



# UNSW

THE UNIVERSITY OF NEW SOUTH WALES  
SYDNEY • AUSTRALIA

FOUNDATION STUDIES



***UNSW FOUNDATION STUDIES***

***STUDENT HANDBOOK***

*January 2012*



# **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

UNSW Foundation Studies Programs provide academic preparation for undergraduate study and are designed for international students. The programs are generally delivered in lecture and tutorial format along with practical laboratory, workshop and studio classes as well as one-to-one student consultations. An **Academic Adviser** is assigned to every tutorial group of about 18 students to provide individual advice to students about their progress.

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

The UNSW Foundation Year is a two-semester program of academic preparation for undergraduate study and there are two Foundation Year programs.

The **Standard Program** over 9 months requires an English language proficiency of IELTS 5.5 or equivalent with 5.0 in all sub-scores.

The **Standard Plus Program** over 12 months requires an English language proficiency of IELTS 5.5 or equivalent and is designed for students who require a more gradual introduction to Foundation Year studies.

### Transition Program

The Transition Program is a one semester program, designed for international students with very strong English skills of IELTS 6.0 or equivalent who have completed a matriculation program and have 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 & Courses at UNSW Campus**

Streams and Courses		Stream									
		Sciences		Commerce		Arts			Design & Building		
		Physical Science	Life Science	Commerce	Commerce Actuarial	Arts /SS	International Studies	Arts /Law	Built Environment	Design & Media	Fine Arts
Course	Units										
Academic English	10	♦	♦	♦	♦	♦	♦	♦	♦	♦	♦
Mathematics S	12	♦	♦		♦						
Mathematics C	10			♦					Either ♦		
Essentials of Mathematics	8					♦		♦	Or ♦	♦	
Physics	10	♦									
Chemistry	10	♦	♦								
Biology	10		♦								
Accounting <i>(one Semester)</i>	4			♦	♦						
Computing Studies	6	♦	♦	♦	♦	♦	♦	♦	♦	♦	♦
Economics	12			♦	♦						
Economics 1 <i>(one Semester)</i>	8						♦				
Legal Studies	6			♦	♦			♦			
Design	12								♦	♦	♦
Australian Studies	12					♦	♦		♦	♦	
Australian Studies 1 <i>(one Semester)</i>	8							♦			♦
International Issues & Perspectives	12					♦	♦	♦			♦
<b>Total Units</b>		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 (Science Streams)	12	70	30		
Mathematics C (Commerce & Built Environment Streams))	10	70	30		
Essentials of Mathematics* (Design, Built Environment & Arts Streams)	8	50	50		
Economics	12	60	30	10	
Economics 1 (one Semester)	8	70		30	
Accounting (one Semester)	4	90		10	
Legal Studies	6	60	30	10	
Australian Studies	12	40	20	40	
Australian Studies 1 (one Semester)	8	60		40	
International Issues & Perspectives	12	20	20	60	
Design	12	30	20		50
Computing Studies	6	35	45	8	12
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 &amp; Built Environment Streams</i> )	10	70	10	20		
Essentials of Mathematics * ( <i>Design, Built Environment &amp; 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	60	10	20	10	
Australian Studies	12	40	5	15	40	
Aust Studies 1 ( <i>one Semester</i> )	8	50	10		40	
International Issues & Perspectives	12	20		20	60	
Design	12	30	5	15		50
Computing Studies	6	35	5	40	8	12
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 4: 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 5: UNSW Foundation Studies Grades (examples are a guide only)**

Course Grade	Grade Point	Description	Examples of UNSW undergraduate program entry with GPA at this level
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 6: 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
<b>Total Units</b>	<b>48</b>		<b>391</b>

**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.

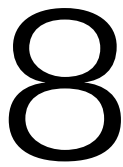
## Students Under 18 Years of Age

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 (DIAC) 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.



# Awards, 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.

The dux of each academic area is recognised on the UNSW Foundation Year Outstanding Student Honour Roll.

## 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

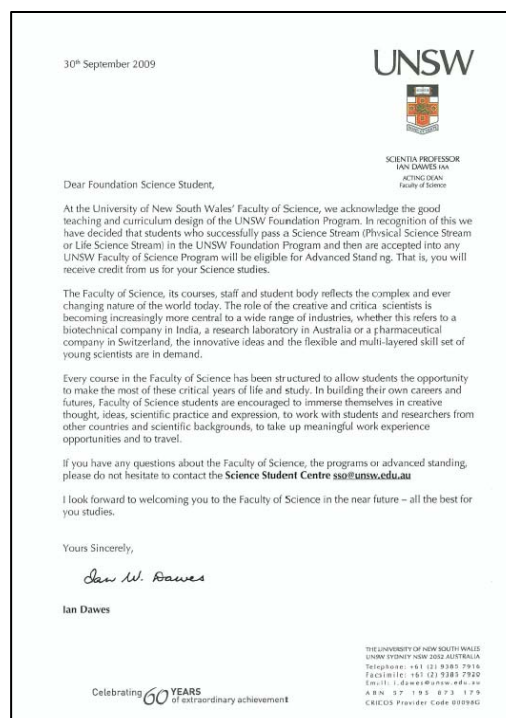
All B Standard/B Standard Plus Program awards are presented at the next UNSW Foundation Studies Certificate Giving Ceremony, usually at mid-year (May or June). All C Standard/C Standard Plus Program awards are presented at the next UNSW UNSW Foundation Studies Certificate Giving Ceremony, usually in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

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

## UNSW Foundation Studies Advanced Standing at UNSW

In recognition of the quality of the UFS Design course and the calibre of the students that we send to The College of Fine Arts each year; students successfully completing the Foundation Studies Design course will now receive 6 units of credit (advanced standing) when they continue on to study an undergraduate degree at COFA. The six units of credit will automatically be applied by UNSW Admissions after you successfully complete the UFS program and apply to UNSW. See sample letter below.

Physical Science and Life Science graduates will receive 6 units of credit (advanced standing) when they study an undergraduate Science degree at UNSW. This credit recognition stems from the reputation of quality and solid achievement of graduates from the UNSW Foundation Studies Science programs. The six units of credit will automatically be applied by UNSW Admissions after you successfully complete the UFS program and apply to UNSW. See sample letter below.



# **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](http://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 11). 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 Section 12).

## **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](http://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.

## **Academic Guidance and Early Interventions**

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

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

## **Compliance with UNSW Foundation Studies Policies**

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

# 10 Assessment Regulations

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

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

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

1. 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, translation dictionary 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. No toilet breaks allowed in the first half hour or the last 10 minutes.
8. All answers must be written in English unless otherwise stated.
9. Authorised materials: 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.**
- **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.**

# 1 1 Satisfactory Academic Progress

UFS monitors course progress using a range of formal and informal measures. These measures include:

1. Diagnostic tests in Mathematics and English courses
2. Performance in Mid-semester, Mid-program, Semester 1 and Final exams
3. Performance in other assessment tasks
4. General class performance as observed by the classroom teacher

These measures of student performance guide decisions on whether an academic intervention is necessary.

## **1a. Diagnostic test in Mathematics (early intervention)**

The Mathematics diagnostic test examines elementary/basic mathematical competency or assumed knowledge. Students that score below a set score on the mathematics diagnostic test are issued with a letter advising them to attend weekly consultations and generally improve their commitment to their studies, to improve their mathematics skills. A copy of this letter is placed in a student's file.

## **1b. Diagnostic test in English (early intervention)**

The English diagnostic test examines elementary/basic English competency or assumed knowledge. Students that score below a set score on the English diagnostic test are issued with a letter advising them to attend a 10-week consultation program in the Library Support Unit (LSU). A copy of this letter is placed in a student's file.

## **2a. Performance on Mid-semester Examinations (Standard Plus only) (early intervention)**

After the completion of the mid-semester examinations, students who achieve more than two Fail (F) or Ungraded Fail (UF) grades are issued with an "At Risk of Failing to achieve Satisfactory Course Progress" letter. This letter recommends that the student attends regular consultations, invites the student to discuss their progress with Student Support and academic staff, and outlines the student's visa obligations regarding academic performance. A copy of this letter is placed in a student's file.

## **2b. Performance on Semester 1 and Mid-program examinations (formal intervention)**

### **i) At Risk Formal Intervention (more than 2 Fail or Unsatisfactory-Fail grades)**

After the completion of the mid-program (Transition) and Semester 1 (Standard and Standard Plus programs) examinations, students who receive more than 2 Fail or Unsatisfactory-Fail grades in individual courses, will be considered at risk of not being able to achieve Satisfactory Course Progress, and will be formally notified to this effect. In more serious cases, a student is advised to repeat all or part of the program, or transfer to a different program that is more suited to their capability. A copy of this letter is placed in a student's file.

For students studying the Standard Plus program; if an “at risk” letter was issued after the Mid-Semester examinations, the student will be considered to have failed to achieve Satisfactory Course Progress. Overseas students who fail to meet their visa conditions relating to satisfactory course progress will be notified in writing of the intention to report the student to the Secretary of the Department of Education, Employment and Workplace Relations (DEEWR) through PRISMS 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. A student will have their enrolment cancelled if they are reported to DIAC for unsatisfactory course progress.

**ii) At Risk Formal Intervention (GPA less than 5.0)**

Any student who receives a GPA of less than 5.0 after their Semester 1 and Mid-program examinations are required to attend an interview with Student Support staff. This includes those students who were issued an “at risk of not being able to achieve Satisfactory Course Progress” notification for more than 2 Fail or Unsatisfactory-Fail grades (see 2b part I above).

**iii) Academic progress interviews (all students)**

All students, including those students with a GPA of 5.0 or above, are invited to attend an interview with academic staff to discuss their performance and study options.

**iv) English Language Formal Intervention**

Students who perform poorly on their Semester 1 English exam (and are not already part of the interview program for students with a GPA of less than 5.0), are issued with a letter advising them to attend a special 10-week consultation program in the Library Support Unit (LSU). A copy of this letter is placed in a student’s file

**2c. Performance on Final Examinations (formal intervention and reporting)**

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 Course Progress.

Overseas students who fail to meet their visa conditions relating to satisfactory course progress will be notified in writing of the intention to report the student to the Secretary of the Department of Education, Employment and Workplace Relations (DEEWR) through PRISMS 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.

Australian Citizens and Permanent Residents of Australia who fail to achieve satisfactory attendance and performance benchmarks may have their UNSW Foundation Studies enrolment cancelled.

**3 & 4. Performance in other assessment tasks, General class performance as observed by the classroom teacher**

Academic staff may determine that a student's performance is not meeting expectations as measured by performance on classroom assessment tasks, or as measured by the teacher in classroom interactions with the student. This case-by-case analysis will usually result in an informal (written or verbal) recommendation for a student to attend regular, one-on-one consultations, which are scheduled at least once per week for all courses.

# 12 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 an acknowledgement you should consult your lecturer or tutor.

The following are some examples of breaches of these principles:

1. Quotation without the use of quotation marks. It is a serious breach of these rules to quote another's work without using quotation marks, even if one then refers to the quoted source. The fact that it is quoted must be acknowledged in your work.
2. Significant paraphrasing, 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**

The University of New South Wales Student Conduct Policy applies to all UNSW Foundation Studies students. Further, a number of areas within the University have specific rules and codes of conduct for particular activities and for the use of facilities. For example, there are rules for the conduct of examinations, rules for University Library borrowing privileges and the use of other 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, and policies including the UNSW Student Conduct Policy are published on the UNSW Foundation Studies website <http://www.ufs.unsw.edu.au/our-policies.html>.

There are, in addition, UNSW Foundation Studies 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.

# 13 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 the *LIBRARYinfo Ask your question* link and type in their library question.



# 14 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.

# 15 Practical Assessment in Design

## Rules and Procedures for Studio Assessment Components

### General Information

- All students must attend all Studio classes throughout the course, and must arrive punctually at the scheduled commencement time for each Studio class.
- In addition to working during Studio classes, it is expected that students will also work independently on the projects outside Studio, in their own time (approximately 6 hours per week).
- **All students must bring their workbook of work-in-progress and visual research for the projects to every Studio class, without exception.**
- **All students must arrive prepared each week**, with everything they need to continue working on the projects, and ready to show and discuss their work-in-progress with the other students and with the Studio teachers.

### Submission of Design Studio Projects

- There are four assessable projects (two projects each semester) to be managed, designed, made and submitted throughout the course. The Semester 2 projects also involve a short verbal presentation on the due date.
- Further information will be provided during Studio, in the weeks preceding the due submission date for each project.
- All projects must be submitted on the due date, at the scheduled commencement time of the Studio class.
- Students may be charged with academic misconduct if they submit a project knowing it to be wholly or partially the work or the ideas of another person.

### Failure to Submit Completed Studio Projects on Time

- If students are late or absent on the due submission date of a Studio project, they must lodge an Illness/Misadventure Form within three days, providing a reason for their lateness or absence.
- Students are advised that the lodging of an application for consideration of illness/misadventure does **not** guarantee that their reason will be accepted as valid.
- **Lateness or failure to submit work *at the specified time*, on the due date is likely to result in zero marks or a UF grade being given.**

### Extensions of Time for Design Studio Projects

In highly unusual circumstances an extension of time may be applied for, at least 14 days prior to the due date of the project.

# 16 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.

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.

## Available Resources

UNSW Global students are provided with access to information technology (IT) resources. These resources include:

- Five computer labs at 223, Anzac Parade Kensington
- Student common room fitted out with computers
- Access to the internet
- E-mail account
- Printing, copying and scanning facilities
- Student Intranet
- Access to Uniwide Wireless network
- Access to UNSW Library
- Access to Blackboard (online learning management tool)

## Computer Facilities

There are five computer labs located at 223 Anzac Parade, Kensington; four on the Ground Floor and one on the Lower Ground Floor.

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.

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 log out before you leave the room, but you should take your belongings with you.

## Internet Access

You can access the internet from all lab computers including student common room computers.

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.

## Notebook/Laptop usage

You may use your own Laptop/Notebook in classrooms or computer labs.

However you should not plug Notebook computers into network ports. It will not give you internet access if you do. Please use wireless access instead.

## 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.

## 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.

The following table lists the range of penalties available. Depending on the severity of the breach, disciplinary action can range from having your Internet access disabled to being expelled from the programme.

Penalty	Level
Warning - either verbal or in writing	1
Disable internet access for 1 week	2
Disable internet access for 2 week	3
Disable internet access for rest of current tuition/semester	4
Expulsion	5

Policy statements	Penalties (in weeks)	Criminal offence?
1. Making/using illegal copies of a licensed computer programme	3-4	Yes
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;	3-4	Yes
3. Excessive downloading of non-academic material, or material not related to the current course or programme;	1- 4	
4. Using another's login or password with or without the owner's consent or allowing others to use yours	2-3	Yes
5. Gaining unauthorised access to systems by any means, including port scans, 'hacking' and use of 'password sniffer' software;	4-5	Yes
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;	4-5	Yes
7. Knowingly propagating or installing computer viruses or malicious code;	4-5	Yes
8. Accessing or intercepting others' electronic communications & or files without permission;	4-5	Yes
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;	2-5	Yes

Policy statements	Penalties (in weeks)	Criminal offence?
10. Using IT resources to harass, threaten, defame, vilify or discriminate against any group or individual;	2-5	Yes
11. Causing intentional or irresponsible damage to IT resources, or stealing equipment;	3-5	Yes
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 - <i>unless</i> this material is a requisite component of an approved course of study or research programme; <sup>1</sup>	4-5	Yes
13. Failure to log off a computer after use;	1-2	
14. Eating, drinking, smoking, playing loud music or loud computer games in the computer labs.	1-2	

### Warning !!

- Policy violations by repeat offenders will attract higher penalties.
- Evidence of criminal activity **may result in legal action** being taken. This may include a lengthy jail term.

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).

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:

- 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.

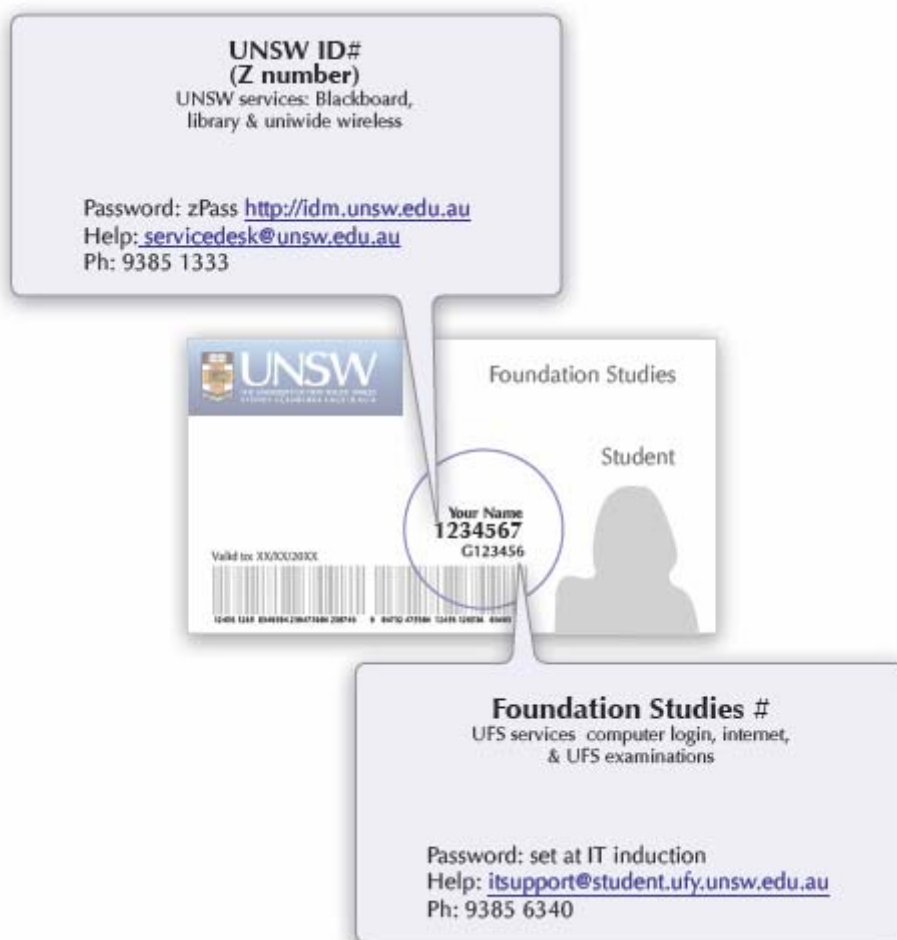
*Any disclosure of the results of such access will be in accordance with the relevant privacy legislation.*

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

## Understanding your UNSW ID card

On your UNSW Student ID card there are two numbers:

1. **UNSW ID/ Z ID:** A 7 digit number in larger bold font right under your name
2. **Foundation Studies ID/ G ID:** A 6 digit number in smaller font below the UNSW ID



## Summary of available resources and contact details

**The following table lists the available resources and whom to contact based on the ID you use to login.**

Foundation login ID (G ID) 6 digit number (eg G000123)	UNSW ID (Z ID) 7 digit number (eg z1234567)
Foundation Studies Network Computer Labs and student common room	Uniwire wireless network
Student Intranet	UNSW Library
Outlook E-mail	Blackboard
Contact: IT Helpdesk (02) 9385 6340 <a href="mailto:ITSupport@UNSWGlobal.unsw.edu.au">ITSupport@UNSWGlobal.unsw.edu.au</a>	Contact: IT Service Desk (02) 9385 1333 <a href="mailto:ServiceDesk@unsw.edu.au">ServiceDesk@unsw.edu.au</a>

## Logging into the Foundation Studies network

Your login name is your 6 digit Foundation Studies student identification number (eg: G000123). The initial password is set to Unswddmmyy. ddmmyy is your date of birth. As an example, if you were born on 4 May '90 your password will be Unsw040590. When you first login it will prompt you to change it.

There are restrictions in place to stop you from logging into multiple computers at any given time.

To prevent others from accessing your information under your login ensure you logout before leaving the labs. If someone else uses your login because you haven't logged out, you will be responsible for their actions.

Your login account is valid for the duration of your program. Your account will be kept active for a minimum of six weeks after you complete your final exams. It will subsequently be deleted, therefore please remove any required data within this time frame.

## Selecting Your Password

Your password must have 8 characters of which it must contain at least 3 of the following 4 items:

- upper case letter (e.g. ABCD)
- lower case letter (e.g. efgh)
- a number (e.g. 123)
- a symbol (e.g. \$ % # \*)

It must NOT contain your name (neither your first name nor your last name)

Your password is private and should not be disclosed to anyone. If you think it has been compromised, please change it.

To change your password you can either do-it-your self or contact IT staff. :

1. Do it yourself
  - a. Press `Control Alt Delete`
  - b. Click Change Password
  - c. Type your old password and new password twice and click Ok
2. 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 80MB. 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 read only access to. You should not save files to the local hard disk, this includes the Desktop and “My Documents” and its subfolders as these files will be deleted. Always save files to the H: drive.

## 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 Foundation ID number). This will be deleted at the same time as your network account which is a minimum of six weeks after your final exam finishes.

Your mailbox has a limit of 50MB. 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 50MB. A limit of 2MB also applies to messages you send and receive.

Your e-mail account can also be accessed remotely 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.

## 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

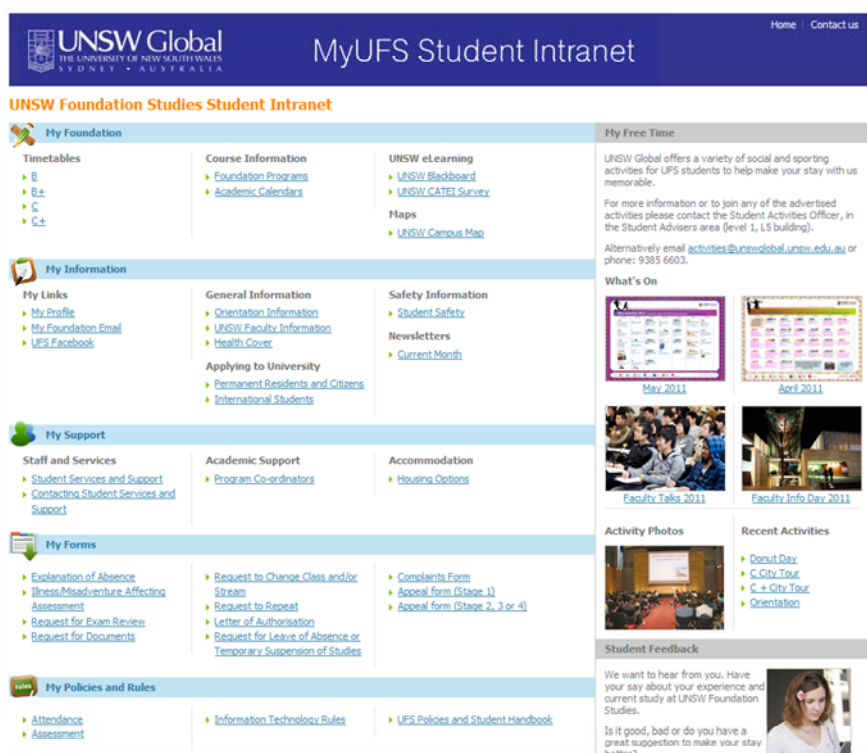
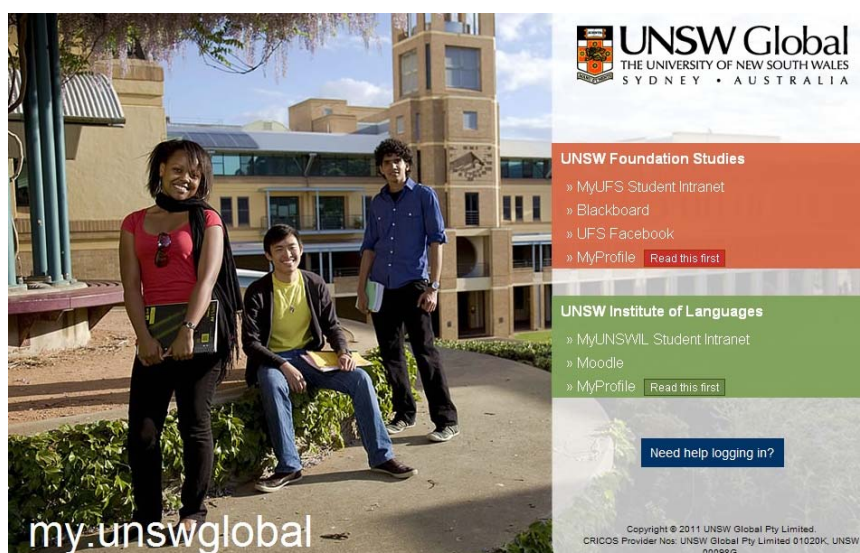
1. Always preview your job before sending it to the printer.
2. When sending your job to the queue, black and white is the default. Select colour if required.
3. Find your student number on the 'Print Station'
4. Double click on your print job.
5. If you have multiple jobs, the dialogue box will display 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.my.unswglobal.unsw.edu.au](http://www.my.unswglobal.unsw.edu.au)

Click the “MyUFS Student Intranet” link in the orange UNSW Foundation Studies section and use your 6 digit ID and password to login to the Intranet.



## My Profile

Access this area by clicking on the “My Profile” link in the UNSW Foundation Studies section. This area contains your personal and confidential information.



## Student Portal

[Home](#)   [My Details](#)   [My Results](#)   [My Fees](#)   [Communication](#)   [Purchase](#)

### Home Page

#### Notes

Note

No records to display.

**Attendance** (under My Results) - allows you to find your latest attendance percentage. 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 Student Services if details such as your Name, Date of Birth and Citizenship are incorrect or if they change. You must also advise Student Services if you are unable to update your address details or if the address information is not validated at the time it is updated.

It is very important that your UNSW Foundation Studies records are correct and up to date. If your current address, emergency contact details, telephone number 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.

**My Results** allows you to access:

- Results of assignments
- Semester 1 Examination results (which will only be available online)
- Final Examination results (for your personal records, you will also receive confirmation of your final results by mail)

**University Preferences** (under My Details) will allow you, towards the end of your course, to place online your preferences for university.

## Activating your UNSW student account

You must activate your UNSW student account (z ID) to access Blackboard, library resources, uniwide wireless network and the Wiki. To activate the account follow these steps:

### How to activate your UNSW ID (z ID)

#### Step 1

Go to <http://idm.unsw.edu.au>

Click on “New User – Click HERE”

#### Step 2

- In the “UNSW ID” field enter your 7 digit UNSW number (no “Z”)
- In the “Date of Birth” field enter your Date of Birth in the format **dd/mm/yyyy**
- Enter the 4 digit Foundation code **6555** in the “UNSW Program Code” field
- Click “Submit” at the bottom of the page

### Step 3

Create a new Unipass password

TIP: It is suggested that you use the same password as you created for your FOUNDATION computer logon. *[If you try that and it is not accepted, your password may not have met the requirements given. In that case see the password requirements below and create one that complies. After you have done that it is suggested you press Ctrl Alt Del on the computer, select "Change Password" and set your FOUNDATION computer password to be the same.]*

Your password must have 8 characters of which it must contain at least 3 of the following 4 items:

- upper case letter (eg: ABCD)
- lower case letter (eg: efgh)
- a number (eg: 123)
- a symbol (eg: \$ % # \*)

It must NOT contain your name (neither your first name nor your last name)

Enter your password twice and press "Submit"

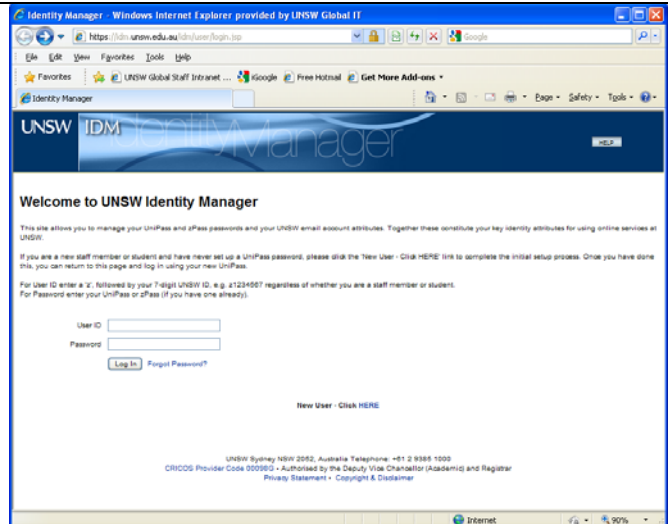
### Step 4

Click "Go to IDM Self-Service" button on next page



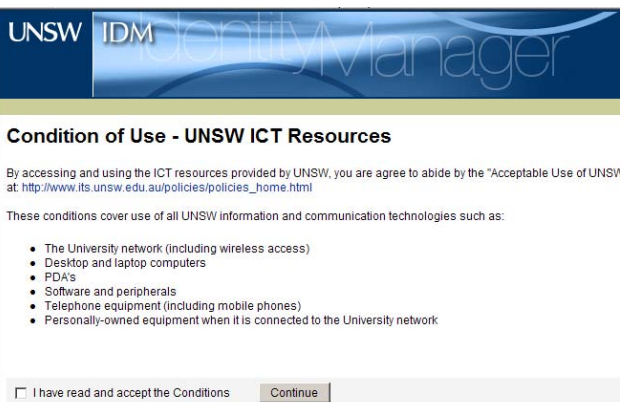
**Step 5**

Enter your UNSW ID with z followed by the 7 digit number (eg: z1234567) and the password you just created and click the "Login" button



**Step 6**

Click the link to read the terms and conditions which apply to the use of UNSW IT facilities. Then tick the "I have read and accept the Conditions" box and click "Continue"



**Step 7**

Answer the AUTHENTICATION QUESTIONS

These answers will be used to verify your identity if you forget your password. Make sure you can remember the answers you give

**ANSWERS to AUTHENTICATION QUESTIONS**

Below is a table containing your responses to the standard set of Authentication Questions that are used to verify your password? button on the IDM Self-Service log in page, you will be asked some of these questions.

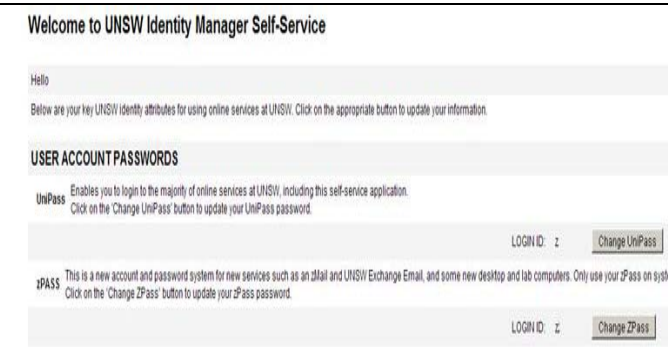
To update this information, click the 'Change Responses' button below the table.

Question	Answer
What is your mother's maiden name?	.....
What is the first car that you owned?	.....
What is your favorite pet's name?	.....
What is the name of the city where you were born?	.....
What is your favourite colour?	.....

**Step 8**

Click **Change ZPass** and type in the same password you created to login to the IDM site.

You will be required to change your **ZPass** every 6 months. Remember to change your **UniPass** to be the same as your **ZPass** each time you do this. This will make access to UNSW IT facilities simpler for you. It may be a good idea to also at that time change your FOUNDATION computer account password so that it is also the same



## Step 9

**Update Delivery** for your UNSW email address to be your **Foundation email address**  
In *Change E-mail Destination* select “Mail Destination Forward To”, and then select “Other Alternative Mail System”

In the field “Enter your e-mail in the alternative system here”, type your Foundation e-mail address ([xxxxx@student.ufy.unsw.edu.au](mailto:xxxxx@student.ufy.unsw.edu.au)) and click **Save Change** (do NOT use your personal email account such as Hotmail or Gmail or Yahoo - please use your FOUNDATION email account only)

## UNSW EMAIL

The following are your current UNSW email details and options, which you can update by clicking on the appropriate button.

Your official UNSW email address contains your student number or staff number. If you have not done so already, you can choose an additional email address, or alias, based on preconfigured combinations of your first and last name. You can also use this form to delete an existing alias.

Please contact the IT Service Centre on (02) 9385 1333 or email [serviceDesk@unsw.edu.au](mailto:serviceDesk@unsw.edu.au) to request an alternative alias if none of those listed is appropriate (in certain circumstances, the Service Centre may be able to set you up with additional aliases).

UNSW Email Domain: @UNSW.EDU.AU

Account ID: 1

Official Email Address: z...@unsw.edu.au

Additional Email Addresses: @unsw.edu.au

Emails to this account are currently being delivered to: "UNSW Mail Server"

Current Reply Address: @unsw.edu.au

**Congratulations:** You have now activated your UNSW *z-account*. You should now be authorised to access UNSW IT services including Blackboard; Library resources; UNSW TV, etc.

**Tip:** If at any time you have difficulty accessing Blackboard, Uniwireless etc log onto this IDM page again and look for an “**Unlock zPass**” button. If you see it, click it to unlock your account. If you can’t log onto the IDM page at all, then something is probably wrong with your password – click “Forgot Password” to reset it, or contact UNSW service desk on 9385 1333 for further help.

## Blackboard online learning system

### Introduction

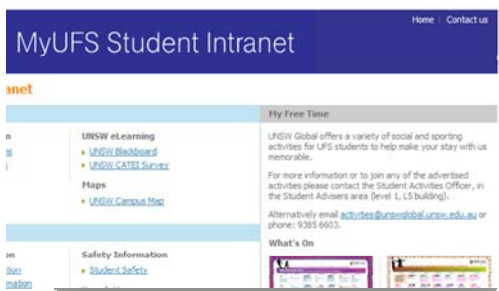
**Blackboard** is the main online learning and teaching system available to students enrolled at UNSW. Most undergraduate programs assume that students can use this system. It is therefore important for you to learn how to effectively use **Blackboard** during your Foundation Year.

Every Foundation Studies student needs to know how to use **Blackboard**. While each Foundation Blackboard course will contain different resources, it is always your responsibility to **check Blackboard regularly** for announcements, resources, assessment advice and activities.

### Logging on to Blackboard

Access to **Blackboard** is only possible if you have activated your UNSW student account (*znumber*) and have agreed to the UNSW terms and conditions. You must always use your *znumber* as your username and *ZPass* as your password when you login to Blackboard.

You can access **Blackboard** by going to [www.my.unswglobal.unsw.edu.au](http://www.my.unswglobal.unsw.edu.au) and clicking on the “Blackboard” link in the orange UNSW Foundation Studies section. Alternatively you can access it from the Student Intranet under “UNSW eLearning/ UNSW Blackboard. Then click on the “Click [here](#) to login using web Single Sign On (wSSO)” link and log on.



## Getting help with Blackboard

If you experience problems using Blackboard follow the steps below:

1. Make sure that you are using your *znumber* & *ZPass* to login to Blackboard
2. Use the **Online Help** available through Blackboard

If this doesn't solve your problem:

3. Report the problem to your subject lecturer and/or tutor
4. Contact UNSW IT Support from 8am to 8pm Monday to Friday on 9385 1333; or by email at [servicedesk@unsw.edu.au](mailto:servicedesk@unsw.edu.au). When asking for help, make sure you give your UNSW ID (*znumber*) and then clearly state the nature of the problem. It is helpful if you also tell the helpdesk officer the number and wording of any error messages that are displayed on your screen when the problem occurred.

See following link for the Blackboard Student Support page:

<http://support.telt.unsw.edu.au/blackboard/content/student/index.cfm?ss=0>

## Uniwide wireless network

Access to the wireless network is available on campus at various hot spots including in the building where the computer labs are.

**To access wireless:** If your laptop/notebook or mobile device is configured for wireless access then select 'Uniwide' from the list of available wifi networks. Use your Z ID and password to gain access to Uniwide. You must view the content at

<http://www.it.unsw.edu.au/students/uniwide/index.html> for information on acceptable use

of the wireless network. Information on how to setup your device for wireless is also available at this site. Contact UNSW service desk on 9385 1333 if you need further help.

## Summary of available resources and contact details

**The following table lists the available resources and whom to contact based on the ID you use to login.**

Foundation login ID (G ID) 6 digit number (eg G000123)	UNSW ID (Z ID) 7 digit number (eg z1234567)
Foundation Studies Network Computer Labs and student common room	Uniwide wireless network
Student Intranet	UNSW Library
Outlook E-mail	Blackboard
Contact: IT Helpdesk (02) 9385 6340 <a href="mailto:ITSupport@UNSWGlobal.unsw.edu.au">ITSupport@UNSWGlobal.unsw.edu.au</a>	Contact: IT Service Desk (02) 9385 1333 <a href="mailto:ServiceDesk@unsw.edu.au">ServiceDesk@unsw.edu.au</a>

# 17 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.

# 18 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 (DIAC) 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.

# 19 Withdrawal and Refund Of Fees

## Withdrawal and Refund of Fees

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](http://www.ufs.unsw.edu.au).

# 20 Attendance Monitoring

## **UNSW Foundation Studies Attendance Monitoring and Reporting Procedure**

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. Absences and extent of lateness are recorded and included in the calculation of attendance whether or not medical certificates are provided by way of explanation.
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 Student Services Office as soon as possible.
6. Information regarding attendance may be provided to a parent, guardian or sponsor if specifically requested, or if there is reasonable concern for the health or wellbeing of a student in the program. If a student has an objection to this policy the matter may be discussed with the Deputy Principal (Academic).
7. A record of attendance is included on the Statement of Results.

## Unsatisfactory Attendance

1. The requirement for maintaining Satisfactory Attendance applies to all students in UNSW Foundation Studies programs, including Australian Citizens and Permanent Residents of Australia. This policy is also consistent with the requirements for student visas issued by the DIAC.
2. **The requirement for Satisfactory Attendance is that a student must attend at least 80% of scheduled contact hours (with or without medical certificates), for the course.**
3. The purpose of determining whether a student is maintaining Satisfactory Attendance is to alert students, teachers and Student Advisers as early as possible to any problems that may prevent the student from satisfactorily completing the Program. With early intervention the more serious consequences of a student's continued poor attendance may be prevented.
4. Students who have attendance of **less than 85%** or students who have been **absent for more than five consecutive days** without approval, will be considered at risk of not being able to achieve Satisfactory Attendance and will be formally notified to this effect. A copy of this notification will be placed on the student's file.
5. Warning and counselling will be provided for students considered at risk of not being able to achieve Satisfactory Attendance. Where possible the Academic Advisers will interview and counsel all students deemed to be at risk.
6. Students who are no longer able to achieve 80% attendance for the 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 the Secretary of the Department of Education, Employment and Workplace Relations (DEEWR) through Provider Registration and International Students Management System (PRISMS) 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. All students on an International student visa that are reported to DIAC for unsatisfactory attendance may have their enrolment cancelled. Australian Citizens and Permanent Residents of Australia who fail to achieve Satisfactory Attendance may also have their enrolment in a UNSW Foundation Studies Program cancelled.**

# 21 Repeat Policy

## Repeat Policy

1. Requests to repeat must be made using the appropriate form available from the Student Intranet or from the Student Services 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. 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.
6. 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.
7. 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.
8. 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.
9. 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.

# 22 Student Complaints and Appeals Process

## 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 requisite 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 complaints 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 the investigation of a complaint or appeal within 10 working days of receiving the formal written complaint or appeal.
8. A student's enrolment will be maintained during relevant stages of the UFS appeals process. A student must inform UFS in writing of their intention to access any/all stages of the UFS Complaints and Appeals process; either by lodging a formal appeal form (available on the Student Intranet or on request) within the specified timeframe, or in the case of an external appeal, by sending the Manager Teaching Operations written notification indicating the intention to lodge an external appeal. This will ensure that UFS maintains the student's enrolment during the process.
9. Students have the right to access a person or body independent of and external to UFS at their own cost. e.g. The NSW Overseas Students Ombudsman.
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. 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 Process

### Step 1 (This is not a compulsory step)

Attempt to resolve a complaint yourself, directly with the person/s concerned. Wherever possible, complaints should be resolved by a process of discussion, cooperation and conciliation. Make an appointment to see UNSW Global Student Support staff (Student Advisors) if you require advice regarding methods for resolving the issue directly with the person/s concerned.

### Step 2

Where the complaint relates to student fees the matter should first be taken up with the UNSW Foundation Studies Student Services Office (Level 1, Building L5).

For complaints involving teaching or administrative staff and/or other students, see a Student Adviser or Academic Adviser 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.

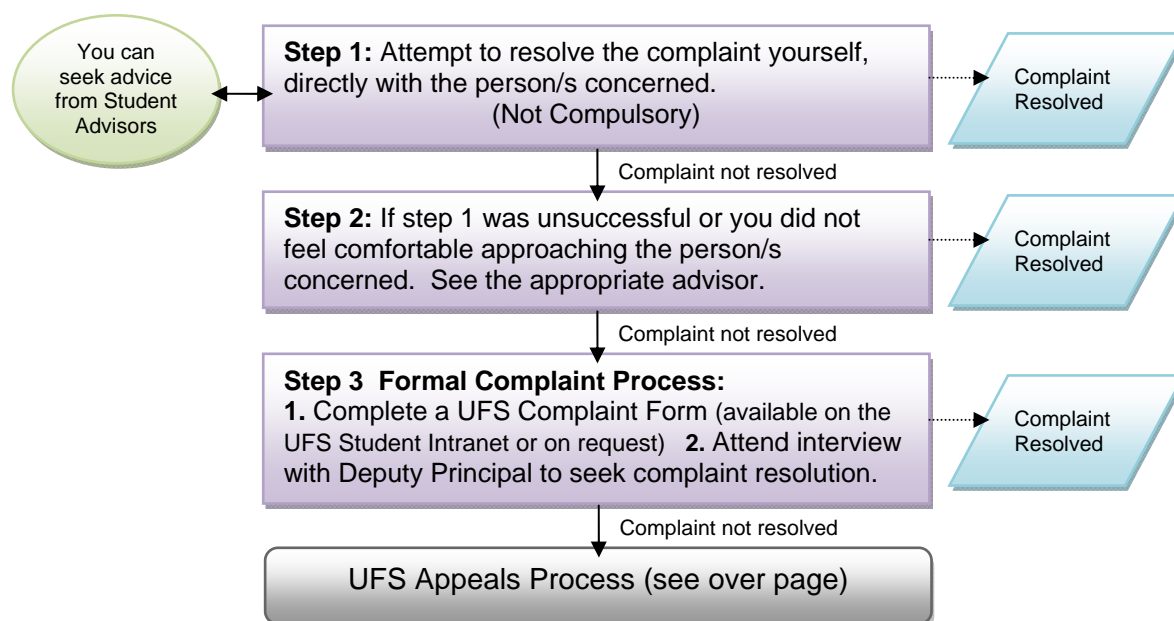
### Step 3

If you were unable to resolve the conflict using the processes outlined in Steps 1 and 2 above, a Formal Student Complaint Form is available on the UFS Student Intranet and is available on request (Student Services Office on Level 1, Building L5). This form should be submitted to the UNSW Foundation Studies Student Services Office on Level 1, Building L5. They can provide you with a copy of your form for your records.

The Deputy Principal (Academic) or his/her nominee will contact you within 10 working days of receiving your formal complaint, to arrange an interview. Within 10 days of the interview being conducted, the Deputy Principal (Academic) will advise you of the outcome of your formal complaint in writing (including reasons for the decision).

If you are unhappy with the handling of your complaint, you may appeal to the Manager Teaching Operations using the UFS Appeals Process (Stage 1). An appeals form can be found on the UFS Student Intranet, and is available on request (UNSW Foundation Studies Student Services Office on Level 1, Building L5).

## Overview UNSW Foundation Studies Complaints Process



## Appeals Process

### Stage 1

If you are appealing a UFS policy or decision (e.g. not meeting attendance requirements, unsatisfactory course progress, academic misconduct, ...), you should meet the Academic Adviser in the first instance to discuss the matter. If you choose to proceed with an appeal, the **Stage 1 formal appeal form** is available on the UFS student intranet and at the UNSW Foundation Studies Student Services Office, Level 1, Building L5). This form must be completed and submitted to the **Manager Teaching Operations** or his/her nominee, via the UNSW Foundation Studies Student Services Office, along with relevant supporting documentation. The Manager of Teaching Operations or his/her nominee will advise you of the outcome in writing (including reasons for the decision), within 10 working days. Note: If you are appealing a decision to report you to DIAC, you have **20 working days** from the date that the 'Intention to report' letter was issued to enact the UNSW Foundation Studies complaints and appeals policy.

### Stage 2

If you believe that the complaint or appeal has not been satisfactorily resolved after Stage 1, you can refer the matter to the **Deputy Principal (Academic)** or his/her nominee. The complaint will need to be formally lodged in writing using the **Stage 2, 3, or 4 formal appeal form** (available on the UFS Student Intranet or on request) **within 5 working days** of the date listed on the Stage 1 appeal response (Manager Teaching Operations). In your appeal you must state why you are dissatisfied with the findings of Stage 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 you of the outcome in writing (including reasons for the decision), within 10 working days.

### Stage 3

If after Stage 2 of the appeals process you believe that your complaint or appeal has not been satisfactorily resolved, you should refer the complaint to the **Principal UNSW Foundation Studies** or his/her nominee. The complaint will need to be formally lodged in writing using the **Stage 2, 3, or 4 formal appeal form** (available on the UFS Student Intranet or on request) **within 5 working days** of the date listed on the Stage 2 Appeal response (Deputy Principal). In your appeal you must state why you are dissatisfied with the findings of Stage 2 and the grounds for that dissatisfaction including all relevant supporting documentation. At this stage of the appeals process, the Principal or his/her nominee will make a determination on whether the complaint is to be investigated further (Stage 4) or to complete the internal investigation. If the internal appeals process is closed at this stage, the external appeals option (stage 5) is still available to you. The Principal or his/her nominee will advise you of the outcome in writing (including reasons for the decision), within 10 working days.

### Stage 4 *(at the discretion of UNSW Foundation Studies and not always enacted)*

If stage 4 of the appeals process is enacted, an appeal should be lodged in writing using the **Stage 2, 3, or 4 formal appeal form** (available on the UFS Student Intranet or on request) and the appeal must be submitted **within 5 working days** of receiving the Stage 3 Appeal response (Principal). The appeals document will be forwarded to the Presiding Member of the UNSW Pre-University and Alternative Education Committee (PUAEC). The Presiding Member PUAEC may decline to take action in cases where insufficient or unfounded reasons have been given. If the Presiding Member PUAEC believes that there is evidence to support an appeal, the Presiding Member PUAEC will

recommend that the issue be assessed by the Appeal Sub-Committee of the Academic Board and shall inform you 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 UNSW Foundation Studies 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 stage in the appeal process.

You will be informed of the decision in writing within 10 days of the appeal hearing.

### Stage 5

If the matter is not satisfactorily resolved after the internal appeals process, you should refer the complaint to the external body of the NSW Overseas Students Ombudsman <http://www.oso.gov.au/>

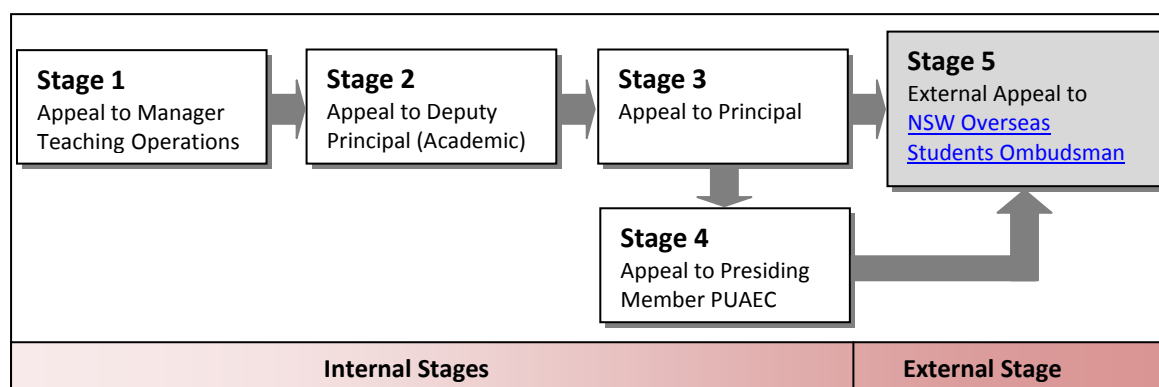
If you choose to appeal to the NSW Overseas Students Ombudsman (OSO), you must inform the UNSW Foundation Studies Manager Teaching Operations in writing within 10 days of the previous appeal stage being completed. This will ensure that UNSW Foundation Studies maintains your enrolment during the external appeals process.

The purpose of the external appeals process is to consider whether UNSW Foundation Studies has followed its policies and procedures – it is not to make a decision in place of UNSW Foundation Studies. UNSW Foundation Studies will implement the decision of the NSW OSO. Note that external bodies such as the NSW OSO may require you to exhaust internal avenues of complaint before they will become involved.

### Important Notes

At any stage during the appeals process you may be excluded from some or all UNSW Foundation Studies classes even if your enrolment status is maintained. If you are excluded from classes for any reason, UNSW Foundation Studies will provide you with details of the academic work that should be covered for the period of exclusion.

## Overview UNSW Foundation Studies Appeals Process



# **Section Three**

## **Student Support Services**

# 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.facilities.unsw.edu.au](http://www.facilities.unsw.edu.au) and click on the "Safety & Security tab".

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](http://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](mailto: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](mailto:unibeat@unsw.edu.au) (if not urgent).

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](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](http://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, goal setting and motivation issues
- Visa matters
- Health care and OSHC matters
- Airport reception and accommodation
- Social activities and Friday sports
- Welfare & accommodation matters for students under the age of 18
- Career advice and university placements
- Referrals to legal services and counselling services
- Emergency assistance as First-Aid Officers

The Student Advisers are located on Level 1, Student Services area, 223 Anzac Parade, Kensington and are available during office hours between 9am and 5pm Monday to Friday.

If you wish to speak to a member of the Student Support/ Student Advisers team, please choose the option you need at the Ticketing Machine. This will put you in the queue and the appropriate staff member will be paged and will either call you to their counter, or will come out to meet you:

- If you wish to speak to a **Student Adviser**, you should press the '**Student Welfare/Student Activities**' button and then select the '**Student Welfare**' option. This will direct you to the Student Contact Officer, who can assist you with your enquiry or arrange for you to see one of the International Student Advisers.
- If you wish to enquire about or book **activities or excursions**, please press the '**Student Welfare/Student Activities**' button and then choose the '**Student Activities**' option in order to see the Student Experience Officer.
- If you wish to discuss matters relating to your **Accommodation**, please select the '**Accommodation Enquiries**' button

Please note: If you have an enquiry about **student cards, timetables, tuition fees or payments, repeating your course, release letters** etc... you should press the '**Course Enquiries / Enrolments**' button and speak to Student Services staff. If you wish to book an **IELTS** test, please press the '**IELTS Test Bookings**' button.

## Student Support Contact Details:

Another option to see a Student Adviser is via email.

The Student Support email address is: [Student.support@unswglobal.unsw.edu.au](mailto:Student.support@unswglobal.unsw.edu.au)

To contact or make an appointment with the Accommodation and Welfare Officer or to book airport pickup, you can email: [Accommodation@unswglobal.unsw.edu.au](mailto:Accommodation@unswglobal.unsw.edu.au)

To book or enquire about social and sporting activities, excursions or suggestions, you can also email: [Activities@unswglobal.unsw.edu.au](mailto:Activities@unswglobal.unsw.edu.au)

**Kasia Orlando**, Senior International Student Adviser PH: 9385 6330  
Email: [K.Orlando@unsw.edu.au](mailto:K.Orlando@unsw.edu.au)

**Joanna Killick**, Student Adviser PH: 9385 6331  
Email: [j.killick@unsw.edu.au](mailto:j.killick@unsw.edu.au)

**Zoe Song**, Accommodation and Welfare Officer PH: 9385 7274  
Email: [Z.Song@unsw.edu.au](mailto:Z.Song@unsw.edu.au)

**Siti Mella**, Student Contact Officer PH: 9385 6603  
Email: [Student.support@unswglobal.unsw.edu.au](mailto:Student.support@unswglobal.unsw.edu.au)

**Elise Hockam**, Student Activities Officer PH: 9385 9670  
Email: [E.Hockam@unsw.edu.au](mailto:E.Hockam@unsw.edu.au)

## First-Aid Officers

Kim Wherry	Level 1, Student Services area	PH: 9385 7522
Elise Hockam	Level 1, Student Services area	PH: 9385 9670
Eileen Kennedy	Level 2, Teachers area	PH: 9385 4215
Alex Durie	Level 2, Teachers area	PH: 9385 4215







## *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 to collect "Print Card" and timetable  
\*Take this Student Handbook to your IT Induction session
- Attend Campus Tour
- Pay outstanding fees (if applicable)
- Register with your OSHC provider to receive your membership card