



# Pre-Masters Programs

**Student Handbook 2024**

- Engineering
- Information Technology

# UNSW College Pre-Masters Programs

Student Handbook 2024



## Section One

Academic Information for Students

### UNSW College

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updated and related policies can be found on the  
Current Student Hub website:  
<https://my.unswcollege.edu.au/>

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Rules, Regulations & Policies

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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 two Pre-Masters programs:

- Pre-Masters in Engineering
- Pre-Masters in Information Technology

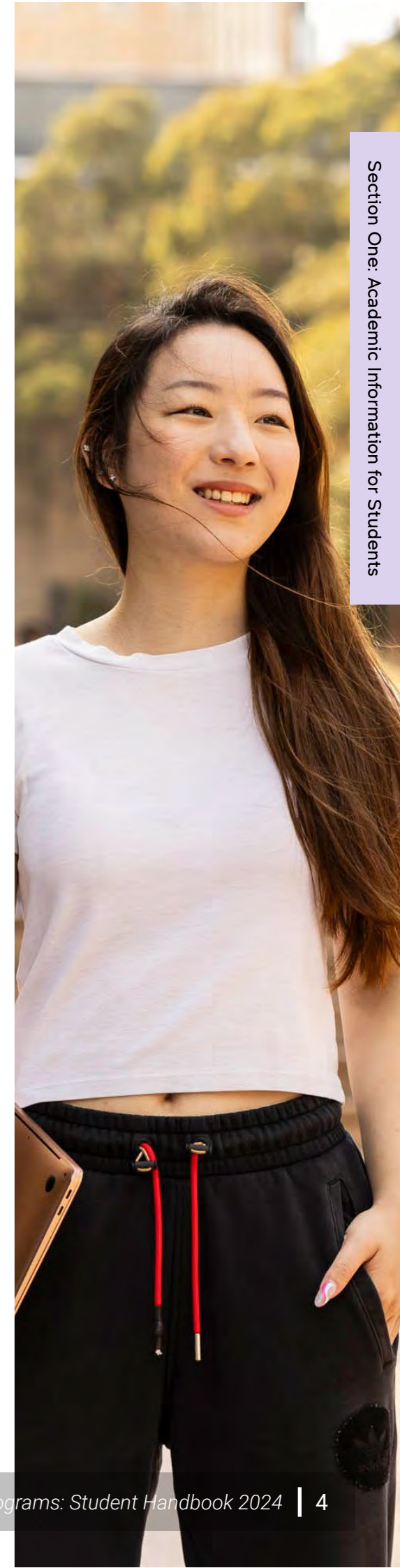
The Pre-Masters structure embeds English Language and relevant discipline study and skills to promote success in postgraduate study in an Australian university environment

The Pre-Master's program comprises three (3) core courses and one (1) prescribed elective taken over one term of full-time study.

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 undertaking an Engineering or Information Technology specialisation 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
3. Engineering Project Management

**Students with an English score of IELTS 6.0 to 6.4 (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.

*Students will be automatically enrolled in their subjects on 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 12 units of credit (2 courses) of advanced standing towards their UNSW Masters degree on successful completion of the Pre-Masters program.

Students will be automatically enrolled in their subjects on commencement of their program.

UNSW Masters Program	UNSW Masters Degree Specialisations	Pre-Masters Elective Choice	
		Economic Decision Analysis in Engineering	Principles of Programming
Master of Engineering (8621)	Biomedical Engineering	✓	✓
	Electrical Engineering	✓	
	Mechanical Engineering	✓	
	Renewable Energy	✓	
	Telecommunications	✓	

UNSW Masters Program	UNSW Masters Degree Specialisations	Pre-Masters Elective Choice	
		Economic Decision Analysis in Engineering	Principles of Programming
Master of Information Technology (8543)	Artificial Intelligence		✓
	Information Technology		✓
	Database Systems		✓
	Data Science and Engineering		✓
	Internetworking		✓
	Cyber Security Engineering		✓
Master of Engineering Science (8338)	Biomedical Engineering	✓	
	Chemical Engineering	✓	
	Civil Engineering	✓	✓
	Environmental Engineering	✓	✓
	Geotechnical Engineering and Engineering Geology	✓	✓
	Project Management	✓	✓
	Structural Engineering	✓	✓
	Transport Engineering	✓	✓
	Water Engineering: Catchments to Coasts	✓	✓
	Water, Wastewater and Waste Engineering	✓	✓
	Electrical Engineering	✓	
	Energy Systems	✓	
	Systems and Control		
	Space Systems Engineering	✓	
	Sustainable Systems	✓	
	Food Process Engineering	✓	
	Mechanical and Advanced Manufacturing Engineering	✓	
	Robotics	✓	
	Photovoltaics and Solar	✓	
	Renewable Energy	✓	
Telecommunications	✓		

### Important: Other Masters Degree specialisations

For Master of Engineering specialisations (Civil Engineering (8621), Environmental Engineering (8621) and Mining Engineering (8621)) and the Master of Engineering Science specialisation (Nuclear Engineering (8338)) 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 for their contact hours per week, per subject and units of credit associated with each subject.

Students should expect additional hours of self study for each subject.

Note –Units of Credit (UoC) - every course at UNSW and the College have a UoC value. The following table outlines the Units of Credit for each course offered in the Pre-Masters program that must be successfully completed in order to progress to the destination UNSW Masters degree.

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

<b>Pre-Masters Information Technology</b> (Students who enrol into program with an IELTS score of 6.0 to 6.4 (or equivalent) will study the subjects listed below)	<b>UoC</b>	<b>Pre-Masters Information Technology</b> (Students who enrol into program with an IELTS score of 6.5 (or equivalent OR HIGHER) will study the subjects listed below)	<b>UoC</b>
1. Academic English for Higher Studies PMAEHS (elective)	6	1. Principles of Programming PMPROP (elective)	6
2. Academic Research and Information Skills PMARIS (core)	2	2. Academic Research and Information Skills PMARIS (core)	2
3. Innovation and Entrepreneurship PMINEN (core)	4	3. Innovation and Entrepreneurship PMINEN (core)	4
4. Engineering Project Management PMEPMG (core)	6	4. Engineering Project Management PMEPMG (core)	6
<b>Total UoC</b>	<b>18</b>	<b>Total UoC</b>	<b>18</b>

<b>Pre-Masters Engineering or Engineering Science</b> (Students who enrol into program with an IELTS score of 6.0 (or equivalent) will study the subjects listed below)	<b>UoC</b>	<b>Pre-Masters Engineering or Engineering Science</b> (Students who enrol into program with an IELTS score of 6.5 (or equivalent OR HIGHER) will study the subjects listed below)	<b>UoC</b>
1. Academic English for Higher Studies PMAEHS (elective)	6	1. Economic Decisions Analysis in Engineering PMEDAE (elective)	6
2. Academic Research and Information Skills PMARIS (core)	2	2. Academic Research and Information Skills PMARIS (core)	2
3. Innovation and Entrepreneurship PMINEN (core)	4	3. Innovation and Entrepreneurship PMINEN (core)	4
4. Engineering Project Management PMEPMG (core)	6	4. Engineering Project Management PMEPMG (core)	6
<b>Total UoC</b>	<b>18</b>	<b>Total UoC</b>	<b>18</b>

## 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

### Daily Check: Your Student Email Account

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

### Update Your Personal Details and Emergency Contact Information

You are required to keep your contact details updated in [UNSW College Student Portal](#) on the Current Student website. Make sure you update your record as soon you can after any of these details change.

- Formal name
- Date of birth
- Gender
- Contact details: email address and mailing address
- Preferred name

### Class Attendance and Absence

High attendance correlates with better engagement and success in a course. By punctually attending and actively participating in your classes you not only increase your own opportunities for success, but you also help build a learning community with other students. If you are not able to regularly attend classes, you should consult your relevant Course Convenor.

You should also carefully read your Course Outline for each course (subject) 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 Special Consideration Form on this page:

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

When applying for Special Consideration, please note that you are expected to submit either medical evidence or other compelling and compassionate evidence to support your request.

Please ask our Student Enquiries team at Level 1, L5 Building if you have any questions.

### 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, 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.

### Academic Program Progression Rules

Students enrolled in the Pre-Masters Program must adhere to the College's [Academic Progression and Exclusion Policy](#).

Academic Risk Levels are the measure by which student success is evaluated in a program of study. There are three levels of risk which guide students and staff on the level of support required and likelihood of a student succeeding.

See [Academic Progression and Exclusion Policy](#) for more information regarding levels of risk.





### What Happens If You Fail a Course

Students can only repeat a failed course two times. After this, students must withdraw and reapply to the program if they wish to articulate successfully to the cognate UNSW Masters degree.

### Compliance With UNSW College Policies

On acceptance of an offer to a Pre-Masters Program, all students agree to abide by the UNSW College policies, procedures and guidelines as published on the website and as outlined in this Student Handbook.

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

### 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.

### Pay Your Fees

You must pay all due fees as specified in your Letter of Offer and any other specified charges, on or before the due dates applicable to each fee. It is your responsibility to ensure prompt payment of fees and other charges in regards to your enrolment.

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

### 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 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. 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.

### Unauthorised Material

You must not bring any unauthorised materials into the examination room. Examples of unauthorised materials are: bags, motorcycle helmets, hats, caps or other headwear, calculators, other than the approved one provided at enrolment, watches, electronic dictionaries or word finders, writing paper, notes, manuscripts or books, pencil cases, food, cigarettes, music players, headphones.

## Mobile Phones

You may bring a mobile phone into the examination room but it must be switched off and placed under your seat during the examination. Do not forget to take it with you when you leave the exam room. Use of a mobile phone or any other electronic communication device in the examination room may be regarded as serious academic misconduct.

## Breach of Rules

If you commit any infringement of the rules governing examinations you may be liable to disqualification at the particular examination, to immediate expulsion from the examination room and to further penalty as may be determined by the UNSW College Academic Misconduct Committee.

## Request for Special Considerations Due to Compassionate or Compelling Reasons Affecting Examinations / Assessments

If you are unavoidably absent or have a genuine compassionate or compelling reason beyond your control that stops you from attempting an exam or completing an assessment on time, you should apply for Special Consideration by completing the Request for Special Consideration form at <https://my.unswcollege.edu.au/forms/>

The application should be made preferably on the day of the examination or assessment, or, **no later than three working days after the date of the examination**. You must include official evidence to support your reason – for example, a medical certificate from a doctor or telehealth doctor who is a registered medical practitioner.

The application for Special Consideration is evaluated and the outcome can be different depending on the type of assessment and the circumstances. In most cases, one of the following actions is taken:

1. The application is noted, but no further action taken. If you were absent from the examination, a mark of zero is awarded for the assessment. Note that you will receive an AF (Absent Fail grade) if you have missed all assessments.
2. The examination components are re-weighted at the end of the course, to arrive at a final grade.
3. A supplementary examination may be given.

We recommend that students read the [Guide for Special Consideration](#) located on the Current Student Website.

## 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 a Special Consideration application 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

Exams are marked and cross-checked by multiple teachers to ensure a panel approach to each paper, and to avoid individual errors. Marks are then checked multiple times to ensure results are calculated correctly.

If you believe your exam marks have not been calculated correctly, you may request a review of that calculation. This means allocated marks will be recounted – it does not meet the exam will be re-marked again.

Students may apply for a calculation check after they receive their Final Results. The application must be made within 5 days of the publication date of Final Results. To make an application, students should use the Calculation Check form located on the Current Student website: <https://my.unswcollege.edu.au/forms/>

### 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 you have completed all the required assessments.
- It is not an excuse that you have failed to attend a lecture or class where instructions or work were given or that you did not consult the relevant email message, or website notice.
- Penalties will be applied for late submission of assignments.

The College is committed to improving and transforming the lives of its students through educational excellence. Underpinning this commitment is a responsibility to uphold the principles of academic integrity. To maintain this commitment, College programs, staff and students are expected to adhere to the principles of honesty, trust, fairness, respect, responsibility, and courage. Academic integrity is important to the future success of all students. Where a student acts unethically, it impacts on the academic community, the pursuit and creation of knowledge, and future academic success.

### A. Principles

- a. Academic integrity is an overriding core value, permeating all aspects of the College's academic operations and activities.
- b. Academic integrity is founded on honesty, truthfulness, trustworthiness, openness, transparency, fairness, respect, and courage 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 the 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. To this end, the values and principles of academic integrity are respected and upheld.
- f. Academic integrity is most effectively respected and upheld when it is embraced as a collective responsibility across the institution. To this end, the College 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. This is mitigated through the introduction of staff and student support systems and the appropriate design of courses and assessment materials. The practice models high academic standards and promotes scrupulous ethical behaviour.
- h. Academic staff have opportunities for professional development in which their understanding of academic integrity issues, including how to detect and mitigate the risk of academic integrity breaches, is enhanced.
- i. Students improve their understanding of academic integrity by engaging with educative resources that develop awareness and skills to support best academic practice. For example, students learn about academic integrity by completing orientation, coursework, and engaging in continuing education.
- j. Academic staff and professional staff model and promote academic integrity. This behaviour extends to course delivery, course and assessment design, grading, special considerations, reviews, and appeals.
- k. Allegations of breaches of academic integrity will be dealt with expeditiously, and their investigation will be fair and transparent. Processes and practices will accord with principles of natural justice and 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 student code of conduct and student misconduct. Determination of whether an academic misconduct has occurred will be guided by the principles of natural justice and procedural fairness. Penalties may be imposed according to the context and extent of the breach.
- m. The College is committed to maintaining the highest standard of academic integrity, with an aim to ensure that academic integrity processes, and support services, are continuously improved.



## B. Behaviours

The principles above aim to attenuate a range of practices, and behaviours, that constitute a breach of academic integrity. Key examples of academic misconduct include:

Academic Misconduct	Definitions and Examples
<b>Plagiarism</b>	<p>Submitting work for assessment or publication that is not one's own. Plagiarism includes:</p> <ul style="list-style-type: none"> <li>• Directly copying any materials from electronic or print resources without acknowledging the original source of the work and/or using quotation marks to indicate a direct quote.</li> <li>• Closely paraphrasing sentences or whole paragraphs without referencing the original source of the work.</li> <li>• Using the ideas and concepts of another person or Generative AI large language models (LLM) (e.g., ChatGPT; CoPilot, Bard) without acknowledging and citing the original work of the person or LLM.</li> </ul>
<b>Recycling (self-plagiarism)</b>	<p>Submitting prior assessed work or building on a previous submission from a course. Examples that do not constitute recycling include:</p> <ul style="list-style-type: none"> <li>• Permission from a teacher to submit prior work, with a condition to acknowledge the extent and nature of the work used.</li> <li>• The submission of appropriate references from prior research used for a student's research thesis or publication.</li> </ul>
<b>Fabrication or Falsification</b>	<p>The intentional act to misrepresent academic work. Fabrication and falsification can include:</p> <ul style="list-style-type: none"> <li>• Making up information for an assessment such as experimental or interview data.</li> <li>• Inventing sources of data, evidence, or ideas by citing publications that are irrelevant or do not exist.</li> <li>• Making false declarations about attendance, participation and/or assessment items to meet course requirements.</li> <li>• Misrepresentation through documentation. This consists of an intentional act to alter or fabricate a document to obtain an advantage in assessment or benefit enrolment. For example, a student falsifying a medical certificate to receive an academic concession.</li> </ul>
<b>Collusion</b>	<p>Engaging in illegitimate, unauthorised collaboration with other students to complete an assessment task. Collusion can involve:</p> <ul style="list-style-type: none"> <li>• Working with another student to produce an assessment task, without receiving authorisation from a teacher, course outline or assessment guide.</li> <li>• Submitting assessment work with the knowledge that other students contributed to an assessment or parts of an assessment, without receiving prior permission to engage in collaborative work.</li> <li>• Submitting work that is the same, or similar to other students work for the same assessment task. Except where written authorisation from a teacher is clearly recorded in a course outline or assessment guide.</li> </ul>

<b>Cheating in Examinations</b>	<p>Engaging in dishonest practice or breaching examination rules set by the College in or during an examination. This can include:</p> <ul style="list-style-type: none"> <li>• Writing notes on one's body or taking non-authorised examination materials (unapproved calculators or textbooks) into an exam room.</li> <li>• Copying information from other students and/or communicating with other students or people (except for an authorised exam invigilator) outside an exam room.</li> <li>• Using electronic devices to access information related to an exam while the exam is in progress.</li> <li>• Completing an examination without an invigilator.</li> </ul>
<b>Contract Cheating</b>	<p>Involves outsourcing a whole assessment, or part of an assessment, to a third party for a fee, no payment, other remuneration or benefit. This practice can include:</p> <ul style="list-style-type: none"> <li>• Submitting an assessment item produced wholly or in part by a commercial service.</li> <li>• Submitting an assessment item that was produced wholly or in part by another person.</li> <li>• Submitting an assessment item that was produced or modified wholly, or in part, by an artificial intelligence tool, algorithm, or computer generator where such actions are not authorised in the guidelines for assessment.</li> <li>• Promoting the use of a commercial service to other students to create assessment solutions.</li> <li>• Engaging in file-sharing of learning and teaching materials, including sharing intellectual property of the College.</li> </ul>
<b>Impersonation</b>	<p>A form of outsourcing assessment and represents a breach of academic integrity. Impersonation involves a third party undertaking an examination or other assessment on behalf of a student.</p>
<b>Bribery</b>	<p>Can consist of two (2) forms: 1) offering bribes or inducements to gain an academic advantage and 2) accepting bribes or inducement to give an academic advantage.</p>
<b>Inappropriate Use of Artificial Intelligence</b>	<p>Involves using, generating, and communicating information that is processed by machines or computer systems for the completion of assessment in an unethical, dishonest, and irresponsible manner.</p>

### C. Promoting Academic Integrity

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

- a. Providing clear, comprehensive, and easily accessible information on:
  - i. Academic integrity requirements for discipline specific coursework including assessment.
  - ii. Behaviours that constitute a breach of academic integrity.
  - iii. Mechanisms used for detecting breaches and the educative processes for resolving cases of poor academic practice.
  - iv. Potential academic and personal consequences of such breaches; and,
- b. Educating students about academic integrity requirements for discipline specific coursework and how to avoid breaches of academic integrity. This may include examples of academic work that demonstrate academic integrity best practice and examples of academic misconduct.
- c. Ensuring that students admitted to programs of study meet the academic entry requirements and English language proficiency standards for those programs.
- d. Prior to the commencement of a course and/or period of teaching, the College will emphasise the importance of upholding the fundamental values and principles of academic integrity at:
  - i. student orientation;
  - ii. through the mandatory completion of academic integrity modules; and,
  - iii. where applicable, academic integrity workshops.
- e. Encouraging students to actively seek advice from relevant College staff when academic integrity requirements are not understood.

- f. Resourcing staff to provide appropriate levels of academic, English language and wellbeing support for students.
- g. Submitting an academic integrity assessment declaration, prior to handing in or completing an assessment task. The declaration acknowledges that a student has not breached academic integrity requirements for a course.
- h. Teaching staff promoting and modelling the values and principles of academic integrity. This includes demonstration of accurate citation and referencing style in classroom presentations and teaching materials.
- i. Fostering learning environments that uphold the principles and values of academic integrity.
- j. Providing practical tools and educative resources that enable students to self-assess and measure their compliance with academic integrity.
- k. Assessment design that adheres to the principles of assessment (fairness, flexibility, validity, and reliability) and rules of evidence (validity, sufficiency authenticity and currency). Assessment practices are benchmarked and follow good practice guidelines set by the Tertiary Education Quality Standards Agency (TEQSA).

### D. Breaches of Academic Integrity

A breach of academic integrity is considered a serious matter and the College's approach to investigating alleged breaches and the imposition of penalties is designed to effectively manage poor academic practice. This is achieved by:

- a. Promptly investigating an alleged breach, where reliable evidence is available to investigate a potential breach of academic integrity. Allegations will not be substantiated unless the evidence demonstrates a high probability that a breach has occurred.

- b. Implementing an approach to investigation that is educative, fair, transparent, evidence-based, and consistent with the principles of natural justice.
  - i. The College's approach to initial breaches of academic integrity is educative, provided the breach is not of a high level of seriousness. This would include minor breaches described in the [Academic Integrity Procedure](#)
- c. Providing a student with whom the breach is alleged with an opportunity to respond to the evidence and demonstrate awareness of relevant academic integrity standards. The principles of procedural fairness will be applied to allegations of academic integrity breaches. This principle extends to both students and staff who may have reported the breach.
- d. Providing the alleged staff or student with ongoing access to the College's pastoral care and other support services, including counselling.
- e. Providing the alleged staff or student with an opportunity to appeal a decision, breach or penalty imposed, as described in the [Academic Integrity Procedure and Student Appeal Policy](#).
- f. Reporting and recording alleged, dismissed, and confirmed minor and major breaches of academic integrity into an Academic Misconduct Register.
- g. Imposing an academic penalty for breaches of academic integrity, which strictly follows the level and extent of academic misconduct. Academic penalties will consider events of extenuating circumstance, and the frequency and seriousness of prior breaches when determining a decision.

Academic penalties may include, but are not limited to:

- i. In cases of poor scholarship (e.g., overreliance on a source by a single author), the resubmission of an assessment with no penalty.
- ii. the resubmission of an assessment with a mark penalty.
- iii. undertaking a substitute assessment with a mark penalty.
- iv. a zero mark for the assessment, possibly resulting in a failing grade for the relevant course.
- v. a failing grade for the course.
- vi. suspension from the College for a prescribed period.
- vii. expulsion from the College, and / or criminal charges.
- viii. rescission of a qualification / testamur already awarded.

### E. Detecting Breaches of Academic Integrity

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

- a. The use of data matching software or 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. Inconsistency of a student's marks across similar courses or between different modes of assessments.
- e. Reporting of alleged breaches of academic integrity by students or other members of the College community.
- f. Teaching staff meeting early and often with Academic Heads about the performance or behaviour of students, where breaches of integrity are suspected.
- g. As part of the College's educative approach to academic integrity, detection of poor academic practice can result in further investigation and one or more of the consequences described in the [Academic Integrity Policy](#) Section 3.5.

## 11 Course Attendance

### UNSW College Pre-Masters 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 term 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. Students should check their Course Outline for specific Attendance requirements
4. Explanations of absences from classes and assessments, or requests for permission of absences from future classes must be provided to Student Services and should be accompanied by a medical certificate where appropriate.
5. If an International student is required to return home for any reason, they must inform Student Services as soon as possible.
6. For International students under 18, information regarding attendance may be provided to a parent, guardian or sponsor if specifically requested, or if there is reasonable concern for the health or wellbeing of a student in the program. If a student has an objection to this policy the matter may be discussed with the relevant Program Authority.

## 12 Release of Academic Results

### Release of Academic Results

Your results will be released at the end of your Pre-Masters term on the Student Portal, located on the [Current Student website](#).

Once you have successfully completed your Pre-Masters term, you will be ready to move to UNSW to commence your destination Masters program. PMP students will receive a certificate of completion and a statement of results via the platform, My eEquals for which students will be given personal log in details.



## 13 Withdrawal From a Course & Refund of Fees Policy

### Withdrawal and Refund of Fees

1. 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:
  - a. Visa refusal letter issued by Department of Home Affairs (DHA);
  - b. 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
  - c. A medical certificate or letter from a registered medical practitioner, psychologist, counsellor or other appropriate professional supporting compassionate circumstances.
2. UNSW College will process refund in accordance with the UNSW College Student Fee Policy and Refund Policy here: <https://www.unswcollege.edu.au/about/policies>

### Reducing Your Study Load

As an international student on a student visa you are required to undertake a fulltime study load and complete your program by the end date of your Confirmation of Enrolment (CoE). If there are reasons why you cannot study a full load (18 UOC per term), you need to apply to reduce your study load.

### Reduced Study Load Criteria

#### Compassionate and Compelling Circumstances

These are circumstances beyond your control and affect your ability to attend classes and study.

Examples include:

- Serious medical illness or injury to you or a close family member.
- Death of a family member such as a parent or grandparent.
- A major political upheaval or natural disaster in your home country requiring emergency travel or disruption to your studies.
- A traumatic experience e.g. accident or crime.
- Delay in receiving your student visa.
- Supporting documentation required: Professional Authority Form must be completed by medical or health professional and forwarded to [Student.support@unswcollege.edu.au](mailto:Student.support@unswcollege.edu.au)

### Dropping a Course / Census Date

Census day is Friday of Week 4.

Changes after this time will attract a financial and/or academic penalty.

Please contact a UNSW College Academic Advisor (L5 Building, Level 1) to discuss the impact and implications as early as possible, before Friday of Week 4.



## 14 Program Leave

The Pre-Masters program is a full-time program. Only in exceptional circumstances which must be approved by UNSW College's Executive Director, Academic (or their delegate), may students apply to take Program Leave of up to one year.

### Applying for Program Leave

To connect with an academic adviser about program leave email your ZID and Program Leave enquiry here: [academicprogression@unswcollege.edu.au](mailto:academicprogression@unswcollege.edu.au)



## 15 Student Complaints, Review & Appeal

### Guidelines

UNSW College is committed to delivering a high standard of education 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 process.

UNSW College understand that from time to time student may have concerns. These could be concerns about a wide range of matters, including quality of services and student or staff conduct that is contrary to the relevant Code of Conduct. The concerns could relate to action by UNSW College or others engaged by UNSW College in its operations.

UNSW College is committed to providing a complaint process for students to express concerns and resolve issues in a supportive environment. UNSW College will monitor the incidence of complaints and seek to continuously improve processes, staff training and student support to better manage the scenarios where grievances and complaints typically arise.

The [Student Complaint Resolution Procedure](#) supports this policy and provides specific guidance on how to submit a complaint.

### What Is a Complaint?

A complaint is a problem or concern about academic or non-academic matters that is formally raised with UNSW College for resolution under Stage 2 of the Complaints Policy: <https://www.unswcollege.edu.au/about/policies>.

Any complaint that is not resolved informally can be formally raised as a complaint.

Where an explicit response or resolution is not sought by a complainant, UNSW College will treat the matter as feedback to be handled at its discretion.

### Complaint Process

UNSW College strives to resolve grievances and complaints in a timely way with the people most directly involved. If a grievance or complaint cannot be resolved at a particular stage, there is an escalation process as follows.

Stage	Type	Description
Stage 1	Grievance	Raise directly with the staff member or area or service related to the complaint (local resolution). Appropriate for matters that are less serious in nature, straightforward, or are suitable to be dealt with informally. They are usually resolved easily.
Stage 2	Formal Complaint	<p>Student to submit a Complaint Form to <a href="mailto:complaintsandconduct@unswcollege.edu.au">complaintsandconduct@unswcollege.edu.au</a> using the Student Complaint Form on the Current Student website.</p> <p>Complaint will be managed by a Case Manager with the oversight of a senior staff member, Manager or similar, if there is no resolution at Stage 1, or the subject matter of the complaint is serious or complex.</p> <p>Appropriate for unresolved grievances, complex complaints or complaints of a serious nature.</p>
Stage 3	Internal Appeal	<p>In the outcome letter for Stage 2, the student is advised as to how to make an internal appeal (including which internal appeal committee will hear the matter - see Student Review and Appeals Policy).</p> <p>An appeal following Stage 2 may only be lodged on the grounds of a lack of procedural fairness.</p>
Stage 4	External review	At any time during the process, a student can take a complaint to a number of external agencies such as the NSW Ombudsman or Commonwealth Ombudsman (as applicable), Anti-Discrimination Board or Australian Human Rights Commission located here: <a href="https://www.unswcollege.edu.au/about/policies">https://www.unswcollege.edu.au/about/policies</a> .

### Declining to Hear Complaints

All people involved in the process are expected to act in good faith. UNSW College will consider all grievances and complaints seriously, though it has discretion to refuse to conduct a complaint process, or discontinue one, where it considers the complaint or grievance is:

- unreasonable, not made in good faith or made with the intent to cause harm;
- made without the intent of resolving a genuine issue or raising any significant or serious issues; or

- not capable of proper investigation (for example, because of a lack of detail or because the events occurred too long ago – see Scope for time limits). UNSW College may also refuse to conduct, or discontinue, a complaints process where the complainant fails to treat those involved in the process with courtesy or respect, or engages in conduct that poses a risk of harm to others.

UNSW College may refer complaints to other organisations or agencies where they fall outside its responsibilities or control, or where it is lawfully required to do so. UNSW College will inform the complainant of any referral.



## Review and Appeal Process

Students:

1. seeking a review of an academic or administrative decision of UNSW College in relation to their enrolment or program of study, begin the process at Stage 1;
2. who have completed Stage 1 and 2 of the Appeals Policy and received advice as to how to make an internal appeal, commence the process at Stage 3.

Stage	Type	Description
Stage 1	Informal process for understanding the decision	Raise directly with the decision-maker to seek a better understanding of the decision.
Stage 2	Formal Decision Review	<ol style="list-style-type: none"> <li>1. Student to submit a formal written Review of Decision Form within ten working days of notification of the original decision, to <a href="mailto:Appeals@unswcollege.edu.au">Appeals@unswcollege.edu.au</a></li> <li>2. Decision makers for the review process are detailed in the Student Review and Appeals Procedure.</li> <li>3. The application must cite grounds for the review and provide supporting evidence.</li> <li>4. Written advice of the review outcome, together with rights to appeal the decision and the relevant timeframes for the appeal process, will be provided to the student within ten working days.</li> </ol>
Stage 3	Internal Appeal	<ol style="list-style-type: none"> <li>1. Student lodges a Request to Appeal Form: <a href="https://my.unswcollege.edu.au/forms/">https://my.unswcollege.edu.au/forms/</a> within ten working days of notification of the outcome of the review, to the Appeals Policy.</li> <li>2. The application must cite grounds for the appeal and provide supporting evidence. Grounds for an appeal include lack of procedural fairness or inconsistent application of UNSW College policy or procedure.</li> </ol>
Stage 4	External review	<ol style="list-style-type: none"> <li>1. Where the student remains dissatisfied with the final decision, the student may lodge a complaint with the: <ul style="list-style-type: none"> <li>• NSW Ombudsman: <a href="http://ombo.nsw.gov.au">ombo.nsw.gov.au</a></li> <li>or</li> <li>• Commonwealth Ombudsman: <a href="http://ombudsman.gov.au">ombudsman.gov.au</a></li> <li>or</li> <li>• Anti-Discrimination Board: <a href="http://antidiscrimination.nsw.gov.au">antidiscrimination.nsw.gov.au</a></li> <li>or</li> <li>• Australian Human Rights Commission: <a href="http://humanrights.gov.au">humanrights.gov.au</a></li> </ul> </li> <li>2. International students may lodge a complaint with the <a href="#">Overseas Student Commonwealth Ombudsman</a>.</li> </ol>



### Outcomes of Reviews and Appeals

*Possible outcomes of Review Process.*

The outcomes of Stage 2 of the process include:

1. the application is deemed to be invalid;
2. the original decision is set aside;
3. the original decision is affirmed by the review process;
4. the student better understands the grounds for the original decision and elects not to progress to the appeal stage;
5. the student submits a formal application to appeal the decision.

### Possible Outcomes of the Appeal Process

The outcomes of Stage 3 of the process include:

1. the Appeals Committee deems the application to be invalid;
2. the Appeals Committee sets aside the decision;
3. the Appeals Committee affirms the review decision;
4. the student better understands the grounds for the decision and elects not to pursue the matter any further;
5. the students proceed to an external review.

## Section Three

# Student Life, Student Support, Student Safety



## 16 Student Life

### 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@unswcollege.edu.au](mailto:enquiries@unswcollege.edu.au) or call us on 9385 0555 (from within Sydney) or +61 2 9385 0555 (from outside Australia). More information and links also available at the Student Hub: <https://my.unswcollege.edu.au/student-support/>

### 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 College, we encourage you to visit the Current Student Hub website: <https://my.unswcollege.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 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.

## Student Support (Welfare)

### Meet Your Student Support Team

UNSW College 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.

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

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@unswcollege.edu.au](mailto:student.support@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 do not let us know, we will not be able to offer you individualised support you might need to assist you in managing your studies.

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

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

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

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

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

Equitable Learning Plan is a plan which is tailored to individual student needs so therefore will be different for each student. Your Support plan is only shared with staff who are 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 College as soon as you accept 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)

You can make an appointment with our Accommodation Officer here: <https://outlook.office365.com/book/AccommodationSupportAppointmentBookingPage@unswcollege.edu.au/>

### Under 18 Students

If you are under 18 years old during your Pre-Masters 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 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 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 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 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:**

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 College 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@unswcollege.edu.au](mailto:student.support@unswcollege.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.unswcollege.edu.au/student-support/u18-student-rules-and-responsibilities/>



# 18 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: +61 2 8936 2222	General enquiries	9:00am - 5:00pm AEST
Student Support	<a href="mailto:student.support@unswcollege.edu.au">student.support@unswcollege.edu.au</a>	Wellbeing support	9:00am - 5:00pm AEST
Accommodation Assistance	<a href="mailto:accommodation@unswcollege.edu.au">accommodation@unswcollege.edu.au</a>	Accommodation support	9:00am - 5:00pm AEST
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 AEST
UNSW and Sydney Essential Services Contacts:			
All Emergencies Ambulance, Police and Fire Brigade	<b>000 (Triple Zero)</b>	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 9348 0084	To see a doctor.	Hours may vary. To book an appointment click <a href="#">here</a> .
UNSW Students Mental Health Support (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 Line	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. <a href="#">Click here to report.</a>	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 <a href="#">here</a>
UNSW and Sydney Essential Services Contacts:			
Name of service/ website:	Website link:	What information can I find there:	
Department of Home Affairs	<a href="http://www.homeaffairs.gov.au/">www.homeaffairs.gov.au/</a>	Visa information	
NSW Health	<a href="http://www.health.nsw.gov.au/">www.health.nsw.gov.au/</a>	Information about health services, including COVID 19 related information	
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	
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	
Scam Watch	<a href="http://www.scamwatch.gov.au/">www.scamwatch.gov.au/</a>	For information about scams and to report a scam	



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