

UOW College Student Handbook

UOW COLLEGE STUDENT HANDBOOK

Academic and English Program students

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This handbook is designed to provide students with a brief summary of key UOW College policies and procedures and important student information. It should be read in conjunction with relevant UOW College policies and procedures, available at: <http://www.uowcollege.edu.au/policies> and University of Wollongong (UOW) policies and procedures, available at: <http://www.uow.edu.au/about/policy/index.html>.

* *HINT: To access the UOW College Student Handbook, go to: http://www.uowcollege.edu.au/current_students/student_resources then click on “Student Resources” then the “Student Handbook” link to open it.*

English Language Programs

For entry into the General English and English for Academic Purposes (EAP) programs, students must satisfy the following minimum entry requirements:

Entry To:	Minimum Requirement
English Studies 1 (ES1)	Appropriate placement test result
English Studies 2 (ES2)	50% pass in ES1 or appropriate placement test result
English Studies 3 (ES3)	50% pass in ES2 or appropriate placement test result
English Studies 4 (ES4)	50% pass in ES3 or appropriate placement test result
English Studies 5 (ES5)	50% pass in ES4 or appropriate placement test result
Academic Skills Module 1 (M1)	65% in ES3 or appropriate placement test result or IELTS 4.5 (with a minimum of 4.0 in Reading and Writing)
Academic Skills Module 2 (M2)	50% pass in Academic Skills Module 1 (with a pass in Writing) or appropriate placement test result or IELTS 4.5 (with a minimum of 4.0 in Reading and Writing and one of these skills must be 4.5)
Academic Skills Module 3 (M3)	50% pass in Module 2 (with a pass in Writing) or appropriate placement test result or IELTS 5 (with a minimum of 4.5 in Reading and Writing)

To progress to UOW direct entry English courses including English for Tertiary Studies (ETS) and IELTS Preparation courses, students must satisfy the following minimum entry requirements:

Entry to:	Minimum Requirement for students requiring IELTS 6.0 (Reading and Writing 6.0) for entry to University*
ETS 18 weeks	50% in M3 (with a pass in Writing) or appropriate placement test result or IELTS 5.0 (min 5.0 Writing)
ETS 12 weeks	60% in M3 (with a pass in Writing) or appropriate placement test result or IELTS 5.5 (min 5.0 Writing)
ETS 6 weeks	75% in M3 (with a pass in Writing) or appropriate placement test result or IELTS 6.0 (min 5.5 Writing)
IELTS Preparation	50% in M3 (with a pass in Writing) or appropriate placement test result or IELTS 5.0 (with 5.0 in Reading or Writing)

*Students requiring IELTS 6.5 or higher should study for longer periods in the ETS course to achieve their required University entry goal.

To progress from the English Program to a UOW College Academic Program, students must achieve the following minimum results in Academic Skills Module 3, including a pass in Writing:

Entry from Academic Skills Module 3 to:	Minimum Requirement
FSP Extended (3 Sessions)	50% in M3 with a pass in writing, or appropriate placement test result
FSP 2 Sessions	60% in M3, with a pass in writing, or appropriate placement test result
Diploma of Business, IT or Engineering (3 Session)	60% in M3, with a pass in writing, or appropriate placement test result

* Please note students can meet entry to the 2-session Diploma by passing ETS.

An academic requirement is also necessary for entry to UOW College Academic Programs. Please see UniAdvice / UOW Future Students in Building 36 for further information.

Academic Programs

The Foundation Studies Program 2 Session (FSP2), Foundation Studies Program Extended (FSP Extended), University Entrance Certificate (UEC), Special Tertiary Entrance Program to UOW (STEP) and the University Access Program (UAP) provide students with a qualification to enter the first year of their chosen Bachelor degree at UOW.

The Diploma of Business and the Diploma of Information Technology (2 or 3 Session), and the Diploma of Engineering (3 session) provide students with a qualification to enter the second year of a Bachelor of Commerce, Information Technology, Business Information Systems, Computer Science and Engineering at UOW (respectively).

From Autumn 2016, all Diplomas are assessed under the UOW grade scheme. The Technical Fail (TF) grade and the Pass Supplementary (PS) grade may only be applied to double-badged Diploma subjects i.e. Diploma subjects with equivalent subjects at UOW. In these cases, the TF will replicate the TF grade for the subject at UOW.

Pathways to the first year of UOW Degrees: Foundation Studies University Entrance Certificate and Special Tertiary Entrance Program

Students in these programs are required to meet minimum entry requirements as determined by each UOW Faculty to progress to their chosen UOW course. This includes achieving minimum individual subject results. Students will be given a copy of the minimum requirements to progress through their course.

Please refer to the links below for detailed information about progression requirements in your course.

Foundation Studies Program 2 Session (FSP2) and Foundation Studies Program Extended (FSP Extended)

Foundation Studies Program Extended [3 session] students take a common stream of study in their first session regardless of their UOW degree offer.

Foundation Studies Program Extended [3 session] students who complete successfully their first session move to session two which is the same as session one of the Foundation Studies Program [2 session]. Students then need to achieve all required results for individual subjects in their stream of study to progress to their chosen UOW degree.

<http://www.uowcollege.edu.au/current-students/progress/foundation-studies/index.html>

University Entrance Certificate (UEC) and STEP to UOW (STEP)

Students then need to achieve all required results for individual subjects in their stream of study over two sessions to progress to their chosen UOW degree.

<http://www.uowcollege.edu.au/current-students/progress/uec-step/index.html>

University Access Program (UAP)

Students in UAP must complete 3 subjects in the appropriate stream (1, 2 or 3). The stream in which a student studies depends on their intended degree program at UOW. UAP students are required to achieve a minimum average mark across the 3 subjects. Some degree programs at UOW also require students to achieve minimum results in particular subjects.

<http://www.uowcollege.edu.au/current-students/progress/uap/index.html>

Pathways to the second year of UOW Degrees: Higher Education Diplomas:

Diploma of Business (3 Session) (Wollongong Campus)

This course requires students to study a total of 9 subjects over 3 sessions and offers students up to 48 credit points of advanced standing towards the Bachelor of Commerce or Bachelor of Business degrees at UOW.

<http://www.uowcollege.edu.au/current-students/progress/business/index.html>

Diploma of Business (2 session) (Wollongong Campus)

This course requires students to study a total of 8 subjects over 2 sessions and offers students up to 48 credit points of advanced standing towards the Bachelor of Commerce or Bachelor of Business degrees at UOW.

<http://www.uowcollege.edu.au/current-students/progress/business/index.html>

Diploma of Business (3 Session) (University of Wollongong Sydney CBD Campus)

This course requires students to study a total of 10 subjects over 3 sessions and offers students up to 48 credit points of advanced standing towards the Bachelor of Accounting and Financial Services degree.

<http://www.uowcollege.edu.au/current-students/progress/business/index.html>

Diploma of Engineering (3 Session) (Wollongong Campus)

This course requires students to study a total of 12 subjects over 3 sessions and offers students up to 48 credit points of advanced standing towards the Bachelor of Engineering degree at UOW.

<http://www.uowcollege.edu.au/current-students/progress/engineering/index.html>

Diploma of Information Technology (3 Session) (Wollongong Campus)

This course requires students to study a total of 10 subjects over 3 sessions and offers students up to 48 credit points of advanced standing towards the Bachelor of Information Technology Bachelor of Business Information Systems or Bachelor of Computer Science degrees at UOW.

<http://www.uowcollege.edu.au/current-students/progress/information-technology/index.html>

Diploma of Information Technology (2 Session) (Wollongong Campus)

This course requires students to study a total of 8 subjects over 2 sessions and offers students up to 48 credit points of advanced standing towards the Bachelor of Information Technology Bachelor of Business Information Systems, or Bachelor of Computer Science degrees at UOW.

<https://cmsprd.uow.edu.au/uowc/current-students/progress/information-technology/index.html>

Progression requirements for students progressing from FSPEC and STEP to the Diplomas (Wollongong campus)

<http://www.uowcollege.edu.au/current-students/progress/foundation-studies/index.html#diploma>

Vocational Qualifications

Information about the College's vocational qualifications offered, course descriptions, units of study and possible progression to UOW can be found at:

<http://www.uowcollege.edu.au/future-students/high-school/vocational-qualifications/index.html>

UOW College Support Services

All enrolled UOW College students are able to access a range of free support services available at the College and UOW, including the following:

Student Advisors

Student Advisors offer academic counselling to ensure students are aware of available options in

relation to their study pathways. Student Advisors also address various academic and personal matters affecting a student's educational progress. Students should make an appointment to see a Student Advisor if they wish to:

- discuss attendance issues, course progress requirements, study pathways, visa concerns, workload management and personal issues affecting studies;
- make a change to their agreed course of study (see *Variations to Course* above);
- seek advice regarding UOW and College support services, e.g., Counselling Service, Disability Services, legal services, financial planning/services etc.

A Student Advisor is available each working day. Students can make an appointment to see a Student Advisor either at the Customer Service desk in Building 30, by telephone or email. A Student Advisor will see students immediately in emergency situations.

Student Advisors	Monica Florez and Greg Zaharis
Telephone	4252 8838 / 4252 8821
Email	college-advisor@uow.edu.au

Student Relations Coordinators (SRCs)

Student Relations Coordinators (SRCs) are currently enrolled UOW students who studied at UOW College. They coordinate lunchtime activities and run information sessions and SOLS mail tutorials for UOW College students. See the monthly student activities calendar available on the College Facebook page. SRCs can also answer questions about living in Wollongong, studying at UOW College and making the transition to UOW and can direct students to support services where needed. SRCs may also be able to speak to you in languages other than English. SRCs are available at lunchtime most days from 12:30 to 1:30. They wear a black UOW College t-shirt and can be found by checking the activities calendar. 'Like' the UOW College student activities Facebook page to keep up-to-date with all UOW College activities, the link is:

<https://www.facebook.com/StudentActivitiesUOWCollege>.

Other UOW College Support Services:

- The Learning Hub – located in 30.102/103. English language resources for self-study, including a Listening lab.
- Computer Labs – located in 30.108, 30.109 and 30.110. The computers may be used to complete assignments, check email/SOLS mail and access English language learning programs.
- PASS Program – Peer Assisted Study Sessions led by past College students who excelled in the subject. See timetable on the College website, and PASS noticeboard in Building 30.
- Grammar Support – one-on-one English language help with a teacher. Appointments to be made at the information desk in the Learning Hub.
- English Conversation Classes – Enrol at the information desk in the Learning Hub.
- Teacher Consultations – available to ETS and Academic program students. They provide additional student access to teachers to raise questions or concerns about class work and receive clarification on course content.
- Homestay staff – staff who can arrange for students to stay with a local family. Come to the College front counter for further information.

UOW College students can also access a range of UOW Support Services:

<http://www.uow.edu.au/student/index.html>

Course Progress and Intervention Strategies

(How the College will help you if you are not progressing with your course)

UOW College assists students who are experiencing difficulties with their studies. Students who are not making satisfactory course progress will be referred to a Student Advisor, who will discuss the various support services available. International students are reminded that it is a visa condition to maintain satisfactory course progress.

English Language Programs

Various services are provided to assist students to improve their English language skills. These include consultation with the class teacher, homework or in-class activities and referral to Learning Hub services. Additional learning support may also be provided by a lab co-ordinator or other support staff. Students may be required to complete a learning contract.

Academic Programs(excluding UAP)

(i) Referral*

A student who does not meet minimum course requirements in a session will be placed on a course status of Referral in the next session. An intervention strategy will be implemented to assist the student to meet course progress requirements in the next session. Students on Referral must see a Student Advisor prior to enrolment in the next session, to discuss the factors contributing to unsatisfactory course progress. The Advisor will outline the support services available to assist the student and have the student sign a Referral Status Notification and Learning Contract outlining study conditions, including attending mentoring sessions every 2 weeks. Referral students who meet course progress requirements will return to an Active course status in the next session.

(ii) Probation*

When a student on Referral does not meet minimum course requirements, they will be placed on a course status of Probation in the next session. Students must 'show cause' to the relevant Head of Program, i.e. describe in writing how they plan to meet satisfactory course progress. Students on Probation must then meet with the relevant Head of Program prior to enrolment, to discuss the factors contributing to unsatisfactory course progress. The relevant Head of Program will outline the support services available to assist the student and have the student sign a Probation Status Notification and Learning Contract outlining study conditions, including attending weekly mentoring sessions. Probation students who meet course progress requirements will return to Referral status in the next session.

* Students placed on Referral or Probation may be obliged to take a reduced study load at the discretion of the relevant Head of Program.

(iii) Exclusion

Students on Probation who do not meet minimum course requirements will be suspended from their course of study at UOW College for a minimum of one session. International students will also be reported to the Department of Immigration for failing to achieve satisfactory course progress. Students placed on a course status of Exclusion will be notified in writing and informed

of their appeal rights. After the period of exclusion, a student may apply to the College for re-admission. Students will be required to 'show cause' before being permitted to re-enrol.

Please refer to the *Course Progress Policy* and the *Student Grievance Policy* at <http://www.uowcollege.edu.au/policies> for further details.

Vocational Qualifications

Student progress will be monitored in accordance with the UOW College *Vocational Course Progress Policy* to ensure that students who do not meet minimum course progress requirements are identified and placed on a formal intervention strategy the following study period (session).

Unsatisfactory progress (ie, not meeting the minimum course progress requirement) is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period. Students must achieve a grade of Competent (C) in at least 50% of the units attempted in the study period to meet minimum course progress requirements.

(i) Probation

A student who does not meet minimum course requirements in a study period will be placed on a course status of Probation in the next session. An intervention strategy will be implemented to assist the student to meet course progress requirements in the next session. Students on Probation must see a Student Advisor prior to enrolment in the next session to discuss the factors contributing to unsatisfactory course progress. The Student Advisor will outline the support services available to assist the student and have the student sign a Referral Status Notification and Learning Contract outlining study conditions, including attending mentoring sessions every 2 weeks. Students placed on Probation may also be obliged to take a reduced study load, at the discretion of the relevant Head of Program. Probation students who meet course progress requirements in that session will return to an Active course status in the next session.

(ii) Exclusion

Students on Probation who do not meet minimum course progress requirements will be placed on a course status of Exclusion for the next session, ie, they will be suspended from their course of study at UOW College for a minimum of one session. International students on Exclusion status will also be reported to the Department of Immigration for failing to achieve satisfactory course progress for the second consecutive session. Students placed on a course status of Exclusion will be notified in writing and informed of their appeal rights. After the period of exclusion, a student may apply to the College for re-admission. Students will be required to 'show cause' before being permitted to re-enrol.

Further details regarding vocational course progress are provided in *The Vocational Course Progress Policy* at <http://www.uowcollege.edu.au/policies>.

Attendance and Medical Certificates

UOW College monitors student attendance for all programs throughout each study period. UOW College expects students to attend their scheduled classes unless there is an acceptable reason. In accordance with the **National Code** and Student Visa conditions, international students (excluding Higher Education Diploma and vocational students) must maintain a **minimum rate of 80% attendance**.

What should I do if I miss class?

If you are sick, you should present your medical certificate to a staff member at the College's Customer Service desk who will sign your certificate & note the details on your record and return the certificate to you. The medical certificate must be submitted within **three working days of returning to College** after the period of illness and must be issued by a registered medical practitioner and cover the period of absence. Submissions and medical certificates may be taken into account at the end of the session when reviewing attendance rates and/or course progress. You may be asked to provide your medical certificates in some cases such as lodgement of an appeal for unsatisfactory attendance.

How is attendance calculated?

Attendance calculations for all students will be based on **actual time in class**. Medical certificates or other documentation provided to support absences will be considered when deciding whether or not to report international students whose final attendance is in the range 70-80%.

Students' attendance is marked for each hour of class. For example, with a 1 hour class, attendance is calculated as follows:

- A student is absent 1-15 minutes = 1 hour entered for actual attendance
- A student is absent 16-45 minutes = 0.5 hours entered for actual attendance
- A student is absent 46-60 minutes = 0 hours entered for actual attendance

Students with attendance below 85% (excluding Diploma students) will be sent written correspondence (via SOLS mail, email and/or post) and/or text messages advising them of their poor attendance and requesting them to make an appointment to see a Student Advisor to explain their absence.

Further details regarding attendance are provided in the *Attendance Policy at <http://www.uowcollege.edu.au/policies> for further details.*

DEPARTMENT OF IMMIGRATION

Student Visa Conditions / Rules

Mandatory conditions are attached to all Student Visas. Student Visa holders are generally expected to study full time, maintain satisfactory course progress and attendance (minimum 80%), work no more than 40 hours per fortnight (except during recognised periods of vacation), maintain Overseas Student Health Cover for their entire stay in Australia and notify the College of their residential address and any change of address within 7 days. Student Visa holders under the age of 18 must also maintain adequate arrangements for accommodation, support and general welfare and must not change arrangements without College approval. Additional discretionary visa conditions may also apply. Please refer to your visa for further details.

Reporting students to the Department of Immigration

UOW College must, in most cases, report Student Visa holders to Department of Immigration who:

- attend less than 80% of the scheduled course contact hours (except in Diplomas);
- have a leave of absence approved;
- notify of cessation of studies;
- do not obtain satisfactory academic results and will not complete the course within the

expected timeframe as specified on their CoE;

- did not commence their course;
- completed their course early;
- leave the education provider;
- enrol in same/another course at the same provider;
- defer/postpone studies;
- no longer live in approved accommodation (under 18 students only).

DIBP Contact Details

Telephone	131 881
Website	www.immi.gov.au
Address	26 Lee Street, Sydney NSW 2000
Postal Address	GPO Box 9984, Sydney NSW 2001

Migration Review Tribunal (MRT)

The MRT is an independent body which provides a final merits review of general visa decisions made by DIBP, including Student Visa refusal and cancellation decisions.

MRT Contact Details

Telephone	(02) 9276 5000
Website	www.mrt-rrt.gov.au
Address	Level 11, 83 Clarence Street , Sydney NSW
Postal Address	The Registrar, GPO Box 1333, Sydney NSW 2001

Making Changes to your course

A student must make an appointment with a Student Advisor if they wish to make a change to their course, including:

- transferring to another stream, course or educational institution;
- taking a Leave of Absence, i.e., a break during your course;
- finishing their course early;
- deferring or withdrawing from their course; or
- seeking a transfer of fees from one course to another.

Students may need to provide supporting documentation (evidence) of extenuating circumstances before leave or deferral can be considered for any length of time.

Refunds and Funds Transfer

Students seeking a refund must submit a Refund Form at the College Customer Service desk. All

funds transfer requests must be submitted via a Student Advisor. If the student is unable to lodge a Refund Form at the College or attend a Student Advisor appointment, the student should contact a Student Advisor for advice (college-advisor@uow.edu.au). Refund requests must be accompanied by documentary evidence of the reasons for the request. Refunds will only be made to the person who paid the student fees which may not always be the student. Please refer to the [Fees and Refunds Policy](http://www.uowcollege.edu.au/policies) on the UOW College website at <http://www.uowcollege.edu.au/policies> for further information.

FEE-HELP and VET FEE-HELP Students (Domestic Only)

FEE-HELP or VET FEE-HELP students who wish to defer or withdraw from their course must do so by the census date (the last day to withdraw without financial or academic penalty) or will otherwise incur the full tuition fee for the session. Students will be informed at orientation of the census date and a reminder will be sent to students via SOLS mail as census date approaches. Students can only defer or withdraw from their course via a Student Advisor. You can make an appointment to see a Student Advisor at the College Customer Service desk in Building 30, by phoning 4252 8804 or via email at college-advisor@uow.edu.au. Alternatively, you may lodge your request to withdraw or defer via email to the Student Advisor who will process the request on your behalf.

Students who do not apply to defer or withdraw from their course by the census date via a Student Advisor will incur the full UOW College tuition fees for the session.

Statement of VET Tuition Assurance

Under the provisions of Schedule 1A of the Higher Education Support Act 2003 (the Act) and Chapter 3 of the VET Guidelines, UOW College must comply with the VET Tuition Assurance requirements. This is to protect students in the event that UOW College ceases to provide a VET course of study in which a VET student is enrolled. Information regarding the VET Tuition Assurance scheme can be found here:

<http://www.uowcollege.edu.au/content/groups/public/@web/@uowc/documents/doc/uow174046.pdf>

Credit for Prior Learning (Recognition of Prior Learning and Credit Transfer)

Students may apply for credit for prior learning, regardless of where that learning was achieved or whether that learning was achieved through formal, informal or non-formal learning. Credit for prior learning only applies to students studying award (AQF) courses. These courses are the Higher Education Diplomas and all Vocational qualifications. Applications must be made using the [Application For Credit For Prior Learning Form](#) and must be received by the end of Week 1 of the course.

Vocational Courses only: A fee of \$500 per unit of competency is charged for applications for credit for informal or non-formal learning. Application processing will not commence until fee payment and the submission of all evidence. Application outcomes will be advised in writing within ten working days. There is no fee for credit transfer (credit for formal learning) applications.

Academic Consideration

Academic Consideration is a process intended to minimise the impact of serious circumstances beyond a student's control which prevent a student from completing an assessment task by the due date, or from sitting an exam on the scheduled date. Consideration may be granted on medical and/or compassionate grounds or other extenuating circumstances. Requests must be supported by relevant and appropriate documentation. Academic Consideration cannot compensate for every problem, illness or event and would not normally be granted for clashes with recreational activities, work or family commitments, travel arrangements, losing work due to computer problems or minor sickness, eg, colds or headaches. Students with a permanent or long term disability who may require reasonable adjustments are advised to contact their Head of Program or a Student Advisor.

The College [Academic Consideration Policy](http://www.uowcollege.edu.au/policiesand) is available on the [UOW College website at http://www.uowcollege.edu.au/policiesand](http://www.uowcollege.edu.au/policiesand) contains further information about the Academic Consideration process.

How do I apply for Academic Consideration?

Academic Consideration requests can be made via SOLS. Requests should be made:

- in advance of or on the due date of an assessment task
- in advance of or on the scheduled date for an in-class test or final examination
- no later than **three working days** after the scheduled date for an assessment task or an in-class test or final examination.

In exceptional circumstances, the timing requirements may be exempted by the relevant Head of Program. **Students cannot apply for Academic Consideration once final grades have been declared for that subject or after graduation.**

UOW College and College Students' Responsibilities

UOW College expectations for responsible student behaviour are outlined in the below table. Please also refer to the various policies regarding student conduct and managing student misconduct on the [UOW College website at http://www.uowcollege.edu.au/policies](http://www.uowcollege.edu.au/policies) and the UOW website at <http://www.uow.edu.au/about/policy/index.html> for further information.

It is the responsibility of all students to:	It is the responsibility of UOW College to:
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<p>Act in a manner that does not endanger or threaten to endanger the health and safety of themselves or others in the UOW College community.</p> <p>Not damage UOW College property or litter UOW College campus premises.</p> <p>Advise UOW College of any reportable infectious diseases to assist in the management of health issues.</p>	<p>Act in accordance with UOW College and UOW policies.</p> <p>Ensure the health and safety of students as obligated under Occupational Health and Safety Legislation in the country in which specific a specific UOW College campus is located.</p> <p>Provide access to information to organisations about specific health issues.</p>
<p>Be responsible for personal behaviour, and to respect, be aware and tolerant of the rights and beliefs of others.</p> <p>Refrain from harassment or bullying on the grounds of race, sex, sexual orientation, marital status physical or intellectual impairment, age, homosexuality, homosexual vilification, HIV/AIDS, and transgender discrimination and vilification.</p> <p>Behave in a manner that does not disrupt teaching, learning or UOW College campus administration.</p> <p>Refrain from behaving in an aggressive or violent manner towards other students or staff. This includes any behaviour that intimidates, degrades or humiliates, and encompasses both vocal and physical forms of aggression and violence.</p>	<p>Ensure that students behave in an acceptable and appropriate manner that does not disrupt the learning environment of UOW College.</p> <p>Make every attempt to ensure an absence of harassment or bullying on the grounds of race, sex, sexual orientation, marital status physical or intellectual impairment, age, homosexuality, homosexual vilification, HIV/AIDS, and transgender discrimination and vilification, which are illegal in employment and education under Australian Anti-Discrimination Acts and Sex Discrimination Acts.</p> <p>Notify police should behaviour involve assault, threat of assault or other criminal actions.</p>
<p>Follow all laws, rules and regulations of the country in which the specific College is located.</p> <p>With respect to specific laws regarding alcohol and illegal substances, students must not use, possess, sell, distribute or produce illegal substances.</p> <p>Know and abide by the College rule that alcohol is not permitted on the College premises.</p> <p>Maintain compliance to their visa conditions as determined by the Department of Immigration in the country in which the specific College is located.</p> <p>Be aware of their individual rights and responsibilities regarding the proper use of copyright material.</p>	<p>Ensure that students are aware of the need to abide by the country's laws.</p> <p>Proceed with corrective action when aware that any applicable laws, rules or regulations are not being followed.</p>
<p>Attend all scheduled classes and supply any appropriate medical certificates for absence.</p> <p>Notify the College of change of address or contact details</p>	<p>Keep accurate records of student attendance.</p> <p>Keep accurate records of contact details as advised by students.</p>

<p>Abide by the conditions set out in the Student Handbook, and be familiar with the rules and regulations of their course and UOW College, including the classrooms, laboratories and UOW College environs.</p> <p>Refrain from cheating or plagiarising work, providing false information, or altering or misusing any UOW College document, record or instrument of ID.</p> <p>Follow appropriate and reasonable written and verbal directions given by staff.</p>	<p>Ensure that students have access to a Student Handbook.</p> <p>Ensure that students know the requirements for the course in which they are enrolled. See specific course outlines.</p> <p>Ensure students are aware of copyright rules and regulations.</p>
<p>Apply themselves to their studies to the best of their abilities and develop appropriate time management skills to ensure that study workloads are adequately managed and deadlines for submissions met.</p>	<p>Provide academic support</p> <p>Provide self access areas and materials for independent study.</p>
<p>Take the initiative and consult appropriately when problems arise.</p> <p>Accept a referral to a professional counsellor to support their academic endeavours if recommended by an authorised College authority.</p>	<p>Provide access to a Student Adviser, a Counsellor or Academic Support person.</p> <p>Provide reasonable access to a trained professional Counsellor or Student Adviser to support students' wellbeing and/or academic endeavours.</p>
<p>Only use information technology and other equipment made available to them for purposes relevant to their courses only.</p>	<p>Provide clear direction as to the use of information technology in the Student Handbook.</p> <p>Ensure students are aware of the rules concerning IT use.</p>
<p>Inform their parents or guardians of their academic progress.</p>	<p>Abide by Privacy regulations regarding students' privacy.</p>
<p>Arrange any employment around scheduled classes if they have employment whilst undertaking College studies. At no time will work commitments be accepted as a reason for not attending classes or examinations.</p>	<p>Note: Colleges take no responsibility for students' employment arrangements.</p>
<p>Students who are under 18 years of age are expected to comply with appropriate standards of accommodation.</p>	<p>Ensure that duty of care and general welfare of students under 18 is met by ensuring compliance with appropriate conditions and organisers, and ongoing monitoring of the students and their circumstances.</p>
<p>If staying in a Homestay organised by UOW College Homestay, respect the people and property in the Homestay and follow all reasonable homestay rules and requests.</p>	<p>Ensure all UOW College Homestays are of a high standard. Ensure that all relevant checks of the Homestay home and Homestay family members are carried out and up to date.</p>

Assessment and Exam Regulations

The UOW College *Assessment Policy* can be viewed in detail at: <http://www.uowcollege.edu.au/policies>.

In addition to the Assessment Policy, the *Assessment and Examinations Guidelines for Students*, outlines and formalises for students what is, and what is not, acceptable conduct related to assessments and examinations, in addition to information regarding the release of student examination results.

The UOW College *Assessment and Examination Guidelines for Students* can be viewed in detail at: <http://www.uowcollege.edu.au/policies>.

Academic Integrity

Plagiarism

Plagiarism occurs when a student uses someone else's work or ideas and presents it as his/her own without giving the owner proper credit or not using the acceptable methods of acknowledgment. Evidence and ideas taken from references and sources used to prepare assignments must be acknowledged in both written assignments and oral presentations. Plagiarism is a serious form of cheating and severe penalties can be imposed, including a mark of zero and disciplinary action.

To avoid plagiarism, students should use their own words and expression when explaining ideas and concepts and acknowledge all references and sources used in essays and assignments. To achieve this, students need to listen in class, read the accompanying references, write summaries and paraphrases of the readings, develop their own understanding of the issues and present their own ideas. References and quotations can then be used to support students' own ideas and arguments. In addition, a bibliography or references cited in the assignment needs to be included at the end of essays and assignments to allow the marker to check the accuracy of materials used.

A general referencing guide can be found on the UOW library website. Follow the links on the left hand side - go to 'Help' and the 'Using the library' and 'Referencing and Citing'.

Cheating

Cheating is a serious form of academic misconduct and intellectual dishonesty. Cheating may include: taking notes into an exam; using electronic devices to source information during an exam; reading and copying another student's work; allowing another student to copy information in an exam; communicating with another person during an exam; and, using false identification by substituting another person for the student in an exam.

Where there is evidence of cheating in a test or examination, the exam supervisor must take from the student all written material and other evidence of cheating. The student will complete the test or examination with a new examination paper and in a new booklet but in the original time limit for the exam. The exam supervisor will write a note about the cheating incident on the student's exam paper. At the completion of the test or examination, the student's work will be collected, along with the written material and other evidence of cheating, and will be kept separately from other exam papers. If there is sufficient evidence that academic misconduct may have occurred, the student will be requested to meet with the relevant Head of Program to determine the nature of the incident and whether there should be an investigation of alleged academic misconduct.

Further details about Academic Integrity and how it is handled at UOW College are available in the UOW College *Student Academic Integrity Policy* on the UOW College and all allegations of academic misconduct will be investigated in accordance with the *UOW College Procedure for Managing Alleged Academic Misconduct by a Student*. These documents can be found at SHB-UOWC-01/4 UOW College Student Handbook Page 17 of 22

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<http://www.uowcollege.edu.au/policies>.

Feedback, Compliments and Complaints

Students who wish to give a compliment, make a suggestion, provide feedback or make a complaint, can do so using the College website Feedback page which is available at: <http://www.uowcollege.edu.au/about/feedback/index.html>. Further information can also be found in the *Feedback Policy* and Feedback Procedure at <http://www.uowcollege.edu.au/policies>.

For more serious academic or non-academic grievances, students are advised to consult the *Student Grievance Policy* and seek assistance from a Student Advisor. This policy can be found at <http://www.uowcollege.edu.au/policies>.

UOW College also actively and regularly seeks student feedback by conducting surveys. Student feedback is valuable as it enables us to improve the delivery and content of our courses, student services, activities and facilities and assists with our continuous improvement processes.

Contacts for students

Important UOW and UOW College Phone Numbers

UOW College - General Enquiries	4252 8803
UOW Future Students – UOW General Enquiries	1300 367 869

Emergency Contacts

Fire, Ambulance, Police – EMERGENCY ONLY	000
Campus Security – Building 39B	4221 4900 / 4555
Wollongong Police - Cnr. Church and Market Streets, Wollongong	4226 7899
Wollongong Medical Centre - 239-241 Crown Street, Wollongong	4229 7973
UOW College After Hours Emergency Number	4252 8815
Homestay Emergency number	0438 831 246

External Authorities

Department of Fair Trading; www.fairtrading.nsw.gov.au	133 220 / 4254 3433
Overseas Students Ombudsman; Web: www.oso.gov.au Email: ombudsman@ombudsman.gov.au	1300 362 072
Wollongong Legal Aid Office; 73 Church Street	4228 8299

Health and Safety

Alcohol & Drug Information Service (ADIS) http://www.health.qld.gov.au/atods/services/adis.htm	1800 422599
Emergency Youth Accommodation (Wollongong)	42281946
Family Drug Support	1300 368186
G-Line (Crisis Counselling & referral for Problem Gambling)	1800 633635
Kids Help Line	1800 551800
Lifeline	13 1114
Mental Health Information Service	1800 674200
Rape Crisis Centre	1800 424 017
Salvo Care Line (Sydney)	9331 6000

Salvo Crisis Line (Sydney)	9331 2000
Salvo Youth Line (Sydney)	9360 3000
Suicide Prevention Medical Specialist Information	1300 360980
Translating & Interpreting Service (TIS)	13 1450
ACON (AIDS Council of NSW); http://www.acon.org.au/	1800 063 060
HIV/AIDS Information Line	1800 816 518
Smoking Quit-line Telephone Counselling	131848
Sydney Sexual Health Centre	1800 451 624

Frequently Asked Questions

How do I get my Student ID Card?

Student ID cards are collected from the College Customer Service desk in Building 30 after enrolment. You will be advised of a suitable collection time at Orientation.

What should I do if I lose my Student ID Card?

If you lose your Student ID card, please report it to the College Customer Service desk in Building 30. You will be issued with a new Student ID card immediately. If you require a third or subsequent replacement Student ID card, an administration fee of \$10 will be payable.

What do I use my Student ID Card for?

Your UOW College Student ID card identifies you as a UOW College student. This card entitles you to student discounts when applicable (excluding student travel concessions). Your Student ID card is also your UOW Library card and is required to sit exams. You can put credit on your student card for photocopying, scanning and printing.

How do I print or make photocopies?

You need to add credit to your Student I.D. card. See: <http://www.uow.edu.au/its/prepaidprint/index.html>

How do I get my username and password?

For English Language students, your username and password will be issued to you in your computer lab class.

For academic and vocational students, your username and password will be issued to you when you enrol in your course and subjects at the lab enrolment session.

To change your password, go to: <https://password.uow.edu.au/pwm/private/Login> where you will be prompted to enter your username, current password and new password.

How much internet can I use at UOW?

Your internet use is monitored. If you download an excessive amount of content, you will be sent a warning, and after this you will have restricted downloading sites access. Please keep in mind that internet use at UOW is for study use, not for downloading games and movies etc.

How do I get to UOW College/UOW?

Travelling to UOW via public transport should be considered before driving to UOW. Public transportation options are as follows:

- Catch a train to North Wollongong station and catch the FREE [UOW North Wollongong Shuttle Bus](#) to UOW.
- Catch the FREE [Wollongong CBD Shuttle Bus \(Green Bus 55A and 55C\)](#). This bus links UOW (Northfields Ave bus stop) to a number of locations, including Wollongong CBD, TAFE, North Wollongong and Wollongong train stations, International House, Weerona College, Wollongong Hospital, North Wollongong beach, Innovation Campus and Campus East .
- Catch another one of the free buses:
<http://www.uow.edu.au/transport/shuttles/index.html>
- Catch a paid Premier Illawarra or Dion's bus service (buy tickets on the bus).

How do I get to the train station?

You can walk or catch the FREE [UOW North Wollongong Shuttle Bus](#) or the FREE [Wollongong CBD Shuttle Bus \(Green Bus 55A and 55C\)](#).

Where can I get a bus timetable?

The timetables for the FREE buses are available in the College Customer Service desk area, the bus stop locations and at: <http://www.uow.edu.au/transport/shuttles/index.html>

The FREE [Wollongong CBD Shuttle Bus \(Green Bus 55A and 55C\)](#) does not run to a strict timetable. It runs 7am to 10pm weekdays and 8am to 6pm on weekends. Weekday services operate every ten minutes from 7am to 6pm and every 20 minutes in the evenings. Weekend services operate every 20 minutes.

Am I eligible for a travel concession?

International students are NOT eligible for student travel concessions and must purchase full fare tickets. International students may, however, purchase discount multiple travel tickets (90 or 365 day MyMulti passes) from Student central in Building 17. Australian citizen and permanent resident students studying full time are eligible for student travel concessions and can also apply for a Concession Opal Card. Please complete an application form available at the College Customer Service desk in Building 30.

Where can I park my car?

Student car parking is available on campus as follows:

- Pay & Display ticket parking in the Western, UniCentre and South-Western Carparks. Tickets are machine dispensed on payment and must be displayed.
- Short-term Parking Station (Multi-storey Carpark) for free 30 minute parking (hourly rates apply after 30 minutes).
- Limited free all-day parking in the Western Carpark for vehicles arriving between 8am and 3pm with a minimum of 3 occupants in the vehicle.

* Under no circumstances are students permitted to park in designated parking permit spaces within carparks. Fines apply!

What is SOLS?

Student Online Services (SOLS) allows you to self-manage your enrolment and personal information online and gives you access to SOLSmail, your enrolment record, timetables, e-learning and more. SOLSmail is used by UOW College and UOW to communicate important information to you. You should access SOLSmail at least once a week. You can access SOLS by logging in with your username and password from the UOW College or UOW websites.

How do I update my address and phone number?

You can update your contact details via SOLS. Enter your username and password to log in and then follow the prompts. Alternatively, you can change your address and contact details by advising staff at the College Customer Service desk in Building 30.

How do I book an IELTS Test?

Book your IELTS Test online at: www.uowcollege.edu.au/ielts

An IELTS counter is located in the College Customer Service area in Building 30 for all IELTS enquiries.

Should you require assistance you can contact College Customer Service on 02 42528804 or attend in person. IELTS Customer Service hours are 8.30am to 4.30pm.

How do I renew my Overseas Student Health Cover (OSHC)?

If you are a sponsored student, please report to the College Customer Service desk in Building 30 to request to renew your OSHC. All other students are required to contact their health care provider directly to renew their OSHC.

Where can I seek assistance regarding my OSHC?

If your health care provider is BUPA, you can meet with a BUPA representative between 11am and 3:30pm from Monday to Friday in Building 17. Alternatively, you can seek assistance by contacting your health care provider by phone or attending their office.

I need to see a doctor – where do I go?

UOW has an onsite Campus Health facility on the Ground Floor of Building 11 (UniCentre) and includes a doctor (for appointments please phone 4229 9298), and a dentist (for appointments please phone 4226 2199). You can also ask for a list of doctors in the Wollongong/Illawarra area who speak your language at the College Customer Service desk.

Where do I get my timetable from?

English Language Program students are usually required to collect their timetables in their first class. Students should come to the Building 30 foyer on Tuesday of Week 1 at 8:30AM. Academic Program students will receive their timetable via SOLSmail after enrolment. Vocational students are advised by Head of Programs at orientation/enrolment sessions as to how timetables will be communicated.

Where and how do I pay tuition fees?

Tuition fees can be paid in person by EFTPOS, cheque, or credit card at the UOW College Customer Service desk in Building 30. Please note that Amex or Diners cards are not accepted. If you would like to pay in cash, you can collect a NAB deposit slip at the UOW College Customer Service desk and make your payment at any NAB branch and return the stamped deposit receipt as proof of payment to the UOW College Customer Service desk. Alternatively, fees can be paid via internet transfer to the following UOW College account*:

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Bank: National Australia Bank
Account Name: UOW College Ltd
BSB: 082 886
Account Number: 632907807

* Please add your Student Number and Family Name in the description field and send an email to the Finance Officer at insimo@uow.edu.au advising when you made the transfer and the transferred amount to help us track the transaction.

How do I change my University course?

You can either lodge a new application form at UniAdvice / UOW Future Students in Building 36 or send your request via email to your UOW Future Students Case Officer from your uowmail.edu.au address.

What English result do I need, to get into my chosen University course?

Please refer to current UOW English language requirements at:

<http://www.uow.edu.au/future/international/apply/english/index.html>

What activities can I get involved in at UOW College?

A calendar of social events is posted on the College Facebook page. Student Relations Coordinators (SRCs) run these activities and can also answer questions regarding studying at UOW College /UOW and living in and around Wollongong.

What should I do if I lose something?

Please report any lost property to UOW Security located in Building 39B or on 4221 4900. Please also check at UOW College Customer Service desk to see if the item has been handed in.

Where is the closest ATM?

There are several ATMs available on Campus including 2 ATMs outside the NAB in Building 11 and MultiCard ATMs in Building 11 University Hall, Building 12 UniBar and Building 13 URAC. Please note that although you will be able to withdraw money from any ATM, you will be charged a small fee if you use an ATM from a different bank.

Where can I go to eat?

There are a number of food outlets available on Campus including food courts in Building 67 and Building 11 (UniCentre Food Court), the UniBar (Building 12), the UniShop (Building 17) and cafes in Building 35 courtyard, Building 67, Building 16 (Library) and URAC.

Where can I get a snack after 5pm?

Vending machines are available in most UOW buildings, including the Building 38 entrance foyer. There are limited food outlets available on Campus after hours. Please check outlet operating hours at: <http://unicentre.uow.edu.au/retail/UOW103756.html>

Where can I access a microwave?

There are self-access microwaves available in Building 30 and Building 11 UniCentre food courts.

How do I pay a library fine?

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You can pay your library fines at the Post Office in Building 17 or at the UOW Library.

My visa is about to expire. What should I do?

If your visa is due to expire but you have not completed your course, you must lodge a new Student Visa application with DIBP. You will need to attach your current eCoE(s) to your application as your visa length will correspond to your intended study period. If your Student Visa expires after you have lodged your application, you will be issued with a Bridging Visa until a decision on your Student Visa application is made. If your Student Visa expires before you lodge your new Student Visa application, please report to the DIBP Office immediately. If you do not wish to finish studying but would like to remain in Australia, you will be required to change your visa. Please contact DIBP to discuss your visa options. If your visa is due to expire and you have finished your studies as per the eCoE(s) your visa was issued upon, you are required to depart Australia prior to visa expiry.

Version Control Table

Version Control	Date Effective	Approved By	Amendment
1	29 July 2015	Student Services Manager	New streamlined handbook with links to website for academic courses information.
2	04 August 2015	Academic Quality Manager	As per UOW request, change of campus name from "Sydney Business School" to "Sydney CBD".
3	20 October 2015	Academic Quality Manager	Assessment and examination regulations moved to the "Assessment and Examination Guidelines for Students". Students are alerted to these guidelines via this handbook. Students were informed via SOLS.
4	03 February 2016	Academic Quality Manager	Addition of information for vocational students. Inclusion of Higher Education Diplomas move to UOW grade scheme. Other minor website links updates.