



**UNSW**  
College

# Pre-Masters Programs

**Student Handbook**

# UNSW College Pre-Masters Programs

Student Handbook



## Section One

Academic Information for Students

### UNSW College

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The most recent version of this publication and updated and related policies can be found on the Current Student Hub website:  
<https://my.unswcollege.edu.au/>

## Section Two

Rules, Regulations & Policies

## Section Three

Student Life, Student Support, Student Safety

## Section One

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## Section One

# Academic Information for Students



## 1 UNSW College Pre-Masters

### Programs Overview

#### Pre-Masters Programs Overview

UNSW College Pre-Masters are designed to assist you by providing additional academic or English language support to meet the entry requirements needed to progress to Master's program at UNSW Sydney.

A Pre-Masters experience will offer you an opportunity to enhance your critical thinking, academic writing, project management, research, and communication skills to succeed in the future.

We currently offer four Pre-Masters programs:

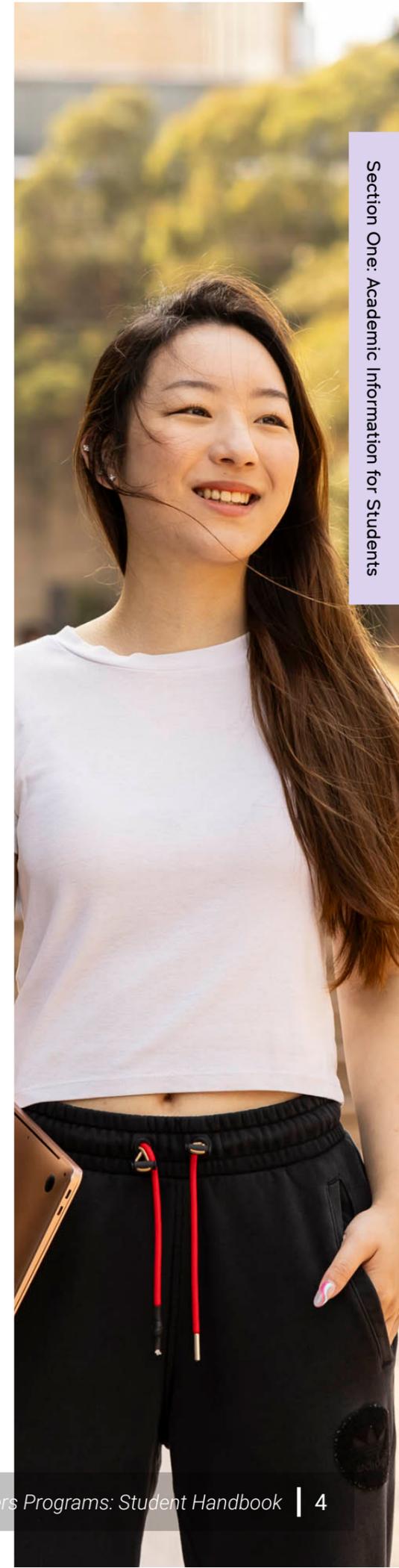
- Pre-Masters in Engineering
- Pre-Masters in Information Technology
- Pre-Masters in Arts and Design
- Pre-Masters in Media

The Pre-Masters structure embeds English Language and relevant discipline study and skills to promote success in postgraduate study in an Australian university environment.

The Pre-Master's program consists of two core courses (AELS1401 & BMGT1402) and two prescribed electives taken over one term of full-time study. Only students who do not meet the requirements will then also need to undertake AELS1400 as a core course.

To receive the Pre-Masters qualification and progress to the Masters program, students must successfully complete and pass their 4 courses within the one term period.

There are three intakes (starting times) in the Pre-Masters program per year: January, May and September in line with the three UNSW terms.



## 2

# Getting Ready to Study: Equipment Requirements

### Bring Your Own Device

UNSW College has a Bring your Own Device (BYOD) Policy. Students will need to use their own laptop or purchase one on commencement of their study.

We recommend students to use a Windows or Apple Mac laptop (NOT an iPad, Android tablet, or Chromebook) that

- is less than 4 years old and has excellent battery capacity,
- is running at least Windows 10, or macOS Big Sur (version 11.0) in English,
- has Office 365 installed in English,
- has Google Chrome installed in English (you can download this on arrival),
- has Microsoft .NET Framework 3.5 installed (Windows only).

For more information about devices click [here](#).

### Learning Management System (Moodle)

We use an online learning management system, called [Moodle](#) which provides all students with access to learning materials including, lecture notes, tutorial materials, discussion boards, sample assessments, video lecture recordings, online textbooks and information on how to contact your teachers. Moodle is available 24 hours a day, 7 days a week. Students will be shown during orientation how to access and navigate Moodle.

If you need help with Moodle at any time please contact: [helpdesk@unswcollege.edu.au](mailto:helpdesk@unswcollege.edu.au).

**Note:** Always include your student ID number when asking for help.



## 3

# Learning Activities

Students will experience a range of learning activities which may include lectures, tutorials, workshops, consultations and studios.

These are delivered on campus in Kensington and in hybrid mode.

Students will also be able to get extra academic support, ask questions about learning materials and seek advice regarding assessments in weekly course consultations with their lecturers and tutors.

These consultations run each week of the term and before major assessments and exams.

Consultation times are listed on each course Moodle site. Students are strongly encouraged to participate actively in consultation opportunities.

### Assessments and Workload

Studying in the Pre-Masters Program is a full-time commitment. Your attendance is required at lectures, tutorials, consultations and labs. Significant time should also be spent outside of class undertaking self-study, and preparing for assessments and exams.

No. Timetabled Hours Per Week	No. Personal Study Hours Per Week	Total Workload Hours Per Week
20 - 25 Hours	20 Hours	40 - 45 Hours

# 4

## UNSW College Pre-Masters Subject Choices

All Pre-Masters students will need to undertake a set of compulsory Core Subjects as well as Elective Subjects based on their preferred Masters degree and IELTS score or equivalent.

### Pre-Masters Core Subjects (Compulsory) for all students

1. Innovation & Entrepreneurship
2. Academic Research Literacy Skills

**Students with an English score of IELTS 6.0 (or equivalent) will study** Academic English for Higher Studies. Students in this category are eligible for 6 units of credit (1 course) or advanced standing towards their UNSW Masters degree on successful completion of the Pre-Masters program.

*Student will be asked to complete their own subject selection prior to commencement of their program.*

**Students with an English score of IELTS 6.5 (or equivalent) OR HIGHER will study the elective subject below based on their destination UNSW Masters. Students will be automatically enrolled in this subject.**

Students in this category are eligible for **up to** 12 units of credit.

Students will be asked to complete their own subject selection prior to commencement of their program.

### Key for Table

Use the table below to select your courses, following the key to find the courses to enrol in.

✓	Discipline-specific CORE course, with UoC
✓	Discipline Elective, with UoC
✓	Discipline Elective, No UoC

UNSW Masters Program	UNSW Masters Degree Specialisations	Pre-Masters Discipline-specific Course			Advanced Standing towards UNSW Master's (UoC)	
		Engineering Project Management (ENG11403)	Economic Decision Analysis in Engineering (ENG11406)	Principles of Programming (CPTG1405)	IELTS 6.0 (or equivalent)	IELTS ≥ 6.5 (or equivalent)
Master of Engineering (8621)	Biomedical Engineering	✓	✓	✓	6	12
	Electrical Engineering	✓	✓		6	12
	Mechanical Engineering	✓	✓		6	12
	Renewable Energy Engineering	✓	✓		6	12
	Telecommunications	✓	✓		6	12
	Environmental Engineering	✓	✓	✓	0	0
	Civil Engineering	✓	✓	✓	0	0
	Mining Engineering	✓	✓	✓	0	0
Master of Engineering Science (8338)	Biomedical Engineering	✓	✓		6	12
	Chemical Engineering	✓	✓		6	6
	Civil Engineering	✓	✓	✓	6	6
	Environmental Engineering	✓	✓	✓	6	6
	Geotechnical Engineering & Engineering Geology	✓	✓	✓	6	6
	Project Management	✓	✓	✓	6	6
	Structural Engineering	✓	✓	✓	6	6
	Transport Engineering	✓		✓	6	12
	Water Engineering: Catchments to Coast	✓	✓	✓	6	6
	Water, Wastewater and Waste Engineering	✓	✓	✓	6	6
	Electrical Engineering	✓	✓		6	6
	Energy Systems	✓	✓		6	6
	Geenergy and Geostorage Engineering	✓	✓	✓	6	6
	Systems and Control	✓	✓		6	6
	Space Systems Engineering	✓	✓	✓	6	6
Sustainable Systems	✓	✓		6	6	

Master of Engineering (8621)	Food Process Engineering	✓	✓		6	6
	Mechanical and Advanced Manufacturing Engineering	✓	✓	✓	12	12
	Nuclear Engineering	✓	✓	✓	6	6
	Robotics	✓	✓	✓	6	12
	Photovoltaics and Solar Energy	✓	✓	✓	6	12
	Renewable Energy	✓	✓	✓	6	12
	Telecommunications	✓	✓		6	6

UNSW Master's Degree	UNSW Masters Degree Specialisations	Pre-Masters Discipline-specific Course		Advanced Standing towards UNSW Master's (UoC)	
		Foundations of Computer Science (CPTG1404)	Principles of Programming (CPTG1405)	IELTS 6.0 (or equivalent)	IELTS ≥ 6.5 (or equivalent)
Master of Information Technology (8543)	Artificial Intelligence	✓	✓	6	12
	Information Technology	✓	✓	6	12
	Database Systems	✓	✓	6	12
	Internetworking	✓	✓	6	12
	Cyber Security Engineering	✓	✓	6	12

UNSW Masters Faculty	UNSW Master's Degree	Pre-Masters Discipline-specific Course		Advanced Standing towards UNSW Master's (UoC)	
		Creative Experimentation (ARDN1401)	Communication Skills for Creative Disciplines (ARDN1402)	IELTS 6.0 (or equivalent)	IELTS ≥ 6.5 (or equivalent)
ADA PMP of ART & Design	Design (9313)	✓	✓	6	12
	Curating & Cultural Leadership (9318)	✓	✓	6	12
	Animation & Visual Effects (9319)	✓	✓	6	12
	Internetworking	✓	✓	6	12

UNSW Masters Faculty	UNSW Master's Degree	Pre-Masters Discipline-specific Course		Advanced Standing towards UNSW Master's (UoC)	
		Research in Practice (MEDA1401)	Writing for Media (MEDA1402)	IELTS 6.0 (or equivalent)	IELTS ≥ 6.5 (or equivalent)
ADA PMP of Media	PR & Advertising (B&C) (8281)	✓	✓	6	12
	Journalism & Communications (B&C) (8232)	✓	✓	6	12
	PR & Advertising/Design (B) (8234)	✓	✓	6	12

### Important: Other Masters Degree specialisations

For Master of Engineering specialisations (Civil Engineering (8621), Environmental Engineering (8621) and Mining Engineering (8621) students who successfully complete the Pre-Masters program will be admitted to the Masters degree but will not receive recognition of prior learning (advanced standing).

## 5 Your Pre-Masters Study Plan

Students can refer to this guide the units of credit associated with each subject.

Note regarding Units of Credit (UoC): Every course at UNSW and the College have a UoC value. The following table outlines the UoC for each course offered in the Pre-Masters program that must be successfully completed in order to progress to the destination UNSW Masters degree. Do keep in mind that the number of UoC for each subject at College does not equate to the same number of UoC at UNSW.

All Pre-Masters students are required to enrol in 18 UoC.

Academic English for Higher Studies pass rate required: 70%  
All other courses pass rate required: 50%

<b>Pre-Masters Information Technology Students</b> will study 18 UoC of the courses listed below, as per their English level and their specialisation.	<b>UNSW College UoC</b>	<b>UNSW UoC</b>
Academic English for Higher Studies (AELS1400)	6	0
Academic Research and Information Skills (AELS1401) (core)	2	0
Innovation and Entrepreneurship (BMGT1402) (core)	4	0
Principles of Programming (CPTG1405)	6	6
Foundations of Computer Science (CPTG1404)	6	6

<b>Pre-Masters Engineering Students</b> will study the subjects listed below, as per their English level and their specialisation.	<b>UNSW College UoC</b>	<b>UNSW UoC</b>
Academic English for Higher Studies (AELS1400)	6	0
Academic Research and Information Skills (AELS1401) (core)	2	0
Innovation and Entrepreneurship (BMGT1402) (core)	4	0
Engineering Project Management (ENGI1403)	6	6
Economic Decision Analysis in Engineering (ENGI1406)	6	6
Principles of Programming (CPTG1405)	6	6

<b>Pre-Masters Arts and Design Students</b> will study the subjects listed below, as per their English level and their specialisation.	<b>UNSW College UoC</b>	<b>UNSW UoC</b>
Academic English for Higher Studies (AELS1400)	6	0
Academic Research and Information Skills (AELS1401) (core)	2	0
Innovation and Entrepreneurship (BMGT1402) (core)	4	0
Creative Experimentation (ARDN1401)	6	6
Communication Skills for Creative Disciplines (ARDN1402)	6	6

<b>Pre-Masters Arts and Design Students</b> will study the subjects listed below, as per their English level and their specialisation.	<b>UNSW College UoC</b>	<b>UNSW UoC</b>
Academic English for Higher Studies (AELS1400)	6	0
Academic Research and Information Skills (AELS1401) (core)	2	0
Innovation and Entrepreneurship (BMGT1402) (core)	4	0
Research in Practice (MEDA1401)	6	6
Writing in Media (MEDA1402)	6	6

## 6 Grading System

Marks are representative of letter grades according to the UNSW grading scheme outlined in the table below.

Overall performance is averaged based on all units attempted and is expressed as a Weighted Average Mark (WAM) out of 100.

UNSW Pre-Masters Mark to Grade Conversion		
Mark	Grade	Grade Description
85-100	High Distinction (HD)	An outstanding performance
75-84	Distinction (DN)	A superior performance
65-74	Credit (CR)	A good performance
50-64	Pass (PS)	An acceptable level of performance
<50	Fail (FL)	Unsatisfactory performance
Marks from ~40% to <u>above</u> 50%	Unsatisfactory Fail (UF)	Some courses have a hurdle requirement (e.g. a minimum mark in the Final Exam) and a UF grade can be awarded if a student has achieved 50% or more (which is normally a Pass for discipline courses) but has not met the hurdle. Details will be in your Course Outlines.

A student with a subject mark of less than 50% or a subject mark above 50% AND a UF grade, has failed the subject and must repeat the subject in a later term.

Grade Description for the Academic English for Higher Studies course (6 UOC):

Course	Possible Grades	Description
Academic English for Higher Studies (6 UOC)	SY	Satisfactory
	FL	Fail

In order to pass this course and be eligible for the Master's Program at UNSW, students must achieve a 'Satisfactory' grade.

## 7 UNSW Library Guide

### Getting Started at The UNSW Library

As a Pre-Masters student, you have access to a range of facilities on campus, including the UNSW College libraries. You can use your UNSW ID (called 'zID') and Password (called 'zPass'), to:

- access online resources
- make room bookings
- use Library computers
- log in to My Library to check loans and due dates, renew loans, track your reservations, manage your room bookings, and gain full access to the Library's online resources.

You will need to check your student email regularly for messages from the Library and 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 <https://www.library.unsw.edu.au/> for details of opening hours.

### Online Resources

In order for students to get the most out of their studies, the 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 [My Library](#) with your zID and zPass for full access. UNSW [Library Subject 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. <http://subjectguides.library.unsw.edu.au/elise>

Working through the ELISE tutorial is optional for Pre-Masters students but you are encouraged to do so, as there is a lot you will learn from the tutorial. For example, you will learn about:

- library services
- finding and evaluating information
- reading effectively
- the academic writing process and plagiarism and how to avoid it
- note-taking
- time-management
- the UNSW Student Code and your responsibilities as a student (<https://student.unsw.edu.au/conduct>)
- Respect@UNSW

### Getting Help

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

- Main Library (Kensington campus)
- Law Library (Kensington campus)
- UNSW Video Library on YouTube

## Section Two

# Rules, Regulations & Policies



## 8

## Student Responsibilities

### Follow the UNSW College Student Code of Conduct

The UNSW College Student Code of Conduct serves as a guide to help all students understand the expectations for their behavior whilst enrolled at the College.

It outlines the standards for academic integrity, respect for others, and the consequences for actions that go against these principles.

Here are the key purposes:

#### Promote a positive learning environment.

The code ensures that everyone in the school community can learn and work in a safe, respectful, and supportive atmosphere.

#### Define Acceptable Behaviour.

It clearly states what is considered appropriate and inappropriate behavior, helping students know how to act responsibly and respectfully towards others.

#### Protect the Rights of All Students.

By setting out rules, the code helps protect students from discrimination, harassment, bullying, and other forms of misconduct.

#### Encourage Responsibility and Accountability.

It teaches students to take responsibility for their actions and understand the consequences of breaking the rules.

#### Support Academic Integrity.

The code includes guidelines on academic honesty, such as prohibiting cheating or plagiarism, to ensure fairness and integrity in academic work.

By understanding and following the Student Code of Conduct, students can contribute to a positive and productive College experience.

[Read the UNSW College Student Code of Conduct here.](#)

### Check Your Student Email Account Regularly

It is your responsibility to regularly check your official email account for important information. Email is the main way the UNSW and UNSW College communicates with students.

### Notification of Changes or Correction to Personal Details

You are required to keep your contact details updated in your [Student Portal](#). Make sure you update your record within 7 days of your arrival in Australia with your:

- Photo ID
- Emergency Contact Information
- Local contact information

You must do this online at your [Student Portal](#) under the heading Profile.

Important information may be sent by mail to your official address and we will assume that you have received this information.

### Class Attendance and Absence

You are required to attend over 80% of all scheduled classes. Your attendance will be recorded.

You should carefully read your course outlines before courses commence to ensure that you are familiar with any specific attendance requirements. If you are unable to attend required sessions, you need to inform your relevant Course Convenor and if the absence is for medical reasons you will be required to present a medical certificate. If examinations or other forms of assessment have been missed, then you should apply for Special Consideration using the **Request for Special Consideration Due to Illness or Misadventure Form** on this page:

<https://my.unswcollege.edu.au/forms/>

Special Consideration application should be made three days before the assessment and no later than three working days after the date of the assessment and/or examination.

Students should include all official documentation recognised as Compassionate or Compelling evidence to support your request, e.g., medical certificates from a health service provider from AHPRA registered practitioners, and screenshots or photos of any technical issues including date stamps. All supporting documentation must be in English or translated into English by a certified

translator. A copy of the policy can be found on UNSW College's website under 'Policies': <https://www.unswcollege.edu.au/about/policies>

### Maintain Satisfactory Academic Progress

Academic progression is the progress you make towards completion of your program.

Progression requirements apply to all UNSW College programs. They define minimum and maximum study loads, program leave etc., and are used to alert to any issues that may negatively impact your progress or prevent you from completing your program within the maximum time frame allowed.

Monitoring your academic progression also provides you with an opportunity to receive the support you need.

You can view the Academic Progression and Exclusion Procedure.

#### Important things to note:

- If you fail a course, your academic progression may be reviewed.
- Academic progression is assessed at a program level i.e. the program in which you are currently enrolled.
- You must also meet any program specific progression requirements as specified in the rules of your program.

### Academic Guidance and Early Interventions

A student who is at risk of not meeting the academic expectations of their Pre-Masters Program and/or has poor attendance, will be required to attend compulsory Consultations in relevant courses. In addition to compulsory Consultations, a student may also receive a written warning regarding their poor academic progress. It is expected that Pre-Masters Program students will accept offers of assistance and advice provided by staff throughout the program, as early "at-risk" interventions.

### Manage Your Own Conduct and Behaviour

You are responsible for managing your own conduct and behaviour, and for understanding and following the rules concerning assessment, academic misconduct and student misconduct (see Part 9 of this Handbook).

### Pay Your Fees

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

Failure to pay all due fees may result in your enrolment being cancelled. For students on an international visa, this may also result in visa cancellation.

## 9

# Assessment Regulations

Students may be expected to attend exams in person. Email communication will be sent to students prior to exams to confirm. Students are expected to check their email and attend in-person if required.

### Rules for Examinations and Formal Assessment Tasks\*

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

Important Information about Exams Information can be found on the Current Students Website: <https://my.unswcollege.edu.au/student-support/exams-important-information>

Examinations in all subjects 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 use a calculator, translation dictionary or computer during reading time.
7. Students should not leave their seat for any reason without permission.
8. 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.

9. All answers must be written in English unless otherwise stated.

10. 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.

11. All exam booklets and papers must be returned to the examiners. No exam booklets or papers may be removed from the exam room.

12. 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.

13. 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.

### Moodle-Based Examinations

Students will need a notebook or laptop to complete Moodle-based examinations. Students will need functioning headphones (Bluetooth or wired) to complete exams containing audio.

### Unauthorised Material

Students must not use any unauthorised materials during examinations. Examples of unauthorised materials are bags, motorcycle helmets, hats, caps or other headwear, calculators other than the approved models, watches, electronic dictionaries, or word finders, writing paper, notes, manuscripts or books, pencil cases, food, cigarettes, music players, etc.

## Mobile Phones

Students may bring a mobile phone to their examination workstation, but it must be switched off and placed under their seat during the examination. Students can only use their phones to authenticate their Moodle account under an invigilator's supervision. Students must not forget to take it when they leave. Use of a mobile phone or any other electronic communication device during examinations may be regarded as serious academic misconduct.

## Use of Electronic Equipment

Students who are studying a subject that requires a calculator must ensure they are using the approved models which can be purchased at major retailers:

- Fx-82AU plus II (and older models)
- Fx-82AU plus II 2nd edition

Please note that using a calculator other than the above approved models will not be allowed in assessments nor examinations.

## 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 College Academic Misconduct Committee.

## Failure to Attend Examinations

If you are unwell, or experience a misadventure (accident, IT issue, an event beyond your control) which impacts your ability to attend and complete an exam, you should apply for special consideration via the Request for Special Consideration Due to Illness or Misadventure Form. This form can be found on the Forms page of the Current Students Website: <https://my.unswcollege.edu.au/forms>. The form can be found under the section titled **Academic and Exam Forms**.

If you are unsure about what constitutes acceptable evidence, please review the [Student Guide to Special Consideration](#).

## Special Considerations Affecting Examinations

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 must apply for Special Consideration using the Request for Special Consideration Due to Illness or Misadventure on the Current Students Website Forms page here: <https://my.unswcollege.edu.au/forms>

Again, the application should be made three days before the assessment and no later than three days after the date of the assessment and/or examination.

Students should include all official documentation recognised as Compassionate or Compelling evidence to support your request, e.g., medical certificates from a health service provider from AHPRA registered practitioners, and screenshots or photos of any technical issues including date stamps. All supporting documentation must be in English or translated into English by a certified translator. A copy of the policy can be found on UNSW College's website under 'Policies': <https://www.unswcollege.edu.au/about/policies>

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, you may be required to attend and perform satisfactorily in an oral test in the subject area.

### You should note:

1. The lodging of an application for consideration of illness/misadventure does not guarantee that a supplementary examination will be given.
2. It is your responsibility to be contactable by phone and/or email to discuss the possibility of a supplementary examination. You have to be available to take the supplementary exam as soon as your Medical Certificate expires.
3. Any supplementary examination will usually take place within or soon after the advertised examination period. It is your responsibility to be available during this period. Travel bookings, holiday plans or employment obligations are not acceptable reasons for absence from any examination.

## Calculation Check of Final Exam Marks

For quality control, exams are marked by multiple teachers to ensure a panel approach to each paper, to try and avoid individual errors. Marks are then checked multiple times to ensure results are calculated correctly.

However, if you believe your exam marks have not been calculated correctly, you may request a review of that calculation. The calculation check is not a remark of your submission but a search of accuracy of mark entry and calculation. The request for a calculation check of final exam marks will advise the Student of the outcome, with either a change or no change to final results. Students may apply for a calculation check after they receive their Statement of Final Results. The application can be made within 5 working days from the day results were published. To make an application students should use the **Calculation Check of Exam Marks** form located on the Current Students Website [Forms](#) page.

**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.
- Students must 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.
- Students may request a Calculation Check after Term 1 for subjects which are completed after the first term.

### Equitable Learning Plans and Education Adjustments

Equitable Learning Plans are customised educational strategies that are designed to meet the unique needs of students who have disabilities or neurodivergent conditions. The goal of an Equitable Learning Plan is to ensure that the student has access to educational materials, activities, and opportunities that allow the student to participate in the classroom and complete assignments; and offers support to help the student develop skills and strategies needed to overcome any barriers to learning.

Plans for students may include:

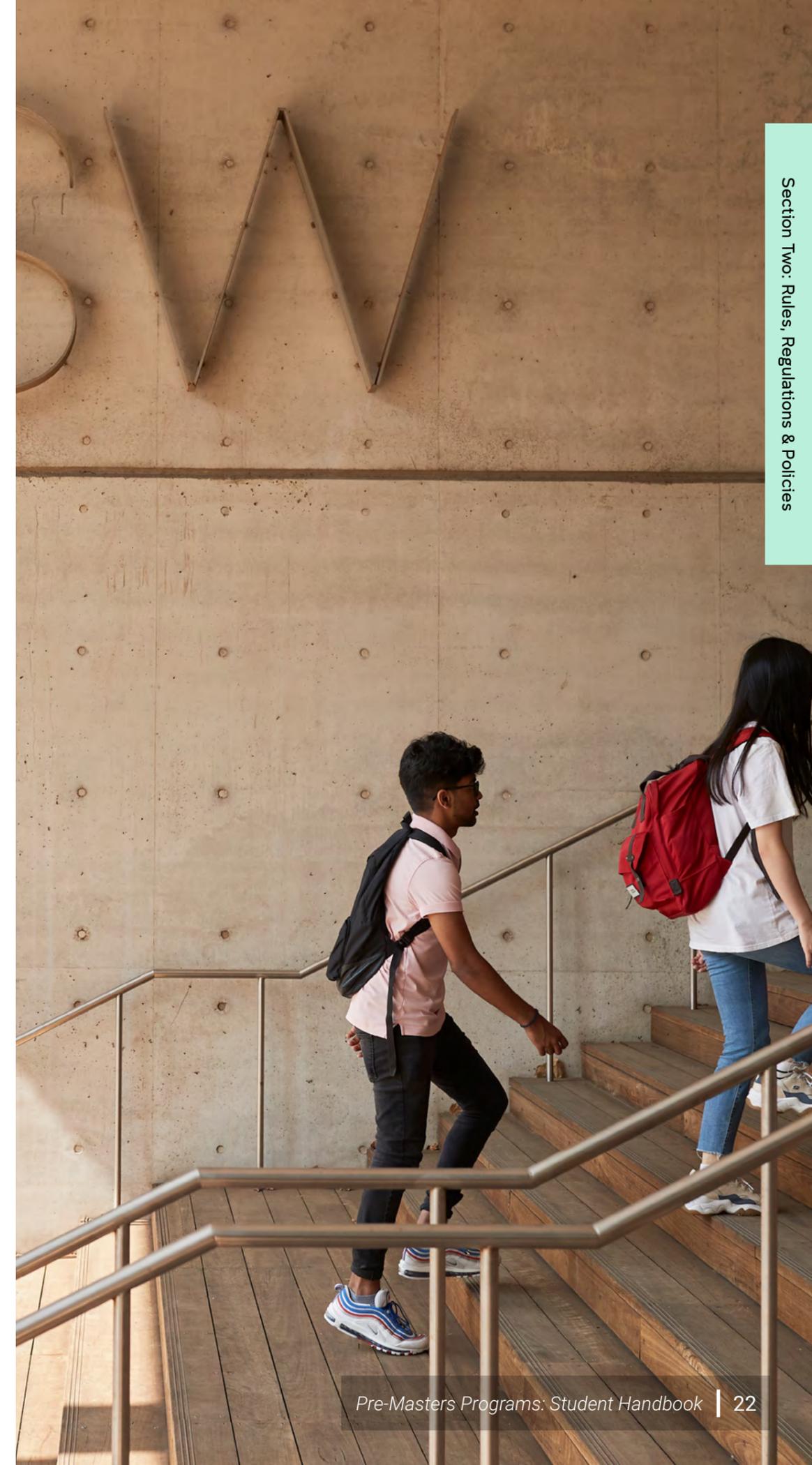
- In-class support
- Examination and submitting assessments
- Use of assistive technology
- Referral to other support services

Plans are prepared based on the medical documentation you provide and a discussion about the impact of your condition(s) have on your studies.

Educational Adjustments are designed to reduce or eliminate barriers that could be reasonably altered for students, if considered possible and reasonable within a course. Some examples include modifying class participation requirements or taking exams with a smaller group of students to minimise distraction.

Keep in mind that some adjustments may not be acceptable in the context of course requirements. In these situations, students and faculty should contact ELS at [els@unswcollege.edu.au](mailto:els@unswcollege.edu.au) to facilitate the identification of mutually acceptable access.

[To learn more about this service or to register for support, please click here.](#)



UNSW College and UNSW are committed to improving and transforming the lives of its students through outstanding education and advancing a just society. Underpinning this commitment and the pursuit of knowledge are the principles of academic integrity. Academic integrity is the expectation that teachers, students and all members of the academic community act with honesty, trust, fairness, respect and responsibility.

Academic integrity is important to the future success of all students and where a student acts unethically, it impacts on the academic community and on their own knowledge and future academic success.

### 1. Principles

- a. Academic integrity is an overriding core value, permeating all aspects of UNSW College's academic operations and activities.
- b. Academic integrity is founded on honesty, truthfulness, trustworthiness, openness, transparency, fairness and respect in the conduct of all academic and scholarly activities.
- c. The characteristics on which academic integrity is founded underpin integrity more broadly, across all of UNSW College's operations and activities.
- d. The Academic Board sets academic standards and requires achievement or performance relative to these standards to derive from behaviours, actions and conduct that reflect academic integrity.
- e. The Academic Board monitors and assures academic integrity and fosters a whole of institution culture of academic integrity in which academic integrity is respected and upheld.
- f. Academic integrity is most effectively respected and upheld when it is embraced as a collective responsibility across the institution and where the institution educates staff and students about academic integrity and the behaviours it requires.

- g. Academic integrity is supported, and opportunities for breaches of academic integrity are minimised, through the policies and procedures framework, through the appropriate design of courses and assessment items, through assessment standards, through the modelling of appropriate behaviours, and through staff and Student Support systems.
- h. Academic staff have opportunities for professional development in which their understanding of academic integrity issues, including how to mitigate the risk of academic integrity breaches, is enhanced.
- i. Improving and enhancing students' understanding of academic integrity issues is a key feature in their orientation and in their initial courses, and is consolidated through continuing education regarding academic integrity and the behaviours it requires.
- j. Academic staff and professional staff model academic integrity, including in course delivery, course materials, setting assignments and exams, grading, assessment extensions, admission and credit decisions, reviews and appeals.
- k. Allegations of breaches of academic integrity will be dealt with expeditiously, and their investigation will be fair, transparent, accord with principles of natural justice, and appropriately respect the privacy of those involved.
- l. A breach of academic integrity may be characterised as academic misconduct and dealt with under policies and procedures relating to misconduct.
- m. UNSW College's response to a student's first breach of academic integrity will be more educative than punitive.

### 2. Behaviours

Application of the principles above identifies a range of behaviours as breaches of academic integrity. Some key examples to help in understanding the principles:

- a. Plagiarism, which is submitting work that is not one's own as if it is one's own, and without acknowledging, citing or referencing the original source of the work.
- b. Recycling, which is submitting work that is one's own, but which has already been assessed, and failing to clearly indicate this.
- c. Fabrication, which is making up information, such as experimental or interview data, inventing sources of data, citing publications that one knows, or reasonably should know, to be incorrect or that don't exist.
- d. Collusion, which is engaging in illegitimate cooperation with other students to complete assessment tasks that are meant to be done individually.
- e. Cheating in exams, such as by writing notes on one's body or materials taken into the exam room, copying from other students, communicating with other students or people outside the exam room while the exam is in progress, using electronic devices to access information related to the exam while the exam is in progress, or bringing prohibited items, such as unapproved calculators or textbooks into the exam room.
- f. Contract cheating, which is illegal commercial cheating where one pays someone else, or one accepts payment from someone else, to complete part of or all of an assessment item.
- g. Offering bribes or inducements to gain an academic advantage, and accepting bribes or inducement to give an academic advantage.
- h. Providing false information or fraudulent documentation, such as academic transcripts and medical certificates, to gain an academic advantage.

### 3. Promoting Academic Integrity

UNSW College is committed to promoting academic integrity through a variety of proactive and pre-emptive strategies and actions, including:

- a. Providing clear, comprehensive and easily accessible information regarding academic integrity requirements, behaviours that are breaches of academic integrity, mechanisms used for detecting breaches and the potential academic and personal consequences of such breaches.
- b. Providing online modules that educate students regarding academic integrity requirements and the avoidance of academic integrity breaches, and including examples of academic work exemplifying academic integrity and examples where it is breached.
- c. Ensuring that students admitted to programs of study meet the academic and English language proficiency requirements for those programs.
- d. Emphasising the importance of academic integrity in student orientations, at the commencement of teaching for each subject in a particular teaching period.
- e. Encouraging students who are concerned that they do not understand academic integrity requirements to seek advice from relevant UNSW College staff.
- f. Resourcing appropriate levels of academic, English language and well-being support for students.
- g. Requiring students to make a declaration with each assessment item submitted, including examinations, that they have not breached academic integrity requirements.
- h. Providing clear and timely feedback to students in cases where they have breached academic integrity requirements, taking care to explain the nature of the breach and how it could have best been avoided.
- i. Ensuring teaching staff model academic integrity in their teaching practice, taking care to clearly cite and reference sources

in presentations and in teaching materials, and regularly reminding students of the importance of academic integrity and related values.

- j. Fostering a learning environment based on mutual respect and trust between teaching staff and students.
- k. Ensuring that assessments are set using methods that are relevant, valid, fair and appropriate to each course and that accord with good practice in the higher education sector, including regular variation of assessment questions, use of authentic assessment tasks, face-to-face assessment tasks, and in-class assessment tasks.

#### 4. Detecting Breaches of Academic Integrity

Breaches of academic integrity may be detected in various ways, including through:

- a. The use of data matching software or web search engines to identify, for example, use of unacknowledged sources, copying and collusion, use of the same content, in whole or in part, in different assessments.
- b. Markers noticing unacknowledged sources, unusual similarities between assessment items submitted by different students or unusually high levels of competence relative to the norm for a student's program level.
- c. Checking sources cited in assessments to verify authenticity.
- d. A student's marks not being consistent across similar courses or between different modes of assessments.
- e. Reporting of alleged breaches of academic integrity by students or other members of the UNSW College community.
- f. Teaching staff talking with colleagues about the performance or behaviour of particular students.

#### 5. Breaches of Academic Integrity: Investigation and Consequences

A breach of academic integrity is a serious matter and UNSW College's approach to investigating alleged breaches and the imposition of penalties reflects this, as follows:

- a. An investigation of an alleged breach will not be commenced unless there is some evidence that a breach has occurred.
- b. Investigations of alleged breaches will be fair, transparent, evidence-based, consistent with the principles of natural justice, and in particular provide the person concerning whom the breach is alleged with an opportunity to respond to the evidence or explain what they believe occurred.
- c. A student responding to an alleged breach is entitled to access UNSW College's standard support services during an investigation.
- d. Allegations will not be substantiated unless the evidence considered in the investigation demonstrates a high probability that a breach of academic integrity has occurred.
- e. There will be provision to appeal a decision that there has been a breach of academic integrity and to appeal any penalty imposed, as indicated in the Academic Integrity Procedure and the Student Review and Appeals Policy.
- f. UNSW College's approach to initial breaches of academic integrity is educative provided that they are not of a high level of seriousness, such as engaging in contract cheating or impersonation in an examination.
- g. Penalties imposed for breaches of academic integrity will be calibrated to the seriousness of the breach, to any extenuating circumstances that might exist, and to the frequency and seriousness of any prior breaches of academic integrity.



- h. Penalties imposed may include:
  - i. the resubmission of an assessment with a mark penalty,
  - ii. undertaking a substitute assessment with a mark penalty,
  - iii. a zero mark for the assessment, possibly resulting in a failing grade for the relevant course,
  - iv. a failing grade for the course,
  - v. suspension from UNSW College for a prescribed period,
  - vi. expulsion from UNSW College, or criminal charges.

## 11 Practical Components in Engineering & IT

### Rules and Procedures for Laboratory Components

#### General Information

- All students must attend all Laboratory classes throughout the program, and must arrive punctually at the scheduled commencement time for each Lab class or they may be denied entry.
- Attendance of Laboratory classes is an essential component for gaining a 'Pass' in a course. Should a student's attendance fall below the minimum requirement stated in the relevant Course Outline, the student will not be granted a 'Pass', even if the student's final course mark is above 50%.
- Students are expected to prepare for each laboratory class by completing any required pre-lab work, being familiar with the related theory, and having a good idea of how to complete the practical work.
- Students are expected to be aware of, and understand the safety concerns relating to each practical and are expected to act in accordance with these.

For detailed information about the practical requirements for each course, please refer to your Course Outline and Laboratory Manual, where relevant, which is located on your Course Moodle page.



## 12 Personal Electronic Device Guidelines for Students

As a UNSW College student, you will need a personal electronic device and headphones to enhance your learning, participate in class and online exams and assessments. We have prepared this guide to give you an overview of the types of devices you will need to complete your studies with us.

Not having a device that meets the minimum specifications for your particular learning activity including sufficient battery life will impact your learning and assessment experience. It is your responsibility to ensure your device is suitable for online exams and assessments and can sustain at least 10 hours battery life between charges. Many of our offsite exam venues do not have charging stations or access to power outlets.

### Selecting the Right Device

You will need a suitably equipped laptop and headphones for all study activities. Some courses require additional devices such as a stylus or tablet. Smart phones are not suitable for accessing online learning or participating in online exams.

Learning Activity	Device Suitability		
	Required Laptop with stylus or Laptop with separate tablet	Laptop/Notebook	Optional Tablet
Simple web-based tasks	●	●	●
Short writing tasks	●	●	●
Writing tasks	●	●	●
Handwriting and sketching	●	●	●
Longer writing tasks	●	●	●
Complex or specialised tasks	●	●	●
<b>Online exams</b>	●	●	●

Tablets and Smart Phone devices are not appropriate for online exams or for any Design Courses.

**Key:**

- Recommended for this activity      ● Might be suitable for some students and some activities      ● Not suitable

**Need assistance?**

Please speak with us if you need any support with your electronic device requirements. We do offer students who are not able to provide their own device with device loan support.

Students should contact [enquiries@unswcollege.edu.au](mailto:enquiries@unswcollege.edu.au) for details.

**Using Information Technology Resources**

For quick access to your Moodle, Student Portal, Academic Calendar, and other important information and links, please go to: <https://my.unswcollege.edu.au/>

If you experience any IT Issues including connection issues or with your device, please immediately contact UNSW College IT Helpdesk: [helpdesk@unswcollege.edu.au](mailto:helpdesk@unswcollege.edu.au)

Make sure you include your zID, full name, description and a screenshot of the issue for a faster response.

## 13 Course Attendance

### UNSW Pre-Masters Program Attendance Monitoring Procedure

1. Students are expected to attend all classes, labs, tutorials, workshops and lectures and arrive on time.
2. Students are expected to read the Course Outline at the commencement of each course to ensure they are familiar with any specific attendance requirements. Many courses with practical components (e.g. laboratories) have compulsory attendance requirements, which must be met in order to pass the course.
3. If students miss any classes, they must complete an Absence Notification Form within 3 business days. The form is located on the Forms page of the Current Student Hub website:  
<https://my.unswcollege.edu.au/forms>

If you miss 6 or more consecutive days of classes, the form will go to the relevant Academic Head for approval.

4. Students are required to submit the form with an official medical certificate, or other official documentation recognised as Compassionate or Compelling evidence. All supporting documentation must be in English or translated into English by a certified translator. If illness is the cause of the absence, medical certificates must be from a health service provider from AHPRA registered practitioners.

5. A copy of the Compassionate and Compelling Circumstances Policy can be found on UNSW College's website under 'Policies':  
<https://www.unswcollege.edu.au/about/policies>
6. If an international student is required to return home for any reason, they must email [Student Support Team](#) immediately.

## 14 Release of Academic Results

### Release of Academic Results

1. Your results for each term are released before the following term on the Student Portal. You will receive an email notification when your results have been released.
2. Once you have successfully completed all Pre-Masters Program courses and met the requirements for your Pre-Masters Program, you will articulate to your Masters degree at UNSW. You will receive a new offer from UNSW.
3. You will receive official digital copies of your UNSW College Pre-Masters Program Testamur and your official transcript via My eQual. You will receive registration details for your personal My eQuals account during your program.

#### Note:

- Academic Results will be withheld if there are outstanding tuition fees, debts or fines (e.g. from UniLodge or other accommodation providers, UNSW Library).
- Academic Results, as well as details of student involvement, attendance and progress in the program, may be provided to a parent, guardian or sponsor for students under 18 if specifically requested, or if there is reasonable concern for the health, welfare or academic progress of a U18 student in the program.

## Withdrawal From a Course & Refund of Fees Policy

### Withdrawal and Refund of Fees

- If a student wants to withdraw from a program prior to commencement, they must submit a completed Application to Withdraw Form located here: <https://my.unswcollege.edu.au/forms/> and include supporting documentary evidence. Some examples of acceptable documentation are listed below:
  - Visa refusal letter issued by Department of Home Affairs (DHA);
  - Evidence of failure to meet the required English levels through IELTS (or similar) test results, or high school results (or similar) in cases where the academic requirements have not been met; or
  - A medical certificate or letter from a registered medical practitioner, psychologist, counsellor or other appropriate professional supporting compassionate circumstances.
- UNSW College will process refund in accordance with the UNSW Student Fee Policy here: <https://www.student.unsw.edu.au/fees/policy>

### Academic Difficulties

#### Academic Intervention Strategy

You may be advised by your Student Progress Adviser to reduce your study load as part of an academic intervention strategy.

Supporting documentation required: a copy of the action plan or interview record from your meeting with the Student Progress Adviser or Faculty.

#### At Risk of Failing a Course

If you have failed assessments or are at risk of failing a course, your Student Progress Adviser may recommend withdrawing from the course.

Supporting documentation required: proof of failed grades or consultation trail with course coordinator via email.

Table 1. Withdrawal from a Course (Dropping A Course) – Academic and Fee Implications

	Deadline	Explanation	Grade	WAM	Academic Standing	Academic Transcript	Fees
1	Census Date <b>(FRIDAY OF WEEK 14)</b>	No academic record impact.  Student may withdraw without Financial Liability.	None	Not included	Not included	No grade shown  (Course not included on Transcript)	Refunded in full.
2	After Census Date but before Academic Withdrawal date. <b>(FRIDAY OF WEEK 7)</b>	Academic Withdrawal without permission – no academic impact.	<b>NF</b> grade (no fail)	Not included	Not included	No grade shown  (Course not included on Transcript)	Student is liable for fees.
3	After Academic Withdrawal date, on or before the Late Academic Withdrawal date.  (last official day of teaching in the relevant Teaching Period, i.e. <b>FRIDAY OF WEEK 12</b> )	Academic record impact.  Grade is shown on transcript. Student may withdraw without permission.	<b>AW</b> grade (academic withdrawal)	Not included	Included	AW grade shown  (Course included on Transcript)	Student is liable for fees.
4	After the last day of teaching of the relevant Teaching Period. <b>(AFTER FRIDAY OF WEEK 12)</b>	Academic record impact. Student may not apply for Academic Withdrawal (AW grade).	Finalised grade confirmed by Course Authority.	Included	Included	Final Grade and mark shown.  (Course included on Transcript).	Student is liable for fees.
5	After Census Date and up to one year after the term or semester in which the student was enrolled.	Academic record impact.  Student may apply withdraw without Financial Liability (and, by extension, Academic Withdrawal). Must satisfy HESA criteria.	<b>PW</b> (Permitted withdrawal)	Not included	Included	The PW grade will not be shown on an academic transcript. It will remain on an academic statement.	Student is not liable for fees

Pre-Masters students can only apply for program leave after they have completed 1 term of study and have failed a subject.

### For Pre-Masters Program International Students

Under Commonwealth Legislation, UNSW College is required to notify the Australian Government Office of changes in the enrolment of student visa holders. Cancellation and leave of absence (program leave) will in most cases lead to the cancellation of your student visa, and you will be required to depart Australia, or transfer to another visa type. Provided that you report to the Australian Government Office as required, your visa cancellation should be 'without prejudice', and should not prevent you from reapplying in the future. In all cases, student visa holders granted leave by UNSW College must report to Immigration authorities to clarify their visa status.

If you have any questions about program leave, please contact the Enrolments Team at [enrolments@unswcollege.edu.au](mailto:enrolments@unswcollege.edu.au)



## 17 Student Complaints & Appeals Process

### Complaints

Students should refer to the [Student Grievances and Complaints Policy](#).

UNSW College is committed to delivering a high standard of education and training services to all of its students. One way that UNSW College fulfils this commitment is by ensuring that all students (both domestic and international) have access to a robust and fair complaints handling process. Students can lodge any complaint via the [Complaint Form](#).

The process below demonstrates how complaints and any subsequent appeal related to complaints or College decisions are managed.

#### Stage 1: Informal Complaint Process

You are encouraged to attempt to resolve issues that arise informally, by contacting either the original decision maker, Student Enquiries or a Student Wellbeing 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 Confirmation of Enrolment (CoE) issued
- Wrong attendance recorded
- Customer service feedback
- Class and timetabling changes
- Facilities/Wi-Fi complaints
- Complaints about homestay providers
- Complaints about airport pickups

### Appeals

Students should refer to the Student Appeal Policy which can be found on UNSW College's website under 'Policies': <https://www.unswcollege.edu.au/about/policies>.

#### Stage 2: Formal Request for Reconsideration

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

You can:

1. Use the Student Appeal Form - Stage 2: Request for Formal Consideration to start the appeal process.
2. Find this form on the Forms page of the Current Students Website: <https://my.unswcollege.edu.au/forms>.

We will:

1. Have the Conduct and Integrity Team will review your appeal and respond to you within 5 working days. All Stage 2 appeals aim to be resolved within 10 to 20 working days.

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

## 18 Recognition of Prior Learning (RPL) Policy

### Stage 3: Internal Appeal Process

If you wish to appeal the outcome of a Stage 2: Formal Request for Reconsideration, you may submit a Stage 3: Internal Appeal Form located on the Forms page of the Current Students Website: <https://my.unswcollege.edu.au/forms>. Stage 3 appeals may be received by the UNSW College Appeals Committee.

Stage 3 appeals must provide new supporting evidence, identify lack of procedural fairness, or inconsistent application of College policy or procedure.

You must:

1. Use the Stage 3 Internal Appeal Form if you are appealing an Intention To Report notification.
2. Submit new supporting evidence with your Stage 3 Appeal..

We will:

1. Have the UNSW College Conduct and Integrity Team will acknowledge and review your appeal within 5 working days and aim to provide an outcome within 10 to 20 working days.

### Stage 4: External Appeal Process

Students can choose to appeal externally at any time if they wish. The National Student Ombudsman receives and investigates complaints from higher education students about the actions of their higher education provider. To lodge a complaint or find out more information please visit the [National Student Ombudsman website](#). [National Student Ombudsman - Department of Education](#).

If you commence an external appeal you must alert the College Conduct and Integrity Team and the College Enrolments Team so that your enrolment is maintained throughout your appeal process.

Email: [complaintsandconduct@unswcollege.edu.au](mailto:complaintsandconduct@unswcollege.edu.au) and [enrolments@unswcollege.edu.au](mailto:enrolments@unswcollege.edu.au).

### Recognition of Prior Learning

1. UNSW College acknowledges that RPL facilitates the movement of students between sectors and higher education providers and recognises the multiple pathways students may take to gain qualifications.
2. Within this context, UNSW College is committed to supporting RPL and granting credit where program structures and requirements permit. Credit granted within the constraints of this commitment must maintain the integrity of UNSW College's academic programs and protect the academic standards and reputation of its awards.
3. UNSW College's approach to recognition of prior learning and credit is therefore guided by the following principles to only grant credit where:
  - a. it can be demonstrated that the prior learning and outcomes satisfy learning outcomes;
  - b. the integrity of the program learning outcomes are not compromised in the granting of credit;
  - c. prior learning is assessed as being both relevant and current;
  - d. volume of learning, discipline context, content, learning and assessment approaches are considered in determining equivalence;
  - e. formal learning for which credit is granted is for a successfully completed course(s); credit granted does not exceed 1/3 of the program;
  - f. UNSW has endorsed the granting of credit for programs which articulate into University degrees, so as not to compromise agreed articulation arrangements.

### UNSW College Policies

Students can access all of UNSW College's policies here:

<https://www.unswcollege.edu.au/about/policies>

## Section Three

# Student Life, Student Support, Student Safety



## 19 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.

For a look at the events and activities happening at UNSW College, we encourage you to visit the Events and Activities page of the Current Students Website: <https://my.unswcollege.edu.au/events-and-activities>

UNSW has an active student organisation called Arc which all 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 one's 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 College 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 across various UNSW College 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@unswcollege.unsw.edu.au](mailto:src@unswcollege.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 and also help with running events and activities on campus. 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@unswcollege.edu.au](mailto:volunteers@unswcollege.edu.au) to get involved in the program and help others.

#### 3) Student Internships

The paid internship program is a valuable opportunity for current students who are wishing to gain work experience and build their professional profiles whilst studying at the College. It is a maximum term of 3 months program that cover four different disciplines:

- Events
- Communications
- Customer Service
- Social Media Marketing.

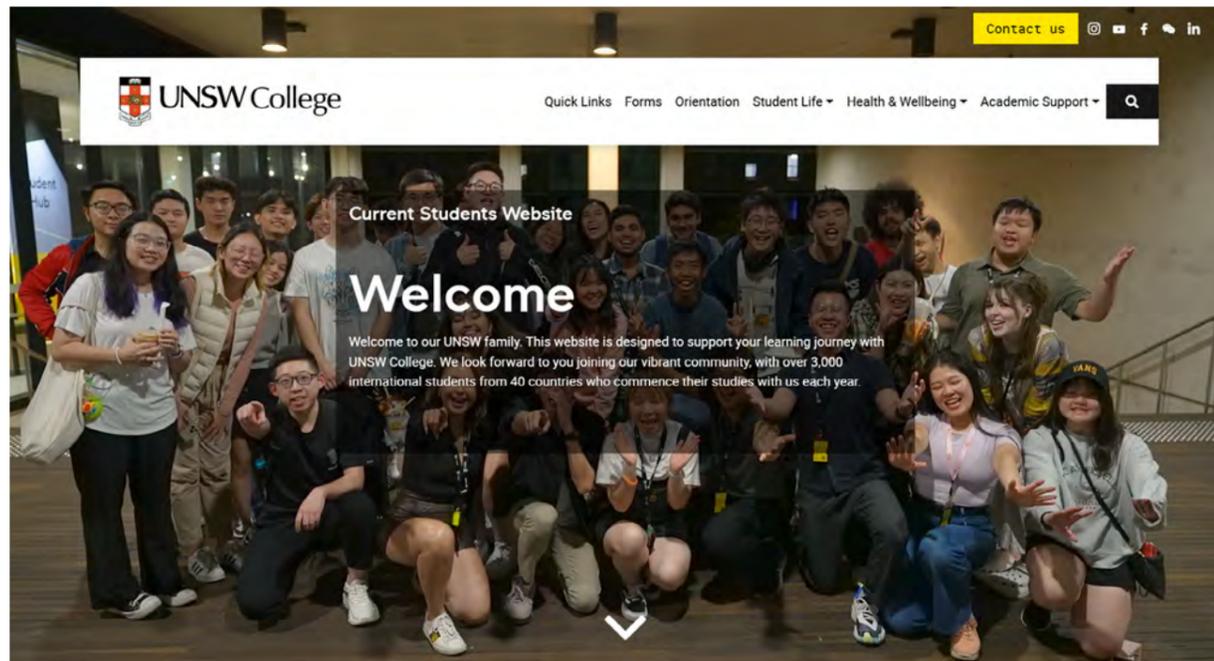
Interested students are encouraged to email their CV and cover letter to [intern@unswcollege.edu.au](mailto:intern@unswcollege.edu.au) to apply for the roles.

## Student Enquiries – Your First Point of Contact

The Student Enquiries 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 Enquiries Desk is on Level 1 of the L5 Building (223 Anzac Parade, Kensington). You can visit us in person, email us at [enquiries@unswcollege.edu.au](mailto:enquiries@unswcollege.edu.au) or call us on 02 8936 2222 (from within Sydney) or +61 2 8936 2222 (from outside Australia). You can also click the "Contact Us" button on the Current Students Website.



## 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, and Study Club.

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

Make sure to bookmark the Events and Activities page on the Current Students Website: <https://my.unswcollege.edu.au/events-and-activities> to see all fun social events on campus.



### Academic Advice & the Student Progress Team

The UNSW College Student Progress Team consists of well-trained professional Student Progress Advisers dedicated to supporting students as they progress through their pathway program and into their destination degree at UNSW.

The Student Progress Team offers advice and support on the following:

- **Study and Improvement Support:** including Early Interventions and ongoing assistance.
- **Advice on Study Methods:** effective techniques and strategies to enhance your learning.
- **Advice on Study Options:** guidance on current, future and alternative study pathways.
- **Academic Performance and Attendance:** support and advice to help you stay on track.
- **1:1 Academic Progress Meetings:** both compulsory and ad-hoc sessions to discuss your progress.
- **Connecting with Support Services:** referrals and advice on accessing social, academic and wellbeing support at UNSW College.
- **Policy and Procedure Compliance:** ensuring you understand and comply with academic progression policies and procedures.

### How to book an appointment with a Student Progress Adviser

If you wish to discuss your overall progress, explore academic support options, or seek broader academic advice about your current program or future degree, you can meet with a Student Progress Adviser in person or online by booking an appointment [here](#).

Appointments are free, confidential and available to all students who need support.

### Academic Support

1. **Teachers and Weekly Consultations:** Your teachers are always your first point of contact for academic advice or support with your coursework. Teachers make their email contact details readily available on each page of your online learning platform (Moodle). Feel free to reach out to them with any questions about your work and they will respond promptly. You can also attend the weekly consultation for any questions or clarifications.
2. **Study Club:** In addition to support from teachers, UNSW College offers Study Club. This is a social study space open to all UNSW College students seeking academic assistance. Led by Peer Leaders who excelled in their subjects, Study Club helps you deepen your understanding of course content, enhance comprehension and communication skills, and develop personalised study strategies. For more information and to see the schedule, visit the Current Students Website: <https://my.unswcollege.edu.au/study-club>
3. **Academic Skills Workshops:** oth UNSW College and UNSW offer workshops targeting various academic skills. These run throughout the year and students will be notified via email when these workshops become available. We highly recommend attending academic workshops on academic skills development, study management and exam preparation.

### Meet Your Student Wellbeing Team

UNSW College Student Wellbeing Team are well trained professional **Student Wellbeing Advisers** who provide a range of wellbeing supports to students. Student Wellbeing Advisers provide direct support to students, as well as referrals to specialised support services based on individual student needs. Student Wellbeing 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 Wellbeing 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 Wellbeing 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 Wellbeing Adviser will be treated as confidential and not shared with teachers or other departments. It is easy to contact a Student Wellbeing Adviser.

You can make an appointment to see a Student Wellbeing Adviser: <https://outlook.office365.com/owa/calendar/BookYourAppointmentWithaStudentAdviser@unswcollege.edu.au/bookings/>

If for the purpose of providing you with further support, we need to share your personal information with other services - we will ask you for permission before doing this (this is called consent). In addition we may need to share personal information you have provided to us if you or someone else is a risk of harm or if the information is required by law.

## 22 Equitable Learning Support

If you have a disability, learning difficulty or experiencing health/mental health issues and require individual support while you study with us, let us know as soon as possible by contacting the Equitable Learning Support Team at [els@unswcollege.edu.au](mailto:els@unswcollege.edu.au).

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

It is your choice whether you share information with UNSW College with regards to disability or health/mental health condition, however if you choose not to share this information with UNSW College, we will not be able to put in place an Equitable Learning Plan for you.

### 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 include the following information:

- the nature and duration of your condition
- any treatment you are receiving
- the impact disability or circumstances is having on your studies and exams

The supporting documentation must be:

- no longer than 2 years old
- in English or NAATI accredited translated copy and
- must be on official letterhead, signed and dated by appropriate medical practitioner
- and must include a diagnosis and information about how it impacts on your learning

If you do not have current documentation and need support with obtaining it please speak to a Student Wellbeing Adviser.

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

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

Your Equitable Learning Plan which is shared with the Academic Team such as your teachers and Exams team if appropriate only includes information about education adjustments and supports which have been approved for you. It does not include your medical diagnosis.

### 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 College 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 Wellbeing Team ahead of your assessments or exams so we can help with preparation for necessary adjustments.

## 23 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 team of friendly Accommodation Officers 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)

You can make an appointment with an Accommodation Officer here:

<https://outlook.office365.com/owa/calendar/AccommodationSupportAppointmentBookingPage@unswcollege.edu.au/bookings/>

## Under 18 Students

If you are under 18 years old, please know that there are additional supports available to you to help you manage your studies more effectively.

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 the Student Portal
- UNSW College 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 Wellbeing Adviser email: [student.support@unswcollege.edu.au](mailto:student.support@unswcollege.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 College 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 your welfare.

### Regular Meetings with Student Wellbeing Advisers:

During those meetings Student Wellbeing 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 Wellbeing Advisers can also make referral to other support services such as doctor or a counsellor. Student Wellbeing Advisers work closely with academic and student accommodation providers.

### Accommodation Assistance:

Under 18 Students issued with CAAW can only stay in Accommodation approved by UNSW College. 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:

Under 18 students who remain under 18 at the commencement of their 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 College Student Wellbeing Staff who is On Call so comprehensive support can be provided to the student in need.

### Liaising with Parents:

Student Wellbeing 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 Wellbeing Advisers should email: [under18@unswcollege.edu.au](mailto:under18@unswcollege.edu.au)

### Are there any specific rules Under 18 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 Wellbeing Adviser. Those rules are discussed at Orientation and student's first meeting with a Student Wellbeing 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 Under 18 Students rules, please visit this website:

<https://my.unswcollege.edu.au/support-category/under-18-students/>



## 25 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 Wellbeing Advisers on [student.support@unswcollege.edu.au](mailto:student.support@unswcollege.edu.au).

UNSW College Contacts:			
Name of Service	Contact Details	Use this Service for:	Opening Hours
Student Enquiries	<a href="mailto:enquiries@unswcollege.edu.au">enquiries@unswcollege.edu.au</a> or Phone: 02 8936 2222	General enquiries	9:00am - 5:00pm (Sydney time)
Student Progress	<a href="mailto:academicprogression@unswcollege.edu.au">academicprogression@unswcollege.edu.au</a>	Student Progress, Learning Support, Academic Standing	9:00am - 5:00pm (Sydney time)
Student Support	<a href="mailto:student.support@unswcollege.edu.au">student.support@unswcollege.edu.au</a>	Wellbeing support	9:00am - 5:00pm (Sydney time)
Accommodation Assistance	<a href="mailto:accommodation@unswcollege.edu.au">accommodation@unswcollege.edu.au</a>	Accommodation support	9:00am - 5:00pm (Sydney time)
IT Support	<a href="mailto:helpdesk@unswcollege.edu.au">helpdesk@unswcollege.edu.au</a>	Computer connection and access to Learning platforms	9:00am - 5:00pm (Sydney time)
UNSW and Sydney Essential Services Contacts:			
All Emergencies	<b>000 (Triple Zero)</b>	Life threatening emergency	All hours
Ambulance, Police and Fire Brigade			
UNSW Campus Security	Phone: 02 9385 6666	Emergency on campus	All hours
	Phone: 02 9385 6000	Non-urgent security	All hours

If You Need Health Advice or to See a Doctor:			
UNSW Health Service	Phone: 02 9385 5425	To see a doctor.	Hours may vary. To book an appointment click here: <a href="https://www.student.unsw.edu.au/health/appointment">https://www.student.unsw.edu.au/health/appointment</a>
Health Direct:	Phone: 1800 022 222	Free 24-hour health advice over the phone	Free 24-hour health advice over the phone
HotDoc	<a href="https://www.hotdoc.com.au/seArch?in=sydney-NSW-2000">https://www.hotdoc.com.au/seArch?in=sydney-NSW-2000</a>	For a list of doctors in your area	All hours
DocBook	<a href="https://docbook.com.au/doctors/nsw/sydney">https://docbook.com.au/doctors/nsw/sydney</a>		
If You Need Mental Health Support:			
UNSW Students Mental Health Support (For Students in Australia)	Phone : 02 9385 54 18	For non urgent 24/7 Mental Health Support call 02 93855418 to speak to someone.  Direct counsellor support is also available after hours via text: 0485 826 595 (5:00pm-9:00am weekdays and 24hrs on weekends and public holidays)	
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 Line	All hours
Offshore Students Helpline	Phone: +61 2 8905 0307	If you are outside Australia and need urgent support	All hours

### For Support if You Experienced Sexual Misconduct:

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: <a href="https://www.unsw.edu.au/planning-assurance/conduct-integrity/gendered-violence/make-report">https://www.unsw.edu.au/planning-assurance/conduct-integrity/gendered-violence/make-report</a>	Support for people who experienced sexual assault or domestic violence	All hours
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### If You Need Free Legal Advice:

Kingsford Legal centre	Phone: 02 9385 9566	Free legal advice for students	For appointment times click here: <a href="https://www.klc.unsw.edu.au/contact-us">https://www.klc.unsw.edu.au/contact-us</a>
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### For information on scams

Scam Watch	<a href="http://www.scamwatch.gov.au/">www.scamwatch.gov.au/</a>	For information about scams and to report a scam	All hours
UNSW Be Aware of Scams Website	<a href="https://www.student.unsw.edu.au/scams">https://www.student.unsw.edu.au/scams</a>	UNSW website with information about scams - how to spot a scam, how to protect yourself from scams and information about recent scams	All hours
UNSW College Protect Yourself from Scams Website:	<a href="https://my.unswcollege.edu.au/student-support/protect-yourself-against-scams/">https://my.unswcollege.edu.au/student-support/protect-yourself-against-scams/</a>	UNSW College website with information on scams and how to protect yourself	All hours
UNSW Campus Security	Phone: 02 9385 6666 (emergency) or 02 9385 000 (for general enquiries)	To report a scam or seek advice	All hours
Police	In emergency call: 000 To report a scam visit your local police station	To report or seek assistance in an emergency	All hours

### Useful Websites for International Students:

Department of Home Affairs	<a href="http://www.homeaffairs.gov.au/">www.homeaffairs.gov.au/</a>	Visa information	All hours
NSW Health	<a href="http://www.health.nsw.gov.au/">www.health.nsw.gov.au/</a>	Information about government health services	All hours
Study NSW	<a href="https://www.study.sydney/">https://www.study.sydney/</a>	Information for international students regarding studying and living in Sydney. This website also provides information about support services available to international students	All hours
NSW International Student Health Hub	<a href="http://www.internationalstudents.health.nsw.gov.au/">www.internationalstudents.health.nsw.gov.au/</a>	Health relation information and links to other health services	All hours



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