



Academic English Programs

Student Handbook 2026



UNSW College Academic English Programs

Student Handbook 2026

Contents

Section One

Academic Information for Students

UNSW College

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

T: +61 (2) 8936 2222

W: unswcollege.edu.au

UNSW Global Pty Limited ABN 62 086 418
582 trading as UNSW College™. UNSW College
CRICOS Provider Code 01020K. UNSW College
TEQSA Provider ID: PRV13020 (Institute of Higher
Education).

See unswcollege.edu.au/esos for more information.

© 2026 UNSW Global Pty Limited.

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

This publication is revised periodically and is current
at the time of printing.

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

Section Two

Rules, Regulations & Policies

Section Three

Student Life, Student Support & Student Safety

Section One

Academic Information for Students

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

Section Two

Rules, Regulations & Policies

6	Student Responsibilities	11
7	Assessment Regulations	15
8	Academic Progression	19
9	Academic Misconduct & Student Misconduct	20
10	Submission of Assignments & Projects	23
11	Personal Electronic Device Guidelines for Students	23
12	IT Support at the College	24
13	Release of Academic Results	25
14	Withdrawal & Refund of Fees	26
15	Attendance Monitoring	26
16	Change of Class Requests	28
17	Student Complaints & Appeals Process	29

Section Three

Student Life, Student Support & Student Safety

18	Student Life	33
19	Academic Support	36
20	Student Support (Welfare)	37
21	Equitable Learning Support	38
22	Accommodation Support	39
23	Under 18 Students	40
24	Student Safety & Emergency Contacts	41



Section One

Academic Information for Students

1

UNSW College Academic Programs & Pathways

Programs

UNSW College English Programs provide academic preparation for undergraduate and postgraduate study and are designed for international students. The programs are delivered in classroom supported by two or more teachers for each class group. There are also Senior Teachers who are responsible for the program, course content and student progress. Course material is provided for all English Programs and may vary depending on the program. Additional online learning resources are available for all students in Moodle (learning management system) or the OpenLearning platform.

All programs are required to complete 20 hours a week of tuition and are broken down into sessions, for example:

Morning Classes	Afternoon Classes
9am to 11am	1:30pm to 3:30pm
30-minute break	30-minute break
11:30am to 1:30pm	4pm to 6pm

Students will be provided with a course specific timetable on commencement.

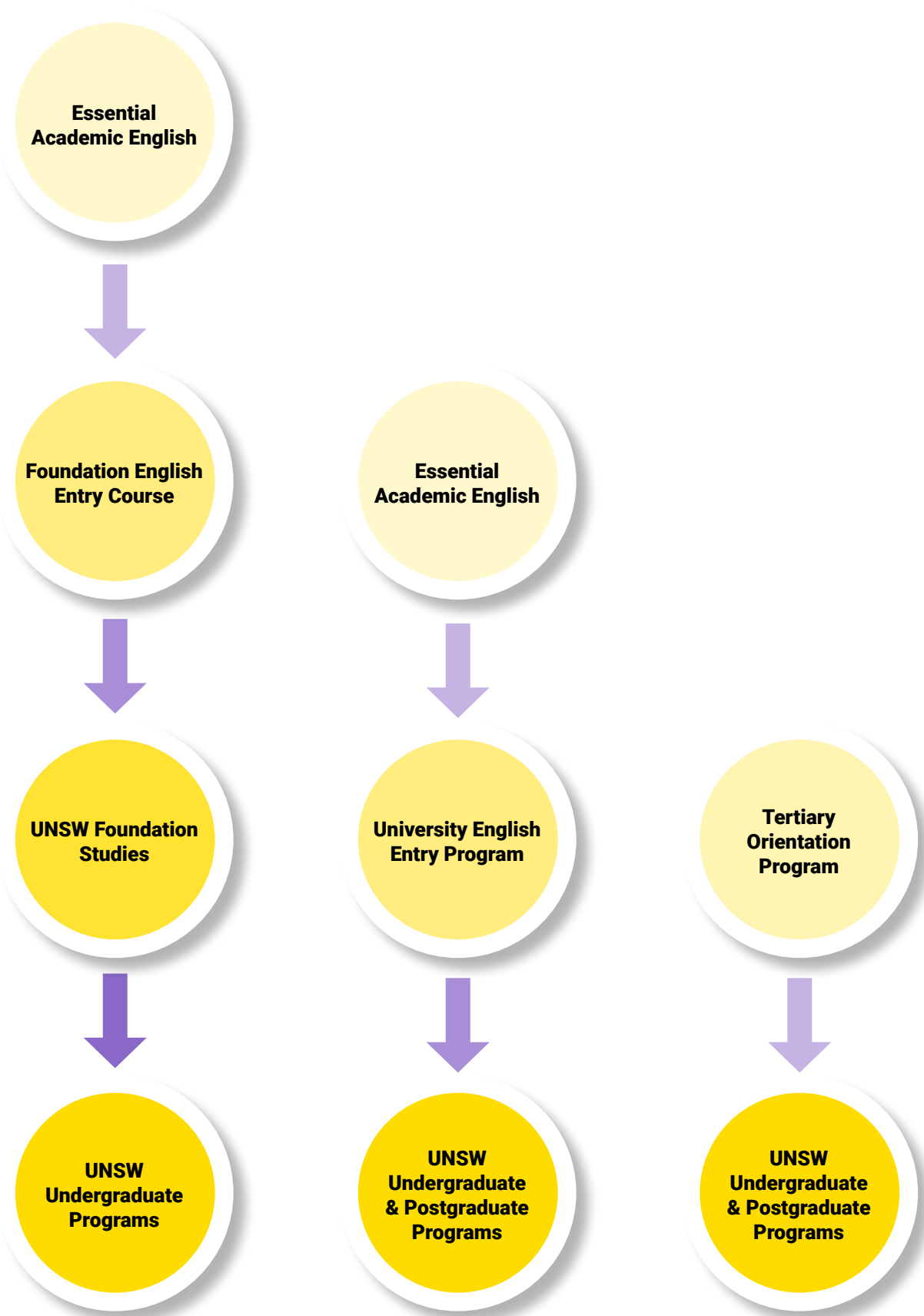
On completion of a UNSW College Academic English program, students are awarded a Certificate from UNSW College. The Certificate is accompanied by a Statement of Results. The results in the programs are monitored by Faculties and the University of New South Wales.

UNSW College Academic English Programs

There are various Academic English Language programs to choose from.

Program	Delivered Over	Designed
Tertiary Orientation Program (TOP)	5 weeks	For students who have a full offer from UNSW but want to strengthen their Academic English skills to succeed in university.
Essential Academic English Program (EAE)	10 weeks	To prepare students to study our University English Entry Course (UEEC) or the 10-week Foundation English Entry Course (FEEC).
University English Entry Course (UEEC)	10-20 weeks	For students who already have an undergraduate, postgraduate or Diploma offer but do not meet the English Language requirements.
Foundation English Entry Course (FEEC)	10 weeks	To prepare students to study one of our Foundation Programs: Transition, Standard or Standard Plus.

Academic English Pathways



2 Academic English Learning Outcomes

Academic English Outcomes

Course	Level	Outcome	CEFR * Equivalence
Essential Academic English (EAE)	Upper Intermediate	Can develop and use effective independent learning strategies. Can understand standard spoken text across academic genres including lectures (approximately 10 min duration) and media broadcasts (approximately 10 min duration). Can prepare and deliver formal spoken presentations on various academic topics. Can read written and graphical information from adapted academic style texts (approximately 900 words). Can effectively produce explanation genre essays (200 – 300 words).	B2
Foundation English Entry Course (FEEC)	Upper Intermediate	Can develop and use effective independent learning strategies. Can understand standard spoken text across academic genres including lectures (approximately 10 min duration) and media broadcasts (approximately 10 min duration). Can prepare and deliver formal spoken presentations on various academic topics. Can read written and graphical information from adapted academic style texts (approximately 900 words). Can effectively produce explanation genre essays (200 – 300 words).	B2+
University English Entry Course (UEEC)	Advanced	Can develop and use independent learning strategies. Can undertake library/internet/database seArches to locate a wide range of academic texts. Can understand complex spoken text across a variety of academic genres as required at the minimum tertiary entry level including authentic: lectures (approximately 15 – 20min duration), discussions and media broadcasts approximately 15 – 20min duration). Can prepare and deliver formal discipline specific spoken presentations and effectively engage in tutorial style discussions on a topic of an academic nature (discipline specific). Can read written and graph information from authentic tertiary level academic texts (approximately 2500 words). Can produce complex expository/ discussion/explanation genre long essays (300 – 1500 words).	C1
Tertiary Orientation Program (TOP)	Advanced	Can develop and use independent learning strategies. Can undertake library /internet / database seArches to locate a wide range of academic texts. Can understand spoken text across a variety of academic genres as required at the tertiary entry level including authentic: lectures (approximately 15 – 20+min duration), discussions, media broadcasts (approximately 15 – 20+min duration). Can prepare and deliver formal spoken presentations on a topic of an academic nature (discipline specific). Can read written and graphical information from authentic tertiary level academic texts (approximately 2500 words). Can produce complex expository/discussion genre essays and reports.	C1

*Common European Framework of Reference for Languages: Learning Teaching, Assessment. The above levels are of approximate equivalence at exit to the CEFR Common Reference Level Global Scale bands specified.

3 English Levels & Progress Requirements

English Levels

After successful completion of any stage of your UNSW College pathway program, students move to the next level. Your selected program will depend on result of placement test results you submit at the time of enrolment. Minimum English requirements apply to each level of English course.

Academic English Pathway Courses

Languages Course Placement	Initial Class Placement		Progress Requirements	
Academic English (AE) Courses	IELTS band on entry (overall)	IELTS Writing score on entry	Languages – Academic English Grade on entry (overall)	Languages – Academic English Writing grade on entry
Essential Academic English (10 weeks)	5.0	5.0	D	D
Foundation English Entry Course (FEEC10 - 10 weeks)	5.5	5.0	D+	D
University English Entry Course (UEEC20 - 20 weeks)	5.5	5.5	D+	D+
University English Entry Course (UEEC15 - 15 weeks)	6.0	5.5	C	D+
University English Entry Course (UEEC10 - 10 weeks)	6.0	6.0	C	C-
Tertiary Orientation Program (TOP - 5 weeks)	6.5 + (Full offer for UNSW)	6.0+ (in all modules)	Full offer for UNSW or C+ from UEEC	Full offer for UNSW or 20/30 from UEEC

Students preparing for Pathway to UG and PG Business, UG and PG Law and Justice, PG and ReseArch Built Environment will need a higher entry score for FEEC (Foundation English Entry Course), UEEC and EAE. You can find further information on our website at: <https://www.unswcollege.edu.au/study/academic-english-overview>

4 Minimum Age Policy of Students Under 18 Years of Age

Minimum Age Policy

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

- The minimum age for ELICOS programs is 17 years of age, unless students are enrolled in a pathway program, in which case we allow students to enter the program at 16 years of age.
- This policy would also apply in external campuses conducting UNSW College English programs.

Students Under 18 Years of Age

- For international students, it is a condition of your student visa to either:
1. Reside with a parent or close relative over 21 years of age who has been approved by the Department of Home Affairs (DHA) as their carer/guardian
 2. To have your care, accommodation and welfare arrangements approved by UNSW College.
- If UNSW College has approved your care, accommodation, and welfare arrangements, you are required to:
- Check your student emails regularly for scheduled meetings with the Student Wellbeing Team.
 - Attend the compulsory information session for Under 18 students at orientation.
 - Attend all scheduled meetings with the Student Wellbeing Team.
 - Notify and seek approval from a UNSW College Accommodation Officer if you wish to change your accommodation arrangements.
 - Abide by the rules and regulations concerning Under 18 Students living at approved student accommodation. (e.g., curfew time at 10pm).
 - Inform your homestay host family if you will be home later than 10pm on any given night and notify and seek approval from a UNSW College Accommodation Officer if you intend to go on a holiday within Australia or leave the country.
 - Notify UNSW College of your future study plans at either UNSW or another educational provider.
 - Notify and seek approval from the UNSW College Student Wellbeing Team before withdrawing from your program.
 - Notify and seek advice from the Student Wellbeing Team if any issues or problems arise that may affect your attendance or academic performance.

Permanent Resident (PR) & Australian Citizen Status

Permanent Resident (PR) and Australian Citizen Status

Students who have Permanent Resident (PR) or Australian Citizen status can complete a UNSW College English Program. UNSW College English Programs policies, rules and regulations apply to all students irrespective of their nationality or residency status. The normal tuition fee applies.

Students who change status from that of international student to PR or Australian Citizen, must notify UNSW College Enrolments Team enrolments@unswcollege.edu.au immediately. Failure to do so may affect university admission.

PR and Australian Citizen students may apply for a university place. Application is made through the Universities Admissions Centre (UAC), along with all other Australian Citizens sitting final exams such as the NSW Higher School Certificate. Entry levels that apply for New Year and Mid-Year entry

are determined by UAC at the time of each intake and are dependent on the availability of places. The GPA (Grade Point Average) requirements for UNSW may be higher and sometimes lower than that of international students for some programs. The Student Wellbeing Advisers will hold meetings to advise PR and Australian Citizens of the procedures for admission to university through UAC.

Please note that some universities will only accept the UNSW College English Programs Certificate for entry from international, non-resident students.

The University of New South Wales accepts the UNSW Academic English Programs Certificate for entry from international students and Australian Citizens or Australian Permanent Residents.

For information on Commonwealth Supported Places (CSP) please visit the UNSW website at: <https://student.unsw.edu.au/fees-student-contribution-rates>



Section Two

Rules, Regulations & Policies



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

Official communication with students will be via your zID student email. It is your responsibility to check your email account regularly for important information. You should also check your learning platform on a daily basis for any possible timetable changes, assessment dates and other important information.

Update Your Student Portal

You must keep your details up to date in the [Student Portal](#), and ensure your Australian contact details such as your Australian phone number and address are correct. If at any point there are changes to these details, you must update it in the portal. This is a condition of your student visa. Moreover, you must list at least one person as your emergency contact so we know who to reach in cases of emergencies.

Attend All Scheduled Classes

It is a condition of your enrolment that you attend all scheduled classes, except where there is a legitimate and acceptable reason for non-attendance e.g., illness supported by a Doctor's Certificate (see Section 2 Chapter 14). Overseas students whose attendance falls below 80% (even with Doctor's Certificates) must be reported to the Department of Home Affairs.



Missing Classes – Explanation of Absence

If students miss between 1 – 5 days of classes, they must complete an Explanation of Absence Form while informing their teacher. The form is located on the Forms page of the Current Students Website:

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

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. Back-dated medical certificates will not be accepted. 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>.

By submitting this form, a student's attendance record will not be adjusted. However, these forms will be taken into consideration if the attendance falls below 80% and the College is required to issue a notification of 'Intention to Report' to the government.

Extended Absence – Leave of Absence

If students miss more than 5 days of classes, they must complete a Leave of Absence Form located on the Forms page of the Current Students Website:

<https://my.unswcollege.edu.au/forms> 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. Back-dated medical certificates will not be accepted. 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>.

This form must be submitted for approval from the Head of Programs or Academic Head.

Maintain Satisfactory Academic Progress

You must maintain Satisfactory Academic Progress (see Section 2 Chapter 8). Overseas students who fail to meet their visa conditions relating to attendance and Satisfactory Academic Progress must be reported to the Department of Home Affairs.

Using English in Classes

All students are encouraged to communicate in English to develop confidence and fluency.

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 due in respect of your enrolment in the UNSW College English Programs. 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.

Academic Guidance and Early Interventions

A student that is at risk of not meeting the academic expectations of UNSW College English Programs will in some cases receive a written warning and/or be given notification of a formal interview regarding their poor progress.

It is expected that UNSW College English Programs students will accept the offers of assistance and advice as provided via early "at-risk" interventions, and as provided by staff throughout the program.

Compliance With UNSW College English Programs Policies

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

Grading System

Students in pathway courses are allocated marks per assessment completed in the course. Your final score is the total score from the various assessments submitted. Your final score is expressed as a UNSW College Grade on completion of your course.

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 courses are conducted in accordance with the following rules and procedures:

1. Students must obey any instruction given by an examination supervisor for the proper conduct of the examination.
2. Students must present their student identification card at all examinations and leave this on their desk for the duration of the examination.
3. Students must be seated in their allocated place in the examination room no less than 15 minutes before the scheduled commencement time.
4. If students arrive more than 30 minutes after the scheduled commencement time they will not be admitted to the examination room.
5. Students are not permitted to leave the examination room during the first 30 minutes or the last 30 minutes of the examination.
6. Students must not use a 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, 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.

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 Academic Misconduct Committee.

Failure to Attend Examinations

If you are absent from an examination, you may be required to attend an interview to explain your absence. You must bring to this interview all relevant documentation needed to support your explanation.

If illness is the cause of the absence, medical certificates must be from a health service provider from AHPRA registered practitioners. Back-dated medical certificates will not be accepted.

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>. Notification of the details of the interview will be sent to your email address. It is your responsibility to check this.

Failure to Complete Assessment Tasks

Failure to complete, or to make a serious attempt in any formal assessment task may result in an Unsatisfactory-Failure grade, irrespective of marks awarded in other assessment components of a subject. This rule applies to all assessment components including projects, assignments, presentations, essays, and examinations. Failure to satisfactorily complete, or to make a serious attempt in any assessment component of the program may result in exclusion from the program.

Illness/Misadventure Affecting Assessment

We strongly recommend that all students read the [Student Guide to Special Consideration](#) which outlines the process by which a student can receive special consideration due to illness or misadventure. To apply for special consideration via the Request for Special Consideration Due to Illness or Misadventure Form please refer to 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**.

Any application for special consideration must be made within three days of the assessment or exam date.

Students should include all official documentation recognised as Compassionate or Compelling evidence to support your request, e.g., local medical certificates from an AHPRA approved health service provider 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 Compassionate and Compelling Circumstances 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 subject.
3. The format of the supplementary examination may differ from the original.
4. Before an offer of a supplementary examination is made, you may be required to attend and perform satisfactorily in an oral test in the subject area.

You should note:

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

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.

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 10 calendar days of the publication date of the Statement of Final Results.

To make an application, students should use the Calculation Check of Final Exam Marks Form located on the Forms page of the Current Students Website: <https://my.unswcollege.edu.au/forms>.

Note:

- You must make sure you are present at all scheduled examinations and assessment tasks.
- Misreading the timetable is not an acceptable excuse for lateness or failure to attend.
- Some subjects include other forms of assessment such as projects, group exercises, assignments, presentations, or tests.
- Students must make sure that you have completed all the required forms of assessment.

- It is not an excuse that you failed to attend a class where instructions or work were given or did not consult the relevant email message, or website notice.
- Penalties will be applied for late submission of assignments.
- Students can only request for a review of results at the end of their Academic English Program.

Pass Conceded

If you do not achieve an overall passing grade but are deemed to have a satisfactory academic standard you may be awarded a Pass Conceded. This allows you to continue with your study program. A Pass Conceded can only be awarded by an Assessment Committee.



8 Academic Progression

UNSW College is committed to enabling and assisting students to reach their study goals within the expected timeframe. The progress of students is monitored, recorded, and reviewed at the end of each course or level.

If your grades are not high enough to progress as expected, a teacher will contact you and advise you of interventions offered to assist you in your progress.

Students with non-academic issues affecting progress may be sent to a Student Wellbeing Adviser for counselling assistance. A Learning Plan may be put in place and you will need to agree to the plan in writing. This could include sessions with a Student Wellbeing Adviser or extra homework.

If your progress is unsatisfactory for two consecutive courses or levels despite intervention, you will be invited to Show Cause. The College's Academic Progression and Exclusion Policy can be found on UNSW College's website under 'Policies': <https://www.unswcollege.edu.au/about/policies>.

9 Academic Misconduct & Student Misconduct

1. Introduction

You are reminded that the University and UNSW College regard academic misconduct as a very serious matter. Students found guilty of serious academic misconduct can be excluded from the program. Students who are excluded will not be issued with a Statement of Results or certificate. No portion of the fees will be refunded.

2. Academic Misconduct

What constitutes academic misconduct and the possible penalties that can be imposed on UNSW College English Programs students found guilty of academic misconduct can be found in UNSW College's Student Misconduct Policy. The Academic Integrity Policy and the Student Misconduct Policy can be found on UNSW College's website under 'Policies':

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

Examples of Misconduct Concerning Examinations:

- Unauthorised use of AI tools.
- Taking unauthorised materials into an examination.
- Impersonation in examinations.
- Permitting another student to copy answers in an examination.
- Exchanging notes between students in an examination.
- Improperly obtaining prior knowledge of an examination paper and using that knowledge in the examination.
- Removing an examination paper from an examination room when it is specified that the paper is not to be retained by the student.

Examples of Misconduct Concerning Academic Works

- The unauthorised use of AI tools.
- Failing to acknowledge the source of material in an assignment.
- Quoting without the use of quotation marks even if the source is acknowledged.
- The unauthorised use of AI tools
- Plagiarism.
- Submitting work for assessment knowing it to be the work of another person.
- Defacing, altering, or interfering with the academic works of other students.

Misconduct through Misrepresentation

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

Two instances of academic misconduct – plagiarism and cheating in exams – are discussed in further detail below in Section 2.1

2.1 Specific Examples of Academic Misconduct

The following are two examples of academic misconduct that have been detected frequently in recent years. Penalties imposed on students found guilty of misconduct in these areas have included failure in the subject and exclusion from the University for periods as long as five years.



Plagiarism and Failure to Acknowledge Sources

Plagiarism involves using the work of another person and presenting it as one's own. Acts of plagiarism include copying parts of a document without acknowledging and providing the source for each quotation or piece of borrowed material. These rules against plagiarism apply whatever the source of the work relied upon may be, whether printed, stored on a compact disc or other medium, found on the World Wide Web or Internet.

Similarly, using or extracting another person's concepts, experimental results, or conclusions, summarising another person's work or, where there is collaborative preparatory work, submitting substantially the same final version of any material as another student constitutes plagiarism. It is your responsibility to make sure you acknowledge within your writing where you have "sourced" the information, ideas, and facts etc.

The basic principles are that you should not attempt to pass off the work of another person as your own, and it should be possible for a reader to check the information and ideas that you have used by going to the original source material.

Acknowledgement should be sufficiently accurate to enable the source to be located speedily. If you are unsure whether, or how, to make an acknowledgement you should consult your lecturer or tutor.

The following are some examples of breaches of these principles:

1. Quotation without the use of quotation marks. It is a serious breach of these rules to quote another's work without using quotation marks, even if one then refers to the quoted source. The fact that it is quoted must be acknowledged in your work.
2. Significant paraphrasing, e.g., several sentences, or one very important sentence, which in wording are very similar to the source. This applies even if the source is mentioned, unless there is also due acknowledgement of the fact that the source has been paraphrased.
3. Unacknowledged use of information or ideas unless such information or ideas are commonplace.
4. Citing sources (e.g., texts) which you have not read, without acknowledging the 'secondary' source from which knowledge of them has been obtained.

These principles apply to both text and footnotes of sources. They also apply to sources such as teaching materials, and to any work by any student (including the student submitting the work) which has been or will be otherwise submitted for assessment. You must obtain the prior approval of your lecturer or tutor if you wish to submit to that lecturer or tutor an essay substantially similar to one which has already been, or will be, submitted to another lecturer or tutor. Using the principles mentioned above about proper acknowledgement, you should also proceed on the general assumption that any work to be submitted for assessment should in fact be your own work. It ought not be the result of collaboration with others

unless your teacher gives clear indication that, for that assignment, joint work or collaborative work is acceptable.

In this latter situation, you should specify the nature and extent of the collaboration and the identity of your co-workers. Students should note that essays and written assignments may be tested for a match, i.e., source documents on the Internet

Unauthorised Materials in Exams

The possession of unauthorised materials in exams is another common example of academic misconduct. The University's rules for the conduct relating to examinations state that no materials are to be brought into the examination room other than those specified in the examination timetable.

The following are examples of materials which would be regarded as unauthorised:

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

It does not matter whether or not the notes or writing are related to the exam. It does not matter that the notes are inside your pocket. It also does not matter that writing on the body is illegible. It is academic misconduct simply to be in possession of such notes and writing, or to have writing on your body, in the first place.

There are simple steps that you can take to ensure you do not infringe the University's rules for examinations.

- Read the examination timetable carefully and make sure you fully understand what materials are permitted in the exam.
- Place all bags and belongings outside or at the front of the room before the exam commences.

- Check your pockets and any writing materials allowed into the exam to ensure that you do not have any notes in your possession.
- Listen carefully to the instructions given to you by the examination supervisor. Ask for assistance if you have any questions about the rules and arrangements for the examination.
- Surrender any unauthorised notes or other materials before the exam begins: if you are found with these after the exam commences you will have broken the examination rules.

3. Student Misconduct

3.1 University Rules and Codes of Conduct

The UNSW College Student Code of Conduct applies to all UNSW College Academic English Programs students. What constitutes student misconduct and the possible penalties that can be imposed on UNSW College English Programs students found guilty of student misconduct can be found in UNSW College's Student Misconduct Policy. A copy of the policy can be found on UNSW College's website under <https://www.unswcollege.edu.au/about/policies>

10 Submission of Assignments & Projects

Students should refer to the College's Assessment Policy for all information regarding assessments: <https://www.unswcollege.edu.au/about/policies>.

- Assignments, essays and projects may have a cover sheet specific to each subject which will be supplied by your teacher. The cover sheet may include:
 - Student identification number
 - Assignment title
 - Due date
 - Number of words
 - A declaration/signature acknowledging source material and verifying that the assignment is the student's own work.
- Students must retain a copy of each assignment.
- Projects and assignments developed for assessment in one subject are not to be used

either in full or in part for assessment in any other subject.

- Students may be charged with academic misconduct if they submit a formal assessment task or project knowing it to be the work of another person, unless the work done has been documented and justified, or is required to be done by an expert.

Late Assignment and Project Policy

Marks may be deducted at the rate of 10% of the total mark available for each day late up to 10 working days. Normal Illness/Misadventure Affecting Assessment procedures will apply.

Extensions of time for submission of assignments and projects may be granted only in the most unusual circumstances and must be applied for prior to the due date.

11 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	Optional	
	Laptop with stylus or Laptop with separate tablet	Laptop/Notebook	Tablet
Simple web-based tasks	●	●	●
Short writing tasks	●	●	●
Writing tasks	●	●	●
Handwriting and sketching	●	●	●
Longer writing tasks	●	●	●
Complex or specialised tasks	●	●	●
Online exams	●	●	●

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 for details.

12 IT Support at the College

Should students require any IT support throughout the duration of their program, they can email helpdesk@unswcollege.edu.au or visit the IT Helpdesk in-person at Room G05 on Ground Floor of the UNSW College L5 Building.

13 Release of Academic Results

Release of Academic Results

1. Final results are released to students at the end of their program and will be available on their Student Portal. Following results release, UNSW and Diploma offers are sent by email to the email address nominated by the student.
2. The UNSW College English Programs Certificate is awarded to students who complete the program of studies and assessment. The Certificate is accompanied by a Statement of Results. Certificates will not be issued if a student's final attendance percentage is less than 80%.
3. Academic Results will be withheld if there are outstanding tuition fees, debts, or fines (e.g., from student accommodation providers).
4. Individual term results are available online using your secure logon and password.
5. Results of individual assessment items will be given to you in class by your teacher.
6. Academic Results may be sent to other educational institutions and the Universities Admissions Centre (UAC) to facilitate applications and transfers.
7. Academic Results, as well as details of student involvement, attendance, and progress in the program, may be provided to a parent, guardian or sponsor if specifically requested, for Under 18 students or if there is reasonable concern for the health or welfare of a student in the program. If a student has an objection to this policy, the matter may be discussed with a senior academic staff member.
8. Academic Results and details of student involvement and progress in the program will not normally be provided to other persons or relatives. It is an individual student's decision to convey personal information to parties other than those mentioned above.

Warnings on Applying Directly to Universities or Using Agents!

- All Australian universities receive copies of academic results directly from UNSW and can easily verify individual student performance in UNSW College English programs.
- Do not attempt to falsify academic results or gain admission to university by fraudulent means. Any fraud or misrepresentation will be reported to the Police and to the Department of Home Affairs (DHA) which controls immigration and student visas. Serious penalties apply, including cancellation of student visas and deportation from Australia.
- Do not seek the services of agents or pay fees to anyone who claims they can get you into a university program for which you are clearly not qualified. If your marks are not high enough you cannot pay a fee to anyone to gain admittance into a university program.

14 Withdrawal & Refund of Fees

The UNSW College Student Fees Policy and the Student Refund Policy are available on UNSW College's website under 'Policies': <https://www.unswcollege.edu.au/about/policies>, and outline the amount of any refund due in circumstances where you withdraw from a program or transfer to another program.

15 Attendance Monitoring

The UNSW College Attendance Monitoring Policy provides information to students regarding attendance requirements, and is available to view on UNSW College's website under 'Policies': <https://www.unswcollege.edu.au/about/policies>.

1. Students are expected to attend all classes.
2. Attendance is a requirement to maintain a student visa. Any absence must be explained:
 - For 1-5 days absence, an Explanation of Absence Form should be submitted.
 - For more than 5 days absence, a Leave of Absence Form should be submitted.

Forms are located on the Forms page of the Current Students Website: <https://my.unswcollege.edu.au/forms>

Note: Local medical certificate from a AHPRA registered provider must be supplied.

3. Electronic class rolls are marked and regular formal attendance checks are conducted during the program. Consistent lateness to class is also taken into consideration when determining attendance levels. Absences and extent of lateness are recorded and included in the calculation of attendance whether or not medical certificates are provided by way of explanation.

4. Information regarding attendance may be provided to a parent, guardian or sponsor if specifically requested, or if there is reasonable concern for the health or wellbeing of a student in the program. If a student has an objection to this policy the matter may be discussed with the senior academic staff member.
5. Students can check their attendance on the Student Portal.

Please note that students are required to continue attending their Academic English Program if they pass another English test such as IELTS or PTE and have met direct entry to their UNSW program, unless they officially withdraw from the Academic English Program. The Application to Withdraw Form is located on the Forms page of the Current Students Website: <https://my.unswcollege.edu.au/forms>

16

Change of Class Requests

Unsatisfactory Attendance

1. The requirement for maintaining Satisfactory Attendance applies to all students enrolled in UNSW College English Programs.
2. The requirement for Satisfactory Attendance is that a student must attend at least 80% of scheduled contact hours.
3. The purpose of determining whether a student is maintaining Satisfactory Attendance is to alert students, teachers, and Student Progress Advisers as early as possible to any problems that may prevent the student from satisfactorily completing the Program. With early intervention the more serious consequences of a student's continued poor attendance may be prevented.
4. Students who have attendance of less than 85% or students who have been absent for more than five consecutive days without approval, will be considered at risk of not being able to achieve Satisfactory Attendance and will be formally notified regarding this via email to the email address you have provided. A copy of this notification will be placed on the student's file.
5. Warning and counselling will be provided for students considered at risk of not being able to achieve Satisfactory Attendance. Where possible the Student Progress Advisers will interview and counsel all students deemed to be at risk.
6. Students who are no longer able to achieve 80% attendance for the program will be considered to have failed to achieve Satisfactory Attendance, even if attending class every day.

Overseas students who fail to meet their visa conditions relating to attendance will be notified in writing via the email address you have provided, of the intention to report the student to the DHA.

This written notice will inform that student that they are able to access the UNSW College appeals process. Students should refer to Stage 3 of the Appeals Process. The Stage 3 Appeal Form can be found on the Forms page of the Current Students Website: <https://my.unswcollege.edu.au/forms>.

Note:

- Students who are reported to DHA for unsatisfactory attendance may have their enrolment at UNSW College cancelled or re-enrolment refused and may not be accepted for the Academic English Program.
- All students on an International student visa that are reported to DHA for unsatisfactory attendance may have their enrolment cancelled. Australian Citizens and Permanent Residents of Australia who fail to achieve Satisfactory Attendance may also have their enrolment cancelled.
- Further information about DHA visa requirements can be found on: <https://www.student.unsw.edu.au/visa>

Students may submit a Change of Class request at any time during their program.

The Request to Change Class or Stream of Study - After Starting Course Form can be found on the Forms page of the Current Students Website: <https://my.unswcollege.edu.au/forms>.

Change of Class requests will only be approved based on Compelling or Compassionate grounds.

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>

Students are expected to remain in their original class group until they have been notified that their request has been approved.



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

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 and enrolments@unswcollege.edu.au.

Section Three

Student Life, Student Support & Student Safety



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

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 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.

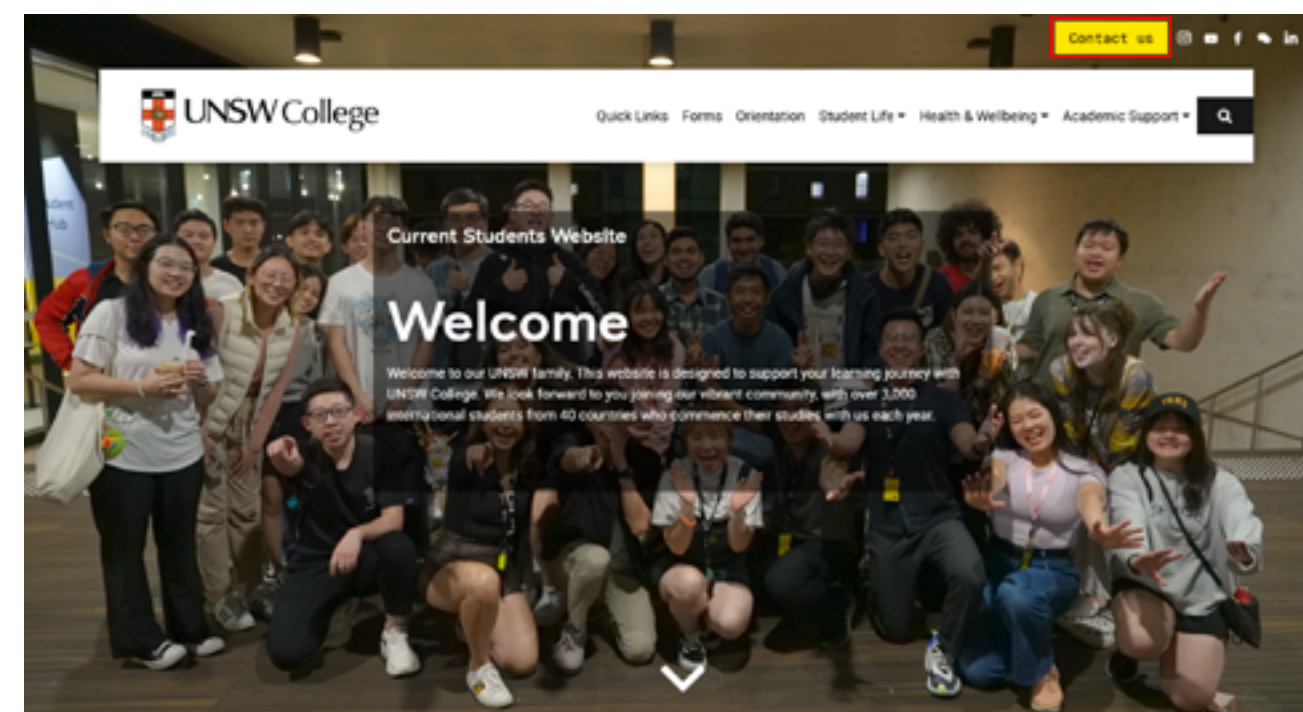
Interested students are encouraged to email their CV and cover letter to intern@unswcollege.edu.au to apply for the roles.

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 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.

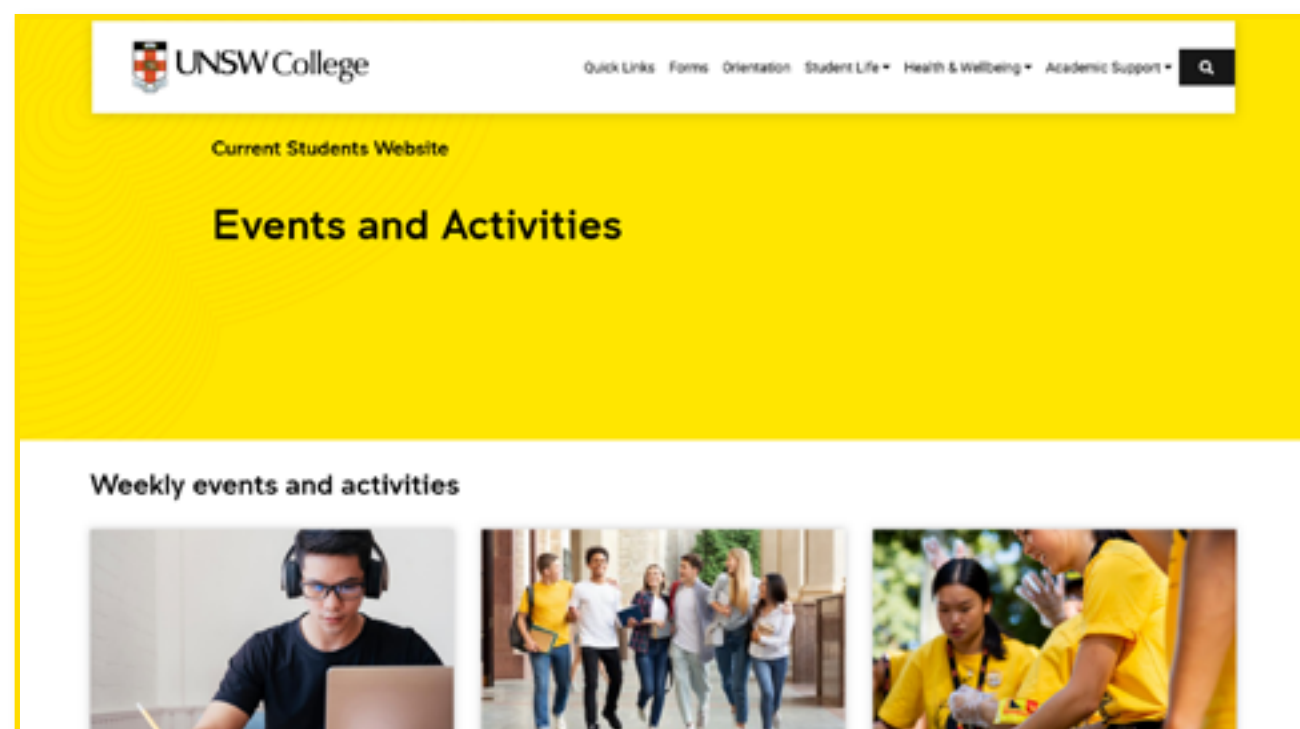


Student Engagement

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.



19

Academic Support

Academic Advice

If you wish to discuss your overall progress, or want broader academic advice, either about your current program or your future degree, UNSW College Student Progress Team has well trained professional Student Progress Advisers who are available to meet you during business hours. It is easy to make an appointment with a Student Progress Adviser. You can book a free, confidential appointment here: <https://outlook.office365.com/owa/calendar/ProgressBookHereToMeetWithanAcademicAdviser@unswcollege.edu.au/bookings/>. You may wish to meet a Student Progress Adviser to discuss academic support options, program leave, or your degree options when you complete your Academic English Program.

Academic Support

1. Teachers

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

2. Study Club

In addition to teachers' support, UNSW College offers Study Club. Study Club is a social study space that is open to all UNSW College students who are looking for some academic assistance. Led by Peer Leaders who aced their own subjects with a refined productive routine, you can learn from the best of the best to deepen your understanding of course content, boost comprehension and communication skills, and develop personalised study strategies. You can read more about Study Club and see the days and times it is offered on the Current Students Website:
<https://my.unswcollege.edu.au/study-club>.

3. Academic Skills Workshops

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

20 Student Support (Welfare)

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.

21 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.

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 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.

22 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/>

23 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

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

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/>

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.

UNSW College Contacts:			
Name of Service	Contact Details	Use this Service for:	Opening Hours
Student Enquiries	enquiries@unswcollege.edu.au or Phone: 02 8936 2222	General enquiries	9:00am - 5:00pm (Sydney time)
Student Progress	academicprogression@unswcollege.edu.au	Student Progress, Learning Support, Academic Standing	9:00am - 5:00pm (Sydney time)
Student Support	student.support@unswcollege.edu.au	Wellbeing support	9:00am - 5:00pm (Sydney time)
Accommodation Assistance	accommodation@unswcollege.edu.au	Accommodation support	9:00am - 5:00pm (Sydney time)
IT Support	helpdesk@unswcollege.edu.au	Computer connection and access to Learning platforms	9:00am - 5:00pm (Sydney time)
UNSW and Sydney Essential Services Contacts:			
All Emergencies Ambulance, Police and Fire Brigade	000 (Triple Zero)	Life threatening emergency	All hours
UNSW Campus Security	Phone: 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: https://www.student.unsw.edu.au/health/appointment
Health Direct:	Phone: 1800 022 222	Free 24-hour health advice over the phone	Free 24-hour health advice over the phone
HotDoc	https://www.hotdoc.com.au/seArch?in=sydney-NSW-2000	For a list of doctors in your area	All hours
DocBook	https://docbook.com.au/doctors/nsw/sydney		

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	Support for people who experienced sexual assault or domestic violence	All hours
	You can also report sexual misconduct via UNSW reporting portal. Click here to report: https://www.unsw.edu.au/planning-assurance/conduct-integrity/gendered-violence/make-report		

If You Need Free Legal Advice:

Kingsford Legal centre	Phone: 02 9385 9566	Free legal advice for students	For appointment times click here: https://www.klc.unsw.edu.au/contact-us
------------------------	---------------------	--------------------------------	---

For information on scams

Scam Watch	www.scamwatch.gov.au/	For information about scams and to report a scam	All hours
UNSW Be Aware of Scams Website	https://www.student.unsw.edu.au/scams	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:	https://my.unswcollege.edu.au/student-support/protect-yourself-against-scams/	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	www.homeaffairs.gov.au/	Visa information	All hours
NSW Health	www.health.nsw.gov.au/	Information about government health services	All hours
Study NSW	https://www.study.sydney/	Information for international students regarding studying and living in Sydney. This website also provides information about support services available to international students	All hours
NSW International Student Health Hub	www.internationalstudents.health.nsw.gov.au/	Health relation information and links to other health services	All hours



 UNSW College

 @unswcollege

 /unswcollege

 UNSW College Official

UNSW College

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

T: +61 (2) 8936 2222 | W: unswcollege.unsw.edu.au

UNSW Global Pty Limited ABN 62 086 418 582 trading as UNSW College™. UNSW College CRICOS Provider Code 01020K. UNSW College TEQSA Provider ID: PRV13020 (Institute of Higher Education). See unswcollege.edu.au/esos for more information. © 2026 UNSW Global Pty Limited.