

UNSW Foundation Studies



STUDENT HANDBOOK

October 2009

UNSW Foundation Studies STUDENT HANDBOOK

Section One

Academic Information for Students

Section Two

Rules and Regulations

Section Three

Student Support Services

UNSW Foundation Studies

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SECTION ONE

Academic Information for Students

1

UNSW Foundation Studies Programs, Streams and Courses

Programs

On completion of a UNSW Foundation Studies program, students are awarded a UNSW Foundation Studies Certificate. This Certificate is an award of the University of New South Wales. Academic standards in the programs are approved and monitored by a committee of the Academic Board of the University of New South Wales. The Certificate is accompanied by a Statement of Results.

UNSW Foundation Year Programs

- **Standard Program**
- **Standard Plus Program**

The UNSW Foundation Year is a two-semester program of academic preparation for undergraduate study, designed for international students.

Transition Program

The Transition Program is a one semester program, designed for international students with strong English skills and Academic results just below that required for direct university entry.

Streams and Courses

Within each UNSW Foundation Studies Program, students must choose a Stream (set program of courses) determined by their desired university program. Streams and courses at UNSW Foundation Studies Kensington campus are shown in Table 1 on page 2. All streams contain five or six courses; each course has a unit of credit weighting. Students usually take a minimum of 48 units of credit.

Table 1: UNSW Foundation Studies Streams and Courses at UNSW Campus

Stream Course	Units	Sciences		Commerce		Arts			Design & Building		
		Physical Science Stream	Life Science Stream	Commerce Stream	Commerce Actuarial Stream	Arts /SS Stream	Inter-national Studies Stream	Arts /Law Stream	Built Environment Stream	Design & Media Stream	Fine Arts Stream
Academic English	10	♦	♦	♦	♦	♦	♦	♦	♦	♦	♦
Maths S	12	♦	♦		♦						
Maths C	10			♦					Either ♦		
Essentials of Mathematics	8					♦		♦	Or ♦	♦	
Physics	10	♦									
Chemistry	10	♦	♦								
Biology	10		♦								
Accounting	4			♦	♦						
Computing Studies	6	♦	♦	♦	♦	♦	♦	♦	♦	♦	♦
Economics	12			♦	♦						
Economics 1	8						♦				
Legal Studies	6			♦	♦			♦			
Design	12								♦	♦	♦
Aust Studies	12					♦	♦		♦	♦	
Aust Studies 1	8							♦			♦
International Issues & Perspectives	12					♦	♦	♦			♦
Total Units		48	48	48	50	48	48	50	48 or 50	48	48

2 Standard Program Components and Weighting

**Table 2: Course Assessment Components and Weighting
(% of total assessment)**

Course	Units of Credit	Final Examination	Semester Examination	Essays/Assign/ Tutorial Participation	Lab or Studio Practice
Academic English	10	50	15	35	
Mathematics S <i>(Science Streams)</i>	12	70	30		
Mathematics C <i>(Commerce & Built Environment Streams)</i>	10	70	30		
Essentials of Mathematics + <i>(Design, Built Environment & Arts Streams)</i>	8	50	50		
Economics	12	60	30	10	
Economics 1 <i>(one Semester)</i>	8	70		30	
Accounting <i>(one Semester)</i>	4	90		10	
Legal Studies	6	50	30	20	
Australian Studies	12	40	20	40	
Australian Studies 1 <i>(one Semester)</i>	8	60		40	
International Issues & Perspectives	12	25	20	55	
Design	12	15	10	25	50
Computing Studies	6	20	20	20	40
Biology, Chemistry & Physics	10	50	30		20

+ Students in Built Environment Streams study either *Mathematics C* or *Essentials of Mathematics*. Students in the Design and Arts & Social Science Stream study *Essentials of Mathematics*.

3 Standard Plus Program Components and Weighting

**Table 3: Course Assessment Components and Weighting
(% of total assessment)**

Course	Units of Credit	Final Examination	Mid Semester Examination	Semester Examination	Essays/Assign/ Tutorial Participation	Lab or Studio Practice
Academic English	10	50	5	10	35	
Mathematics S (<i>Science Streams</i>)	12	70	10	20		
Mathematics C (<i>Commerce & Built Environment Streams</i>)	10	70	10	20		
Essentials of Mathematics + (<i>Design, Built Environment & Arts Streams</i>)	8	50	10	40		
Economics	12	60	10	20	10	
Economics 1 (<i>one Semester</i>)	8	60	10		30	
Accounting (<i>one Semester</i>)	4	90			10	
Legal Studies	6	50	10	20	20	
Australian Studies	12	40	10	10	40	
Aust Studies 1 (<i>one Semester</i>)	8	50	10		40	
International Issues & Perspectives	12	25		20	55	
Design	12	15	5	5	25	50
Computing Studies	6	20	5	20	20	35
Biology, Chemistry & Physics	10	50	10	20		20

+ Students in Built Environment Streams study either *Mathematics C* or *Essentials of Mathematics*. Students in the Design and Arts & Social Science Stream study *Essentials of Mathematics*.

4 Transition Program Components and Weighting

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

This streamlined course enrolls in the second half of the year and upon successful completion of the program, a student can begin undergraduate studies at the beginning of the following year.

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

**Table 3: Course Assessment Components and Weighting
(% of total assessment)**

Course	Units of Credit	Final Examination	Mid program Examination	Essays/Assign/ Tutorial Participation	Lab or Studio Practice
Academic English	10	45	15	40	
Mathematics S (<i>Science Streams</i>)	12	70	30		
Mathematics C (<i>Commerce Stream</i>)	10	70	30		
Economics	12	70	20	10	
Accounting	4	70	20	10	
Legal Studies	6	70	20	10	
Computing Studies	6	50	40	10	
Chemistry & Physics	10	50	30		20

5 Grading System

Grading System

Students in each course are allocated a final mark out of 100 and a corresponding final letter grade on an A to F scale. Each letter grade has an associated grade point on a 10 point scale. Overall performance is expressed as a weighted grade point average (GPA) out of 10, based on all units attempted. Course grades are described in the Table 4 below. A typical GPA calculation is shown in Table 5.

Table 4: UNSW Foundation Studies Grades (examples are a guide only)

Course Grade	Grade Point	Description	Examples of UNSW undergraduate program entry with GPA at this level
A+	10		
A	9.5	Excellent pass	UNSW Medicine (with other requirements)
A-	9		
B+	8.5		UNSW Law
B	8	Very good pass	UNSW Commerce
B-	7.5		Built Environment, Advanced Science, some Engineering
C+	7	Good pass	UNSW Computer Science, some Engineering, UNSW Arts & Social Science, College of Fine Arts
C	6.5		
C-	6	Pass	Some Australian undergraduate courses
D+	5.5		Some diploma courses
D	5	Moderate pass	Some vocational certificate courses
D-	4.5		
E+	4		
E	3.5	Marginal achievement	
E-	3		
F	0	Fail	
UF	0	Unsatisfactory – Failure	
NF	N/A	Withdrawn without Failure	
W	N/A	Withheld	

Table 5: Grade-Point-Average Calculation

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

Course	Unit Weighting	Final Grade	Grade Points
Academic English	10	B	10 x 8 = 80
Mathematics C	10	B+	10 x 8.5 = 85
Economics	12	A	12 x 9.5 = 114
Legal Studies	6	B-	6 x 7.5 = 45
Accounting	4	C+	4 x 7 = 28
Computing Studies	6	C	6 x 6.5 = 39
Total Units	48		391

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

$$391 \div 48 = 8.1$$

6 Permanent Resident (PR) and Australian Citizen Status

Permanent Resident (PR) and Australian Citizen Status

Students who have PR or Australian citizen status can complete UNSW Foundation Year. UNSW Foundation Studies policies, rules and regulations apply to all students irrespective of their nationality or residency status. The normal tuition fee applies.

Students who change status from that of international student to PR or Australian citizen, must notify the Office and also the Student Advisers immediately. Failure to do so may affect university admission.

On the basis of the UNSW Foundation Year results, PR and Australian Citizen students may apply for a university place. Application is made through the Universities Admissions Centre (UAC), along with all other Australian citizens sitting final exams such as the NSW Higher School Certificate. Entry levels that apply for New Year and Mid-Year entry are determined by UAC at the time of each intake and are dependent on the availability of places. The Student Advisers will hold meetings to advise PR and Australian Citizens of the procedures for admission to university through UAC.

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

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

Please note that in some Faculties, no Commonwealth Supported Places -CSP (previously known as HECS places) are available for students at mid-year entry because they have all been allocated to students in the New Year intake. Not all undergraduate programs offer mid-year entry.

7 Minimum Age Policy and Students Under 18 Years of Age

Minimum Age Policy

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

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

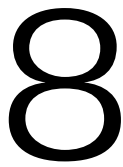
Students Under 18 Years of Age

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

1. reside with a close relative over 21 years of age who has been approved by the Department of Immigration and Citizenship as your carer/guardian or
2. to have your care, accommodation and welfare arrangements approved by UNSW Foundation Studies.

If UNSW Foundation Studies has approved your care, accommodation and welfare arrangements, you are required to:

- Check your student emails regularly for scheduled meetings with the Accommodation and Welfare Officer.
- Attend the compulsory information session for Under 18 students at orientation.
- Attend all scheduled meetings with the Accommodation & Welfare Officer
- Notify and seek approval from UNSW Foundation Studies Accommodation & Welfare Officer if you wish to change your accommodation arrangements
- Abide by the rules and regulations concerning U18's living at Unilodge (e.g. curfew time at 10pm).
- Inform your homestay host family if you will be home later than 10pm on any given night.
- Notify and seek approval from UNSW Foundation Studies Accommodation & Welfare Officer if you intend to go on a holiday within Australia or leave the country.
- Notify Foundation Studies of your future study plans at either UNSW or another educational provider.
- Notify and seek approval from UNSW Foundation Studies Accommodation & Welfare Officer before withdrawing from your course.
- Notify and seek advice from the Accommodation and Welfare Officer if any issues or problems arise that may affect your attendance or academic performance.



Award, Scholarships and Course Prizes

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

Outstanding Student Awards

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

- Commerce
- Arts/Design
- Physical/Life Science

These awards are for the best academic performance across all B Standard, B Standard Plus, C Standard and C Standard Plus Programs at the Kensington campus.

Outstanding Student awards are in the form of a Certificate, and are recognised on the UNSW Foundation Year Outstanding Student honour roll, displayed in the foyer of the UNSW Foundation Studies Administration Office.

Ross Woodham Scholarships

A total of 6 Scholarships are awarded annually, three in the B Standard/B Standard Plus Programs, and three in the C Standard/C Standard Plus Programs.

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

1. achieve the best academic performance in the UNSW Foundation Year streams of:
 - Commerce
 - Arts/Design
 - Physical/Life Science

and

2. take up an undergraduate program of study at UNSW

The Scholarships are currently to the value of \$A5000, payable to UNSW to offset student fees for international students in the second semester of their undergraduate course, or in the form of a one-off payment for living expenses for permanent residents or Australian Citizens.

Course Prizes

Course prizes are awarded to Kensington campus students for the best academic performance in each course or subject for B Standard/B Standard Plus Programs, and in each course or subject in the C Standard/C Standard Plus Programs. Course Prizes take the form of Certificates and University Bookshop gift vouchers valued at \$250 each.

Presentations

All B Standard/B Standard Plus Program awards are presented at the next UNSW Foundation Studies Certificate Giving Ceremony, usually at mid-year (May or June). All C Standard/C Standard Plus Program awards are presented at the next UNSW UNSW Foundation Studies Certificate Giving Ceremony, usually in December each year.

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

SECTION TWO

Rules and Regulations

9 Student Responsibilities

Student Responsibilities

Provide Your Address

You must inform us within 7 days of your arrival in Australia of your correct residential address and phone contact details and must advise any later changes of address or contact details within 7 days. **This is a condition of your student visa.** You must do this online at www.student.ufy.unsw.edu.au under the heading *My Profile/My Details*. Important information may be sent by mail to your official address in Australia, and it will be assumed that you have received this information.

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 eg illness supported by a Doctor's Certificate (see Section 16). Overseas students whose attendance falls below 80% (even with Doctor's Certificates) must be reported to the Secretary of the Australian Government Department of Education, Science and Training (DEEWR), through, the Provider Registration and International Student Management System (PRISMS)

Maintain Satisfactory Academic Progress

You must maintain Satisfactory Academic Progress (see Section 8). Overseas students who fail to meet their visa conditions relating to attendance and Satisfactory Academic Progress must be reported to DEEWR. Australian Citizens and Permanent Residents of Australia can have their enrolment in UNSW Foundation Studies cancelled.

Speak English in Classes

Foundation Studies has a "*Speak English in Classes*" rule. This is not only to ensure success in your pathway to University but also to enable all people to be included in class discussions.

Manage Your Own Conduct and Behaviour

You are responsible for managing your own conduct and behaviour, and for knowing the rules concerning assessment, academic misconduct and student misconduct (see Sections 8 and 9).

Check Your Email Account Regularly

We will often use your official UNSW Foundation Studies email address to contact you. It is your responsibility to check your official UNSW Foundation Studies email account regularly for important notices. You should also check the student website www.student.ufy.unsw.edu.au and noticeboards for timetable changes, assessment dates and other important information. Ignorance is no excuse if relevant information and details have been sent to you by email, or published on noticeboards or on the website.

Pay your fees

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

Failure to pay all due fees may result in your enrolment being cancelled.

10 Assessment Regulations and Satisfactory Academic Progress

Rules for Examinations and Formal Assessment Tasks*

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

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

1. You must obey any instruction given by an examination supervisor for the proper conduct of the examination.
2. You must present your student identification card at all examinations and leave this on your desk for the duration of the examination.
3. You must be seated in your allocated place in the examination room not less than 15 minutes before the scheduled commencement time.
4. If you arrive more than 30 minutes after the scheduled commencement time you will not be admitted to the examination room.
5. You are not permitted to leave the examination room during the first 30 minutes or the last 30 minutes of the examination.
6. You must not write or use a calculator or computer during reading time.
7. You may not leave your seat for any reason without permission. If you do leave the examination, you will not be re-admitted unless, during the full period of your absence, you have been under approved supervision.
8. All answers must be written in English unless otherwise stated.
9. Authorised materials: you are permitted to take pens, pencils, rulers and erasers into the examination room but are advised that all answers must be written in pen, except where expressly required. Pencils may be used only for multiple choice answer sheets, drawing, sketching or graphical work.
10. All exam booklets and papers must be returned to the examiners. No exam booklets or papers may be removed from the exam room.
11. You are not permitted to smoke, eat or drink during examinations.
12. You must not by any improper means obtain, or endeavour to obtain, assistance in your work; give or endeavour to give, assistance to any other candidate; or commit any breach of good order.

Unauthorised Material

You must not bring any unauthorised materials into the examination room. Examples of unauthorised materials are: bags, motor cycle helmets, hats, caps or other headwear, calculators other than the approved one provided at enrolment, electronic dictionaries or word finders, writing paper, notes, manuscripts or books, pencil cases (unless specifically allowed in a particular course), food or drink, cigarettes, music players etc.

Mobile Phones

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

Use of Translation Dictionaries during Examinations

You may request access to a standard translation dictionary from an examination supervisor to assist you in understanding the examination questions. You will not be permitted to have access to a translation dictionary for the full length of the examination.

Do not bring your own dictionary into the examination room.
Dictionaries will not be available during Academic English examinations, or in some cases in other examinations.

Use of Electronic Equipment

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

Do not bring any other calculator to the examination.

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 Foundation Studies Academic 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, a detailed medical certificate must be provided. Medical certificates must be from a registered medical practitioner, with a Medicare Provider Number, otherwise they will not be accepted. Certificates from Chinese medicine centres are not acceptable. **Notification of the details of the interview will be sent to you.**

Failure to Complete Assessment Tasks

Failure to complete, or to make a serious attempt in any formal assessment task may result in an *Unsatisfactory-Failure* grade, irrespective of marks awarded in other assessment components of a course. This rule applies to all assessment components including laboratory work, studio work, projects, assignments, presentations, essays and examinations. Failure to satisfactorily complete, or to make a serious attempt in any assessment component of the program may result in *No Award* of the UNSW Foundation Studies Certificate.

Physical Disabilities

If you suffer from a physical disability which puts you at a disadvantage in written or practical examinations, you should advise the UNSW Foundation Studies Office as soon as possible. If necessary, special arrangements will be made to meet your requirements.

Illness/Misadventure Affecting Assessment

If you are unavoidably absent, or believe your performance during an examination has been adversely affected by sickness, serious family concerns or any other reason, you should apply for consideration at the UNSW Foundation Studies Office on the form *Illness/Misadventure Affecting Assessment*.

The application should be made preferably on the day of the examination, but no later than **three working days after the date of the examination**. You should include all supporting evidence, eg medical certificates from a registered medical practitioner.

The application for consideration of illness/misadventure is evaluated. In most cases one of the following actions is taken:

1. The application is noted, but no further action taken; if you were absent from the examination, a mark of zero, or an Unsatisfactory-Failure grade is given.
2. Other assessment components are re-weighted at the end of the course, to arrive at a final grade.
3. A supplementary examination is given.

Supplementary Examination

1. A supplementary examination is only given for fully documented and compelling reasons, such as serious medical problems. It is not given merely to resolve borderline performance.
2. A supplementary examination will not normally be given in cases where a student has a poor performance or attendance record or has failed to complete other assessment components in any course.
3. The format of the supplementary examination may differ from the original.
4. The mark in any supplementary examination replaces the original mark, even if it is lower.
5. Before an offer of a supplementary examination is made, you may be required to attend and perform satisfactorily in an oral test in the course 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 to discuss the possibility of supplementary examination. You should contact the UNSW Foundation Studies Office as soon as possible but at least one day after submitting the application.
3. Any supplementary examination will usually take place within or soon after the advertised examination period. It is your responsibility to be available during this period. Travel bookings, holiday plans or employment obligations are not acceptable reasons for absence from any examination.

Review of Final Results

You may apply for a review of a result only after you receive your Statement of Final Results. You must submit your application on an *Application for Review of Examination Results* form available from the UNSW Foundation Studies Office.

The application must be accompanied by the set fee and received within ten (10) days of the date of issue of the Statement of Final Results.

A review of a result will ensure that each component of the assessment has been marked and the correct mark recorded. A review of a result is not a detailed reassessment of your standard of knowledge, understanding or skills in the course. Rather, it is a search for accuracy of mark entry and calculation. If a grade is changed the application fee will be refunded.

Note

- **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 courses include other forms of assessment such as laboratory work, projects, tutorial exercises, assignments, presentations or tests.**

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

Satisfactory Academic Progress

1. The requirements for maintaining Satisfactory Academic Progress apply to all students in UNSW Foundation Studies programs, including Permanent Residents and Australian Citizens. This policy is also consistent with the requirements for student visas issued by the Australian Government Department of Immigration and Citizenship (DIAC). Overseas students who fail to meet their visa conditions relating to attendance or Satisfactory Academic Progress must be reported to DEEWR.

2. The purpose of determining whether a student is maintaining Satisfactory Academic Progress is to alert students, teachers and Student Advisers as early as possible to any problems that may prevent the student from satisfactorily completing the Program. With early intervention the more serious consequences of a student's continued poor academic performance may be prevented.

Requirements for Satisfactory Academic Progress

3. Satisfactory Academic Progress is determined by two factors:

- A student's ongoing involvement and progress towards achieving course outcomes, as demonstrated by satisfactory participation in and completion of formal assessment components scheduled throughout the course.
- Academic Achievement as shown by a student's Final Assessment results with no more than 2 Fail or Unsatisfactory-Fail grades in any subjects.

4. Failure to participate in or complete formal assessment components may result in Fail grades (F) or Unsatisfactory-Fail grades (UF) for these components and are reported in a student's Semester GPA and Final GPA results.

Students who have more than 2 Fail or Unsatisfactory-Fail grades in individual subjects in their Semester results, will be considered at risk of not being able to achieve Satisfactory Academic Progress, and will be formally notified to this effect. A copy of this notification will be placed on the student's file.

5. Counselling and intervention will be provided for students considered at risk of not being able to achieve Satisfactory Academic Progress. The International Student Advisers will interview and counsel all students deemed to be at risk. Academic support and guidance will be provided and ongoing one-on-one consultations provided in each academic subject for these students.

6. Students who have more than 2 Fail or Unsatisfactory-Fail grades in individual subjects in their Final results will be considered to have failed to achieve Satisfactory Academic Progress. Overseas students who fail to meet their visa conditions relating to attendance or satisfactory course progress will be notified in writing of the intention to report the student to DEEWR for not achieving satisfactory course progress. This written notice will inform the student that he or she is able to access the UNSW Foundation Studies complaints and appeals process and has 20 working days in which to do so.

1 1 Academic Misconduct and Student Misconduct

1. Introduction

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

2. Academic Misconduct

These notes describe the University's policy on academic misconduct and define actions and behaviour which constitute misconduct. They include a description of procedures followed by the University where misconduct is alleged and penalties which the University may impose on students guilty of misconduct.

2.1 What is Academic Misconduct?

Student Academic Misconduct means:

- a) breach of such rules or guidelines relating to student academic conduct as may be prescribed by UNSW Foundation Studies.
- b) misconduct relating to assessment or examinations;
- c) any other conduct (the general nature of which has been made known to students) regarded as student academic misconduct according to current academic usage.

2.2 Types of Academic Misconduct

It is important that students realise just how broad the definition of academic misconduct may be. It certainly covers practices such as cheating or copying or using another person's work. Furthermore, practices which may be acceptable in other situations are considered to be misconduct according to current academic usage within a University.

The following are important examples of the actions which have resulted in students being found guilty of academic misconduct in recent years:

Misconduct Concerning Examinations

- taking unauthorised materials into an examination;
- impersonation in examinations;
- permitting another student to copy answers in an examination;
- exchanging notes between students in an examination;
- improperly obtaining prior knowledge of an examination paper and using that knowledge in the examination;
- removing an examination paper from an examination room when it is specified that the paper is not to be retained by the student.

Misconduct Concerning Academic Works

- failing to acknowledge the source of material in an assignment;
- quoting without the use of quotation marks even if the source is acknowledged;
- plagiarism;
- submitting work for assessment knowing it to be the work of another person
- defacing, altering or interfering with the academic works of other students.

Misconduct Through Misrepresentation

- submitting a falsified medical certificate;
- submitting a falsified academic transcript.

Two instances of academic misconduct – plagiarism and cheating in exams – are discussed in further detail below in Sections 2.3.1 and 2.3.2.

2.3 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 course and exclusion from the University for periods as long as five years.

2.3.1 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 acknowledgement 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, eg. 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 lecturer or tutor 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.

2.3.2 **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:

- a) A bag, writing paper, blotting paper, manuscript or book, other than the specified material;
- b) A mobile telephone unless it is switched off and placed under the candidate's seat for the duration of the examination;
- c) Written or printed notes of any kind or size;
- d) Writing on the hand or any other part of the body;
- e) Writing on a ruler or any other instrument;
- f) A calculator other than the approved calculator provided at enrolment, or hand-held computer.

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

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

- Read the examination timetable carefully and make sure you fully understand what materials are permitted in the exam.
- Place all bags and belongings outside or at the front of the room before the exam commences.
- Check your pockets and any writing materials allowed into the exam to ensure that you do not have any notes in your possession.
- Listen carefully to the instructions given to you by the examination supervisor. Ask for assistance if you have any questions about the rules and arrangements for the examination.
- Surrender any unauthorised notes or other materials before the exam begins: if you are found with these after the exam commences you will have broken the examination rules.

3. Student Misconduct

3.1 University Rules and Codes of Conduct

While the University has not formulated a formal general code of conduct, it has defined rules and good practice for many activities. That is, a number of areas within the University have specified rules and codes of conduct for particular activities for the use of facilities. For example, there are rules for the conduct of examinations, rules for borrowing privileges and the use of other University Library resources, and behaviour in the Library, and for the use of computers and for behaviour in computer and science laboratories. These rules are publicised to all users of these facilities.

There are, in addition, rules governing general student conduct. These are described below.

3.2 What is Student Misconduct?

Student misconduct of a kind that impairs the reasonable freedom of other persons to pursue their studies or research or to participate in the life of Foundation Studies includes such activity as:

- a) Persistent refusal to obey reasonable instructions from staff;
- b) breach of any rule relating to student conduct in UNSW Foundation Studies and the University;
- c) conduct which unduly disrupts or interferes with a class, an examination, a meeting or any other official activity within Foundation Studies and the University;
- d) conduct detrimental to Foundation Studies and University property, such as stealing, destroying or deliberately damaging or defacing laboratory equipment; any part of the University Library collection, or other students' academic work;
- e) using Foundation Studies or University computing or communications facilities in a manner which is illegal or which will be detrimental to the rights and properties of others;
- f) acting so as to cause students or staff or other persons within Foundation Studies or the University to fear for their personal safety; examples could include fighting, stalking, threatening or other intimidating behaviour;
- g) refusing or failing to identify oneself truthfully when so required by a member of the academic staff or other officer of Foundation Studies or the University.

3.3 Penalties

Students found guilty of academic or student misconduct can have penalties imposed. Penalties can range from severe reprimand, reduction of marks or grades, failure in a course, suspension, exclusion or expulsion from the program.

“Suspension” means prohibition from entering a defined area (such as computer labs, classrooms, lecture theatres or common areas) or a defined facility.

“Exclusion” means the cancellation of enrolment of a student and the withdrawal for a specified time of all rights and privileges as a UNSW Foundation Studies student, including the right to re-enrol as a UNSW Foundation Studies student and the right to enter or to be on University grounds.

“Expulsion” means the cancellation of enrolment of a student and termination of all rights and privileges as a UNSW Foundation Studies student, including the right to re-enrol as a UNSW Foundation Studies student and the right to enter or to be on University grounds.

12 UNSW Library Guide

Foundation Studies Library Guide

UNSW Library home page: <http://info.library.unsw.edu.au/>.
<http://subjectguides.library.unsw.edu.au/foundationstudies> is a 'one stop library shop' webpage which saves Foundation Studies students the time and trouble of having to navigate to a variety of different webpages from the library's home page. It contains:

- **Library online tutorials** on: using the catalogue, using the MyCourse catalogue, and the ELISE tutorial. It is especially important for Foundation Studies students to work through the [ELISE tutorial](#) as it teaches them information skills: how to identify information needed, search for it, use the library system, evaluate information found and use it in their writing.
- **Help resources** including dictionaries, encyclopaedias, resources on plagiarism, writing skills etc
- **Foundation Studies program resources recommended by Foundation Studies Teachers** – including books, journals, websites, podcasts

Library Borrower Record

It is a requirement that Foundation Studies Student Library users check their borrower record several times a week because:

- the due date of borrowed item(s) may change if another borrower places a reservation (hold) on the item(s). When an item is recalled, the Library will send an e-mail notice which will also appear in the Borrower Record;
- through their borrower record, students can self renew borrowed items for up to sixteen (16) weeks -provided the item(s) has not been recalled
- Fines are shown in the borrower record, and students will be blocked from borrowing once Library fines reach \$50.00.
- Students travelling away from Sydney, have a responsibility to ensure that borrowed items are returned to the Library before commencing travel

Getting Library Help

One of the ways Foundation Studies students can obtain library help is via the library's



home page where they can click on and type in their library question.

13 Submission of Assignments and Projects

Assignment and Project Policy

1. All assignments, essays and projects must have a cover sheet specific to each course which will be supplied by your teacher. The cover sheet must include:
 - Student identification number
 - Tutorial group
 - Name of tutor
 - Assignment title
 - Due date
 - Number of words
 - A declaration/signature acknowledging source material and verifying that the assignment is the student's own work.
2. Students must retain a copy of each assignment.
3. Projects and assignments developed for assessment in one course are not to be used either in full or in part for assessment in any other course.
4. Students may be charged with academic misconduct if they submit a formal assessment task or project knowing it to be 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.

14 Practical Assessment in Design

Rules and Procedures for Design Assessment Components

There are two areas of practical assessment in the Design course.

Studio Design Projects

- Design project works and folios
- Presentations of the studio design projects

Tutorials

- Group tutorial presentations in Semester 1
- Individual tutorial presentations in Semester 2

Studio Design Projects

General Information

- There are **four projects** to be managed, designed, made and presented to the class throughout the course.
- Design projects involve a compulsory **presentation** on the due date as part of the assessment of the project.
- A **Design Folio** and **Designed Work** are to be handed in **on the same day** as the **Project Presentation**.
- It is expected that all students will attend all classes for all courses in the time leading up to and after the presentations.
- Students may be charged with academic misconduct if they submit a project knowing it to be wholly or partially the work or the ideas of another person.

Presentation of Studio Design Projects

- The presentation time is 5 minutes.
- The presentation order is allocated on the day; therefore attendance at the commencement of presentations is essential.
- On the day of presentation, students will not be admitted to the class later than 10 minutes after the scheduled commencement time.
- There will be no talking, eating or other work allowed during the presentations.

Handing in Work

- When students come into the room, all work must be placed on the designated table. Work can be collected from the table for your presentation.
- All folios must have a Cover Sheet (see section on Submission of Assignments) taped to the outer front cover.

Failure to Present/Hand in Folio and/or Designed Work on Due Date

- The Policy on late submission of assignments and projects (outlined in the section on Submission of Assignments) will apply.
- If students are absent on the day of a scheduled presentation the rules for Supplementary Examinations apply (see section on Assessment Regulations). Students are advised that the lodging of an application for consideration of illness/misadventure does not guarantee that a supplementary presentation examination time will be given. Failure to present on the due date may result in a mark of zero, or an *Unsatisfactory – Failure* grade being given.

Extensions of Time for Designed Projects and/or Presentations

In highly unusual circumstances an extension of time may be applied for up to 14 days prior to the date of submission of the project.

Tutorials

General Information

- There are Group Tutorial Presentations in Semester 1 and Individual Tutorial Presentations in Semester 2.
- Students are given a predetermined date and topic as discussed with the lecturer. After this time topics cannot be changed.

Presentation of Tutorials

- The presentation time for the Group project is approximately 40 minutes with 10 minutes discussion.
- The presentation time for Individual projects can be 40 minutes with 15 minutes discussion. This is determined by the number of groups and students in the class and clarified at the beginning of the semester.
- All students are expected to attend and take notes during the presentations.
- All requirements as set out in the Design Course Guide must be ready for the day of presentation.
- Further details are outlined in the Design Course Guide.

Failure to Attend or Present Group/Individual Presentations

- If one or more member(s) of a group are absent on the day of presentation, those who are in attendance must continue with their section of the presentation.
- It is essential for students to be familiar with all areas of research undertaken by other members in the group.
- A student who is absent on the presentation day must follow the same procedure required for being absent for a Project presentation.
- Normal *Illness/Misadventure Affecting Assessment* and Supplementary Examination Procedures will apply.
- If a student fails to present on the day of the presentation without prior consultation with the examiner and normal procedures have been applied, a non-attempt may be recorded and zero marks or an *Unsatisfactory-Failure* grade awarded.

15 Acceptable Use of UNSW Global IT Resources Policy

Using Information Technology Resources

By accessing and using the IT resources provided by UNSW Global, you are agreeing to abide by the 'Acceptable Use of UNSW Global IT Resources' policy.

UNSW Global students are provided with access to information technology (IT) resources. These resources include access to the UNSW network, desktop computers, software, Internet/Intranet access, printing & copying facilities.

You are expected to comply with this policy. Failing to do so will result in disciplinary action being taken. You are responsible for your use of UNSW global IT resources.

Conditions

As a user of these resources, you are subject to the following conditions:

Respect for Intellectual Property and Copyright: You agree to respect the copyright and intellectual property rights of others.

Legal and Ethical Use of IT Resources: Use of the UNSW Global's IT resources is subject to the full range of State and Federal legislation, as well as current UNSW Global policies. You must ensure that your use of UNSW Global's IT resources is legal and ethical at all times.

Security and Privacy: UNSW Global employs various measures to protect the security and privacy of its IT resources. UNSW Global reserves the right to inspect material on its IT resources when investigating a breach or when required by formal legal disclosure requests, but does not routinely inspect files.

You agree to protect UNSW Global IT systems, information and accounts by: using your access only as authorised; keeping your account details confidential; keeping virus protection and operating system/security patches up to date; using only authorised and licensed software programmes and; promptly reporting any breach in system or network security to your teacher or IT staff.

Examples of inappropriate use include (but are not limited to):

1. Making/using illegal copies of a licensed computer programme;
2. Downloading, copying, storing or transmitting copyrighted material such as music, graphic, video or movie files without the express permission of the copyright holder or as permitted by law;
3. Excessive downloading of non-academic material, or material not related to the current course or programme;
4. Using another's login or password, or allowing others to use yours;
5. Gaining unauthorised access to systems by any means, including port scans, 'hacking' and use of 'password sniffer' software;
6. Using UNSW Global IT resources to attack or compromise any other system, whether on or off-campus, including circumventing system security or protection measures;
7. Knowingly propagating or installing computer viruses or malicious code;
8. Accessing or intercepting others' electronic communications without permission;
9. Creating/sending email under another's name (forgery);
creating/sending/forwarding electronic chain letters, unsolicited broadcast emails ('Spam'), obscene, abusive, fraudulent, threatening or repetitive messages;
10. Using IT resources to harass, threaten, defame, vilify or discriminate against any group or individual;
11. Causing intentional or irresponsible damage to IT resources, or stealing equipment;
12. Deliberately or negligently accessing, preparing, storing, displaying or transmitting of material that: is obscene, pornographic or paedophilic; is discriminatory or vilificatory; promotes illegal acts, or that advocates violence; is offensive or potentially unlawful; or promotes/allows online gambling - *unless* this material is a requisite component of an approved course of study or research programme;¹
13. Failure to log off a computer after use;
14. Eating, drinking, smoking or playing loud music in the computer labs.

Penalties for breaching Conditions of Use

If we have reason to believe that you are in breach of this policy, you will be referred to relevant authorities for disciplinary action.

Depending on the severity of the breach, disciplinary action can range from having your network account disabled to being expelled from the programme. Evidence of criminal activity may result in legal action being taken.

While we acknowledge and respect each person's right to privacy, your e-mail and Internet use may be monitored. Such monitoring will be in accordance with both this Policy and the Workplace Surveillance Act 2005 (NSW). This Act requires 14 days written notice be given of any overt surveillance; it also prohibits surveillance in specified circumstances.

There are a number of circumstances in which we need to have access (as opposed to monitoring) to your electronic information. Those circumstances may include:

¹ <http://my.unsw.edu.au/student/resources/ComputingCommunicationRule.html>

- For network administration
- To comply with court orders and cooperate with investigations by law enforcement agencies;
- To ensure that your use of the resources complies with the law and this Policy.

Any disclosure of the results of such access will be in accordance with the relevant privacy legislation.

Access to UNSW resources

To access UNSW resources you must accept the Terms and Conditions via www.diy.unsw.edu.au

Your UNSW login ID is a11xxxxx (where xxxxx is your student ID) This is known as the 'Unipass'

Your initial password is on the back of the white card which you'd receive during the IT induction sessions.

To access the following UNSW resources you must login with your Unipass.

- WebCT
- Uniwide wireless access

Computer Facilities

There are four computer labs located on Ground Floor, 223 Anzac Parade, Kensington. These labs are equipped with computers, printers, copiers, and scanners.

The primary use of this equipment is for academic purposes.

You must have your student identification card with you at all times when using lab computers. Failure to do so may result in being asked to leave the labs.

The computer labs are opened from 8.00am to 7.45pm, Monday to Friday. See timetables placed on computer lab doors for availability.

Notebook/Laptop usage

You may use your own Laptop/Notebook in classrooms or computer labs, provided it runs on battery power. For safety reasons you are not allowed to plug it into the power outlets. Only electrical equipment approved and tagged by the university authorities can be plugged into the electrical mains.

You should not plug Notebook computers into network ports either.

Wireless network

Access to the wireless network is available on campus including in the building where the computer labs are. Contact UNSW Service Desk on 9385 1333 to gain access to the wireless network.

Physical Security

Computers, keyboards, mice, printers and scanners are alarmed and connected to the campus security system. Tampering with these will set off an alarm in IT offices as well as in the campus security room.

Computer labs are also under 24 hour video surveillance.

Emergency Evacuation

In case of an emergency, a siren will sound. You must exit from the lab as soon as possible. It is not necessary to logout before you leave the room, but you should take your belongings with you.

Password and Login Access

Your login name is your 5 digit student identification number. The initial password is set to your date of birth. As an example, if you were born on 4 May '90 your password will be 040590. When you first login it will prompt you to change it. You are not allowed to login to more than one computer at a time.

To prevent others from accessing your information under your login ensure you logout before leaving the labs.

Your login account is valid for the duration of your program. It will be deleted six weeks after you complete your final exams.

Selecting Your Password

Following are some guidelines when selecting a password:

- Select a password with 6 character or more
- Include numeric or special characters within the password.
- Do not use your name, or the names of family members.
- Do not use telephone numbers, vehicle registration number etc.
- Do not use months of the year, days of the week or any other aspect of the date.
- Do not use your student ID.
- Do not use words from any dictionary without any addition or modification of characters.

Your password is private and should not be disclosed to anyone. If you think it has been compromised, contact IT staff to have it reset. It will only be reset after sighting your student identification card.

Access to Network Drives

After successfully logging into the network you will have access drive H: which is your "Home" folder. This is your own personal folder and no other student can access this. The limit on your H: drive is 30MB. If you exceed this, an error message will be displayed. Unless you delete unwanted files you will not be able to continue saving to drive H: To help you manage the disk space better, saving of following file types to drive H: has been disabled:

.ACE, .ANI, .ASF, .AVI, .BAT, .CMD, .COM, .CUR, .DLL, .INI, .MOV, .MP3, .MPEG, .MPG, .MSI, .MSP, .RAR, .REG, .SCR, .WMV AND .ZIP

The usage on drive H: can be checked by selecting all files and right clicking on properties.

Drive G: is the public folder which everyone has access to. You should not save files to the local hard disk as these files will be deleted. Always save files to drive H:.

Available Software

The following software is installed on lab computers:

- Microsoft Word
- Microsoft PowerPoint
- Microsoft Outlook
- Macromedia Dreamweaver
- Typequick
- Winzip
- Microsoft Excel
- Microsoft Access
- Microsoft Messenger
- Adobe Photoshop
- MYOB
- Visual Basic Express

During the UNSW Foundation Studies program you will be trained on how to use a majority of this software.

Email

You have been issued with an e-mail account which must be accessed using Microsoft Outlook.



MS Outlook icon can be found on your computer 'desktop'

Teachers and other staff members will contact you via e-mail. Therefore you are expected to check it regularly. Messages should only be sent in English, especially if they are to a group of students.

Your e-mail address is xxxxx@student.ufy.unsw.edu.au (replace xxxxx with your ID number). This will be deleted at the same time as your network account which is six weeks after your final exam finishes.

Your mailbox has a limit of 30MB. If you exceed the limit you will get a warning message when you access Outlook. It is your responsibility to delete unwanted messages and keep the mailbox under 30MB. A limit of 2MB also applies to messages you send and receive.

Your e-mail account can also be accessed remotely via the student intranet www.student.ufy.unsw.edu.au or directly from <http://mail.ufy.unsw.edu.au>.

The Login ID and the password is the same as your network login.

You must refrain from broadcasting irrelevant e-mail messages to staff members. As an example, sending e-mail messages to staff on sale of books and advertisements on rental property is considered irrelevant.

You will not have access to broadcast messages to the 'All Students' e-mail group.

Internet Access

While we acknowledge and respect your right to privacy, your Internet use will be logged for routine management of the computer system and regular review of usage.

Internet access is provided primarily for academic purposes. You may use it for private use within reasonable limits. Excessive streaming of video and audio for non-academic use is not permitted.

Printing and Copying Facilities

Each computer lab has its own 'Black & White' printer. A colour printer/copier is located on the corridor outside room G20.

The print card given to you has enough credit to print 120 sheets in black and white. It can be topped up by using the 'card vending machine' next to the colour printer. Please note that the vending machine does not give you change money.

If you lose the card, it is up to you to replace it. New cards can be purchased for \$2.

Write your name and ID number on the card to increase the chances of finding it if you misplace it.

Printing Costs

Black and White A4	13.2 cents per sheet
Black and White A3	26.4 cents per sheet
Colour A4	\$2.20 per sheet
Colour A3	\$4.40 per sheet

Hints on Printing

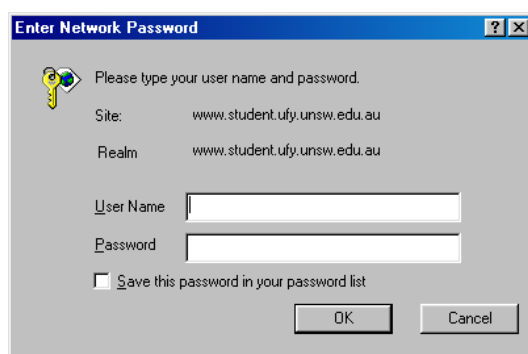
1. Always preview your job before sending it to the printer.
2. When sending your job to the queue, black and white is the default. Select colour if required.
3. Find your student number on the 'Print Station'
4. Double click on your print job.
5. If you have multiple jobs, the dialogue box will display the cost of your printing.
6. If the list of print jobs is too long, select "owner/job name" to find your student number.
7. Insert your 'Print Card' into the card reader. Click on print.
8. Remember to press the button on the card reader to remove your 'Print Card'.
9. After one hour, the print job will be automatically deleted if you have not inserted your Print Card.
10. Do not attempt to print black and white from the colour printer. It still costs \$2.20 per copy.
11. Only use laser printer/photocopier compatible transparencies.

The value left in your card is displayed on the card reader.

Student Intranet

The UNSW Foundation Studies Intranet is an information site designed specifically for the use of UNSW Foundation Studies students. You can access this site from anywhere in the world via www.student.ufy.unsw.edu.au.

Use your 5 digit ID and password to login to the Intranet.



Your User Name is your 5-digit UNSW Foundation Studies Student Identification Number and your Password is the same as the Password you use to logon to the network. If you forget your password, only on sighting your ID card will it be reset.

My Profile

This area contains your personal and confidential information. You will be able to find your latest attendance percentage in My Attendance. This percentage will be updated approximately every two weeks. It will provide you with the information on whether you are meeting the UNSW Foundation Studies and the Department of Immigration, Multicultural and Indigenous Affairs (DIMIA) visa attendance requirements. You should check this section regularly.

My Details contains the details about you that are on your UNSW Foundation Studies records. You need to advise the UNSW Foundation Studies Office if details such as your Name, Date of Birth and Citizenship are incorrect or if they change.

It is very important that your UNSW Foundation Studies records are correct and up to date. If your Australian address, telephone number, additional contact details or other personal circumstances change in any way, it is your responsibility to advise of such changes. You should advise of such changes by updating your My Details section online.

Results of some assignments and other assessments will be published online in My Assessment Tasks.

Your Semester 1 Examination results will only be available online **in My Semester 1 Results**. Your Final Examination results will also be available online in **My Final Results**. However, for your personal records, you will also receive confirmation of your final results by mail. Students will be advised of the date for the release of results at appropriate times. Check for this information on the front page of the intranet in the Announcements section and in your UNSW Foundation Studies emails. Towards the end of your course, you will also be able to place online your preferences for university in **My University Preferences**. The information in University Entrance Listings is to assist you with this task.

There is also a section of Surveys. Remember to Logout using the Log Out button on the pages in this area or close the browser window as this area contains confidential information about you.

My eLearning Vista

My eLearning Vista is the online learning and teaching program available to students enrolled at UNSW and is also available for the use of students enrolled in the UNSW Foundation Studies Program.

Logging on to My eLearning Vista

You can access My eLearning Vista at www.vista.elearning.unsw.edu.au
It is also accessible via the Student Intranet.

Access to My eLearning Vista is only possible if you have accepted the UNSW terms and conditions (available at www.diy.unsw.edu.au).

Reporting Problems

In the event that you experience problems using eLearning Vista, please report them to your lecturer or course coordinator. If they can't answer them, they will pass them onto someone who can.

There is online help available within eLearning vista.

How to contact IT

Contact IT staff from 8.00am to 8.00pm, Monday to Friday on extension 56340 using phones inside computer labs. Alternatively, you can send an e-mail to the _IT Helpdesk from MS Outlook.

If you are at home and need technical help, send an e-mail to ITstaff@UNSWGlobal.unsw.edu.au or phone (02) 9385 6340.

16 Practical Assessment in Computing

Rules and Procedures for Formal Practical Assessment Components

1. Practical assessment components include at least two 1-hour formal assessment tasks undertaken in a computing laboratory.
2. Where a formal assessment task is of short duration students may not be admitted to the examination computer lab later than 10 minutes after the scheduled commencement time. This will reduce disruption when introductory instructions and comments are given and eliminate the disturbance caused by the need to repeat instructions for latecomers after students have commenced the practical task.
3. No materials are to be brought into the computer laboratories – all work will be performed on the computer.
4. For each formal practical assessment task the student must provide a hard copy (paper printout) to the examiner/supervisor. After printing, the paper copy will be collected by an examiner and the student's computer file will be archived by the examiner immediately after the exam. This will prevent a student being disadvantaged if a technical problem occurs with computer or printer hardware. Each page of a computer printout must include the student's name, student number and class as per the exam instructions; otherwise all printouts will be disregarded.
5. Where a technical problem occurs with computer operation, an examiner/supervisor will record the difficulty encountered. At the discretion of the examiner, extra time may be allowed and must be recorded.

17 Release of Academic Results

Release of Academic Results

1. The UNSW Foundation Studies Certificate is awarded to students who complete the program of studies and assessment. The Certificate is accompanied by a Statement of Results. A statement of attendance is included on your Statement of Results.
2. Academic Results will be withheld if there are outstanding tuition fees, debts or fines (eg from UniLodge or other accommodation providers, UNSW Library etc).
3. Individual Semester One results are released early in Semester Two and will be available online using your secure logon and password.
4. Results of some assignments and other assessment will be published online and accessed using your secure logon and password.
5. Final Results will be posted to an address nominated by the student towards the end of the program, as well as being available online. University offers will be sent by mail at about the same time to an address nominated by the student.
6. Academic Results will be sent to other universities, educational institutions and the Universities Admissions Centre to facilitate applications and transfers.
7. Academic Results, as well as details of student involvement, attendance and progress in the program, may be provided to a parent, guardian or sponsor if specifically requested, or if there is reasonable concern for the health or welfare of a student in the program. If a student has an objection to this policy, the matter may be discussed with the Deputy Principal (Academic).
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 Foundation Studies.
- Do not attempt to falsify academic results or gain admission to university by fraudulent means. Any fraud or misrepresentation will be reported to the Police and to the Department of Immigration and Citizenship 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.

18 Withdrawal and Refund Of Fees

Withdrawal and Refund of Fees Policy

The Australian Government requires that each provider of educational programs must have a clearly stated refund policy made available to enrolling students as part of their Written Agreement. The UNSW Foundation Studies procedures for withdrawal and refund are as follows:

1. Notice of withdrawal and request for refund must be made in writing to Student Services, UNSW Foundation Studies.
2. If the student cancels his or her course by written notice more than 28 days before the course commencement date, (for reasons other than his or her visa application was rejected), he or she will receive a refund of the tuition fees paid, plus any airport pick-up fee paid and any homestay placement fee paid if this service has not yet been provided, less an administration fee of \$1000.
3. If the student cancels his or her course less than 28 days before the course commencement date of the course, and before completion of week four (4) of that course, he or she will receive a refund of the tuition fees paid, plus any airport pick-up fee paid and any homestay placement fee paid if this service has not yet been provided, less an administration fee of \$2000.
4. Students who withdraw from their course after week four (4) of Semester 1 but before week 4 of Semester 2 will receive a refund of their Semester 2 tuition fees paid, plus any airport pick-up fee paid and any homestay placement fee paid if this service has not yet been provided, less \$ 2000 administration fee.
5. Students who withdraw from their course after completion of week four (4) of Semester 2 of the UNSW Foundation Studies program will not receive any refund of the tuition fees or any airport pick-up fee or homestay placement fee.
6. Students who temporarily suspend their studies and then subsequently withdraw from the course will be liable to the refund policy from the date of application for suspension.
7. A full refund of the fees paid for the UNSW Foundation Studies program will be made if the student withdraws from the program prior to commencement because they did not meet the English language requirements (documentary proof is required).
8. A full refund of fees paid for the UNSW Foundation Studies program will be made if there are no places left in the program the student has applied for and the student chooses to withdraw.

9. A student is not entitled to a refund of tuition fees if their enrolment is cancelled by UFY due to non-compliance with visa or enrolment conditions.
10. Any variation to this policy will be at the discretion of UFY.
11. This withdrawal and refund policy does not remove the right to take action under Australia's consumer protection laws.

For further detailed information regarding refunds please refer to the Conditions of Enrolment on the Foundation Studies website www.ufs.unsw.edu.au.

19 Attendance Policy

UNSW Foundation Studies Attendance Policy and Policy for Reporting Attendance

1. Students are expected to attend all classes and lectures.
2. Class rolls are marked and regular formal attendance checks are conducted during the course. Consistent lateness to class is also taken into consideration when determining attendance levels (2 late records = one absence). Absences are recorded and included in the calculation of attendance whether or not medical certificates are provided by way of explanation.
3. Students are asked to complete relevant documentation and Explanation of Absence forms in relation to absence for any reason. These are kept with student files for reference and for correspondence with the relevant authorities.
4. Attendance is important in relation to student visa conditions and for entry to other programs, or requests to repeat a program. All original medical certificates explaining absences should be kept. Note: Medical certificates must be from a registered medical practitioner, with a Medicare Provider Number. Chinese medicine certificates are not accepted by the Commonwealth Government Department of Immigration and Citizenship (DIAC).
5. If students are absent for an extended period, or are required to return home for any reason they are required to inform the UNSW Foundation Studies Office as soon as possible.
6. Information regarding attendance may be provided to a parent, guardian or sponsor if specifically requested, or if there is reasonable concern for the health or wellbeing of a student in the program. If a student has an objection to this policy the matter may be discussed with the Deputy Principal (Academic).
7. A record of attendance is included on the Statement of Results.

Unsatisfactory Attendance

8. The requirement for maintaining Satisfactory Attendance applies to all students in UNSW Foundation Studies programs, including Australian Citizens and Permanent Residents of Australia. This policy is also consistent with the requirements for student visas issued by the DIAC.
9. **The requirement for Satisfactory Attendance is that a student must attend at least 80% of scheduled contact hours (with or without medical certificates), for the course.**
10. The purpose of determining whether a student is maintaining Satisfactory Attendance is to alert students, teachers and Student Advisers as early as possible to any problems that may prevent the student from satisfactorily completing the Program. With early intervention the more serious consequences of a student's continued poor attendance may be prevented.
11. Students who have attendance of less than 85% will be considered at risk of not being able to achieve Satisfactory Attendance and will be formally notified to this effect. A copy of this notification will be placed on the student's file.
12. Warning and counselling will be provided for students considered at risk of not being able to achieve Satisfactory Attendance. The Program Coordinators will interview and counsel all students deemed to be at risk.
13. Students who are no longer able to achieve 80% attendance for the course will be considered to have failed to achieve Satisfactory Attendance. **Overseas students who fail to meet their visa conditions relating to attendance will be notified in writing of the intention to report the student to DEEWR for not achieving satisfactory attendance. This written notice will inform the student that he or she is able to access the UNSW Foundation Studies complaints and appeals process and has 20 working days in which to do so. Australian Citizens and Permanent Residents of Australia who fail to achieve Satisfactory Attendance can have their enrolment in a UNSW Foundation Studies Program cancelled.**

20 Repeat Policy

Repeat Policy

1. Requests to repeat must be made using the appropriate form available from the UNSW Foundation Studies Office and will be considered on a case by case basis.
2. All coursework and assessment in all relevant courses must be completed each time a UNSW Foundation Studies program is attempted.
3. Students may not be allowed to repeat a UNSW Foundation Studies program if they have been considered to be at risk of not achieving Satisfactory Attendance in their previous studies. The Satisfactory Attendance requirement is a minimum 80% of scheduled classes.
4. Students who request to repeat with a Final GPA of less than 5.0 are required to repeat the full program, not just Semester Two or the final exams.
5. Repeating students must commence classes by the beginning of week 2 of the semester.
6. Students repeating Semester Two only will have their Final GPA based wholly on assessment components conducted during the repeated Semester Two program, unless the student studies in a stream that includes Semester One only subjects. For a list of streams that have Semester One only subjects, please see the Courses and Streams table (table 1) at the front of this booklet.
7. Students repeating the full Foundation Year program will be assessed on all the normal assessment components conducted over both Semester One and Semester Two of the repeated program.
8. Repeating students are advised to have discussions with the Student Adviser. Previous study habits and academic performance will be reviewed and if necessary assistance with study skills will be provided.
9. Students who apply to repeat but have been made a university offer of some sort are advised to accept the university offer rather than repeating at UNSW Foundation Studies.
10. Please note that permission to repeat at UNSW Foundation Studies is conditional on there being places available. Vacancies may not exist in the next scheduled UNSW Foundation Studies program.

21 Student Complaints and Appeals Procedure

Guidelines

UNSW Foundation Studies (UFS) is committed to providing a study environment that is safe, fair and free from harassment and discrimination for all students. An essential part of developing that environment is ensuring that students are able to come forward with their complaints and appeals in the knowledge that the responsible staff will take prompt and effective action to address the matter.

1. Before initiating any complaint procedures, try to resolve any complaint directly with the person/s concerned. Wherever possible, complaints should be resolved by a process of discussion, cooperation and conciliation.
2. A student raising a complaint may bring a support person to any interview.
3. Students will not be victimised because they raise a complaint, are associated with a complaint, or appeal a UFS decision.
4. Complaints and appeals will be treated seriously and sensitively, having due regard to procedural fairness, confidentiality and privacy.
5. Students should not instigate complaints or appeals that are frivolous or malicious. All students are expected to participate in the complaint and appeals resolution process in good faith.
6. Disciplinary action may be taken where:
 - A complaint or appeal is found to have been malicious or vexatious;
 - A person victimises another person because of their involvement in a complaint or appeal;
 - Unnecessary disclosure of information (a breach of confidentiality) has occurred.
7. UFS will initiate investigation of a complaint or appeal within 10 working days of receiving the formal written lodgement of the complaint or appeal.
8. A student's enrolment will be maintained during relevant stages of the appeals process.
9. Students have the right to access a person or body independent of and external to UFS at their own cost.

10. Any complaint should be made within a reasonable time of the event which is giving rise to the complaint and no later than twelve months after the event;

11. Definitions

For definitions of bullying, refer to the UNSW Workplace Bullying Policy. For definitions of harassment, sexual harassment, victimisation or vilification, refer to the UNSW Equal Opportunity in Education Policy Statement.

Complaints and Appeals Procedures

Step 1

If you have been unable to resolve a complaint yourself, or if there is a UFS decision that you choose to appeal; staff are available to attend to your complaint or appeal as designated below.

- i. For complaints involving teaching or administrative staff, and/or other students, see a Student Adviser or Program Coordinator in the first instance. Where the complaint involves that person, you should refer the matter to the next most appropriate member of staff, e.g. Manager of Teaching Operations, a Head of Department or Deputy Principal (Academic)
- ii. Where the complaint relates to student fees the matter should first be taken up with the UNSW Foundation Studies Student Services Office.
- iii. If you are appealing a decision to be reported to DIAC (e.g. not meeting attendance requirements, unsatisfactory course progress), you should meet the Program Coordinator in the first instance to discuss the matter. If you choose to proceed with an appeal, the Program Coordinator can provide you with a formal appeal document which must be completed and submitted to the Manager of Teaching Operations or his/her nominee, along with relevant supporting documentation. The Manager of Teaching Operations or his/her nominee will respond in writing within 10 working days of a complaint or appeal being formally lodged. Reasons will be provided for any outcome or decision in respect of the matter. Note: you have 20 working days from the date that the 'Intention to report' letter was issued to enact the UFS complaints and appeals policy. Within this period you must inform us in writing of your intention to access **each stage** of the complaints and appeals policy so that your enrolment can be maintained during the process. During this period you may be excluded from some or all UFS classes.

Step 2

If you believe that the complaint or appeal has not been satisfactorily resolved, you can refer the matter to the Deputy Principal (Academic) or his/her nominee. The complaint will again need to be formally lodged in writing and must state why the student is dissatisfied with the outcome of Step 1 and the grounds for that dissatisfaction including all relevant supporting documentation. The Deputy Principal (Academic) will consult all parties and take action to find a fair and equitable resolution of the complaint. The Deputy Principal (Academic) or his/her nominee will advise both you and the respondent of the outcome in writing (including reasons for the decision), within 10 working days

Step 3

If you believe that the complaint or appeal has not been satisfactorily resolved, you should refer the complaint to the Principal of UNSW Foundation Studies or his/her nominee, who may either determine whether the complaint is to be investigated, or may

refer the complaint to the UNSW Registrar for determination in accordance with the UNSW Student Complaint Procedure. Where it is determined that the complaint will be investigated, the Principal will undertake such investigations as he/she deems necessary and will examine relevant documentation, interview relevant parties where necessary, and seek clarification on information supplied from relevant parties where required. The Principal will conclude the investigation within 20 working days of the receipt of the complaint. Where this is not possible, the complainant must be kept informed of the reason and expected finalisation date. At the conclusion of the investigation, the Principal or his/her nominee will advise both you and the respondent of the outcome of the investigation in writing (including reasons for the decision), within 10 working days, and will inform both parties of the appeal process.

Where it is determined that the complaint will not be investigated, the Principal will provide reasons in writing to you within 10 working days of receipt of the complaint.

Step 4

An appeal may only be lodged on grounds of lack of procedural fairness in the resolution process. An appeal may be lodged in writing with the Presiding Member of the Pre-University and Alternative Education Committee (PAEC), within 10 working days of receiving the Principal's notification (Step 3). The Presiding Member may decline to take action in cases where insufficient or unfounded reasons have been given. If the Presiding Member believes that there is evidence to support an appeal, the Presiding Member PAEC will recommend that the issue be assessed by the Appeal Sub-Committee of the Academic Board and shall inform the student accordingly.

The Appeal Sub-Committee of the Academic Board is empanelled to impartially assess a complaint or appeal. The Appeal Sub-Committee will consist of at least three members. Two of the members will be academic staff of UFS and/or the UNSW Academic Board, and the third member will be a student. The student member will be drawn from the Academic Board or from the current list of student members of faculties. No member of the Appeal Sub-Committee will have been associated with either the original decision or any earlier step in the appeal process.

You will be informed of the decision in writing within 10 days of the Appeal hearing. Decisions made by Appeal Sub-Committees will be reported annually to the Academic Board.

Step 5

If the matter is not satisfactorily resolved at this stage, you should refer the complaint to the external body of the NSW Ombudsman

<http://www.ombo.nsw.gov.au/aboutus/dealwithcomplaints.html>

The purpose of the external appeals process is to consider whether UFS has followed its policies and procedures – it is not to make a decision in place of the UFS. UNSW Foundation Studies will implement the decision of the NSW Ombudsman. Note that external bodies such as the NSW Ombudsman may require you to exhaust internal avenues of complaint first before they will become involved. You should contact the external body directly for advice on when they will take up a matter.

SECTION THREE

Student Support Services

22 Contacts

Contact persons

First-Aid Officers

Regina Böhler, level 1, Student Advisers Office, rm W123 PH: 9385 6330

Nigel Miles, level 1, Foundation Studies Office, rm 107 PH: 9385 6302

Jyoti Bandhara, level 2, Teachers Area, rm W224 PH: 9385 5404

Student Contact Officer

Meredith Tucker Student Support Services, rm W118 PH: 9385 6603

Following is a list of additional staff and their phone numbers you may wish to use as your point of contact with Foundation Studies.

Maria Mellick Student Services PH: 9385 5397

Belinda Pei Fen Ho International Student Adviser PH: 9385 6331

Eileen Kennedy Program Coordinator PH: 9385 4215

Andrew Chuter Program Coordinator PH: 9385 6334

Sue Teh Program Coordinator PH: 9385 6321

Catherine Sidoti Program Coordinator PH: 9385 6329

23 Emergencies, Security and Safety

Emergencies

Call Campus Security on 9385 6666 immediately to tell them what has happened.

Emergencies include fires, serious illness or accidents or serious crime, and will require the Fire Brigade, Police and/or an Ambulance. If you discover an emergency situation, you should raise the alarm immediately and get help from the people around you.

If the fire alarm goes off in the building, follow the instructions given, and evacuate the building if you are instructed to do so. The alarm may be sounded by a bell, or siren, depending on which building you are in. Most buildings operate using an Early Warning Intercommunication System (EWIS), and have a 2-stage alarm system:

- The first alarm (beep beep) is to notify you that you need to be prepared to evacuate the building if necessary. If you are using a computer or other equipment, turn it off when you hear this noise.
- The second alarm (whoop whoop) tells you that it is necessary to evacuate the building. Leave the building using the nearest EMERGENCY EXIT. Follow your teacher to the assembly area outside, and keep a look out to make sure all of your classmates are with you.

If you hear the fire alarm – DO NOT PANIC, evacuate the building as follows:

- Leave the building by the shortest possible route
- DO NOT USE LIFTS
- Follow the directions of the Chief Warden (wearing White Hats), Floor Wardens (wearing Yellow Hats) and Security Officers – obey all instructions they give you. First Aid Officers will also be present and will be wearing Green Hats
- Go to the Assembly Area allocated to your building (this location can be found on the 'Evacuation Procedure' signs inside all buildings)
- DO NOT wait in groups around doorways
- DO NOT distract Wardens and Security Officers while they are supervising evacuation
- Wait in the Assembly Area for more instructions from Wardens and Security Officers or the Fire Brigade. Your teacher will mark the class roll to make sure all students are present
- DO NOT go back into the building until you are instructed to do so by the Fire Brigade, Wardens or Security Officers
- NEVER go into a building if you can hear an alarm sounding
- Designated Floor Wardens will direct the assistance of persons with disabilities to leave the building

Know where the Fire Exits and Emergency Assembly Points for your building are. Never put yourself in a situation that places you or other people at risk of injury or worse. If it is safe to do so, assist others, especially if you know someone who has a disability.

UNSW Security

Phone 9385 6000. Up to date information: www.security.unsw.edu.au

The primary roles of UNSW Security are:

- The **protection of all people within the University** including staff, students, contractors and visitors
- The **prevention and detection of crime**

Security Officers wear distinctive uniforms to make them easy to identify.

Help Points

'Help Points' are installed across UNSW campuses to help ensure the safety of students, staff, and visitors.

A Help Point is a telephone line that is linked directly to the Security Control Centre (activated by pressing the red button) and has a speaker, a blue light on top and a camera that turns on when the button is pressed.

When the red button at a Help Point is pressed, a call is placed to the Security Control Centre, indicating which Help Point has become activated, and the camera for that Help Point turns on and begins recording

Our online Campus Maps show you where the Help Points are located on all UNSW campuses. To print your own copy of Campus Maps - www.facilities.unsw.edu.au/Maps/maps.html

Victim Support

As well as working to maintain a safe and secure campus, the work of UNSW Security Services includes supporting victims of crime, emergencies, and incidents which have caused stress and trauma.

A victim of crime is someone who has suffered physical harm, emotional trauma and/or who have lost personal property as a result of criminal activity. For example, a victim is someone who has:

- Had their car damaged by vandalism
- Been attacked while taking money from an ATM
- Been attacked whilst walking to their car at night.

What help can a victim expect from UNSW Security Services?

If you are a victim of crime while you are on or around the University Campus, you should contact Security Services immediately.

Alternatively, you can speak to a Student Adviser (located on level 1 of the L5 Building) who can help you contact Security Services. Security Services and the Student Advisers will help you to report your incident. They will ask questions such as:

- What, why, where and when this happened?

They will also encourage you to report crime to the NSW Police..

Security Services will be able to help and advise victims in 90% of cases and can recommend ways to avoid similar situations happening again. Students may also be referred to specially trained people on campus such as the Student Counselling Service.

Crime prevention and reporting

If you see:

- Something apparently being stolen – report it to Security!
- An unlocked motor vehicle in a car park - report it to Security!
- A door that shouldn't be open - report it to Security!

The Police can be contacted through the Security Control Room – call 9385 6000.

And remember:

- **Always** lock away your handbag or wallet
- **Don't** leave valuables or items of University equipment where they could be easily stolen

UNSW Security Services keeps an email Security Alert List. This list is designed to inform the UNSW Community about incidents occurring on and around the various campuses. If you wish to see this list, email unibeat@unsw.edu.au and ask to have updates sent to you.

You may pass information about a crime to any UNSW Security Officer or send an email to: unibeat@unsw.edu.au

It is important for us as a community to be aware, work together and take care. Any information you give to UNSW Security will be treated with respect to your privacy. Please report any suspicious individuals or activities, incidents or crime to Security Services on 9385 6666.

Personal Safety

Personal safety on and around campus

Students should take care and be alert when they are travelling on and around the UNSW Kensington Campus, Randwick Campus and L5 building, as crime can happen at any time of day.

Don't let fear of crime stop you from enjoying the things you like to do and going to the places you like to visit!

A few simple steps to keep yourself safe:

1. It is **not a good idea** to carry around large amounts of money. Try to pay large bills (such as course fees) by EFTPOS or credit card. When withdrawing money, **do not** let anyone see your PIN, and **do not** carry your PIN around with your credit cards. **Never tell anyone your PIN.**
2. If you carry a purse or handbag, hold it under your arm or in front of you. **Never leave it unattended. Do not** leave your purse or bag on the floor in a public toilet cubicle or at a restaurant or café. **Do not** leave valuables in your desk drawers.
3. If you are using your wallet, put it in a jacket or front pocket instead of your bag. If your bag gets stolen, then your wallet will be safe.
4. If your bag or wallet is stolen, **don't forget to cancel your credit cards, EFTPOS card and Student Identification card.** You should also **immediately tell UNSW Security and the NSW Police what has happened.**
5. LOST/FOUND Property can be checked at the FM Assist office on Level 2 of the Mathews Building, and also at Foundation Studies Reception, Level 1, L5 building.
6. **Always** lock your home and car when you leave them
7. When out at a club or event, **check your valuables into a cloak room if possible. Never leave your drink unattended.**
8. If you ride a bicycle, you **MUST** wear a helmet. It is regulation to wear a helmet, and it is **for your own protection.** Familiarise yourself with the NSW and rules for bike riders http://www.rta.nsw.gov.au/hubpages/hub_bicycle.html?hlid=bicycle

In your day-to-day life, you should always try to follow these personal safety tips:

- **Always** carry enough money for a taxi or telephone call

- Have your keys ready **before** you get to your home or car
- Carry a personal alarm or whistle if you have reason to feel unsafe
- Where possible, park your car in a **busy, well-lit area**
- If someone in a car threatens you, **run** in the **opposite direction** the car is facing
- If attacked, shout as **loudly as you can**.

If you are on campus at night:

- Walk in areas that have **lights and use paths such as University Walk**, which is patrolled by Security Officers
- Try to walk in **groups or pairs** and arrange to **walk home with friends**
- **Never** take short cuts through parks or vacant lots
- **Walk with confidence**
- **Be careful of strangers asking for direction – it is better to be rude than in danger**
- If someone follows you, **change direction and go somewhere where there are other people around**
- If you see any lights that are not working, report them to Security (9385 6000)
- Use the **free Security Shuttle Bus Service** which operates on weeknights between 7pm and 11.30pm during UNSW Semester.
- Contact Security (9385 6000) for a **Unibeat Escort if you feel unsafe**.

Using Public Telephones

1. It is a good idea to be aware of where the telephones are on campus.
2. To call security from a public telephone, the free-call number is 1800 626 003.
3. Always carry correct change or a Phone Card for a phone call – you may need to call a friend, family member or a taxi.
4. Be alert – when you have dialled the number you want to call, turn your back on the phone and face outwards while you are speaking.
5. If you are threatened, call 9385 6666, or use the free-call number 1800 626 003.

Please report any suspicious individuals or activities, incidents or crime to Security Services on 9385 6666.

Getting around safely - Unibeat Escort services

Free Unibeat Escorts are available to students between 6pm and 6am, 7 days a week, every day of the year.

Unibeat staff can travel with you from a building on the main campus to car parks, bus stops, taxi ranks or a limited local area around the UNSW Kensington Campus. Services are available from 6pm - midnight. After this time, UNSW Security Response Officers are available to travel with you.

You can request an escort from:

- **The Security Control Room** (call 9385 6000 or 1800 626 003)
- **Any phone in a lift**
- **Any Help Point**

Security Shuttle Bus

Security Services provides a Security Shuttle Bus for staff and students. The buses are in two-way radio contact with Security. The Shuttle Bus Service operates only during UNSW Semester, Monday to Friday between the hours of 7pm and 11:30pm.

The bus can be flagged down anywhere on Campus, just signal the driver.

The shuttle bus timetable is available:

- from www.transport.unsw.edu.au
- from **FM Assist (Level 2 Mathews Building F23)**.

24 Student Advisers

Student Advisers

UNSW Foundation Studies is committed to providing a safe and supportive study environment. A team of Student Advisers is available to assist students with any problems they may encounter. Student Advisers provide assistance and confidential advice to students on a range of matters.

- Personal issues affecting your studies
- Study skills and cultural adjustments
- Visa and immigration matters
- Health care and OSHC matters
- Airport reception and accommodation
- Social activities and Friday sports
- Welfare & accommodation matters for students under 18
- Academic guidance interviews
- Career advice and university placements
- Referrals to legal services and counselling services
- Emergency assistance as First-Aid Officers
- As liaison and support in personal or family emergencies

The Student Advisers are located on Level 1, Student Advisers Offices, 223 Anzac Parade, Kensington and are available during office hours between 9am and 5pm Monday to Friday. Students are welcome to drop in to have a chat or ask questions without prior appointments. However during busy periods it is advisable to make an appointment first in order to ensure that a Student Adviser is available.

Regina Böhler, Manager, UNSW Global Student Support PH: 9385 6330
Email: R.Bohler@unsw.edu.au

Natalie Abrahams, Senior International Student Adviser PH: 9385 7538
Email: N.Abrahams@unsw.edu.au

Belinda Pei Fen Ho, International Student Adviser PH: 9385 6331
Email: Peifen.Ho@unsw.edu.au

Jackelin Chestney, Accommodation and Welfare Officer PH: 9385 7274
Email: J.Chestney@unsw.edu.au

Meredith Tucker, Student Contact Officer PH: 9385 6603
Email: M.Tucker@unsw.edu.au

UNSW Foundation Studies

Name: _____

Class: _____

IT Induction Session: _____ am / pm Room:

Campus Tour: _____ am / pm

Enrolment Checklist

- Enrolment Registration
- Collect Subject booklets
- Collect calculator
- Collect Orientation Program
- Collect Student ID card from FM Assist Level 2 Mathews Building
Map ref. F23 (entry via Mathews Pavilions).
- Attend IT Induction session
*Take this Student Handbook to your IT Induction session
- Collect `Print Card' and `Unipass' at IT Induction session
- Attend Campus Tour
- Pay outstanding fees (if applicable)
- Week 3: Check for email advising when you can start borrowing
books from the UNSW Library
- Week 4: Check for email notification concerning your OSHC
Worldcare membership card.