

If you are unavoidably absent, or you believe your performance during an assessment and/or examination has been adversely affected by sickness, serious family concerns or any other reason, you should apply for Special Consideration using the Special Consideration form on the forms page here:

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

Again, the application should be made on the day of the assessment and no later than **three working days after the date of the assessment and/or examination**. Students should include all supporting evidence, e.g., medical certificates from a registered medical practitioner and screenshots or photos of any technical issues including date stamps.

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 they are 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 course, to arrive at a final grade.
3. A supplementary examination is given.

Supplementary Examination

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

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Satisfactory Academic Progress

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. Supplementary examination details and request outcomes will be notified to students via the school email. It is the student's responsibility to check their school email account regularly to avoid missing the details of the supplementary examination. Students 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 the student's responsibility to be available during this period. Travel bookings, holiday plans or employment obligations are not acceptable reasons for absence from any examination.

Disabilities

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

Review of Final Results

Students may apply for a review of a result only after they receive their Statement of Final Results. Students must submit their 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 ten (10) 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 course. Rather, it is a search for accuracy of mark entry and calculation. If a grade is changed the application fee will be refunded.

Note

- **Students must make sure they are present at all scheduled examinations and assessment tasks.**
- **Misreading the timetable is not an acceptable excuse for lateness or failure to attend.**
- **Some courses include other forms of assessment such as laboratory work, projects, tutorial exercises, assignments, presentations or tests.**
- **Make sure that they have completed all the required forms of assessment.**
- **It is not an excuse that they failed to attend a lecture or 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 Student Progress team, together with teachers, monitor student academic progress using a range of formal and informal measures. These measures include:

1. Diagnostic tests in Mathematics and English
2. Performance in formal examinations
3. Performance in other assessment tasks
4. Tutorial performance as observed by the classroom teacher

These measures of student academic performance guide decisions on whether and when academic intervention is necessary. Students are encouraged to seek advice as early as possible and actively participate in interventions to maximise their opportunity to achieve satisfactory course progress.

Unsatisfactory Academic Progress

International students who fail to meet their visa conditions relating to satisfactory course progress will be notified in writing of the intention of UNSW Global to report them to the Department of Home Affairs (DHA). The student has 20 working days from the date of the notification within which to access the UNSW Global complaints and appeals process. A student will have their enrolment cancelled if they are reported to DHA for unsatisfactory course progress.

Australian Citizens and Permanent Residents with unsatisfactory attendance and/or fail to achieve satisfactory course progress may have their UNSW Foundation Studies enrolment cancelled.

Performance Improvement Plan

Students are responsible for participating in learning activities, completing coursework and submitting assessments. The following actions have been successfully used by students to improve their academic performance:

- Prepare thoroughly for classes and commit to regular revision
- Seek advice and assistance from their classroom teacher when needed.
- Attend weekly **Course Consultations** to receive assistance with coursework.
- Participate in **Study Club** to further develop academic, study and communication skills.
- Attend workshops and consultations offered by the Student Progress team.
- Join the **Conversation Club** to improve confidence in communicating in English.

Students should keep a personal record of performance improvement activities they complete so they are able to reflect on what has worked for them. This record will also provide evidence that the student has actively participated in the recommended support and academic interventions.



ACADEMIC INTERVENTIONS

1. Early Intervention

In response to diagnostic tests in Mathematics and English.

Diagnostic tests in Mathematics and in English examine elementary literacies and basic course knowledge required for successful completion of the course.

Students who score below a minimum score on these diagnostic tests are issued with a letter advising them of ways to improve their performance in the relevant course. A copy of the letter is placed in the student's file.

Recommended student actions include:

- Commitment to thorough preparation and regular revision
- Attendance at weekly Course Consultations or Workshops
- Participation in Study Club
- Students who score below the minimum benchmark in the English diagnostic test will be advised to attend a 6-week consultation program in the Learning Support Unit (LSU)

2. Informal Interventions

In response to coursework and participation in class activities.

Academic staff may determine that a student's performance does not meet expectations as measured by performance on coursework tasks, formative assessments or as measured by the teacher in classroom interactions with the student.

This case-by-case analysis will usually result in an informal (written or verbal) recommendation for a student to implement one or more of the performance improvement actions such as regularly attending course consultations to receive personalised help from course experts.

3. Formal Interventions

In response to performance in Term and/or Final Assessment.

After the publication of assessment results for each term, or mid-term assessment in the case of the Transition Program, students who receive more than two Fail (F) and/or Unsatisfactory Fail (UF) grades will be considered at risk of failing to achieve Satisfactory Course Progress.

The student will be sent a letter via their UNSW Global email address notifying them that they are "At Risk of Failing to Achieve Satisfactory Course Progress".

This letter will recommend that the student implements a Performance Improvement Plan[^], invites the student to discuss their progress with Student Support and academic staff, and outlines the student's visa obligations regarding academic performance. A student may be advised to repeat all or part of the program, or transfer to a different program that is more suited to their capability. A copy of this letter is placed in the student's file.

Formal Academic Interventions

Assessment Results	Intervention
Academic English results < C	Enrolled in a 10-week consultation program in the Library Support Unit (LSU) and notified of this by letter. A copy of the letter will be placed in the student's file
3 or more Fail grades (F or UF)	Formal notification letter <ul style="list-style-type: none"> • 'At-risk of Failing to Achieve Satisfactory Course Progress' • Agreed Performance Improvement Plan[^] • Advised to Repeat or Transfer program
GPA > 5	Interview with class Academic Advisor to discuss performance and study options. <ul style="list-style-type: none"> • Recommended actions to improve performance[^]
GPA 4 – GPA 5	Interview with Student Performance Advisor <ul style="list-style-type: none"> • Recommended Performance Improvement Plan[^] Interview with Student Support staff
GPA < 4	Formal notification letter <ul style="list-style-type: none"> • 'At-risk of Failing to Achieve Satisfactory Course Progress' • Interview with Student Support staff • Advised to Repeat or Transfer program

Monitoring Course Progress UNSW Foundation Studies

Any student who receives more than two Fail (F) and/or Unsatisfactory Fail (UF) course grades, or a GPA <4, at any two Term or Mid-Term assessment periods, or based on their final course grades at the end of the program, will be issued with an Intention to Report to DHA.

Trigger: Weak performance in diagnostic tests and/or assessment tasks



FIRST ADVICE, MONITORING AND INTERVENTIONS
Informal contact by staff, academic advice and/or counselling

Trigger: Weak Results for Term Assessment
2 or more Fail grades (F or UF) and/or GPA <4



AT RISK NOTICE

- Formal notification by letter "At Risk of Failing to Achieve Satisfactory Course Progress"
- Contact and counselling – keep records
- Student advised to implement Performance Improvement Plan[^]
- Refer to UNSW Global Policies and visa requirements
- For answers to questions about their visa, the student should contact DHA

Trigger: Weak Assessment Results in subsequent Term or Final Assessment



INTENTION TO REPORT / CANCELLATION NOTICE

- Formal notification by letter "Intention to Report" for breaching visa conditions in relation to course progress or 'Cancellation of Enrolment' for unsatisfactory course progress
- Intervention strategy has been implemented and student has been allowed time for intervention to run its course
- Strict time limit to access internal complaints and appeals process
 - International student 20 working days
 - Australian Citizens & Permanent Residents 10 working days

Trigger: No or Unsuccessful Appeal



REPORT to DHA (International Students)
CANCELLATION NOTICE (Australian Citizens and PRs)

14

Academic Misconduct & Student Misconduct

1. Introduction

UNSW and UNSW Global are committed to improving and transforming lives through excellence in research, outstanding education and advancing a just society. Underpinning this commitment and the pursuit of knowledge are the principles of academic and research integrity.

Plagiarism involves a person using words or ideas of others and passing them off as their own or republishing their own previously submitted work and presenting it as new findings or work without referencing the earlier work. It undermines academic and research integrity and is not tolerated. Similarly, self-plagiarism, whereby a student re-submits past work is unacceptable.

In addition, it is important that students understand that it is not permissible to buy essay/writing services from third parties as the use of such services constitutes plagiarism because it involves using the words or ideas of others and passing them off as your own. Nor is it permissible to sell copies of lecture or tutorial notes as students do not own the rights to this intellectual property.

Contract cheating, or 'ghostwriting', is when a student engages another person to complete work for them, and then submits the work as their own, regardless if money was paid or not.

Examples of Academic Misconduct Concerning Assessments and/or Examinations

- Taking unauthorised materials into an examination;
- Impersonation in examinations;
- Permitting another student to copy answers or providing their work (in whole or in parts) to another student 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;
- Not following the Examination Coordinator and/or invigilator's instructions.

Examples of Academic 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 (including self-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;
- Providing their work (in whole or in parts) to another student.

Misconduct Through Misrepresentation

- Submitting a falsified medical certificate
- Submitting a falsified academic transcript
- Misuse of electronic attendance system

Copying	Using the same or very similar words to the original text or idea without acknowledging the source or using quotation marks. This includes copying materials, ideas or concepts from a book, article, report or other written document, presentation, composition, artwork design drawing, circuitry, computer program or software, website, internet, other electronic resource, or another person's assignment without appropriate acknowledgement.
Inappropriate Paraphrasing	<p>Changing a few words and phrases while mostly retaining the original structure and/or progression of ideas of the original, and information without acknowledgement.</p> <p>This also applies in presentations where someone paraphrases another's ideas or words without credit and to piecing together quotes and paraphrases into a new whole, without appropriate referencing.</p>
Collusion	<p>Presenting work as independent work when it has been produced in whole or part in collusion with other people. Collusion includes:</p> <ul style="list-style-type: none"> • Students providing their work to another student before the due date, or for the purpose of them plagiarising at any time. • Paying another person to perform an academic task and passing it off as your own. • Stealing or acquiring another person's academic work and copying it. • Offering to complete another person's work or seeking payment for completing academic work. <p>This should not be confused with academic collaboration where there has been general group discussion about a project or question but where each student writes his/her own answer.</p>
Inappropriate Citations	Citing sources which have not been read without acknowledging the 'secondary' source from which knowledge of them has been obtained.
Self-plagiarism	<p>'Self-plagiarism' occurs where an author republishes their own previously written work and presents it as new findings without referencing earlier work, either in its entirety or partially.</p> <p>Self-plagiarism is also referred to as 'recycling', 'duplication', or 'multiple submissions of research findings' without disclosure. In the student context, self-plagiarism includes re-using parts of, or all of, a body of work that has already been submitted for assessment without proper citation.</p>

2. Academic Misconduct

Students are reminded that the University and UNSW Global regard academic misconduct as a very serious matter. Students found guilty of serious academic misconduct in a UNSW Foundation Studies course 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.

What constitutes academic misconduct and the possible penalties that can be imposed on UNSW Foundation Studies 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 'Policies'

<https://www.unswglobal.unsw.edu.au/our-company/policies/>

3. Student Misconduct

3.1 University Rules and Codes of Conduct

The University of New South Wales' Student Code applies to all UNSW Foundation Studies students. What constitutes student misconduct and the possible penalties that can be imposed on UNSW Foundation Studies 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 'Policies'

<https://www.unswglobal.unsw.edu.au/our-company/policies/>

Getting started at UNSW Library

Use your UNSW student ID card:

- to borrow
- to print or copy in the Library

Using zID and zPass:

- to access online resources
- to make room bookings
- to use Library computers

Students can log in to [MyLibrary](#) with their zID and zPass to check loans and due dates, renew loans, track their reservations and manage their room bookings. This also ensures full access to the Library's online resources.

Students should check their email regularly for messages from the Library.

Return borrowed items by the due date to avoid fines and always return loans before travelling away from Sydney.

Library space and facilities

UNSW Library provides flexible study spaces for students. Facilities include:

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

Check the Library website library.unsw.edu.au for details of opening hours.

Online resources

So that students get the most out of their studies, UNSW Library provides 24/7 access to online resources including databases, e-journals, e-books and streaming audio & video, which can be used anywhere in the world.

Log in to [MyLibrary](#) with your zID and zPass for full access.

[UNSW Library Course Guides](#) are a good starting point for accessing key resources in your area of study.

ELISE | Informing your studies

[ELISE](#) is an online tutorial designed to introduce new students to studying at UNSW. As a Foundation Studies student it is important to work through ELISE as you learn about:

- finding and evaluating information
- the academic writing process and plagiarism and how to avoid it

Getting help

Ask a question [online](#) or visit us at a Help Zone in the:

- Main Library ([Map Ref F21](#) Kensington campus)
- Law Library ([Map Ref F8](#) Kensington campus)
- Paddington Library ([Block A](#), Paddington Campus)

Assignment and Project Policy

1. Assignments, essays and projects may have a cover sheet specific to each course which will be supplied by the students' teacher. The cover sheet may include:
 - Student identification number
 - Tutorial group
 - Name of tutor
 - 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 course are not to be used either in full or in part for assessment in any other course.
4. Students may be charged with academic misconduct if they submit a formal assessment task or project knowing it to be their own work 'self-plagiarism' or 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. Requests for extensions received after the due date of assignments, will not be accepted.



17 Practical Assessment in Design

Rules and Procedures for Studio and Design Studies Assessments

General Information

- All students must attend all design classes throughout the program and be present at the scheduled commencement time for each class.
- In addition to working during Studio classes, it is expected that students will also work independently on the projects outside Studio, in their own time (minimum of 6 hours per week). This applies for the Term 2 Design Studies project.
- For Design Studio and Term 2 Design studies all students must upload their creative work into the digital workbook at least one hour before commencement of class for the teacher to check the work in advance. Students must be prepared (including having materials ready) each week to continue working on projects through the class time.
- Students are to check the Student Material List which is on Moodle in Course Overview and ensure they have the correct model making equipment at the beginning of the course. Note, Design Skills videos on Moodle discuss materials and equipment in more detail.

Submission of Design Studio and Design Studies Projects

- There are four assessable projects (two studio projects in Term One, one studio project in Term Two and one Design Studies project in Term 2) which need to be executed throughout the program and submitted through the Assessment area in Moodle. Further information is in the learning guides and will be provided during classes in the weeks preceding the due submission date for each project.
- All projects must be submitted on the due date, at the scheduled commencement time of the class. If there is a valid issue which means a student is unable to submit on time, this needs to be discussed with the teacher in advance.

- Students may be charged with academic misconduct if they submit a project knowing it to be wholly or partially the work or the ideas of another person.

Failure to Submit Completed Design Projects on Time

- If students are late submitting work, they must lodge an Illness/Misadventure Form within three days, providing a reason for their lateness or absence.
- **Lateness or failure to submit work at the specified time, on the due date if the deadline is missed is likely to result in zero marks or a UF grade being given.**
- It is the responsibility of the student to contact the Design Co-ordinator within three days of the deadline regarding submission of the work. Failure to do this will result in a zero mark being awarded.
- Students are advised that the lodging of an application for consideration of illness/misadventure does **not** guarantee that their reason will be accepted as valid.

18 Use of IT Resources

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 Current Student Hub website at: <https://my.unswglobal.unsw.edu.au/>

If at any time during your studies you experience technical difficulties and require IT support, please contact UNSW Global IT helpdesk via email: helpdesk@unswglobal.unsw.edu.au



19 Release of Academic Results

Release of Academic Results

1. The UNSW Foundation Studies Certificate is awarded to students who complete the program of studies and assessment. The Certificate is accompanied by a Statement of Results. A statement of attendance is included on the students Statement of Results.
2. Academic Results will be withheld if there are outstanding tuition fees, debts or fines (e.g., from UniLodge, other accommodation providers, UNSW Library, etc.).
3. Individual Standard Term 1 results are released early in Standard Term 2 and will be available to view on the Student Portal.
4. Results of some assignments and other assessments will be published online and accessed using students secure logon and password details.
5. Final Results will be posted to an address nominated by the student towards the end of the program, as well as being 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 will be sent to agents, other educational institutions and the Universities Admissions Centre 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, 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!

- Please be aware that all Australian universities verify individual student performance in UNSW Foundation Studies
- 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 a student's marks are not high enough they cannot pay a fee to anyone to gain admittance into a university program.

20 Withdrawal & Refund of Fees

Withdrawal and Refund of Fees

The UNSW Foundation Studies 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' <https://www.unswglobal.unsw.edu.au/our-company/policies/>.

If you have specific questions about this topic, we strongly recommend that you contact UNSW Global Admissions team for further information: Admissions@unswglobal.unsw.edu.au

21 Attendance Monitoring

UNSW Foundation Studies Attendance Monitoring and Reporting Procedure

1. Students are expected to attend all classes and lectures.
2. 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 electronically and included in the calculation of attendance whether or not medical certificates are provided by way of explanation.
3. 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.
4. 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.
5. 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.
6. 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 a senior academic staff member.
7. Students are able to check their attendance on the student portal.
8. A record of attendance is included on the Statement of Results.

22 Repeat & Transfer Guidelines

Unsatisfactory Attendance

1. The requirement for maintaining Satisfactory Attendance applies to all students in UNSW Foundation Studies programs, including Australian Citizens and Permanent Residents of Australia. This policy is also consistent with the requirements for student visas issued by the DHA.
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 via an email to your official UNSW Foundation Studies email address. 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.

Overseas students who fail to meet their visa conditions relating to attendance will be notified in writing via your official UNSW Foundation Studies email address, 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 Foundation Studies 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 Foundation Studies Program cancelled.

See the advice below to decide whether you qualify to repeat all or part of a Foundation Studies program.

Students may not be eligible to repeat a Foundation Studies program if any of the following conditions apply:

1. They have poor attendance. (The Department of Home Affairs requires all international students to maintain satisfactory current attendance).
2. They have already repeated or restarted a Foundation Studies program twice.
3. They are in breach of your student visa conditions or UNSW Foundation Studies policies.
4. Their GPA was less than 3.0. In that case an interview with senior academic staff is required to consider their request to repeat.

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

If I am part way through my program, can I repeat?

Eligible students are normally allowed to repeat/restart a Foundation Program.

If I have completed a Foundation Studies Program can I repeat Standard Term 2 only or am I required to repeat the whole program?

Extended, Standard & Standard Plus	Final GPA less than 5.0	You will need to repeat the full program.
	Final GPA more than 5.0	You may be able to repeat Standard Term 2 only.
Transition Program	Final GPA less than 5.0	You will not be able to repeat Transition. You may be eligible to repeat the full Standard program.
	Final GPA more than 5.0	You may apply to repeat the full Transition program.

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.

If you receive a UNSW offer it is advised that you accept the offer rather than repeat UNSW Foundation Studies. If you do well in your first year at UNSW you may be able to apply for an internal transfer. Contact the Faculty for advice.

How do I request to repeat?

Complete the 'Request to Repeat' form, available from the Current Student Hub using the link here <https://my.unswglobal.unsw.edu.au/forms/> or the Student Services. Each request will be considered on a case-by-case basis.

If I repeat, how is my Final GPA calculated?

Full program repeat or start again (transfer)	Your final GPA will include all assessments of the repeated program.
Standard Term 2 Only Repeat	Your final GPA will be based on assessments in the repeated Semester 2 of the program, unless your stream has courses only offered in Semester 1; in this case, previous results for these courses will also be included in calculating your Final GPA.

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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 'Our 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

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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://studenthubhep.wpengine.com/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 9 am and 5:30 pm 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://studenthubhep.wpengine.com/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.

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 (5-8pm) 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 5-6pm and run online. Information can be found on the Current Student Hub website.

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 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	Phone: +61 2 9348 0084	UNSW Mental Health Connect	All hours
(students in Australia)	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	



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