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Reception Hours
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REGISTERED PROVIDERS
UNSW Global Pty Limited
CRICOS Provider Code: 01020K

UNSW Global Pty Limited
ABN 62 086 418 582
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 and TOEFL 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
Group Executive
UNSW Global Education
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1. Course Information

Class Times

<table>
<thead>
<tr>
<th>Session</th>
<th>Time</th>
<th>Break</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Morning</td>
<td>9.00am to 11.00am</td>
<td>Break 11.30am to 1.30pm</td>
<td>1.30pm to 3.30pm</td>
</tr>
<tr>
<td>Afternoon</td>
<td>1.30pm to 3.30pm</td>
<td>Break 4.00pm to 6.00pm</td>
<td></td>
</tr>
</tbody>
</table>

Sample Timetable: Please note – Your classes may be in the morning or afternoon.

*In peak periods some classes are on an evening timetable, finishing at 8.30pm*

<table>
<thead>
<tr>
<th>Term Dates 2018</th>
<th>Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2 Jan – 2 Feb</td>
</tr>
<tr>
<td>2</td>
<td>5 Feb – 9 Mar</td>
</tr>
<tr>
<td>3</td>
<td>12 Mar – 13 Apr</td>
</tr>
<tr>
<td>4</td>
<td>16 Apr – 18 May</td>
</tr>
<tr>
<td>5</td>
<td>21 May – 22 June</td>
</tr>
<tr>
<td>6</td>
<td>25 June – 27 July</td>
</tr>
<tr>
<td>7</td>
<td>30 July – 31 Aug</td>
</tr>
<tr>
<td>8</td>
<td>3 Sept – 5 Oct</td>
</tr>
<tr>
<td>9</td>
<td>8 Oct – 9 Nov</td>
</tr>
<tr>
<td>10</td>
<td>12 Nov – 14 Dec</td>
</tr>
</tbody>
</table>
Course Level Chart
Level Guides

Essential English (EE) and Career English (CE)

The Institute of Languages offers 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, or test results you submit at enrolment. Minimum English requirements apply to each level of English course.

<table>
<thead>
<tr>
<th>Course</th>
<th>Level</th>
<th>Duration</th>
<th>CEFR* exit level</th>
</tr>
</thead>
<tbody>
<tr>
<td>Essential English 1</td>
<td>Elementary</td>
<td>10 weeks</td>
<td>A1</td>
</tr>
<tr>
<td>Essential English 2</td>
<td>Pre-Intermediate</td>
<td>10 weeks</td>
<td>A2</td>
</tr>
<tr>
<td>Essential English 3</td>
<td>Intermediate</td>
<td>10 weeks</td>
<td>B1</td>
</tr>
<tr>
<td>Career English 1</td>
<td>Intermediate</td>
<td>15 weeks</td>
<td>B1+</td>
</tr>
<tr>
<td>Career English 2</td>
<td>Upper Intermediate</td>
<td>10 weeks</td>
<td>B2</td>
</tr>
<tr>
<td>Career English 3</td>
<td>Pre-Advanced</td>
<td>10 weeks</td>
<td>B2+</td>
</tr>
<tr>
<td>Career English 4</td>
<td>Advanced</td>
<td>15 weeks</td>
<td>C1</td>
</tr>
</tbody>
</table>

*Common European Framework of Reference

Academic English courses

The Institute of Languages offers a range of Academic English courses for Lower Intermediate to Advanced levels for students intending to enrol in UNSW, University Foundation Studies or other tertiary courses.

Entry scores to AE courses and progress requirements

<table>
<thead>
<tr>
<th>UNSWIL: Course placement</th>
<th>Initial class placement</th>
<th>Progress requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic English (AE) Courses</td>
<td>IELTS band on entry (overall)</td>
<td>IELTS Writing score on entry</td>
</tr>
<tr>
<td>Foundation English Entry Course (FEEC 20-20 weeks)</td>
<td>5.0</td>
<td>4.5</td>
</tr>
<tr>
<td>Foundation English Entry Course (FEEC15-15 weeks)</td>
<td>5.0</td>
<td>5.0</td>
</tr>
<tr>
<td>Foundation English Entry Course (FEEC10-10 weeks)</td>
<td>5.5</td>
<td>5.0</td>
</tr>
<tr>
<td>Essential Academic English (10 weeks)</td>
<td>5.0</td>
<td>5.0</td>
</tr>
<tr>
<td>University English Entry Course (UEEC 20-20 weeks)</td>
<td>5.5</td>
<td>5.5</td>
</tr>
<tr>
<td>University English Entry Course (UEEC15-15 weeks)</td>
<td>6.0</td>
<td>5.5</td>
</tr>
<tr>
<td>University English Entry Course (UEEC10-10 weeks)</td>
<td>6.0</td>
<td>6.0</td>
</tr>
<tr>
<td>IELTS Test Preparation (5-10 weeks)</td>
<td>5.5</td>
<td>5.5</td>
</tr>
<tr>
<td>Tertiary Orientation Program (TOP - 5 weeks)</td>
<td>6.5+ (Full offer for UNSW)</td>
<td>6.0+ (in all modules)</td>
</tr>
</tbody>
</table>

Students preparing for study in UNSW Business School Postgraduate courses and Law undergraduate and postgraduate courses need a higher entry score for UEEC and EAE.

You can find further information on our website at: www.languages.unsw.edu.au
## Learning Outcomes

### Essential English Outcomes

<table>
<thead>
<tr>
<th>Course</th>
<th>Level</th>
<th>Outcome</th>
<th>CEFR * level</th>
</tr>
</thead>
<tbody>
<tr>
<td>EE1</td>
<td>Elementary</td>
<td>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.</td>
<td>A1</td>
</tr>
<tr>
<td>EE2</td>
<td>Pre</td>
<td>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.</td>
<td>A2</td>
</tr>
<tr>
<td>EE3</td>
<td>Intermediate</td>
<td>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.</td>
<td>B1</td>
</tr>
</tbody>
</table>

### Career English Outcomes

<table>
<thead>
<tr>
<th>Course</th>
<th>Level</th>
<th>Outcome</th>
<th>CEFR * level</th>
</tr>
</thead>
<tbody>
<tr>
<td>CE1</td>
<td>Intermediate</td>
<td>Can express views and discuss a broad range of topics, as well as present information formally, using 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.</td>
<td>B1+</td>
</tr>
<tr>
<td>CE2</td>
<td>Upper</td>
<td>Can interact with some fluency on concrete and abstract topics. Can understand the main ideas of quite detailed texts, including workplace genres such as reports and business emails and short newspaper and magazine articles about familiar topics. Can produce clear texts in a range of genres including work related topics. Can produce clear spoken descriptions on a broad range of topics and discuss topical issues, summarizing the advantages and disadvantages of various options.</td>
<td>B2</td>
</tr>
<tr>
<td>CE3</td>
<td>Pre-Advanced</td>
<td>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 contexts including generic workplace situations. Can grasp the gist of both abstract and concrete reading texts.</td>
<td>B2+</td>
</tr>
<tr>
<td>CE4</td>
<td>Advanced</td>
<td>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, business and technical texts.</td>
<td>C1</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Course</th>
<th>Level</th>
<th>Outcome</th>
<th>CEFR * Equivalence</th>
</tr>
</thead>
<tbody>
<tr>
<td>Foundation English Entry Course <em>(FEEC)</em> 20 and 15</td>
<td>Intermediate</td>
<td>Can develop and use independent learning strategies. Can understand simple spoken text across academic style genres including: lectures (approx. 5–7 min duration), discussions and media broadcasts (approx. 5 – 7 min). 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 (approximately 500 words). Can produce explanation texts at the extended paragraph level (150 – 200 words) under exam conditions.</td>
<td>B2</td>
</tr>
<tr>
<td>Foundation English Entry Course <em>(FEEC)</em> 10</td>
<td>Upper</td>
<td>Can develop and use effective independent learning strategies. Can understand standard spoken text across academic genres including: lectures (approximately 10 min duration) and media broadcasts (approximately 10 min duration). Can prepare and deliver formal spoken presentations on various academic topics. Can read written and graphical information from adapted academic style texts (approximately 900 words). Can effectively produce explanation genre essays (200 – 300 words)</td>
<td>B2+</td>
</tr>
<tr>
<td>Essential Academic English <em>(EAE)</em></td>
<td>Upper</td>
<td>Can develop and use effective independent learning strategies. Can understand standard spoken text across academic genres including: lectures (approximately 10 min duration) and media broadcasts (approximately 10 min duration). Can prepare and deliver formal spoken presentations on various academic topics. Can read written and graphical information from adapted academic style texts (approximately 900 words). Can effectively produce explanation genre essays (200 – 300 words)</td>
<td>B2</td>
</tr>
<tr>
<td>University English Entry Course <em>(UEEC)</em></td>
<td>Advanced</td>
<td>Can develop and use independent learning strategies. Can undertake library /internet / database searches to locate a wide range of academic texts. Can understand complex spoken text across a variety of academic genres as required at the minimum tertiary entry level including authentic: lectures (approximately 15 – 20min duration), discussions and media broadcasts approximately 15 – 20min duration). Can prepare and deliver formal discipline specific spoken presentations and effectively engage in tutorial style discussions on a topic of an academic nature (discipline specific). Can read written and graph information from authentic tertiary level academic texts (approximately 2500 words). Can produce complex expository / discussion / explanation genre long essays(300 – 1500 words)</td>
<td>C1</td>
</tr>
<tr>
<td>Tertiary Orientation Program <em>(TOP)</em></td>
<td>Advanced</td>
<td>Can develop and use independent learning strategies. Can undertake library /internet / database searches to locate a wide range of academic texts. Can understand spoken text across a variety of academic genres as required at the tertiary entry level including authentic: lectures (approximately 15 – 20+min duration), discussions, media broadcasts (approximately 15 – 20+min duration). Can prepare and deliver formal spoken presentations on a topic of an academic nature (discipline specific). Can read written and graphical information from authentic tertiary level academic texts (approximately 2500 words). Can produce complex expository / discussion genre essays and reports.</td>
<td>C1</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Essential and Career English</th>
<th>Academic English</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your final course mark is based on a range of tasks:</td>
<td>Your final course mark is based on a range of tasks:</td>
</tr>
<tr>
<td>§ Participation and performance in class</td>
<td>§ Participation in class</td>
</tr>
<tr>
<td>§ Homework and/or assignments</td>
<td>§ A seminar presentation</td>
</tr>
<tr>
<td>§ A presentation</td>
<td>§ In class writing tasks</td>
</tr>
<tr>
<td>§ Progress tests during the course</td>
<td>§ Tests during and at the end of the course</td>
</tr>
<tr>
<td>§ A test at the end of the course</td>
<td>§ Others as identified in the course assessment</td>
</tr>
</tbody>
</table>

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%. Certificates will indicate the level of your English study when you leave and the course(s) 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. Senior Teachers are responsible for the teaching program, course content and student progress. Your timetable includes contact information for a 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 (Learning Support Unit) or UNSW Institute of Languages Course booklets issued by your teachers.

- Additional online learning resources are available for all students in Moodle (the learning management system)

- You may use the independent learning resources in the Learning Support Unit if you have any study problems. Your class teachers, the Progress Senior Teacher or LSU staff will guide you to extra learning materials on-line or from the LSU.
English Language Test Information

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

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 IELTS Test Preparation 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 Student Services 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 – www.languages.unsw.edu.au/tests/ielts

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
2. Rules and Procedures

Attendance and Visa Rules

Students are expected to attend all classes and lectures.

For students on Student Visas, the Department of Immigration and Border Protection (DIBP) requires the Institute to report on students’ attendance.

Your visa is conditional on **Satisfactory Attendance.** 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.

Students who are no longer able to achieve 80% attendance for the program will be considered to have failed to achieve Satisfactory Attendance. Those students may have their enrolment and visa cancelled and be deported. Students who receive a warning email about their attendance should respond to it immediately.

**Teachers mark attendance in every lesson according to the following:**

- If a student is absent from the whole session for any reason the student is marked absent.
- If a student is more than 10 minutes late for a class session the student is marked late.

- Attendance is checked and recorded every week.
- Students who are sick should get a medical certificate from a doctor and give a copy of it to Student Services as soon as they return to school.
- Students who have attendance of less than 85% or students who have been absent for more than five consecutive days without approval, will be considered at risk of not being able to achieve Satisfactory Attendance and will be formally notified regarding this via email. A copy of this notification will be placed on the student's file.
- The student should show documentary evidence (e.g. medical certificates) to explain the reasons for their low attendance.
- If the student's attendance does not improve, a second warning letter is sent.

Students who are no longer able to achieve 80% attendance for the program will be considered to have failed to achieve Satisfactory Attendance, even if they attend class every day. Overseas students who fail to meet their visa conditions relating to attendance will be notified in writing via email, of the intention to report the student to the Department of Immigration and Border Protection.

This written notice will inform the student that he or she is able to access the UNSWIL complaints and appeals process and has 20 working days in which to do so (see page 20 of this handbook).

If the student’s appeal is unsuccessful, DIBP is informed and the student’s visa may be cancelled. Any original medical certificates should be kept by the student and may be considered by DIBP in deciding whether to cancel the student visa. Further information about DIBP visa requirements can be found on [www.international.unsw.edu.au/current/currentvisa.html](http://www.international.unsw.edu.au/current/currentvisa.html)

**Students who are reported to DIBP for unsatisfactory attendance may have their enrolment at UNSW Institute of Languages cancelled or re-enrolment refused and may not be accepted for the Foundation Studies Program. All students on an International student visa that are reported to DIBP for unsatisfactory attendance may have their enrolment cancelled. Australian Citizens and Permanent Residents of Australia who fail to achieve Satisfactory Attendance may also have their enrolment cancelled.**
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 DIBP requirement that students provide all contact details (address, telephone numbers etc.) to the Student Services office when you enrol.

Change of Address
It is a DIBP 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

Email address
UNSW Global will use your email address to contact you about important matters concerning your enrolment, attendance and welfare. It is your responsibility to check your email regularly and to update your email information 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.

Refunds and Fees Policy
The UNSW Global Refunds and Fees Policy provides details of the circumstances in which students will be entitled to a refund of tuition fees. A copy of the Refunds and Fees Policy can be found on the UNSW Global website under ‘Our Policies’.
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 course or level.

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

You may be referred to online or LSU resources in order to improve your study skills and focus on problem issues.

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

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

If your progress is unsatisfactory for two consecutive courses or levels despite intervention, you will be informed in writing of UNSWGlobal’s intention to report you to DIBP. You will be 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:


Student Conduct

The UNSW Student Code applies to all UNSW Institute of Languages students.

What constitutes student misconduct and the possible penalties that can be imposed on UNSW Institute of Languages students found guilty of student misconduct can be found in UNSW Global’s Student Misconduct Policy. A copy of the policy can be found on UNSW Global’s website under ‘Our Policies’.

https://unswglobal.unsw.edu.au/about/our-policies
Academic English 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.

Academic Misconduct

You are reminded that UNSW Institute of Languages 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.

What constitutes academic misconduct and the possible penalties that can be imposed on UNSW Institute of Languages students found guilty of academic misconduct can be found in UNSW Global’s Student Misconduct Policy. A copy of the policy can be found on UNSW Global’s website https://unswglobal.unsw.edu.au/documents/ESOS_PDF_Files/Student-Misconduct-Policy.pdf
Educational Adjustments
If your study is affected by your disability, you can register for educational adjustments for your exam. To register for additional adjustments, make an appointment to see a Student Adviser at Student Services or email student.support@unswglobal.unsw.edu.au.

Special Consideration Due to 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 Student Services on Level 1, on the form Request for Special Consideration Due to Illness or Misadventure.

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 and you will be notified of the action to be taken.

Review of Final Results
Students may apply for a review of a result only after they have received their final grades. Students must submit a Review of Examination Results form available from UNSW Global Student Services.

This application must be accompanied by a fee, and received within one week of the date of issue of the final grades.

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 subject. Rather, it is a search for accuracy of mark entry and calculation. 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 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 Head of Studies and two Senior Teachers.

Supplementary Examination
1. A supplementary examination is only given for fully documented and compelling reasons, such as serious medical problems. It is not given merely to resolve borderline performance.
2. A supplementary examination will not normally be given in cases where a student has a poor performance or attendance record or has failed to complete other assessment components in any subject.
3. The format of the supplementary examination may differ from the original.
4. Before an offer of a supplementary examination is made, you may be required to attend and perform satisfactorily in an oral test in the subject area.

You should note:
1. The lodging of an application for consideration of illness/misadventure does not guarantee that a supplementary examination will be given.
2. It is your responsibility to be contactable by phone and/or email to discuss the possibility of supplementary examination. You should contact the UNSW Global Student Services as soon as possible but at least three working days 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.
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.

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
- download, copy or store copyrighted material such as music, video or move files
- excessively download the non-academic material or material not related to the current course.
- 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, fined up to AU$ 400 or to being expelled from the program.

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

Complaints and Appeals

UNSW Global is committed to delivering a high standard of education and training services to all of its students. One way that UNSW Global fulfils this commitment is by ensuring that all students (both domestic and international) have access to a robust and fair complaints and appeals process. The Complaints and Appeals Policy can be found on UNSW Global’s website under ‘Our Policies’.

The process for how complaints and appeals are dealt with under the Complaints and Appeals Policy, is extracted below.
Stage 1: Informal Complaint Process

You are encouraged to attempt to resolve issues that arise informally by contacting either the original decision maker, Customer Service or a Student Adviser. This should be done as soon as possible after the issue arising.

Examples of informal complaints include:

- late return of assessment results
- disagreement over marks
- teacher quality feedback
- wrong information provided by staff
- wrong CoE issued
- wrong attendance recorded
- customer service feedback
- class and timetabling changes
- facilities/Wi-Fi complaints
- complaints about homestay providers
- complaints about airport pickups

Stage 2: Formal Review Process

If the Stage 1: Informal Complaint Process does not resolve the complaint, you may begin the Stage 2: Formal Review Process.

You must:

1. Complete a Stage 2: Formal Review Form and email it to complaintsandconduct@unswglobal.unsw.edu.au. Hardcopy forms are also available from, and may be submitted to the Student Services Centre.

2. Lodge the Stage 2: Formal Review Form within 10 working days of the issue arising or receiving a response to your Stage 1: Informal Complaint.

We will:

1. Refer your complaint to the appropriate person for investigation and resolution.
2. Acknowledge your complaint within 10 working days of receiving your Stage 2: Formal Review Form and, in some cases, contact you to arrange an interview.
3. Send you a written statement of the outcome of your complaint, including the reasons for the outcome, within 10 working days of the acknowledgment of your complaint, or of any interview conducted.

Examples include:

- incorrect issuing of Intention To Report
- refusal to issue a release letter
- refusal to change stream
- all unresolved informal complaints
- refusal of repeat request
- bullying and harassment
- decision to cancel enrolment
- refusal to issue a refund
- refusal to allow leave of absence
Stage 3: Internal Appeal Process

If you wish to appeal the outcome of a Stage 2: Formal Review Process, you may begin the Stage 3: Internal Appeal Process to have the matter reviewed by the UNSW Global Appeals Committee (or the Compliance Committee if you are appealing against a finding of serious misconduct).

You must:

1. Complete a Stage 3: Internal Appeal Form and email it to complaintsandconduct@unswglobal.unsw.edu.au. Hardcopy forms are also available from, and may be submitted to, the Student Services Centre.
2. Lodge the Stage 3: Internal Appeal Form within 10 working days of receiving the written outcome of your Stage 2: Formal Review Process.

We will:

1. Acknowledge your appeal within 10 working days of receiving your Stage 3: Internal Appeal Form.
2. Submit your appeal to the UNSW Global Appeals Committee, who will determine the outcome of your appeal within 20 working days of receiving your Stage 3: Internal Appeal Form.
3. Send you a written statement of the outcome of your appeal, including the reasons for the outcome, within 10 working days of the appeal hearing by the UNSW Global Appeals Committee.

Stage 4: External Appeal Process

If you are not satisfied with the outcome of the internal complaints and appeals process you may refer the matter to an external body for an independent review (see section 9 of the Complaints and Appeals Policy).

If you commence an external appeal, so that your enrolment can be maintained during the appeal process, you must inform us in writing by emailing complaintsandconduct@unswglobal.unsw.edu.au.
## 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.

<table>
<thead>
<tr>
<th>Student Services</th>
<th>We can help with…</th>
<th>Contact Us:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Services Team</td>
<td>General student enquiries</td>
<td>Kensington campus (L5):</td>
</tr>
<tr>
<td></td>
<td>Bookings for a range of language tests and courses</td>
<td>Student Services</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Level 1, 223 Anzac Parade, Kensington</td>
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<tr>
<td></td>
<td></td>
<td>Telephone: 61 2 9385 5396</td>
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<tr>
<td></td>
<td></td>
<td>Email: <a href="mailto:enquiries@unswglobal.unsw.edu.au">enquiries@unswglobal.unsw.edu.au</a></td>
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<td></td>
<td>Randwick campus (R14):</td>
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<tr>
<td></td>
<td></td>
<td>Student Services</td>
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<tr>
<td></td>
<td></td>
<td>Reception, Ground floor, 22-32 King Street, Randwick</td>
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<td></td>
<td></td>
<td>Telephone: 61 2 9385 5396</td>
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<tr>
<td></td>
<td></td>
<td>Email: <a href="mailto:enquiries@unswglobal.unsw.edu.au">enquiries@unswglobal.unsw.edu.au</a></td>
</tr>
<tr>
<td>Admissions Team</td>
<td>Admissions and Enrolments</td>
<td>Kensington campus (L5), Monday-Friday</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Student Services</td>
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<tr>
<td></td>
<td></td>
<td>Level 1, 223 Anzac Parade, Kensington</td>
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<tr>
<td></td>
<td></td>
<td>Telephone: 61 2 8936 2165</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Email: <a href="mailto:admissions@unswglobal.unsw.edu.au">admissions@unswglobal.unsw.edu.au</a></td>
</tr>
<tr>
<td>Student Advisers</td>
<td>§ homesickness, loneliness, culture shock</td>
<td>Kensington campus (L5), Monday-Friday</td>
</tr>
<tr>
<td></td>
<td>§ under 18 students monitoring</td>
<td>Student Services</td>
</tr>
<tr>
<td></td>
<td>§ study skills</td>
<td>Level 1, 223 Anzac Parade, Kensington</td>
</tr>
<tr>
<td></td>
<td>§ problems with your studies or personal problems</td>
<td>Telephone: 61 2 9385 5396</td>
</tr>
<tr>
<td></td>
<td>§ your UNSW degree</td>
<td>Email: <a href="mailto:student.support@unswglobal.unsw.edu.au">student.support@unswglobal.unsw.edu.au</a></td>
</tr>
<tr>
<td></td>
<td>§ attendance issues</td>
<td>Randwick campus (R14), Thursday</td>
</tr>
<tr>
<td></td>
<td>§ life in Sydney</td>
<td>Student Services Centre</td>
</tr>
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<td></td>
<td></td>
<td>Reception, Ground floor, 22-32 King Street, Randwick</td>
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<td></td>
<td></td>
<td>Telephone: 61 2 9385 5396</td>
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<tr>
<td></td>
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<td>Email: <a href="mailto:student.support@unswglobal.unsw.edu.au">student.support@unswglobal.unsw.edu.au</a></td>
</tr>
<tr>
<td>Accommodation Officer</td>
<td>Any questions or problems you have regarding accommodation, including homestay</td>
<td>Kensington campus (L5), Monday-Friday</td>
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<tr>
<td></td>
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<td>Student Services</td>
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<td>Level 1, 223 Anzac Parade, Kensington</td>
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<td></td>
<td></td>
<td>Telephone: 61 2 9385 5396</td>
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<td></td>
<td></td>
<td>Email: <a href="mailto:accommodation@unswglobal.unsw.edu.au">accommodation@unswglobal.unsw.edu.au</a></td>
</tr>
<tr>
<td>Activities Officer</td>
<td>§ Life in Sydney, things to do, places to go</td>
<td>Kensington campus (L5), Monday-Friday</td>
</tr>
<tr>
<td></td>
<td>§ booking an outing</td>
<td>Student Services</td>
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<tr>
<td></td>
<td>§ volunteering</td>
<td>Level 1, 223 Anzac Parade, Kensington</td>
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<tr>
<td></td>
<td>§ sports</td>
<td>Telephone: 61 2 9385 5396</td>
</tr>
<tr>
<td></td>
<td>§ student clubs</td>
<td>Email: <a href="mailto:activities@unswglobal.unsw.edu.au">activities@unswglobal.unsw.edu.au</a></td>
</tr>
</tbody>
</table>
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. The first time that you borrow a resource, the LSU staff will create a loan account for you.

If you do not return your books, this may result in your Course Certificate being withheld.

Internet Access and Wi-Fi

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.

Wi-Fi access is available to all students when you start your course.

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

Access to Computer Labs

At L5 campus Anzac Parade Kensington there are several computer labs and other computer facilities throughout the building. In the R14 campus at King Street Randwick there are computer labs and other computer facilities on the ground floor and on the top floor (2nd floor). The labs are open from 8am – 7.45pm Monday to Friday.

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.

Notebook/Laptop usage

You may use your own laptop/notebook in classrooms, computer rooms and the student common room.

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 and in the LSU in Kensington. There is also a colour printer/copier in the LSU, Room 24 at Randwick.

You can add money to your printing account by using the vending machines next to the colour printer/copier outside room G20 and in the reception area on the ground floor at Randwick.

**NB the vending machine does not give any change and we cannot refund money left over at the end of your course.**

**Current Printing Costs**

<table>
<thead>
<tr>
<th>Type</th>
<th>Cost per sheet</th>
</tr>
</thead>
<tbody>
<tr>
<td>Black and White A4</td>
<td>$0.11</td>
</tr>
<tr>
<td>Black and White A3</td>
<td>$0.22</td>
</tr>
<tr>
<td>Colour A4</td>
<td>$0.50</td>
</tr>
<tr>
<td>Colour A3</td>
<td>$1.00</td>
</tr>
</tbody>
</table>

**Hints on Printing**

1. Always preview your job before sending it to the printer.
2. The default print queue prints in black and white. Select a colour copier if required.
3. When you log in you should see a green box which indicates how much money you have in your printing account – if the value is less than 11c you will not be able to print.
4. When you print a document, a green box will pop up telling you how many pages will be printed and how much it will cost. If you are happy to proceed, click OK and your printing account will be charged that amount.
5. When you finish using the photocopier – press the Yellow “END” button on the card reader – this will make sure no one else can use your account.
6. Don’t try to print black & white using the colour copiers. It still costs 50 cents per page.

The amount of money remaining in your printing account is displayed:

- in the Green “PaperCut” dialogue box when you use a computer on the Card Reader on the photocopier on the Vending machine

**Copying**

Each photocopier is fitted with a card reader. To use the copier:

1. Swipe your Student ID card
2. The card reader will display the available balance and unlock the copier for use
3. When copying is complete – **press the yellow “END” button on the card reader** to ensure your account is closed so that no one else can use it

**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.

**Disabled Access**

UNSWIL classrooms have disabled access, including toilets and a lift. (For all details of UNSW policies see the website: [https://student.unsw.edu.au/disability](https://student.unsw.edu.au/disability))

**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 check at [www.transport.unsw.edu.au](http://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 Life

Student Services – Your first point of contact

The Student Services team are your first point of contact. You can ask us any questions and we are always here to help.

We get many questions about student cards, transport discount tickets, timetables, tuition fees or payments, repeating a program, or other changes to enrolment.

The Student Services counter is on Level 1 of the L5 Building (223 Anzac Parade, Kensington). You can visit us in person, email us at enquiries@unswglobal.unsw.edu.au or call us on 9385 0555 (from within Sydney) or 61 2 9385 0555 (from outside Australia).

The Student Support team and Student Advisers

UNSW Global is committed to providing a safe and supportive study environment. A team of Student Advisers is available to help students with any problems, such as:

- Personal issues affecting your studies.
- Study skills, goal setting and motivation issues.
- Academic progression advice.
- Health care and OSHC matters.
- Welfare matters for students under the age of 18.
- Degree advice.
- Referrals to legal services and counselling services.

Student Advisers are located at Student Services in L5 and are available between 8.30am and 5.30pm from Monday to Friday. Make an appointment to see a Student Adviser:

- Through Moodle by email student.support@unswglobal.unsw.edu.au
- In person at Student Services
- If you do not have an appointment with a Student Adviser, you can drop-in between 1pm and 3pm from Monday to Friday to see someone without booking an appointment.

Accommodation

Accommodation Officers are here to help all students search for accommodation, as well as help you resolve issues that may come up with your accommodation. We may refer you to legal services where appropriate.

The UNSW Global Accommodation Team have strong working relationships with a number of accommodation providers and knowledge to share about the right accommodation to suit different needs.

You can make an appointment with an Accommodation Officer:

- Through Moodle by email accommodation@unswglobal.unsw.edu.au
- In person at Student Services.

If you do not have an appointment with an Accommodation Adviser, you can drop-in between 1pm and 3pm from Monday to Friday to see someone without booking an appointment.

Student Engagement

Our Student Life Officers are here to help you get the most out of life outside the classroom. They organise activities including sport sessions, organised trips, and performance opportunities in our Night of Stars event.

Student Life Officers also organise volunteer opportunities you can get involved in.

If you want to know what is on in Sydney, want to try new things or meet new people, contact the Student Life Officers on activities@unswglobal.unsw.edu.au or come to Student Services.
Summary of useful websites:

UNSW Global general website
www.unswglobal.unsw.edu.au/

UNSW ELISE online tutorial for new students
http://subjectguides.library.unsw.edu.au/elise

UNSW Student Code of Conduct
https://student.unsw.edu.au/conduct

UNSW Global Student Services general email
enquiries@unswglobal.unsw.edu.au

UNSW Campus Maps
http://www.facilities.unsw.edu.au/getting-uni/campus-maps
UNSW Health Services
www.healthservices.unsw.edu.au

UNSW Counselling and Psychological Services
https://student.unsw.edu.au/counselling

Map of Route for UNSW Security Night Shuttle Bus
http://www.facilities.unsw.edu.au/about-us/news-events/stay-safe-campus-night-1 or

UNSW Global Student Adviser email
student.support@unswglobal.unsw.edu.au

UNSW Global Student Accommodation Officer email
accommodation@unswglobal.unsw.edu.au

First-Aid Officers:

Kamila Marshall
Level 1, Student Services
PH: 9385 6054

Alex Durie
Level 6, Teachers area
PH: 9385 4215

Nicole Pridham
Level 4, room E419
PH: 9385 9680

Matthew Sherwood
Level 1, Student Services
PH: 9385 6301

Merryn Stanger
Level 4, Reception area
PH: 9385 5178
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 Border Protection 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 Student Adviser;
- Notify and seek approval from Student Adviser 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 late for dinner or home later than 10pm on any night;
- Notify and seek approval from Student Adviser if you intend to go on a holiday within Australia or leave the country;
- Notify and seek approval from Student Adviser before withdrawing from your course; and
- Notify and seek advice from the Student Adviser if any issues or problems arise that may affect your attendance or academic performance.

Contact Student Services at
Level 1, L5 Building
Monday-Friday 8.30am-5.30pm
or
Ground floor, Randwick campus
Monday - Friday 8am-4pm
Email: student.support@unswglobal.unsw.edu.au
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 www.handbook.unsw.edu.au

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 faculty or the UNSW International Office.

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 go on a "Self-Guided Tour" http://library.unsw.edu.au/about/tour/index.html

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, email unihealth@unsw.edu.au or book online at www.healthservices.unsw.edu.au

Opening hours of the health service are:
Monday to Thursday: 8.15am to 6pm; Monday-Friday 8.15am- 5.15pm

A private dental service 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 www.optometry.unsw.edu.au/clinic/unsw-optometry-clinic

Religious Groups at UNSW
Many religions are practised by UNSW staff and students. For information, go to https://student.unsw.edu.au/religion

Sports Clubs
You can join a sporting club in a large variety of sports like skiing, football, baseball, cycling, and hang gliding. Arc is a student-run organisation with many sporting clubs. These clubs often have weekend activities which are an excellent way for overseas students to meet Australian students.

To participate in these sporting clubs you should join Arc and get in contact with the clubs directly. A full list of sporting clubs and their contact details can be found at: www.sportandrec.unsw.edu.au/sports/JoinAClub

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

For further information on Facilities please consult the UNSW A – Z Student Guide. https://my.unsw.edu.au/student/atoz/ABC.html

Arc
Arc is the student organisation at UNSW. It is run by students and offers UNSW Institute of Languages students access to sport and social clubs and discounts on campus.

For more information about Arc’s services and how to join, visit www.arc.unsw.edu.au
5. Emergencies, Security, Health and Safety, Contacts & Maps

In an Emergency

- Call 000 for Police, Fire, and Ambulance services.
- On campus you can also call Campus Security on 9385 6666 immediately, or go to a Help Point and tell them what has happened.

Help Points

There are a number of ‘Help Points’ across UNSW campuses to ensure safety.

Pressing the red button at the Help Point will directly connect you to the UNSW Security Control Centre. Help Points have speakers, a blue light on top, and a camera that begins recording when the button is pressed. The online Campus Maps show you where Help Points are located. [http://www.facilities.unsw.edu.au/getting-uni/campus-maps](http://www.facilities.unsw.edu.au/getting-uni/campus-maps).

- If you see an emergency situation, raise the alarm immediately and get help from people around you.
- If you need a First Aid Officer, go to Student Services for help.

Fire alarms

If you are inside and the fire alarm goes off, follow all instructions which may include evacuating the building. The alarm may be sounded by a bell or siren. Most buildings have a TWO-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, 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.
- Floor Wardens will direct the assistance of persons with disabilities to leave the building.

Know the location of Fire Exits and Emergency Assembly Points for your building. 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 has a disability.
UNSW Security

Phone 9385 6666 for anything that is not an emergency.

www.facilities.unsw.edu.au/security-safety

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.

The primary roles of UNSW Security are:

• To protect all people within the University including staff, students, contractors and visitors
• To prevent and detect crime

Security Officers wear black uniforms around campus.

Victim Support

UNSW Security Services also supports 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 has lost personal property as a result of crime.

For example, a victim is someone who has:

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

You can also speak to a Student Adviser who can help you and contact Security Services. Student Advisers are located at Student Services, L5 Building.

Security Services and Student Advisers will help you to report your incident. They will ask you questions such as what, why, where and when the incident happened.

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

Students may also be referred to other services on campus, such as the University Health Service (www.healthservices.unsw.edu.au) and the Counselling and Psychological Service, CAPS (https://student.unsw.edu.au/counselling).

Crime prevention and reporting

Please report anything suspicious to Security Services on 9385 6666. If you see:

• Something being stolen – report it to Security!
• An unlocked motor vehicle - report it to Security!
• A door that shouldn’t be open - report it to Security!

Any information you give to UNSW Security will be treated with respect to your privacy.

And remember:

• Always take your personal belongings with you or leave them in a secure place
• Don’t leave University equipment where it could be stolen

It is important for everyone to be aware, work together and take care.

Personal Safety

Personal safety on and around campus

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! But be aware of some helpful safety tips.

A few simple steps to keep yourself and your belongings safe:

• Do not carry large amounts of money. We recommend you do not carry more than $100.
• Open a student bank account and use your EFTPOS or credit card to bPay bills when you can.
• Never tell anyone your PIN. When withdrawing money, do not let anyone see your PIN, and do not carry your PIN in your wallet with your EFTPOS or credit cards.
• If you carry a purse or handbag, hold it under your arm or in front of you. Never leave it unattended, on the floor in a public toilet or at a restaurant or café.
• Put your wallet in your 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, 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 on campus at the FM Assist office on Level 2 of the Mathews Building, and also at Student Services, Level 1, L5 building.

Always lock your home and car when you leave them.

Never leave your drink alone or out of sight when you are at a club or event, in case somebody puts a drug in your drink.


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 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
- Travel and go out with another person/s, rather than alone. This is called ‘safety in numbers’
  - Try to walk in groups and arrange to travel home with friends
  - Never take short cuts through parks or empty areas
  - Be careful of strangers asking for directions
  - If someone follows you, change direction and go somewhere where there are other people around

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
- If you see any lights not working, report them to Security by calling 9385 6000

Use the free Security Night Shuttle Bus Service which operates on weeknights between 7pm and 11.30pm (see below for details)

Contact Security by calling 9385 6000 for a Safety Escort if you feel unsafe.

Getting around safely - Safety Escort services

Free Safety Escorts are available to students both day and night, every day of the year. This is a free service.

Security 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.

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 Night Shuttle Bus**

Security Services provides a Night Shuttle Bus for staff and students. The Shuttle Bus operates Monday to Friday between 7pm and 11:30pm throughout the year, except on Public Holidays and during the UNSW Christmas shut-down.


Even better, download the StaySafe@UNSW app for live tracking of the Security Night Shuttle Bus!
Where to find UNSWIL campus facilities

Library Support Units (LSUs)
L5 Kensington: G08 Ground Floor  
R14 Randwick: Rm24 Second Floor

Computer Labs
L5 Kensington campus computer rooms are G05, G28, G29, G14, G17, G20 and G22.  
R14 Randwick campus labs are Rm3 and Rm7. There are also computers in the LSUs.

Student Common Rooms
L5 Kensington:  
Level 1 near the pond in the courtyard  
R14 Randwick:  
The Hut at the rear of R14

Student Services
Kensington: L5, Level 1  
Randwick: R14, 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
www.131500.com.au

Download TripView from the Apple Play or Google Play Store https://transportnsw.info/apps/tripview

Department of Immigration & Border Protection
131 881  
www.immi.gov.au

Medibank
Shop G1,  
The Blockhouse,  
University Of NSW, 229 Anzac Pde.  
Kensington, NSW 2052  
Australia  
134 190  
www.medibank.com.au

Overseas Student Ombudsman
1300 362 072
Email: ombudsman@ombudsman.gov.au  
www.oso.gov.au

Australian Tax Office
www.ato.gov.au

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.  
www.arc.unsw.edu.au

The Kingsford Legal Centre is run by the UNSW Law Faculty and is available to all UNSW students.  
www.klc.unsw.edu.au

Verifying Documents
If you need any documentation certified you will need to see a Justice of the Peace. You can find one on Main Campuses:

https://www.arc.unsw.edu.au/volunteering/jurisdictions-of-the-peace-league

or via the register in NSW:

UNSW Institute of Languages Campuses Map

Kensington Campus: 223 Anzac Parade, Kensington (UNSW Building L5)
Randwick Campus: 22-32 King Street, Randwick (UNSW Building R14)

Bus Services
(for more info see www.myzone.nsw.gov.au)
Direct access to UNSW is the express bus 891 from Central Station (Mon-Fri during term)

Main bus services for UNSW
891 Central Station – Anzac Parade/High Street
895 Anzac Parade – Central Station
400/410 Burwood – Bondi Junction
370 Leichhardt – Coogee
303 City – Eastgardens/Sans Souci
Use Bus 400 or 401 for travel between Kensington and Randwick campuses