

International Student Handbook

UNSW Institute of Languages International Student Handbook

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This publication is revised periodically.

Contact Details

Postal Address:

UNSW Institute of Languages
PO Box 853
Kensington 1465

Kensington Campus

UNSW Building L5
223 Anzac Parade
Kensington NSW

Telephone 9385 5396

Fax 9662 2651

Email admissions@unswglobal.unsw.edu.au

Randwick Campus

UNSW Building R14
22-32 King Street
Randwick NSW

Telephone 61 2 9385 0374 or 61 2 9385 0375

Fax 9399 5420

Email institute.languages@unsw.edu.au

Website www.languages.unsw.edu.au

Reception Hours

Monday to Friday 9.00am to 5.00pm

REGISTERED PROVIDERS

Institute of Languages CRICOS Provider No 01020K

ABN 62 086 418 582

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Welcome



Welcome to the Institute of Languages at the University of New South Wales. The Institute of Languages was established in 1966 and since then many thousands of international students have studied with us and either gone on to further study in Australia or returned home with new skills and understanding. We have also helped many thousands of newly arrived migrants to improve their English and settle successfully in Australia.

In addition to teaching English, the Institute of Languages offers courses in a variety of foreign languages and courses for people who wish to become language teachers. The Institute of Languages is also an official test centre for IELTS; TOEFL and TOEIC as well as a number of specialised language tests. Altogether, no other language centre in Australia offers as extensive a range of courses as the Institute of Languages.

The teachers at the Institute of Languages are dedicated professionals who will assist students to achieve their learning goals as quickly and effectively as possible. The teachers at the Institute of Languages use contemporary language teaching methodology; well designed courses and modern educational technology to provide the best possible learning experience for students.

The Institute of Languages also provides a range of support services for students including resources to promote independent learning, academic and welfare counselling, an accommodation service, an activities and social program, and access to the various facilities at UNSW.

We value our students and take pride in assisting them to achieve their goals. We aim for excellence and appreciate feedback which will help us to continually improve our courses and services.

On behalf of the staff of the Institute of Languages I wish all of our students a happy and productive learning experience here at the Institute.

Mr Marc Weedon-Newstead
Principal and Group Executive
UNSW Institute of Languages

1. Course Information

Class Times

Session One

9.00 am to 11.00 am

Break

11.30 am to 1.30 pm

OR

Session Two

1.30 pm to 3.30 pm

Break

4.00 pm to 6.00 pm

Sample Timetable: *Please note - Your classes may be in the morning or afternoon*

General English 406B IL04 Coordinator: Joy B Tel: 9385 xxxx xxx@languages.unsw.edu.au																				
Mon	9	9:30	10	10:30	11	11:30	12	12:30	13	13:30	14	14:30	15	15:30	16	16:30	17	17:30	18	
Your academic program	Pronunciation				Your class name	Book				Name of coordinator for your course										
Name of Teacher	G07				Name of teacher	G07														
Tuesday	Listening and Speaking				Reading and Speaking															
The classroom number	G07				The lesson activity															
Wednesday	Coursebook				Writing				Computer Lab											
Name of teacher	G07				Teacher				G07				G29							
Thursday	Coursebook				Learning outside				Language Lab											
Teacher	G07				Teacher				G07				G28							
Friday	Australian Studies				Coursebook															
Teacher	G07				Teacher															
Times	22-32 King Street Randwick R14				R-03 - R-26				Building name on UNSW campus				UNSW Campus				Map Ref			
All classes start no later than 5 minutes after the scheduled time.	223 Anzac Parade (Map L5)				Ground floor				NSGT, Web A, B				Webster Bldg				G14			
	G02 - G29				Lower Ground Floor				SqHse203 - 218				SquareHouse				E4			
	LG04 - LG38								L203, 275-276				Law Building				K14			
													Quadrangle				E15			
													Keith Burrows Theatre				J14			
													Old Main Building				K14			

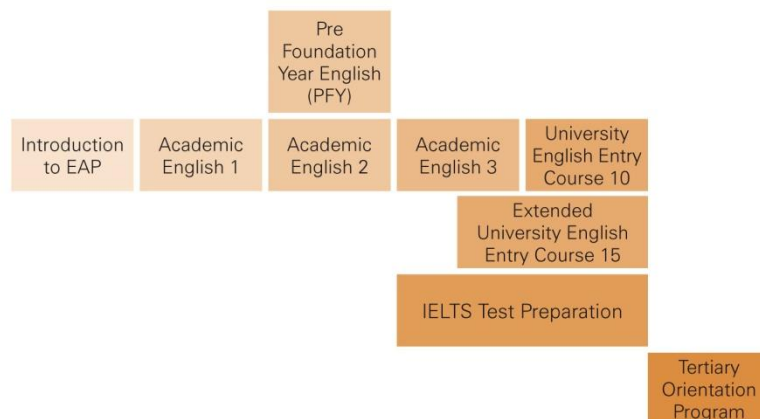
Term Dates

2011		2012	
Term 1	04 January to 04 February	Term 1	03 January to 03 February
Term 2	07 February to 11 March	Term 2	06 February to 09 March
Term 3	14 March to 15 April	Term 3	12 March to 13 April
Term 4	02 May to 03 June	Term 4	16 April to 18 May
Term 5	06 June to 08 July	Term 5	21 May to 22 June
Term 6	18 July to 19 August	Break	25 June to 29 June
Term 7	22 August to 23 September	Term 6	02 July to 03 August
Term 8	10 October to 11 November	Term 7	06 August to 07 September
Term 9	14 November to 16 December	Term 8	10 September to 12 October
		Term 9	15 October to 16 November
		Term 10	19 November to 21 December
		Break	24 December to 04 January 2013

Course Level Chart

Course Level Charts

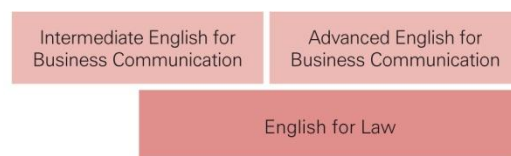
Academic English



General English



Professional English



Common European Framework of Reference



Level Guides

General Proficiency English (GPE) and English for Business

The Institute of Languages offers General Proficiency English at all levels from Beginners to Advanced as well as a number of special interest courses.

You will normally move to the next level after completing a course (10, 15 or 20 weeks). Your course will depend on the result of your placement test on arrival at UNSWIL. Minimum English requirements apply to each level of English course.

Level		Duration	CEFR* equivalent
1	Elementary	10 weeks	A1
2	Pre-Intermediate	10 weeks	A2
3	Intermediate	10 weeks	B1
4	Upper Intermediate	10 weeks	B2.1
5	Pre-Advanced	15 weeks	B2.2
6	Advanced	15 weeks	C1
IBEC	Intermediate Business	20 weeks	B2
ABEC	Advanced Business	20 weeks	C1

*Common European Framework of Reference

Academic English (AE)

The Institute of Languages offers Academic English for Lower Intermediate to Advanced levels for students intending to enrol in UNSW and other universities, University Foundation Studies or other tertiary courses. Students who do not have an IELTS test score (within the last 12 months) can sit for the UNSWIL placement test on arrival.

Entry scores to AE courses and progress requirements (All courses are 10 weeks unless otherwise stated)

UNSWIL: Course placement	AE Initial class placement		AE Progress requirements	
	IELTS band on entry (overall)	IELTS Writing score on entry	UNSWIL- AE Grade on entry (overall)	UNSWIL- AE Writing grade on entry
Introduction to English for Academic Purposes	4.5	4.0	E+	E
Academic English Level 1	4.5	4.5	E+	D-
Pre-Foundation Year (PFY)	5.0	4.5	D	D-
Academic English Level 2	5.0	5.0	D	D-
Academic English Level 3 (10 weeks)	5.5	5.5	D+	D+
University English Entry Course (UEEC15)	6.0	5.5	C	D+
University English Entry Course (UEEC10)	6.0	6.0	C	C-
IELTS Test Preparation	5.5	5.5	D+	D+
Tertiary Orientation Program (TOP) 5 WEEKS	6.5 + (Full offer for UNSW)	6.0+ (in all modules)	Full offer for UNSW or C+ from UEEC	Full offer for UNSW or 20/30 from UEEC

You can find further information on our website at: <http://www.languages.unsw.edu.au>

Learning Outcomes

General English Outcomes

Course	Level	Outcome	CEFR * Equivalence
Level 1	Elementary	Basic competence in English for immediate survival purposes. Can understand some main points of very clear standard input on familiar matters and topics and communicate with limited confidence in his/her known areas. May frequently experience problems in accuracy and fluency when understanding and communicating messages.	A1
Level 2	Pre Intermediate	Competence in English for survival purposes. Can understand the main points of clear standard input and communicate his/her opinions or needs with some confidence on familiar matters and topics. Can write short simple texts related to personal information.	A2
Level 3	Intermediate	Can converse confidently about experiences and opinions on a range of topics and deliver meaning clearly, though with some grammatical inaccuracy. Can comprehend specific information in a variety of formats if articulated clearly and can obtain meaning from reading texts such as short magazine and newspaper articles, using a range of strategies to assist comprehension. Can structure writing well, and shows awareness of the features of distinct genres, such as narrative, letter and description.	B1
Level 4	Upper Intermediate	Can express views and engage in debate on more complex topics, as well as present information formally, utilizing some specialised vocabulary and increasing grammatical accuracy. Can cope with a variety of accents and some use of colloquialisms. Uses strategies such as inferring meaning from context to comprehend longer and more involved texts on a variety of subjects. Can produce a range of writing texts, demonstrating increased control of register and more complex sentence structures.	B2.1
Level 5	Pre-Advanced	Has a reasonable command of quite complex English, expressing him/herself with some fluency, and able to cope with new elements when speaking with native speakers. Can produce a variety of organized and detailed written texts, appropriate to the context. Can grasp the gist of both abstract and concrete reading texts.	B2.2
Level 6	Advanced	Has reached the level of fluency in both writing and speaking, and can use the language spontaneously and with flexibility, making only minimal errors in general and professional contexts. Understands and can apply the appropriate level of formality of language in different contexts, enabling quite comfortable interaction with native speakers at normal speed. Can understand complex abstract and technical texts.	C1

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

Academic English Outcomes

Course	Level	Outcome	CEFR * Equivalence
Introduction to AE (IAE)	Lower Intermediate	Can develop and use independent learning strategies. Can understand exam protocol in a tertiary academic setting. Can understand basic academic- context conversations (<i>approximately 5min duration</i>), media broadcasts (<i>approximately 3-7 minutes duration</i>). Can prepare and deliver short informal spoken presentations on personal issues / current events. Can read written and graphical information from basic adapted academic style and non academic texts (<i>250-500 words</i>). Can produce simple explanation style texts at the paragraph level (<i>100 -150 words</i>)	B1
Academic English 1 (AE1)	Intermediate	Can develop and use independent learning strategies. Can understand simple spoken text across academic style genres including: lectures (<i>approx. 5-7 min duration</i>), discussions and media broadcasts (<i>approx. 5-7 min</i>). Can prepare and deliver a formal group spoken presentation on an academic topic. Can read written and graphical information from adapted/ simplified academic style texts (<i>approximately 500 words</i>). Can produce explanation texts at the extended paragraph level (<i>150-200 words</i>) under exam conditions.	B2.1
Academic English 2 (AE2) PreFoundation Year English (PFY)	Upper Intermediate	Can develop and use effective independent learning strategies. Can understand standard spoken text across academic genres including: lectures (<i>approximately 10min duration</i>) and media broadcasts (<i>approximately 10min duration</i>). Can prepare and deliver formal spoken presentations on various academic topics. Can read written and graphical information from adapted academic style texts (<i>approximately 900words</i>). Can effectively produce explanation genre essays (<i>200-300 words</i>)	B2.2
University English Entry Course (UEEC 15)	Pre-Advanced	Can develop and use independent learning strategies. Can understand more complex spoken text across a variety of academic genres including academic style: lectures (<i>approximately 10-15min duration</i>), discussions, media broadcasts (<i>approximately 15 min duration</i>). Can prepare and deliver formal spoken presentations on a topic of an academic nature. Can read written and graphical information from academic style texts (<i>approximately 1200 words</i>). Can produce expository-/ discussion essays (<i>300-500 words</i>)	B2.2
University English Entry Course (UEEC)	Advanced	Can develop and use independent learning strategies. Can undertake library /internet / database searches to locate a wide range of academic texts. Can understand complex spoken text across a variety of academic genres as required at the minimum tertiary entry level including authentic: lectures (<i>approximately 15-20min duration</i>), discussions and media broadcasts <i>approximately 15-20min duration</i>). Can prepare and deliver formal discipline specific spoken presentations and effectively engage in tutorial style discussions on a topic of an academic nature (discipline specific). Can read written and graph information from authentic tertiary level academic texts (<i>approximately 2500 words</i>). Can produce complex expository / discussion/ explanation genre long essays(<i>300-1500 words</i>)	C1
Tertiary Orientation Program (TOP)	Advanced	Can develop and use independent learning strategies. Can undertake library /internet / database searches to locate a wide range of academic texts. Can understand spoken text across a variety of academic genres as required at the tertiary entry level including authentic: lectures (<i>approximately 15-20+min duration</i>), discussions, media broadcasts (<i>approximately 15-20+min duration</i>). Can prepare and deliver formal spoken presentations on a topic of an academic nature (<i>discipline specific</i>). Can read written and graphical information from authentic tertiary level academic texts (<i>approximately 2500 words</i>). Can produce complex expository / discussion genre essays and reports.	C1

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

Assessment

The UNSW Institute of Languages is committed to enabling and assisting students to reach their study goals. For more detail about Course Progress, see page 11 . More detailed information about assessment for each course is given to students on the first day of class.

GE	AE
Your final course mark is based on a range of tasks: <ul style="list-style-type: none">• Participation and performance in class• Homework and/or assignments• A presentation• Progress tests during the course• A test at the end of the course	Your final course mark is based on a range of tasks: <ul style="list-style-type: none">• Participation in class• A seminar presentation• An essay/assignment• Tests during and at the end of the course• Others as identified in the course assessment

Certificates

Certificates are issued at the end of the final term of your studies with us. We cannot issue a certificate to students whose attendance is less than 80% (or 90% for PFY and UEEC). The certificate will indicate the level of your English study when you leave and the courses you have studied.

Teaching and Learning

- At the beginning of your course and when you move to a new level, you will receive a **Course Outline** which includes the learning outcomes for your course and information about the course assessment.
- You will have 2 or more **teachers** for your classes. Each class has a **Senior Teacher** who is responsible for the teaching program, course content and student progress. Your timetable includes contact information for your Senior Teacher.
- Depending on your course, your class may use a published textbook which students may buy or borrow for the term from the LSU (Library Services Unit) or UNSW Institute of Languages Course booklets issued by your teachers.
- You can make an appointment with a **Learning Adviser** in the Learning Support Units if you have any study problems. They will guide you to extra learning materials on-line or from the LSU.

English Language Test Information

TOEIC, TOEFL and IELTS tests are all internationally recognised as valuable qualifications. You may wish to enrol for one of the following tests at the Institute of Languages.

Test of English for International Communication (TOEIC)

The Institute of Languages is the only open testing centre for TOEIC in Sydney.

We offer students preparation for the TOEIC test within the Intermediate English for Business Communication Course (IBEC) in the GPE program.

TOEIC TESTING DATES - 2011

Fridays at 4.00 - 7.00pm

28th October
25th November

Test of English as a Foreign Language (TOEFL)

The UNSW Institute of Languages administers the TOEFL test. The TOEFL tests we offer are internet-based and these tests measure how well you read, listen, speak and write in English. You have to register online for this test. The TOEFL website is www.ets.org.

International English Language Testing System (IELTS)

UNSW Institute of Languages is an approved IELTS testing centre.

We offer students preparation for the IELTS test through our UEEC courses. The IELTS test is a globally recognised English language proficiency assessment designed to assess the English language ability of international candidates.

Test dates

Tests are normally offered on Saturdays, with some sessions on Thursdays. The Listening, Reading and Writing tests are all taken on the same day. The Speaking test can take place up to seven days before or after the other papers; speaking tests for Thursday tests will usually take place on the following Saturday. To register for an IELTS test, you need to submit your application form in person at the Student Services office on level 1 of the L5 building, at least five weeks before the test date.

Further information (dates, fees etc) is available on the UNSWIL website - <http://www.languages.unsw.edu.au/testing>

2. Rules and Procedures

Attendance and Visa Rules

For students on Student Visas, the Department of Immigration and Citizenship (DIAC) requires the Institute to report students' attendance rate regularly. Your visa is conditional on your **attendance in class being no less than 80%**. Any student whose attendance is less than 80% may be reported to DIAC. Those students will have their status withdrawn and may be deported. Students who receive a warning letter about their attendance should respond to it immediately. You can check your attendance by logging on to the MyProfile section of www.my.unswglobal.unsw.edu.au

- Teachers mark attendance in every lesson according to the following

Marking of Roll

If a student is absent from the whole session for **any** reason: absent is marked (A) on the roll. (2hrs= 2% absence)

From 10-30 minutes late for a class session, at any time of the day: (L) = Late (4xL= 2% absence)

More than 30 minutes late for a class session, at any time of the day: (A/L) (2xAL= 2% absence)

- Attendance is checked by the senior teachers every week.
- Students who are sick for a period of time should obtain a medical certificate from a doctor and give a copy of it to their Senior Teacher as soon as they return to school. Students who have unsatisfactory attendance may need to show their medical certificates to prevent having their student visa cancelled.
- When a student is absent more than 5 consecutive days without approval or is close to a point where they may not be able to reach 80% attendance even if they attend every class, a warning letter is sent. The student then needs to speak to the Student Adviser or Head of Studies. The student may provide documentary evidence (eg. medical certificates) to DIAC to explain the reasons for their low attendance rate.
- If the student's attendance does not improve, a second warning letter is sent.
- When the student reaches a point where achieving 80% attendance is impossible even if they attend class every day, they are informed that the matter will be reported to DIAC and are given 20 working days to access UNSWIL's Complaints and Appeals process (see page 43 of this handbook).
- If the student's appeal is unsuccessful, DIAC is informed and the student's visa may be cancelled. Further information about DIAC visa requirements can be found on <http://www.international.unsw.edu.au/current/currentvisa.html>

Work Rights

Students on Student Visas are permitted to work up to 20 hours per week.

Tax File Number

Students can apply for a Tax File Number online at www.ato.gov.au. You will need this number in order to get a job.

Contact details

It is a DIAC requirement that students provide **all contact details** (address, telephone numbers etc) to the Institute office when you enrol.

Change of Address

It is a DIAC requirement that students must notify the Institute office at least 2 days in advance of any change in their residential address. Students should provide this advice in writing on a Change of Address Form, available from the reception counter and the Student Intranet or by logging on to the MyProfile section of www.my.unswglobal.unsw.edu.au



Changing Schools

Students must remain with the same school for the first six months of their course in Australia. Permission to change schools will only be given in exceptional circumstances.

Refund Policy

UNSW Institute of Languages will issue refunds to students as outlined in the Conditions of Enrolment accepted by students at the time of enrolment. For a copy of the conditions, please see UNSW Global Student Services or the UNSW Institute of Languages website (www.languages.unsw.edu.au)

Student Conduct Policy

The UNSW Student Conduct policy applies to all UNSWIL Institute of Languages students. All students at enrolment must accept their shared responsibility for maintaining a safe, harmonious and tolerant environment in which to study and work. The policy has been summarised below for UNSW Institute of Languages non English speaking background students. The full policy can be found at: www.my.unsw.edu.au/academiclife/assessment/Student_ConductPolicy.html

Student Responsibilities

We ask you

- to actively learn and study, attend classes on time and inform the teacher when absent
- to complete all academic tasks honestly i.e. not copying other work (more information on **plagiarism** can be found from the Learning Centre- www.lc.unsw.edu.au)
- to hand in homework tasks within the agreed time limits
- to be respectful and courteous to all staff(both academic and administrative) and other students
- not to disturb classes by using mobile phones or other electronic equipment e.g. IPODs
- not to swear, offend or threaten any other student or staff member
- not to enter class under the influence of drugs or alcohol or supply drugs and alcohol on the premises
- to use and care for UNSWIL property and equipment e.g. classrooms, the Language & Computer Labs, the LSU in a responsible manner
- not to behave in a way that disturbs any teaching activity either at the Institute or on the UNSWIL Campus

Student Rights

You have a right

- to learn in a secure and supportive place without prejudice or discrimination
- to be given correct, reliable and timely information about the course and assessment tasks
- to be given appropriate and helpful feedback about your studies
- to be given respect and to be fairly and courteously treated by all staff members
- to receive counselling and advice both academic and personal, if necessary
- to privacy about your personal situation
- to have any complaints listened to and managed quickly and fairly
- to be informed about UNSWIL's policies and procedures (see the Student Intranet for further information)

UNSWIL Campus Policies

We ask you

- not to eat or drink in the classroom, computer/language labs or LSUs during class or recess
- not to smoke in or around the entrances of Institute buildings

Course Progress

UNSW Institute of Languages is committed to enabling and assisting students to reach their study goals within the expected timeframe. The progress of students is monitored, recorded and reviewed at the end of each 10 week study period.

If a student's grades are not high enough to progress as expected, the course coordinator will contact the student and discuss issues such as the reason for the course progress problem, study habits, a study plan, extra tuition or other strategies to improve the student's performance.

An intervention strategy may be put in place to assist the student in their progress.

The Senior Teacher may refer students to a Learning Adviser in order to improve study skills and focus on problem issues.

Students with non-academic issues affecting progress may be referred to a Student Support adviser for counselling assistance.

The student may need to repeat a level in order to achieve the grades required to proceed to the next course level.

A Learning Plan may be put in place and the student will need to agree to the plan in writing. This could include sessions with a Learning Adviser, extra homework or repeating a level.

If the student's progress is unsatisfactory for two consecutive 10 week study periods despite intervention, the student will be informed in writing of UNSW Institute of Languages's intention to report the student to DEEWR. He or she is able to access UNSWIL's Complaints and Appeals process within 20 working days.

UNSW Institute of Languages full Monitoring Course Progress policy is available at http://www.unswglobal.unsw.edu.au/documents/ESOS_PDF_Files/IL-010-POL_UNSW_Institute_of_Languages_Monitoring_Course_Progress_Policy.pdf

AE Assessment Rules

Course assessment includes projects, tutorial exercises, assignments, presentations or tests as well as examinations. *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:

- You must obey any instruction given by an examination supervisor for the proper conduct of the examination.
- You must present your student card and passport at all examinations and leave this on your desk for the duration of the examination.
- You must be seated in your allocated place in the examination room not less than 15 minutes before the scheduled commencement time.
- If you arrive more than 30 minutes after the scheduled commencement time you will not be admitted to the examination room.
- 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.
- All answers must be written in English unless otherwise stated.
- 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.

- You may not bring any unauthorised materials into the examination room. Examples of unauthorised materials are: bags, motor cycle helmets, hats or caps, calculators, electronic dictionaries or word finders, writing paper, notes, manuscripts or books, pencil cases, mobile phones, food or drink.
Dictionaries are not allowed during Academic English examinations.
- You are not permitted to smoke, eat or drink during examinations.
- You must not ask for or give, assistance to any other candidate in the content of the exam.e.g. answers
- You must not submit memorised essay content pre-prepared individually or in a group. Your essay must be composed during the examination
- You must make sure you are present at all scheduled examinations.
- Misreading the timetable is not an acceptable excuse for lateness or failure to attend.
- You must make sure that you have completed all the required forms of assessment
- Penalties will be applied for late submission of assignments.
- 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 UEEC Academic Committee and/or the Head of Studies for AE.

Student Misconduct and Academic Misconduct

You are reminded that UNSWIL regards academic misconduct as a very serious matter. Students found guilty of serious academic misconduct in UNSW Institute of Languages courses can be excluded from future courses.

Students who are excluded will not be issued with a Statement of Results or an accredited certificate. No portion of the fees will be refunded.

The following are some actions likely to result in a charge of academic misconduct:

- submitting false information for an enrolment
- attempting to circumvent the security and privacy features of the computer system
- taking unauthorised materials into an examination
- allowing / arranging for another person to take your place in an examination
- submitting work for assessment knowing it to be the work of another person
- failing to acknowledge the source of material in an assignment, essay or project
 - improperly obtaining prior knowledge of an examination paper

You are required to acknowledge the sources of ideas and expressions used in submitted work. To provide adequate documentation is not only an indication of academic honesty but also a courtesy enabling the marker to consult sources with ease. Copies should be kept of original references if they are referred to in your assessment task.

Physical disabilities

If you suffer from a physical disability, which puts you at a disadvantage in written or practical examinations, you should advise the Student Service Office as soon as possible, 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 Institute of Languages Student Services Office on Level 1 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, e.g. medical

certificates. 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 grade is given.
2. Other assessment components are re-weighted at the end of the course, to arrive at a final grade.

Remarking and appeals process

Students may apply for a review of a result only after they have received their final grade. Students must submit an *Application for Review of Examination Grades form* available from the Institute of Languages Student Services Office on Level 1. This application must be accompanied by a fee, and received within one week of the date of issue of the final grade.

If a student wishes to apply for a remark of their grades, they need to indicate clearly which assessment task they would like to have remarked, and attach the original assessment task (if possible) to the application form. The remarking process takes two weeks, and if a grade is changed, the application fee will be refunded. In the event that a student remains dissatisfied with the remarking process, they have the right to lodge an appeal (see Complaints and Appeals).

Conceded Pass

If you do not achieve an overall passing grade but are deemed by the AE department to have a satisfactory academic standard you may be awarded a Pass Conceded. This allows you to continue with your study program. A Pass Conceded can only be awarded by an Assessment Committee comprising the AE Head of Studies and two AE Senior Teachers.

Information Technology (IT) Rules

Most classes are timetabled each week into the Computer Laboratory. Students may also access computers in the LSU and other computer laboratories in L5 outside class hours. See below and following pages for information and policy about information technology resources.

Students may access computers in the LSU and other computer laboratories in L5 during and outside class hours. See below and following pages for information and policy about information technology resources.

It is important that **you do not**

- give your password to another person
- use passwords which you are not authorised to have
- use another person's identification when signing onto an UNSWIL computer or network
- use UNSWIL computing facilities for any other purposes e.g. business or banking

- download, copy or store copyrighted material such as music, video or move files
- copy or load software of any kind onto UNSWIL owned computers
- access, store or display pornographic or paedophilic material
- attach any devices to the UNSWIL computer network without authorisation
- leave your workstation unattended while logged on to the UNSWIL computer network
- cause damage or attempt to steal computer equipment
- eat, drink or smoke in any of the computer labs

You may face penalties or disciplinary action for violating rules which can range from having your internet access disabled or to being expelled from the program.

Legal action may be taken for criminal offences which could result in jail.

Complaints and Appeals

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

Guidelines

1. Before starting any complaint procedures, students should try to resolve any complaint directly with the person/s concerned. This is appropriate whether it is a complaint about a mark or an overall grade, or an event in class, or a difficulty in your program. 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 an UNSW Institute of Languages decision. Unless advised otherwise, a student's enrolment will be maintained while the Complaints and Appeals process is ongoing.
4. Complaints and Appeals will be treated seriously and sensitively, having due regard to procedural fairness, confidentiality and privacy.
5. All students are expected to participate in the complaint and appeals resolution process in good faith.
6. Students have the right to access a person or body independent of and external to UNSWIL. This external appeals process will be at minimal to no cost.

Complaints and Appeals Process

Step 1- Informal Complaint

Try to resolve the matter with the person concerned (as above). This is not a compulsory step.

Step 2- Informal Complaint

If you have been unable to resolve a complaint by discussion with the relevant UNSWIL staff member(s) or if you are not comfortable doing so, you should direct your complaint or appeal as designated below.

- For complaints involving teaching or administrative staff, and/or other students, see a Student Adviser or Senior Teacher in the first instance. Where the complaint involves that person, you should refer the matter to the next most senior appropriate member of staff, e.g. Head of Studies or Director of Studies.
- Where the complaint relates to student fees or enrolment, the matter should first be taken up with the Manager, Admissions.

Step 3 - Formal Complaint or Appeal

If you believe that the complaint or appeal has not been satisfactorily resolved, you should refer the complaint or appeal to the Group Executive of UNSWIL or their nominee. A Formal Student Complaint form is available at the Student Services office for this purpose. The Director or their nominee will respond within 10 working days regarding the outcome or progress of the complaint or appeal process. A written statement of the outcome including details and reasons for the decision will be provided when the process has been completed.

Step 4- Internal Appeal

If you are not satisfied with the outcome of your formal complaint or appeal, you may choose to appeal to the Chief Executive Officer of UNSW Global. The appeal process will commence within 10 working days of receipt of your appeal. A written statement of the outcome of your appeal including details and reasons for the decision will be provided when the process has been completed.

Step 5- External Appeal

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

You need to inform UNSW Institute of Languages in writing that you have chosen to appeal to the Ombudsman. UNSWIL will immediately implement the decision of the NSW Ombudsman.

Appeals against Intention to Report for Unsatisfactory Attendance, Unsatisfactory Course Progress or Academic Misconduct

If you wish to appeal against UNSW Institute of Languages' Intention to Report to DEEWR for unsatisfactory attendance, unsatisfactory course progress or academic misconduct issues, you should first meet the Director of Studies (or their nominee) to discuss the matter.

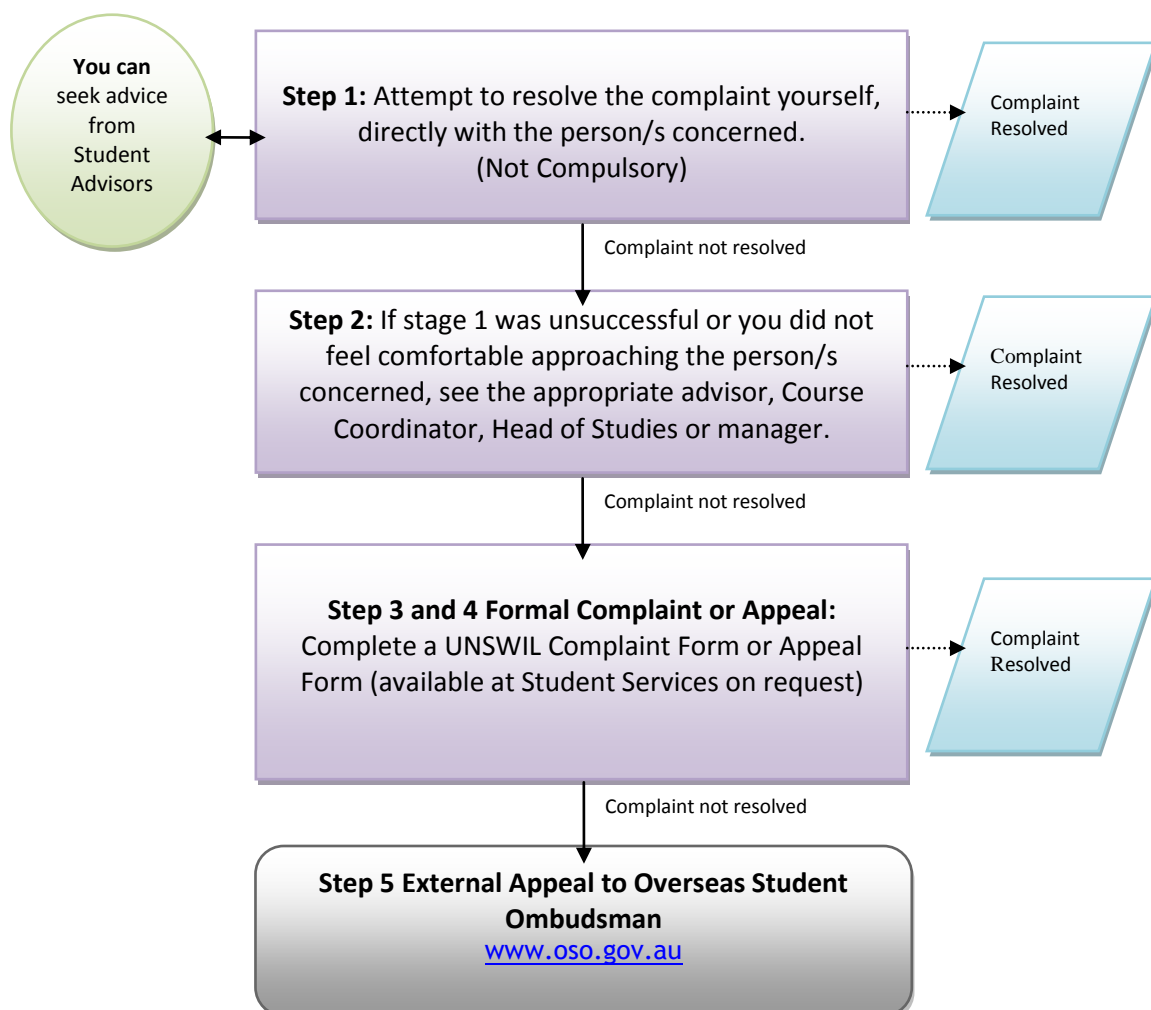
If you choose to proceed with an appeal, you will be provided with a formal appeal document which must be completed and submitted to the Director of Studies (or their nominee), along with relevant supporting

documentation within the specified time (20 working days from receipt of the Intention to Report letter). The Director of Studies or their nominee will respond within 10 working days regarding the outcome or progress of the appeal process. A written statement of the outcome including details and reasons for the decision will be provided when the process has been completed.

If you are not satisfied with the outcome of your appeal at this level, you may choose to access Steps 3, 4 and 5 of the Complaints and Appeals process above.

NSW Institute of Languages Complaints and Appeals Policy and Procedure in full can be accessed at http://intranet.nsg.unsw.edu.au/policy_manual/9_0/IL-008-POL_UNSW_Institute_of_Languages_Complaints_and_Appeals_Policy.pdf

Complaints and Appeals Process



3. People at UNSWIL

If you need information, help or advice about your course or living and working in Australia, please contact us! We are always happy to help you.

Student Services	Admissions, Fees, Enrolments and Tests	Location
Customer Service Officers Admissions Officers		Level 1 Reception Kensington Campus: 223 Anzac Parade Randwick Campus: 22-32 King Street
IELTS Admissions Assistant		Kensington Campus: 223 Anzac Parade Telephone: 9385 6729
Customer Service Officer, TOEIC		Randwick Campus: 22-32 King Street, Telephone: 9385 0374 or 9385 0375
Student Support	Accommodation, Activities and Support Services	Location
Siti Mella	Student Contact Officer	Level 1 Reception Kensington Campus : 223 Anzac Parade Telephone:9385 6603 Email: student.support@unswglobal.unsw.edu.au
Kasia Orlando	Senior International Student Adviser	Level 1 Reception Kensington Campus: 223 Anzac Parade Telephone: 9385 7538 Email: orlando@unsw.edu.au
	International Student Adviser	Level 1 Reception Kensington Campus: 223 Anzac Parade Telephone: 9385 6331
Zoe Song	Accommodation & Welfare Officer (Under 18s)*	Level 1 Reception Kensington Campus: 223 Anzac Parade Telephone: 9385 7274 Email: accommodation@unswglobal.unsw.edu.au
Chiemi Haginoya	Accommodation Officer*	Level 1 Reception Kensington Campus: 223 Anzac Parade Telephone: 9385 9672 Email: accommodation@unswglobal.unsw.edu.au
Elise Hockam	Student Experience Officer *	Level 1 Reception Kensington Campus: 223 Anzac Parade Telephone: 9385 9670 Email: activities@unswglobal.unsw.edu.au
Note:*		Advisers are available for appointments at the Randwick campus each week. Appointments can be booked by phone on 9385 0471 or email international.advisors@languages.unsw.edu.au

Academic Staff	Course Information and Study Advice	Location
Nasseem Mohamed	Head of Studies, GPE	Kensington Campus Telephone: 9385 5396 Email: n.mohamed@unsw.edu.au
Eva Greive	Head of Studies, AE	Kensington Campus Telephone: 9385 5396 Email: e.greive@unsw.edu.au
Senior Teachers		Contact details are on timetables
Teachers		Provided in class
Learning Advisers		Kensington campus: in the LSU Randwick campus: in the Hut
LSU (Library Support Units)		Ground Floor at Kensington Campus: 223 Anzac Parade; and Randwick Campus: 22-32 King Street
Managers at UNSWIL		
Marc Weedon Newstead	Principal and Group Executive	Kensington Campus Telephone: 9385 5396
Adele Pitkeathly	Director of Studies, ELICOS	Kensington Campus Telephone: 9385 5396
Lois Cleal	Manager, Learning and Teaching Support	Kensington Campus Telephone: 9385 5396

4. Facilities and Services

Learning Support Units (LSU)

Each UNSWIL campus has a Learning Support Unit which plays an important part in your study at the Institute. In the LSU, you can choose what you want to study. There is a large collection of books, DVDs, CDs and computers to help you study. The LSU staff will explain how the LSU works and why self-directed learning is so important.

There is a photocopier if you want to copy something to study at home. You can borrow the reading books kept in the LSU. There are many interesting titles to choose from at all different levels.

Borrowing

By becoming a member of the library you can borrow some of the materials to help you study at home. To become a member, fill out a form at the LSU and give it to one of the staff behind the LSU desk. You will have to leave a \$50.00 deposit which will be returned to you at the end of the course.

If you do not return your books, this may result in the \$50 deposit being lost and your Course Certificate withheld.

Learning Advisers

You can make an appointment with a Learning Adviser in the LSUs if you need help with:

- Learning strategies
- A study plan
- Guidance (or extra study e.g. grammar exercises or pronunciation)

Internet Access and Wifi

While we acknowledge and respect your right to privacy, your Internet use will be logged for routine management of the computer system and random review of usage. More information is available in the IT booklet.

Wifi access is available to all students when you start your course.

Access to Computer Labs

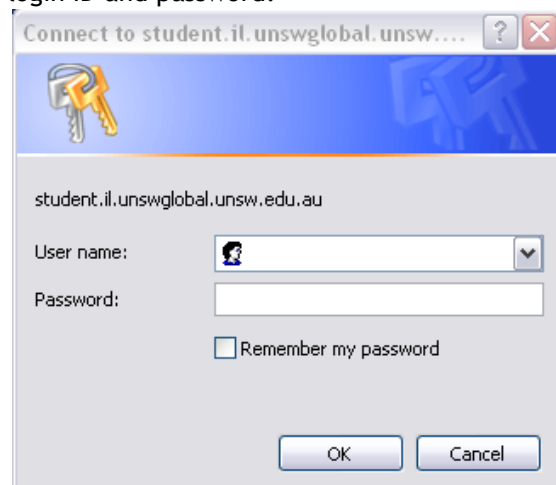
At L5 campus Anzac Parade Kensington the computer labs are in rooms G29, G14, G17, G20, G22. In the R14 campus at King Street Randwick the labs are in Rm3 and Rm 7. The labs are open from 8am - 7.45pm Monday to Friday.

Computer labs are available only to students enrolled in UNSW Global Programs. You must be in possession of your student identification card at all times when using lab computers and check timetables on the doors before using the computers.

Student Intranet

The Student Intranet has been designed specifically for use by UNSWIL students. The site is at <http://my.unswglobal.unsw.edu.au> and can be accessed at anytime from anywhere in the world.

As it is a secure site you must login using your login ID and password.



Connect to student.il.unswglobal.unsw....

student.il.unswglobal.unsw.edu.au

User name:

Password:

Remember my password

OK Cancel

Notebook/Laptop usage

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

You should not plug laptop computers into network ports.

Printing and Copying Facilities

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

Print cards can be purchased or topped up using the 'card vending machine' next to the colour printer. Please note that the vending machine does not give you change money.

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

Current Printing Costs

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

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.

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

The Language Laboratory

The Language Laboratory in the L5 building has 20 listening positions. Your teacher will select programs for your use and will listen and help you while you are practising. Most classes use the Language Laboratory at least once a week.

Disabled Access

UNSWIL classrooms have disabled access, including toilets and a lift.

(For all details of UNSW policy see the website: www.equity.unsw.edu.au)

Shuttle Bus Service

The UNSW shuttle bus service runs from the Kensington and Randwick campus twice a day. Ask at reception for the timetable or from www.transport.unsw.edu.au

Café

A café is located on Level 1 of the L5 building in Kensington. Students also have access to a number of eating venues on the main Kensington campus including cafeteria, restaurants, bars and Asian food bars.

Randwick campus students can go to the TAFE café, a short walk away.

Student Support / Student Advisers

The UNSW Institute of Languages is committed to providing a safe and supportive study environment. A team of Student Advisers is available to assist you with any problems. You will meet a Student Adviser at the Orientation session at the beginning of your course.

Student Advisers provide assistance and confidential advice to students on a range of matters related to living and studying in Australia, for example:

- Personal issues or problems affecting their studies
- Study skills and cultural adjustments
- Basic visa and immigration matters
- Health care and OSHC matters
- Airport reception and accommodation
- Social and sporting activities
- Welfare & accommodation matters for students under 18
- Attendance issues / inability to attend class
- Referrals to legal services and counselling services
- Emergency assistance as First-Aid Officers
- As liaison and support in emergencies
- Studying at the Institute of Languages - English learning pathways
- Feeling homesick or unhappy about living in Australia
- Adjusting to Australia: the food, the climate, the people
- Having difficulty sleeping or feeling unwell

Students with serious personal problems can be referred to the [UNSW Counselling and Psychological Services](#) on main campus.

You can find the Student Advisers on: Level 1, Student Advisers Offices, 223 Anzac Parade, Kensington; and in Building R7 (the Hut) of the Randwick Campus in King Street.

They are available during office hours between 9am and 5pm Monday to Friday.

Students are welcome to drop in to have a chat or ask questions without prior appointments. However, during busy periods it is advisable to make an appointment first in order to ensure that a Student Adviser is available.

To make an appointment with a Student Adviser at Randwick, or Kensington campus please contact the Student Contact officer by telephone on 9385 0471 or email at international.advisor@languages.unsw.edu.au

If you wish to drop in to speak to a member of the Student Services or Student Support/ Student Advisers team in the L5 building, please choose the option you need at the Level 1 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.

Accommodation Officer

The Accommodation Officers are available to assist students with Homestay and general accommodation problems. They are located on Level 1 of the L5 building. Please call in or telephone on 9385 9672 or email accommodation@languages.unsw.edu.au.

Student Experience Officer

The Institute organises extracurricular social activities such as weekend trips to the beach or mountains, team sports, horse riding, surfing, golf lessons and excursions in and around Sydney. These functions are organised by the Student Experience Officer so that students can get to know each other outside of the classroom.

A regular newsletter during term informs students about interesting and affordable things to do after class or on weekends. The newsletter is available from the Student Services reception areas and can also be viewed on the Student Intranet, and on the noticeboards in the student common room.

Students Under 18 Years of Age (U18)

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

- reside with a close relative over 21 years of age who has been approved by the Department of Immigration and Citizenship as your carer/guardian; or
- to have your care, accommodation and welfare arrangements approved by UNSW Global / UNSW Institute of Languages.

If the UNSW Institute of Languages has approved your care, accommodation and welfare arrangements, you are required to:

- Attend the compulsory information session for Under 18 students during orientation;
- Attend all scheduled meetings with the Accommodation & Welfare Officer;
- Notify and seek approval from UNSW Institute of Languages Accommodation & Welfare Officer if you wish to change your accommodation arrangements;
- Abide by the rules and regulations concerning U18's (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 Institute of Languages Accommodation & Welfare Officer if you intend to go on a holiday within Australia or leave the country;
- Notify and seek approval from UNSW Institute of Languages Accommodation & Welfare Officer before withdrawing from your course; and
- Notify and seek advice from the Accommodation and Welfare Officer if any issues or problems arise that may affect your attendance or academic performance.

Student Services on UNSW Campus

UNSW Undergraduate and Postgraduate Courses

A full summary of courses on offer at the various faculties at The University of New South Wales can be found at:

<http://www.unsw.edu.au/gen/pad/faculties.html>

UNSW International

For information or assistance in applying for admission to undergraduate or postgraduate degree courses at the University of New South Wales (midyear entry is also available for some courses), please contact the UNSW International Office:

Tel.: +61 (2) 9385 7899

Fax +61 (2) 9313 7382

Email internationaloffice@unsw.edu.au

Location: The Red Centre, East Wing, Middle Campus

Online advisors are available at:

www.international.unsw.edu.au

International Student Services

The Centre is concerned with the welfare of international students attending the University and provides assistance and advice about living and studying here. Students of the Institute of Languages are welcome to join the social and cultural activities of the International Student Services, if places are available. These include day trips around town, to the country, to National Parks, as well as short holidays, for example to the ski fields. Information about activities can be obtained from the International Student Services, or the International Student Advisor, Institute of Languages.

Location: The Red Centre, East Wing, Middle Campus.

Telephone: 9385 5333. Website:

www.international.unsw.edu.au

Library Facilities

As an international student of the Institute you may use all the facilities of the university library **but you cannot borrow resources**.

To find out more about the library, you could watch the video "Getting to Know the Library"; go on a "Self-Guided Tour" following steps on a brochure or go on an "Audio Tour", listening to a tape and going around tour stops. Ask staff for details at the Information Desk on Level 2 of the Library. "Guided Library Tours" are available in the Library during the first few weeks of Session 1 only. Tour times are advertised in the Library just prior to and during these weeks.

Medical Services

You can visit a doctor at the University Health Service, on the ground floor of the East Wing of the Quadrangle Building, Kensington Campus, using your Medibank membership card.

To make an appointment telephone:
9385 5425

Opening hours of the health service are:
Monday to Thursday: 8.30 am to 5.30 pm
Friday: 8.30 am to 4.30 pm

A private dental service, which charges at a reasonable rate, is located within the Health Service. Telephone: 9313 6228

The School of Optometry offers general eye examinations and colour vision assessment. Glasses or contact lenses are supplied at reasonable prices. Telephone: 9385 4624

Prayer Room for Muslim students

A Prayer Room is located at:

Third Floor, Squarehouse, UNSW. Hours: 12.00 - 8.00 pm, Monday to Friday and on the Randwick Campus 22 King Street, Randwick. Friday Prayer is at the Sam Cracknel Pavilion, near the oval (see main campus map at back of handbook).

The Muslim office can be found at Room 305A.

Sports Clubs

You can also join a sporting club in a large variety of sports like skiing, football, baseball, cycling, and hang gliding. The Sports Association is a student-run organisation consisting of 43 sporting clubs. The activities of the clubs are funded from student subscriptions to the Sports Association. These clubs often have weekend activities which are an excellent way for overseas students to meet Australian students. The Sports Association also runs a variety of recreation courses at very reasonable prices.

To participate in these sporting clubs you must pay an annual membership fee of approximately \$88.00 to the Sports Association. This fee is for the whole year, is non-refundable and provides for insurance cover. You are warned not to participate in these clubs without paying the fee as you would not be insured in case of an accident. On payment of the \$88.00, you should also keep your receipt as proof of payment and insurance cover.

The individual sports clubs also have further small membership fees (to cover equipment etc) and there may be a fee each time you participate. The above fees are the same as those paid by Australian enrolled students at the university. For more information on sports clubs, the way they are run and what is on offer, please contact the Sports Association. *Telephone: 9385 4880*
Web: www.sportsassociation.unsw.edu.au

University Gymnasium & Sporting Facilities

Institute of Languages students are encouraged to use the sport and recreation facilities offered on the UNSW main campus. The UNIGYM offers tennis, basketball, volleyball, squash, and badminton courts, a 50 metre indoor heated swimming pool, weights room and gymnasium. Students receive an Access Card after presenting their Institute of Languages Student Card at the reception desk at the UNIGYM, and then completing an application form.

The UNIGYM also runs many courses at very reasonable prices. UNSWIL students pay the same fees as students enrolled at the University. Full details are available at the UNIGYM or from the Activities Officer. Information is also displayed on noticeboards.
Telephone: 9385 4881 Fax: 9385 6180

For further information on Facilities please consult the UNSW A - Z Student Guide.

<https://my.unsw.edu.au/student/atoz/ABC.html>

Clubs and Societies on Campus (CASOC)

There are many student clubs and societies on the main campus of the University. Joining a club is an excellent way to meet other international students and Australian students and practise English while having fun.

- Contact the Student Guild for a complete list of clubs and societies on
Telephone: 9385 5454 / 5461
Website: www.studentguild.unsw.edu.au
or
the Sports Association for any sports clubs
Website: www.sportsassociation.unsw.edu.au

5. Emergencies, Security, Health and Safety, Contacts & Maps

Emergencies on campus

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) Wardens (wearing Yellow Hats) and Security Officers - obey all instructions they give you. First Aid Officers will also be present and will be wearing Green Hats
 - Go to the Assembly Area allocated to your building (this location can be found on the 'Evacuation Procedure' signs inside all buildings)

- DO NOT wait in groups around doorways
- DO NOT distract Wardens and Security Officers while they are supervising evacuation
- Wait in the Assembly Area for more instructions from Wardens and Security Officers or the Fire Brigade. Your teacher will mark the class roll to make sure all students are present
- DO NOT go back into the building until you are instructed to do so by the Fire Brigade, Wardens or Security Officers
- NEVER go into a building if you can hear an alarm sounding
- Designated Floor Wardens will direct the assistance of persons with disabilities to leave the building

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

UNSW Security

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

The primary roles of UNSW Security are:

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

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

Help Points

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

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

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

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

What help you expect from UNSW Security Services?

If you are a victim of crime while you are on or around the University Campus, you should contact Security Services immediately. Alternatively, you can speak to a Student Adviser (located on Level 1 of the L5 Building) who can help you contact Security Services. Security Services and the Student Advisers will help you to report your incident. They will ask questions such as:

- What, why, where and when this happened?

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

Crime prevention and reporting

If you see:

- Something apparently being stolen - report it to Security!
- An unlocked motor vehicle in a car park - report it to Security!
- A door that shouldn't be open - report it to Security!
- The Police can be contacted through the Security Control Room - call 9385 6000.

And remember:

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

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

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

It is important for us as a community to be aware, work together and take care. Any information you give to UNSW Security will be treated with respect to your privacy.

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

Personal Safety

Personal safety on and around campus

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

A few simple steps to keep yourself safe:

- 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.**
- 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.
- 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.
- 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.**
- LOST/FOUND Property can be checked at the FM Assist office on Level 2 of the Mathews Building, and also at Reception, Level 1, L5 building.
- If you are on campus at night walk in areas that have lights and use paths such as University Walk, which is controlled by Security Officers and try to walk in groups or pairs and arrange to walk home with friends.

- If you see any lights that are not working, report them to Security (9385 6000).
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
- 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

- It is a good idea to be aware of where the telephones are on campus.
- To call security from a public telephone, the free-call number is 1800 626 003.
- Always carry correct change or a Phone Card for a phone call - you may need to call a friend, family member or a taxi.
- 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.
- 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.*

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.
- **Always** lock your home and car when you leave them.
- When out at a club or event, **check your valuables into a cloak room if possible. Never leave your drink unattended.**
- 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
- If someone in a car threatens you, run in the opposite direction the car is facing.
- If attacked, shout as loudly as you can.
- 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.

Where to find UNSWIL campus facilities

Library Support Units (LSUs)

L5 Kensington: G08 Ground Floor
R14 Randwick: Rm08 Ground Floor

Computer Labs

L5 Kensington campus the computer rooms are in rooms G29, G14, G17, G20, G22.

R14 Randwick campus the labs are in Rm3 and Rm7.

There are also computers in the LSUs.

Student Common Room

L5 Kensington:
Level 1 near the pond in the courtyard

Student Services & Student Support

L5 Kensington: Level 1
R14 Randwick: Ground Floor

Contacts

Important Telephone Numbers, Websites and Email Addresses

Emergency

Police, Ambulance, or Fire ONLY
000

University Security

9385 6000
Free call 1800 626 003

Transport

State Transit Authority for information on:

Trains, Buses & Ferries

Transport Information Line

131 500

www.131500.com.au

Country and Interstate Trains

Telephone: 132 232

Department of Immigration & Citizenship

131 881

www.immi.gov.au

Australian Tax Office

www.ato.gov.au

Consumer Advice Section

Department of Consumer Affairs

Sydney Service Centre
L7, 175 Castlereagh Street
Sydney NSW 2000

Legal Advice

A solicitor is available through [Arc @ UNSW](#) to provide legal advice to UNSW students. Phone Arc or drop by the Arc office to make an appointment: Ground Floor, The Blockhouse, Lower Campus.

The Kingsford Legal Centre is run by the UNSW Law Faculty and is available to all UNSW students.

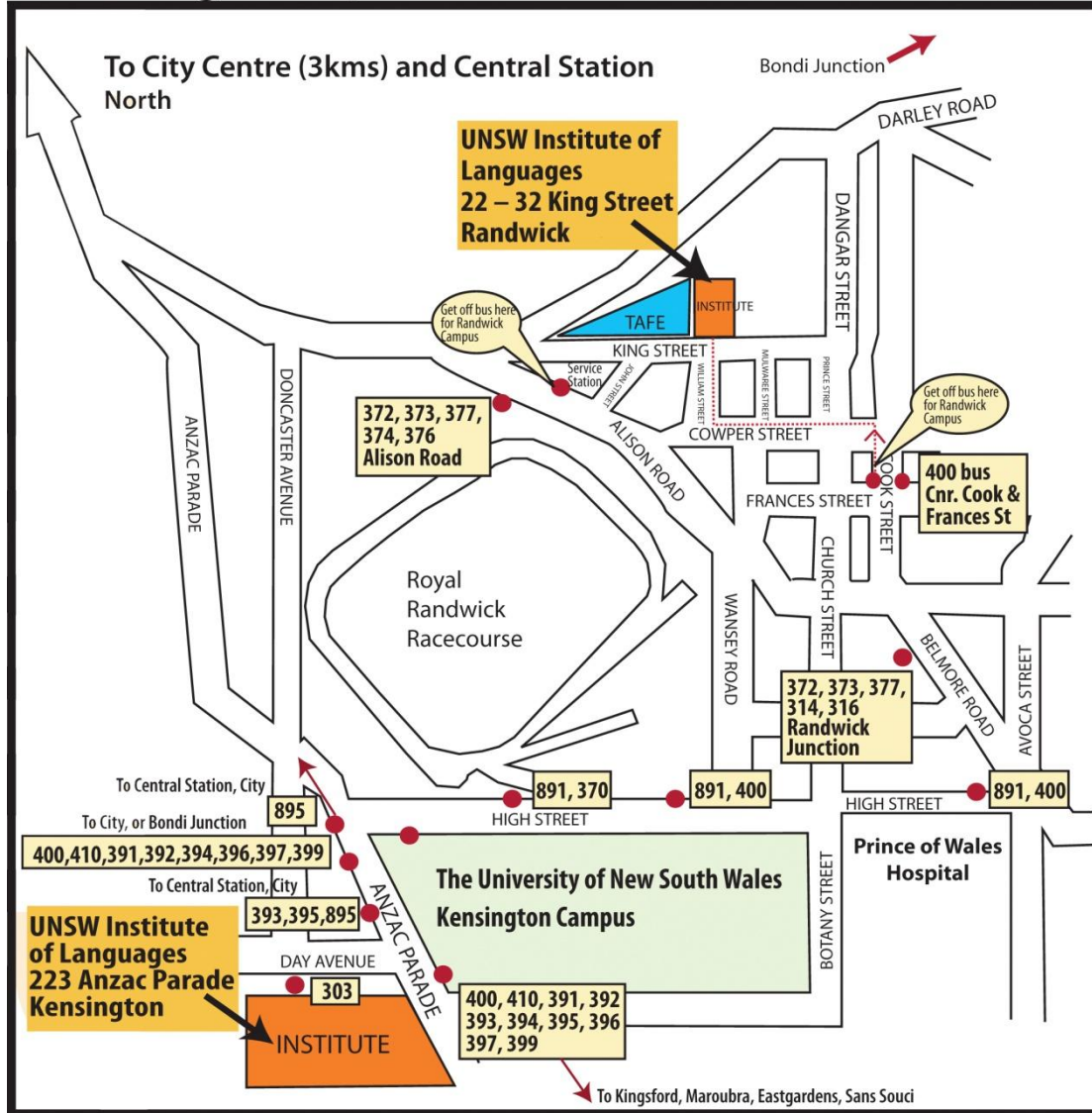
OSHC World Care

131 484

www.oshcworldcare.com.au

UNSW Institute of Languages

223 Anzac Parade, Kensington NSW
and
22-32 King Street, Randwick NSW



Bus Services (for more info see www.sydneybuses.info/)

Direct access to UNSW is the express bus 891 from Central Station (Mon-Fri during term)

● Bus Stop

Main bus services for UNSW

891 Central Station – Anzac Parade/High Street

895 Anzac Parade – Central Station

400/410 Burwood – Bondi Junction

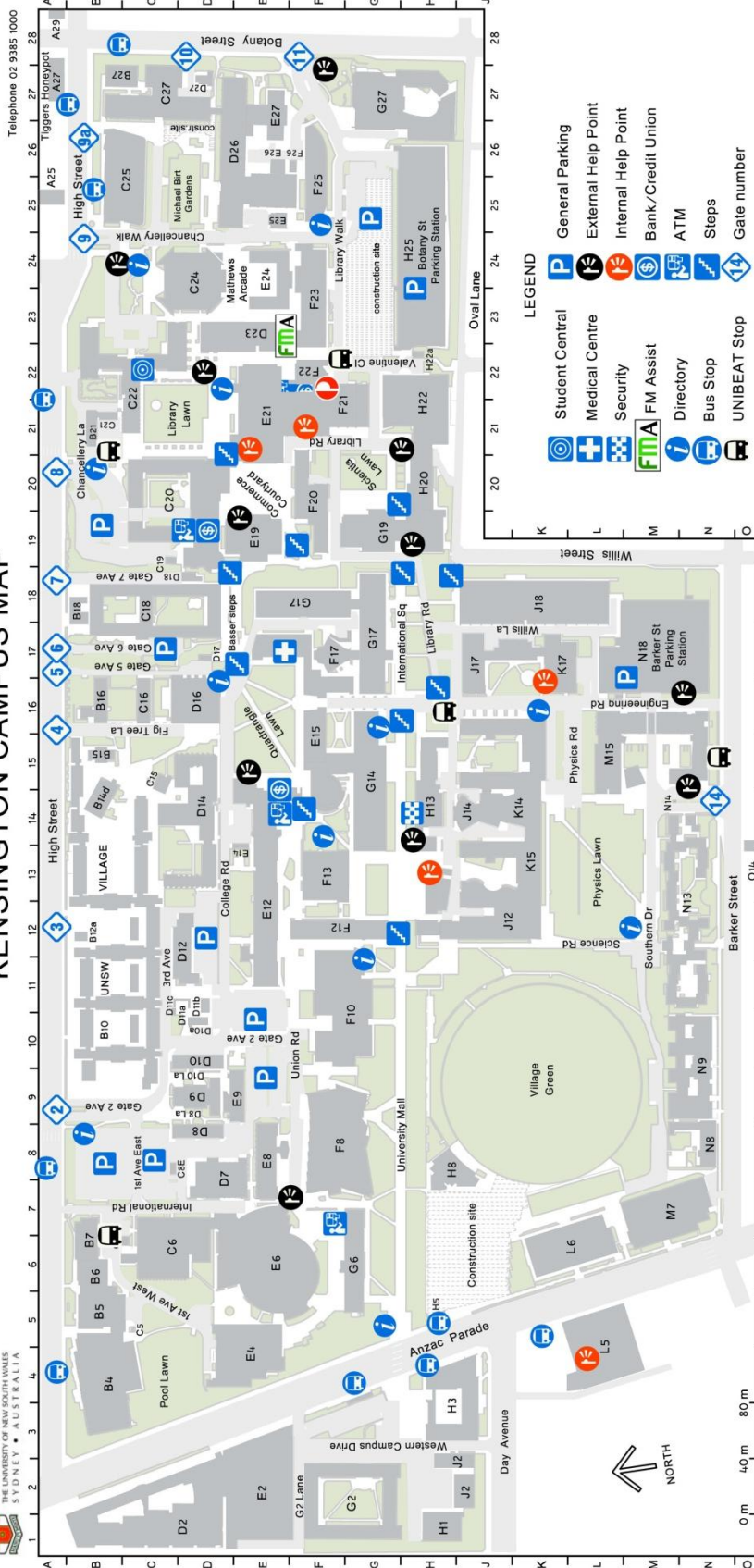
370 Leichhardt via Newtown – Coogee

303 City – Eastgardens/Sans Souci

Use Bus 400 or 410 for travel between Kensington and Randwick campuses



KENSINGTON CAMPUS MAP



Buildings	Medical Administration	Student Accommodation	Theatres	Services
L5 Anzac Parade	B27	N13	AGSM Theatre	G27
G27 AGSM	D7 Metallurgy Process	Barker Apartments	Aliens Arthur Robinson	F20 Accommodation Services
E12 Australian School of Business	C20 Mervyn Brown	Cheston College	Central Lecture Block	F20 Kensington Legal Centre
G6 Biological Sciences	D2 Newton	A25 International House	Chemical Sciences Theatre	C22 Learning Teaching Unit
G20 Chemical Sciences	E15 NIDA	C6 Kensington College Office	Civil Engineering (G1)	G6 Library
F10 Financial Services	E15 Padilla	L6 International House	Civics Auditorium	E15 Lifestyle Clinic
H20 Civil Engineering	E15 Petroleum Engineering	H3 New College	Clancy Auditorium	G2 Marketing Development
K17 Computer Science	E15 Red Centre	D4 Philip Barker College	Gonski Law Theatre	E4 New South Innovations
Dalton	F12 Robert Webster	M7 Warrane College	IO Myers Studio	F21 Nura Gill Resource Centre
G17 Electrical Engineering	G4 Roundhouse	B10 UNSW Village	Keith Burrows Theatre	F21 Nura Gill Student Centre
A27 Golf House 38 Botany Street	M15 Rupert Myers	C20 Faculty Offices	Law Theatre	A29 47 Botany Street
G19 John Gonsell	H8 Sam Cracknell Pavilion	E12 Arts and Social Sciences	Masterpiece Theatre	F23 Olometry Vision Sciences
F8 Law	E25 Samuels	E12 Australian School of Business	New South Global Theatre	B5 Physiotherapy Clinic
F21 Library	F21 Shakespeare	K13 Built Environment	Old Main Building (112)	F23 Planning and Development
E25 Lowy Cancer Research Centre	H22 Valentine Annex	K17 Law Learning	Parade Theatres	F23 Print Post Plus (P3)
E8 Materials Science	C27 Wallace Wurth	F8 Rex Vowels Theatre	Physics Theatres	F23 Publishing Printing Services
F23 Mathews	H1 Willis Annexe	M15 Rupert Myers Theatre	Science Theatre	M15 Religious Centre
J17 Mechanical Engineering	E24a UNSW Fare	F12 Science Theatre	Webster Theatres	H13 Research Services
				F21 IT Service Desk
				F20 Kensington Legal Centre
				C22 Learning Teaching Unit
				G6 Library
				E15 Lifestyle Clinic
				A27 UNSW Bookshop
				E15 UNSW Fitness & Aquatic Centre
				H13 UNSW Internal Student Centre
				F21 UNSW Scholarships
				C22 UNSW Student Central
				F23 Venues and Events
				M15 Childcare centres
				B5 Kangas House E2 Barker St
				F23 House at Poch Carrer
				F23 Tiggers Honeyypot
				N8 BS22

