

2020 English handbook

Welcome to UTS Insearch



Welcome to UTS Insearch English courses. In choosing to study English pathway courses to university you have made the right choice in coming to UTS Insearch. Our courses will provide you with the skills and the knowledge needed for your university study and future career.

Many UTS Insearch graduates have completed or are completing degree courses at UTS and other Australian universities, and you can look forward to joining them when you successfully complete your studies with us.

We wish you every success with your studies. Study hard, enjoy your course and prepare yourself for an exciting university career!

Tim Laurence
Dean of Studies
UTS Insearch



2020 English Handbook Contents

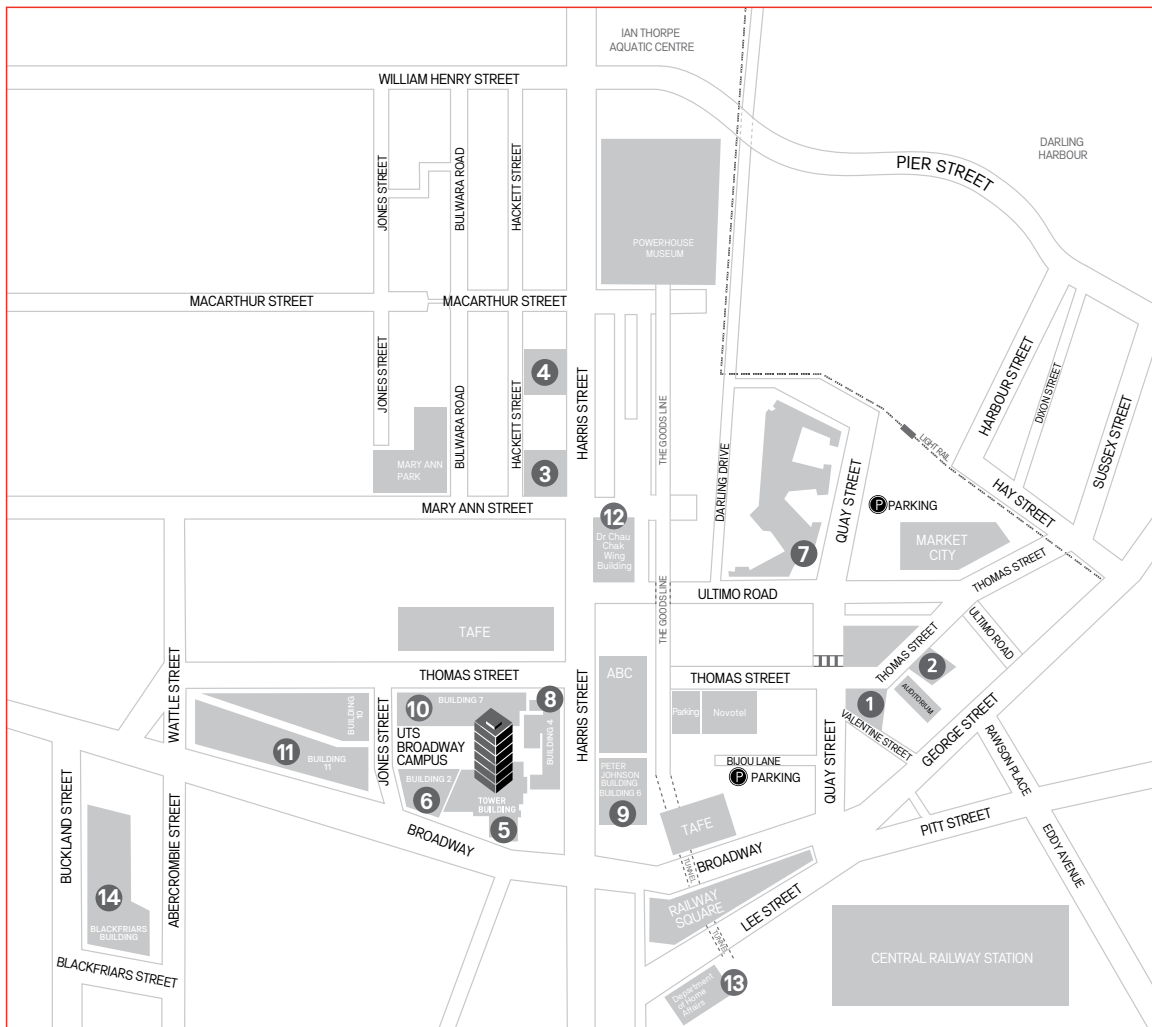
General information	2
Maps	2
Who's who at UTS Insearch	6
Key dates 2020	8
Facilities and services for students	10
Information for students	10
Important information for new students	12
HELPS Centre	13
English support staff	14
Other services available to UTS Insearch students	15
Further information for students	16
Important rules	16
Regulations	18
English courses and guidelines	19
Guidelines to placement in English Language course levels	19
Language course levels	20
English pathways	22
Language content Academic English (AE)	23
UTS Insearch policies	27
Policies and procedures	27
Guidelines for resolving student complaints	30
Computer access procedure	31
Do you need help?	33
Integrity statement	34

General information Map

UTS Insearch & UTS city campus



Campus map



- 1 UTS Insearch (Blue Building)**
 UTS Insearch Auditorium (Ground Floor)
 UTS Insearch Student Centre (Ground Floor)
 UTS Insearch Security (Ground Floor)
 Classrooms (Lvl 2, Lvl 3, Lvl 5, Lvl 6, Lvl 7)
 Study Success Advisers (Lvl 4)
 Academic and ELT Reception (Lvl 4)
 Prayer Rooms (Lvl 3)
 Student Common Areas (Ground Floor, Lvl 2, Lvl 5, Lvl 7)
 UTS Insearch Corporate Reception (Lvl 9)
 187 Thomas Street, Haymarket
- 2 CPSU House**
 UTS Insearch Security (Lvl 1)
 Classrooms (Lvl 1, Lvl 2, Lvl 3 Lvl 4)
 HELPS Centre (Lvl 4)
 Student Common Area (Lvl 3)
 Student Activities HUB (Ground Floor)
 191 Thomas Street, Haymarket

- 3 645 Harris Street Campus**
 Classrooms (Lvl 1, Lvl 3, Lvl 4)
 Auditorium (Lvl 4)
 Student Common Areas (Ground Floor)
 UTS Insearch Security (Ground Floor)
 645 Harris Street, Ultimo
- 4 609 Harris Street Campus**
 Classrooms (Ground Floor, Lvl 1)
 UTS Insearch Security (Ground Floor)
- 5 UTS Tower Building (CB01)**
 UTS Chaplaincy - Prayer Room 1 (Level 3)
 UTS Health Service
 UTS Counselling Services
 UTS Legal Service
 UTS Tower, 15 Broadway, Broadway
- 6 UTS Building 2 (CB02)**
 UTS Library (Lvl 7, Lvl 8, Lvl 9)
 UTS Law (Lvl 14, Lvl 15, Lvl 16)
 UTS Central, 61 Broadway, Broadway
- 7 UTS Building 5, Block A (CB05A)**
 UTS International Office
 Corner of Quay Street and Ultimo Road, Haymarket

- 8 UTS Building 4 (CB04)**
 UTS Physics and Chemistry Laboratories
 745 Harris Street, Broadway
- 9 UTS Peter Johnson Building - Building 6 (CB06)**
 702-730 Harris Street, Broadway
- 10 UTS Building 7 (CB7)**
 UTS Faculty of Science
 638 Jones Street, Broadway
- 11 UTS Building 11 (CB11)**
 UTS Engineering Laboratories
 81 - 115 Broadway, Broadway
- 12 UTS Building 5, Block C (CB05C)**
 UTS Business School
 1-9 Quay Street, Haymarket
- 13 Department of Home Affairs**
 Upper Ground Entrance, 26 Lee Street, Sydney
- 14 Blackfriars Building**
 Blackfriars Street, Chippendale

**UTS Insearch
Blue Building
187 Thomas Street
Haymarket, Sydney**



Academic and ELT Reception (Lvl 4)
Prayer rooms (Lvl 3)
Student Common Areas (Ground Floor, Lvl 2, Lvl 5)
UTS Insearch Corporate Reception (Lvl 9)



UTS Insearch Student Centre (Ground Floor)
UTS Insearch Auditorium (Ground Floor)
Classrooms (Lvl 2, Lvl 3, Lvl 5, Lvl 6, Lvl 7)
Study Success Advisers (Lvl 4)

**CPSU House
191 Thomas Street
Haymarket, Sydney**



Security (Lvl 1)
Classrooms (Lvl 1, Lvl 2, Lvl 3, Lvl 4)



HELPS Centre (Lvl 4)
Student Common Area (Ground Floor, Lvl 3)

**Harris Street
Campus**
645 Harris Street
Ultimo, Sydney



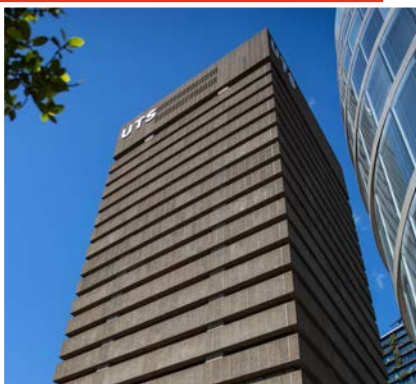
Classrooms and Student Common Area

**Harris Street
Campus**
609 Harris Street
Ultimo, Sydney

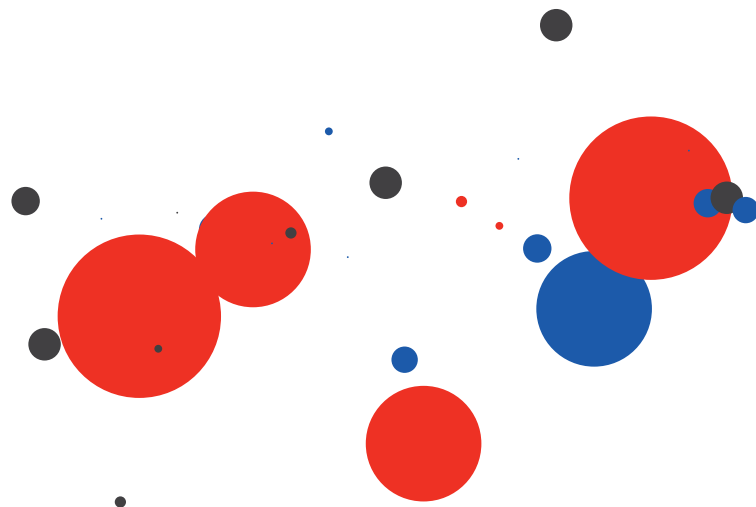


Classrooms and Student Common Area

**UTS Tower
Building**
15 Broadway,
Broadway



UTS Prayer Room (Lvl 3)
UTS Health Services (Lvl 6)
UTS Counselling Services
UTS Legal Services



Who's who at UTS Insearch



Alex Murphy
Managing Director



Tim Laurence
Dean of Studies



Jason West
Director of Studies,
English Programs



Ray Litster
Registrar



Beenu Dhingra
Student Centre
Team Leader



Robert Brennan
Student Welfare
Team Leader



David Hurlow
HELPS Centre
Team Leader



Gemma O'Donoghue
Learning Support Officer



Linda Moussa
Learning Centre
Assistant



Kalina Wong
English Language
Teacher



Zoe Wang
Study Success Adviser
Team Leader



Michael Gaudiosi
Study Success Adviser



Alexander Iosjpe
Study Success Adviser



Kim Pham
Study Success Adviser



Jing Gu
Study Success Adviser



Patty Norden
Study Success Adviser



Kaipin Wu
Study Success Adviser



David Taplin
UTS Counsellor

CPSU Security Guard

John Baragry – T +61 2 9218 8789

Key dates 2020

ENGLISH TERMS	START DATE	PUBLIC HOLIDAYS	UTS FOUNDATION STUDIES & UTS INSEARCH DIPLOMA COURSE DATES
TERM ONE	6 January 2020	27 January: Observed date for Australia Day	
TERM TWO	10 February 2020	13 March: Staff Professional Development day	
TERM THREE	16 March 2020	10 April: Good Friday 13 April: Easter Monday	9 March: Semester one Orientation 16 March: Semester one classes commence
TERM FOUR	20 April 2020	22 May: Staff Professional Development day	
TERM FIVE	25 May 2020	8 June: Queen's Birthday	22 June: Semester two Orientation
TERM SIX	29 June 2020	31 July: Staff Professional Development day	29 June: Semester two classes commence
TERM SEVEN	3 August 2020		
TERM EIGHT	7 September 2020	5 October: Labour Day	
TERM NINE	12 October 2020	13 November: Staff Professional Development day	5 October: Semester three Orientation 12 October: Semester three classes commence
TERM TEN	16 November 2020		

UTS DATES

	ORIENTATION	SESSION COMMENCES	SESSION ENDS
2020 AUTUMN SEMESTER:	17 February 2020	9 March 2020	27 June 2020
2020 SPRING SEMESTER:	27 July 2020	27 July 2020	14 November 2020
2020 SUMMER SEMESTER:	16 November 2020	16 November 2020	27 February 2021
2021 AUTUMN SEMESTER:	22 February 2021	15 March 2021	3 July 2021
2021 SPRING SEMESTER:	26 July 2021	26 July 2021	13 November 2021



Facilities and services for students

Information for students

Getting help

Student centre

The UTS Insearch **Student Centre** is your first point of help for any matters which are not part of your actual course of study. For example: revision of study plan, payments, withdrawing from a course or paying your fees.

The UTS Insearch Student Centre is on the Ground Floor, 187 Thomas Street (the Blue Building) and is open 9.00am-5.00pm Monday to Friday.

UTS Insearch Study Success Advisers and UTS counsellors

If you find life and study difficult, or if you would like to discuss your study plan or study strategies, go and see a **Study Success Adviser**. We have a team of Study Success Advisers who are located on Level 4 of the Blue Building, 187 Thomas Street. Study Success Advisers are there to support you in your studies and to assist you to meet course progress requirements. You can see a Study Success Adviser during drop in times (Monday to Friday 9.00am-5pm). If you would like to make an appointment to see a Study Success Adviser, email:

Advisersenglishlanguage@insearch.edu.au



If you are experiencing personal problems and need assistance, the Advisers can refer you to the UTS Health and Counselling Service. The main service is located on Level 6 of the UTS Tower Building; however a UTS Counsellor is also located on Level 4 of the Blue Building one day per week. Counsellors can help if you have stressful circumstances, psychological or emotional issues that interfere with your studies. This includes issues such as adjusting to studying in Australia, culture shock, loneliness, sadness or worry. Counsellors can also assist you with developing effective learning strategies and study skills.

Help with study

If you have difficulty understanding anything, first see your teacher before or after your class. A teacher is also available in the HELPS Centre on Level 4 of the CPSU Building.

Medical help

Health services including doctors are available at the UTS Student Centre on Level 6 of the UTS Tower Building. There is a range of different services and details are available at: uts.edu.au/current-students/support/health-and-wellbeing/medical-service. Please telephone (02) 9514 1177 to make an appointment.

Legal help

Sometimes students need legal assistance. If you need legal help you can contact the Redfern Legal Centre at 73 Pitt Street Redfern NSW 2016 or phone: (02) 9698 7277 or email: info@ric.org.au.

UTS also have a legal service which is available to UTS Insearch students, Level 5 UTS Tower Building, 1 Broadway, Broadway NSW 2007 or phone: (02) 9514 1155

How to communicate with UTS Insearch

Check your UTS email account

Email communication from UTS Insearch to students is via your UTS email account. It is important that you activate your UTS email account as soon as you enrol as announcements are sent out via this account from teachers and from our administration departments. Once activated, you can forward any email sent to this UTS email account to your own PERSONAL email account.

If you have trouble activating your UTS email account, you can see a Service Desk staff member at the HELPS Centre, on Level 4 of the CPSU Building.

Post and telephone

Sometimes UTS Insearch has to contact you by letter or phone. You should reply immediately to any letter or email that you receive from UTS Insearch and make sure that your address and telephone details are kept up to date. You must notify the UTS Insearch Student Centre within seven days of a change of address, personal email address or telephone number.

For international students this is a condition of your student visa.

Check all notice boards

There are electronic notice boards throughout the buildings on campus. Please make sure you check these regularly as there is information on them about forthcoming student activities and important notices.

Your student ID card

You will be given a student identification (ID) card. You must carry this card with you at all times when attending UTS Insearch. You might be asked to produce this card:

- By your teachers
- Security or administration staff
- When borrowing from the UTS Library or accessing other UTS services or facilities
- When sitting exams
- When accessing the UTS Counselling Services.

Please remember to sign your student card and if you lose it, please visit the UTS Insearch Student Centre, where a replacement card can be arranged for a cost of A\$20. Do not let others borrow your student card. It is mandatory to have a UTS Insearch student card with a photo on it.

UTS Insearch is a NSW public authority, so it should have regard to government policy. Please read the Policy on Identity and Full Face Coverings for NSW Public Sector Agencies here:

<https://arp.nsw.gov.au/m2012-01-policy-identity-and-fullface-coverings-nsw-public-sector-agencies>

Accommodation information

Homestay is one of the most popular options for UTS Insearch students. It gives you an opportunity to improve your English on a daily basis with local people.

You will also get the chance to make lifelong friends and learn about Australian culture first hand, whilst also being provided with two meals (Monday to Friday) and three meals a day on weekends. If you are under the age of 18, your homestay family can act as your carer whilst studying and UTS Insearch.

For your arrival into Sydney you can use the UTS Insearch airport welcome service and we will keep in contact with you frequently to make sure your experience is a happy one.

If you are over the age of 18 and do not wish to stay in a Homestay, the UTS Housing Service is a free accommodation service that provides a private listing for UTS Insearch students. You have access to lists of rental properties including share houses/ apartments, studios and rooms from independent providers.

You also have the option to live in student accommodation that is close to the UTS Insearch campus and facilities. The benefits include being part of a lively student community with easy access to the CBD and local public transport. Some of the popular accommodation providers are Urbanest, Unilodge and IGLU who primarily accommodate students; so your neighbours are likely to be fellow students from any of the universities or colleges in the area.

Keeping your contact details up to date

If you are an international student you are required by the Department of Home Affairs to advise UTS Insearch of your Sydney contact details when starting your course. You also need to advise UTS Insearch if you change your address, your personal email address or your telephone number and this must be done within seven days of the change.

If you are over 18 years of age you can update your contact details via eStudent. Otherwise, complete the 'Contact Details Update' form available on the Current Students tab of the UTS Insearch website or go to the UTS Insearch Student Centre. Keeping UTS Insearch advised of your current contact details is a visa condition. Failure to comply with this will result in the cancellation of your student visa.

If you are under the age of 18 you must live with a Department of Home Affairs or UTS Insearch approved carer. Before changing your Sydney address, you must get approval from UTS Insearch or the Department of Home Affairs.

Activities, sport and fun

The **UTS Insearch Activities Club** comprises a group of UTS Insearch students who get together on a weekly or fortnightly basis. They plan and organise activities and events for all UTS Insearch students and encourage you to come along and have fun. Their goal is to help promote a sense of community at UTS Insearch by creating a social experience for new and current students to help you feel part of the UTS community.

Here are some events they host throughout the year:

- BBQs and parties
- Games days
- Social gatherings
- Sports competitions
- Exchange of languages
- Excursions to the Blue Mountains, The Snowy Mountains and various other locations... and much more!

If you have suggestions for activities, simply contact the Student Activities team: student.activities@insearch.edu.au

Public transport

Generally, as an international student, you are not eligible for transport Concession cards. There are some exceptions to this rule. If you are an International student wishing to travel on public transport, you must apply for an Adult OPAL card which offers a range of benefits including daily and weekly caps and a \$2.50 daily cap on Sundays.

For further information please visit opal.com.au and transportnsw.info/international-students

Important information for new students

Orientation and class placement

All students are required to attend Orientation Day, the first day of term.

Classes

You can find your class details on the e-student portal. Your campus tour guides will be able to show you how to log in and access the information.

Class locations

Levels 1–4 of CPSU House, 191 Thomas Street.

English language sample timetable

Morning Classes

8.30am – 10.30am

11.00am – 1.00pm

Afternoon Classes

1.30pm – 3.30pm

4.00pm – 6.00pm

Student Centre

The UTS Insearch Student Centre is your first point of help for any matters which are not part of your actual course of study, such as:

- changing address and mobile phone details
- handing in Medical certificates after an illness
- visa problems
- assistance with accommodation including homestay
- withdrawing from a course or paying your fees.

The UTS Insearch Student Centre is on the Ground Floor, 187 Thomas Street and is open 9.00am–5.00pm Monday to Friday.

Current Students tab

The Current Students pages are section on the our website provides information to assist you in your studies at UTS Insearch. For further information, please visit insearch.edu.au/current-students

UTS Library

As a UTS Insearch student undertaking English studies, you can access the UTS Library but cannot borrow books or materials. When visiting the UTS Library, you need to show your UTS Insearch student card.



The HELPS Centre

The HELPS Centre is located on Level 4 in CPSU House, 191 Thomas Street. It provides for a safe, friendly space where you can study independently. Your teacher may also take your class to the HELPS Centre to research projects or to do other class related activities.

Opening hours

Monday – Friday 8.30am-6.00pm

Resources

The HELPS Centre has a wide range of resources for learning English, such as grammar books, dictionaries, reading and writing materials, many listening materials and listening kits, and all current IELTS material, as well as computers, DVDs, videos, newspapers and magazines. There are also special kits to give you more practice with every level of the English program. Staff in the HELPS Centre can also help you with study related questions, or provide extra materials to assist with your level.

We also have a library of graded readers so you can choose reading material for your current level. This will encourage you to read and develop your language skills, vocabulary, comprehension and grammar.

Borrowing resources

You may borrow up to five books or CDs from the HELPS Centre at any one time. You should return all of your borrowed materials by the due date. When you complete your English studies, you will not be able to receive your certificate if you have not returned all of your borrowed materials to the HELPS Centre.

Computers

The HELPS Centre has computers with internet access, which you can use for conducting research, emailing and word processing. UTS Insearch provides fast, campus-wide WiFi for students. For more information please refer to the Current Students tab under IT Support. Login to a UTS Insearch Computer and ITDS Acceptable Use of Facilities, to learn more about using computers at UTS Insearch. You can also refer to page 29 of this Handbook for more details.

For all computer problems, consult the ITDS Service Desk on (02) 9218 8759 (ext 7000 on internal phone provided). There is also an ITDS Service Desk member available in person in the HELPS Centre.

Other services

Academic Skills Workshops in the HELPS Centre

It's important to know what resources are available to you. HELPS Centre Workshops are designed to help you engage with your studies. You should aim to attend as many of these sessions as you can. The workshops include:

- **Insearch HELPS U:Write:**
Writing for Examinations and Assignments
- **Insearch HELPS U:Listen:**
Listen: Listening for Examinations
- **Insearch HELPS U:Speak:**
Speaking & Presentation Skills for Examinations

Learning Advice

You can seek assistance from any of the HELPS Centre staff. You can also attend 'drop-in' sessions or book a session with the Learning Adviser who will be able to offer assistance with your learning.

If you would like to book a session with the Learning Adviser, please use this code:



English support staff

There are several ELT staff members to assist students with their studies and ensure that all students receive the support they need. If you have problems, questions or need information regarding your studies, please see the relevant UTS Insearch ELT staff as shown in the table below.

AREA OF INTEREST	NAME	TITLE
<p>General information regarding: appointments with teachers, course dates, IELTS results, class transfers, general study queries, etc.</p>	<p>Kerstin McElvenny</p>	<p>Education Support Administration</p>
<p>Information regarding: study plan, further study options, concerns regarding course, attendance, transferring to UTS and help with study and ELTS exam dates/information</p>	<p>Zoe Wang Michael Gaudiosi Alexander Iosjpe Kim Pham Jing Gu Patty Norden Kaipin Wu David Taplin</p>	<p>Study Success Adviser Team Leader Study Success Adviser Study Success Adviser Study Success Adviser Study Success Adviser Study Success Adviser Study Success Adviser UTS Counsellor</p>
<p>Information about: useful and relevant private study activities, IELTS materials, methods to improve specific English skills and discussion group information</p>	<p>David Hurlow Gemma O'Donoghue Linda Moussa Kalina Wong</p>	<p>HELPS Centre Team Leader Learning Support Officer HELPS Centre Assistant English Language Teacher</p>
<p>Information regarding: class assignments and exams, course work and study requirements and end of term results</p>	<p>Please see your class teacher</p>	
<p>Information regarding: class assignments and exams, course work and study requirements and end of term results</p>	<p>Your class teacher Your ELT Level Coordinator: Jason West Education Services Team</p>	<p>Director of Studies (ELT)</p>



Other services available to UTS Insearch students



Health insurance

If you asked UTS Insearch to arrange your Overseas Student Health Cover (OSHC) we will arrange Comprehensive cover through Medibank, UTS Insearch's preferred OSHC provider. You will need to log onto the Medibank website to activate your OSHC membership once you arrive in Australia. After you have successfully activated your membership, your Medibank OSHC card will be sent to your Sydney Address so it is important that you keep Medibank advised of any changes to your contact details.

The nearest Medibank Private office is at World Square, 644 George Street. The office is open 9.00am – 5.00pm Monday to Friday.



Medical assistance

If you need medical assistance quickly, there are 3 choices:

- See a UTS Insearch security guard. Each building at UTS Insearch has a security guard. The UTS Insearch security guard can call an ambulance if required;
- Visit the UTS Medical Centre for free service if you have Medibank OSHC. Fees may apply if your OSHC was not arranged through Medibank. You need to make an appointment. Call UTS Student Centre on (02) 9514 1177, or visit Level 6 UTS Tower, Broadway; or
- There are many doctors located conveniently near UTS Insearch.



Visas

If you need to renew your visa, visit the Student Centre at least two weeks before your visa expires. Bring your passport, OSHC details and UTS Insearch attendance certificate. The staff will provide the necessary documents for you to complete your application for visa renewal and explain what you need to do next.

Further information for students

Important rules

Attendance

If your attendance drops below 80%, UTS Insearch is required to advise the Department of Home Affairs. This could result in the cancellation of your visa.

Personal reasons such as weddings, holidays, sports or hobbies are not acceptable reasons for missing classes. It is also important that you arrive on time. If you are late, you are marked as absent. Lateness to class disrupts your studies and also your classmates. You cannot change your class without the permission of UTS Insearch. If you are not on the class roll, you must see Education Services in the Blue Building, Level 4, 187 Thomas Street immediately. UTS Insearch reserves the right to alter your timetable.

What to do when you cannot attend classes

If you are ever unable to attend classes due to serious circumstances, for example, because you might be in hospital, have had an accident, been involved in a police matter, have faced a family crisis and so on, you should contact the UTS Insearch Student Centre by telephone: (02) 9218 8666. If you are unable to speak to someone when you call, you should leave a message giving your name, your student number, a brief description of what has happened to prevent you from attending classes and a phone number for UTS Insearch to contact you.

For emergencies after office hours (9.00am–5.00pm Monday to Friday) please contact UTS Security for assistance.

UTS Security: (02) 9514 1192 or 1800 249 559

Blue Building: 0408 238 011

PSU House: 0408 152 022

645 Harris Street: 0416 215 828

609 Harris Street: 0409 356 402

Documentary evidence

As an international student, UTS Insearch is required by law to have documentary evidence of the circumstances that prevented you from attending classes. This might be a statement from:

- a hospital,
- a police report,
- a report from a doctor, or
- in the case of a death in the family, a death certificate.

These documents are necessary to support a claim that your ability to study has been seriously affected, if you need special consideration and to make sure that your student visa is not cancelled. The Study Success Advisers can help you with this. You must provide this documentation to the Student Centre on the first day back after your absence. Please note, medical certificates must be issued by a registered medical provider such as hospitals, doctors, dentists (emergency appointments only), psychiatrists and psychologists. UTS Insearch does not accept certificates from alternative medical practitioners such as herbal practitioners, acupuncturists, Chinese therapists, massage therapists, iridologists, psychics etc. The medical certificate must be original and must state the provider number. The medical certificate must not be backdated. Medical Certificates purchased on-line are not acceptable.

Leave

After 20 weeks of continuous study you may apply for 5 weeks leave. Leave will be for one 5-week period and must coincide with the start of a term. Permission is not automatic, you must request it. If you need to take leave from your studies, please see a Study Success Adviser, at Level 4, 187 Thomas Street, to obtain a leave application form. You must return the completed form to a Study Success Adviser two weeks before you wish to commence your leave.

It is important to be sure UTS Insearch approves your leave. If you take leave without approval, your name will appear on the class list and you will be marked absent for the period you are away. This will impact on your attendance, your visa and your fees. If you are a scholarship holder, you will require written permission from your government before a leave application can be considered.

Withdrawal from UTS Insearch

If you have decided to withdraw from your studies at UTS Insearch, you should first speak to staff in the Student Centre or to a Study Success Adviser. Where an approval to withdraw is granted, you will need to return your student card. If you wish to withdraw from a subject, you are subject to UTS Insearch terms and conditions contained in your offer letter.

For further information, please visit the UTS Insearch Student Centre.

International students

If you are an international student, in some situations, you may be required to return overseas after withdrawing. Where approval to withdraw is granted, UTS Insearch is required to advise the Department of Home Affairs of this change in your enrolment status. If you are on a UTS package visa, you will need to contact the UTS International Office to alert them to this change in study plans. The UTS International office is located on level 2 of UTS Building 10, see map on page 3.

Working while studying

If you are an international student, you are permitted to work in Australia, but only after the course has commenced.

During the weeks you are studying, you are permitted to work a maximum of 40 hours – every two weeks. When the course is not running, you are permitted to work unlimited hours.

As a student on a student visa, you have the same workplace rights as all other workers in Australia. The Fair Work Ombudsman provides free advice and support to all workers; helping you to understand your rights, including pay and conditions, visa matters and help with workplace issues that might arise.

You can find more information about the Fair Work Ombudsman at fairwork.gov.au

UTS Insearch recommends that you always record the hours you have worked in your part-time job. The Fair Work Ombudsman provides an application to assist you in doing this. For more information about the Record My Hours app please refer to fairwork.gov.au/how-we-will-help/how-we-help-you/record-my-hours-app

Safety

UTS Insearch takes your safety very seriously. At Orientation you were given a STAYSAFE card which gives you several contact phone numbers which can be used in emergencies or if you are concerned for your safety.

During Business hours (Monday – Friday 9.00am – 5.00pm), you can report such incidents at the UTS Insearch Student Centre in person, by ringing 92188666 or by sending a report to studentcentre@insearch.edu.au

You can report any incident or allegation of sexual, physical or other abuse to a Study Success Adviser located on Level 4 of the Blue Building. Such reports will be dealt with confidentially. You are strongly encouraged to seek support in such cases.

UTS Insearch and UTS have security guards located in all of our buildings. After hours, when UTS Insearch is closed, you can reach us by phoning UTS Security on 1800 249 559.

Regulations

Regulations applying to international students from the Department of Home Affairs, Department of Education and Training and Australia Education International (AEI).

English language intensive course for overseas students (ELICOS) is delivered according to Australian Government laws, national codes and regulations. If you are an international student studying in full-time English language courses in Australia, these laws, codes and regulations apply to you.

These laws, national codes and regulations are defined, enacted and monitored by:

1. The Department of Home Affairs
homeaffairs.gov.au
2. The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas students The National Code 2018
<https://internationaleducation.gov.au/Regulatory-Information/Pages/National-Code-2018-Factsheets-.aspx>
3. The Education Services for Overseas Students (ESOS) Act 2000

Courses of study

Full-time English courses undertaken by overseas students in Australian education institutions must be registered nationally on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). A course will not be registered on CRICOS unless it meets the relevant Australian Qualifications Framework requirements.

Course Duration for full-time English (CRICOS) courses

Following your application for a full-time English course, you are issued a letter with an offer of a number of weeks of English language provision, and a Confirmation of Enrolment (CoE) once you have paid. Your study duration will vary according to your learning goals and will be reflected in the expected duration of study specified on your CoE. UTS Insearch uses IELTS, TOEFL, VEPT or PTE (Academic) results to estimate your course duration and for your placement in English language courses.

If you do not have IELTS, TOEFL or PTE (Academic) results, you are placed in an appropriate level when you arrive in Australia and have completed a placement test. The placement test will give an accurate estimate of your course duration.

Transfers between registered providers – changing institutions

The National Code 2018 Standard 7

It is possible for you to transfer from one provider (education institution) to another after completing 6 months of the principal course. The principle course is the main course for which your student visa was granted.

To transfer from an existing or original provider to a new provider before completing 6 months of study of your principal course, you must:

1. obtain a release from the principal provider
2. obtain approval transfer from your sponsor (where applicable).

The receiving provider (education institution) can only enrol you if you can provide a release and a letter of approval from your sponsor (where applicable).

Course progress

Assessments including assignments, progress tests and formal examinations are set at regular intervals throughout your enrolment. If you are thought to be at risk of not meeting your course requirements, you are notified and offered counselling and assistance to help ensure you can make satisfactory progress.

Deferring or cancelling the student's enrolment

In certain limited circumstances, you are allowed to defer commencement (late commencement) of your studies or temporarily suspend them. This includes taking leave of absence during your course through a formal agreement with the provider. Deferral, suspension or cancellation of enrolment may affect your student visa.

Definition of terms:

- Deferral - Postponement of the commencement of enrolment
- Suspension - Temporary postponement of enrolment
- Cancellation - Cessation of enrolment
- Leave of Absence - A request by a student to temporarily postpone study after the commencement of the study period.

English courses and guidelines

Guidelines to placement in UTS Insearch English language course levels

If you are enrolling at UTS Insearch, you are required to provide an original copy of an IELTS, TOEFL or PTE (Academic) test result, no older than 12 months or complete an entry test to determine your appropriate level to begin your English language studies. You can use the table (pages 18-19) to see which level you will need to commence at and the minimum number of weeks of English you will need to study before commencing your chosen UTS Insearch academic course or UTS undergraduate/postgraduate degree. Similarly, if you sit the UTS Insearch VEPT offshore, you will be placed according to your English level.

Period of validity of results for entry to UTS

Please note the guidelines on the following pages are minimum requirements based on IELTS, TOEFL or PTE (Academic) scores no older than 12 months at the time of commencing your English course at UTS Insearch. To qualify to enter a particular level, you will need to provide an original IELTS or TOEFL result.

UTS Insearch placement test

If you do not have a current IELTS or TOEFL result, you will need to sit the UTS Insearch placement test which is conducted in the morning of the first day of term (Orientation Day). See the application form for the exact dates of Orientation Day.

Exit testing

You will be given a test at the end of each level of study. Your result in this test will be used to determine your progression to the next level. To progress to the next level, you must receive a pass in the final examination, a pass for Writing (assignment and Writing examination) and receive a pass overall.

Entry to UTS

Please note that if you successfully complete AE5 with a pass grade, you satisfy the English entry requirement for most UTS undergraduate and postgraduate courses. For details on specific courses with higher English entry requirements, please see the UTS international prospectus.

Student visas

The above guidelines are based on UTS Insearch academic advice. In certain countries, Australian immigration guidelines may determine the length of English study possible. Please check first with your local Australian immigration office to obtain guidelines for your country.



Language course levels

UTS Insearch offers Academic English courses which meet a broad range of language needs. These courses lead to UTS Foundation Studies, UTS Insearch diplomas, UTS Bachelor degrees, Masters degrees and PhDs.

Entry requirements				Level	Topics studied	Further studies
	Overall	Writing ≥	All Skills ≥	AE1	<ul style="list-style-type: none"> • Our World • Lifestyle 	Progress to level AE2
IELTS	4.0	-	3.5			
VEPT	33	-	No skill < 28			
Linguaskill	-	-	-			
TOEFL	450	3.0	-			
TOEFL iBT	-	-	-			
PTE	22	-	22			
	Overall	Writing ≥	All Skills ≥	AE2	<ul style="list-style-type: none"> • People • Society 	Progress to level AE3
IELTS	4.5	-	4.0			
VEPT	38	-	No skill < 33			
Linguaskill	147 and above	-	-			
TOEFL	475	-	No skill < 3.0			
TOEFL iBT	-	-	-			
PTE	32	-	22			
	Overall	Writing ≥	All Skills ≥	AE3	<ul style="list-style-type: none"> • Business • Globalised World 	Direct Entry to: <ul style="list-style-type: none"> • UTS Foundation Studies • UTS Insearch Extended diploma
IELTS	5.0	-	4.5			
VEPT	43	-	No skill < 38			
Linguaskill	154 and above	-	-			
TOEFL	500	-	No Skill < 3.5			
TOEFL iBT	58 minimum total score	16 minimum writing score	-			
PTE	38	-	32			
	Overall	Writing ≥	All Skills ≥	AE4	<ul style="list-style-type: none"> • The Internet Society • Cities 	Direct Entry to: <ul style="list-style-type: none"> • UTS Insearch Accelerated or Standard diploma
IELTS	5.5	-	5.0			
VEPT	47	-	No skill < 43			
Linguaskill	162 and above	-	-			
TOEFL	525	-	No skill < 4.0			
TOEFL iBT	72 minimum total score	16 minimum writing score	-			
PTE	46	-	38			
	Overall	Writing ≥	All Skills ≥	AE5	<ul style="list-style-type: none"> • Organisations • Leadership in a Globalised World 	Direct Entry to: <ul style="list-style-type: none"> • UTS Undergraduate degree • UTS Postgraduate degree
IELTS	6.0	5.5	5.0			
VEPT	53	47	No skill < 43			
Linguaskill	169 and above	-	-			
TOEFL	550	4.25	No skill < 4.0			
TOEFL iBT	-	-	-			
PTE	54	46	38			



English pathways

Academic English (AE)

There are six levels in the UTS Insearch Academic English (AE). AE levels 1 to 6 consist of ten weeks of intensive English training.

Academic English for Foundation

Successful completion of Academic English for Foundation (AE3) allows you direct entry* into UTS Foundation Studies and the UTS Insearch Extended Diploma program (with entry requirements of IELTS 5.5).

Academic English for Diploma

Successful completion of Academic English for Diploma (AE4) allows you direct entry* into UTS Insearch Standard or Accelerated Diploma programs (courses with entry requirement of IELTS 6.0).

Academic English for Bachelor/Masters

Successful completion of Academic English for Bachelor/Master (AE5) allows you direct entry* into most UTS undergraduate and postgraduate degrees (with entry requirements of IELTS 6.5)

Pathways

Each level of English is supported by teacher-guided computer lessons using CALL (Computer Assisted Language Learning) activities and materials relevant to class lessons. The table on page 20 explain the pathway through the different AE levels.

After successfully completing AE3, you may move onto AE4, commence the UTS Foundation Studies program or Extended diploma courses at UTS Insearch.

After successfully completing AE4, you will have achieved the level of language proficiency required for entry into:

- UTS Insearch diploma programs (Standard and Accelerated)

After successfully completing AE5, you will have achieved the level of language proficiency required for entry into:

- most undergraduate and postgraduate courses at UTS and selected other universities.

You will also need to have met the university's academic requirements in their particular subject area.

Assessment methods and examinations

Information about specific assessment tasks is given to you in the first week of class. You are assessed in each of the following areas: writing, reading, speaking and listening. Assessment includes most or all of the following elements: written assignments including essays, reports and case study analyses, oral and written presentations of project work, tutorial and homework exercises, class participation and final examinations. Failed assignments are double marked. All English writing examinations are double marked. If you fail an examination, it is marked a third time by a level coordinator.

Please note, you must pass the final examination and pass Writing (assignment and writing examination) in order to pass the overall course.

*English and academic entry requirements apply. Please refer to the courses page of our website for course information, entry requirements and articulation details. Successful completion of AE5 satisfies the English Language Admission requirements for most UTS Undergraduate and Post Graduate degrees. For specific details of UTS English entry requirements please refer to the individual faculty pages on the UTS website.

Language content

Academic English (AE)

The table on the following pages describes the language content for Academic English (AE) Programs.

Language

AE 1

Themes:

Our World

Lifestyle Events

Hours: 200

IELTS on entry: 4.0

- Present simple tense
- Present perfect simple tense to describe past experiences
- Present perfect simple & continuous tenses with since and for
- Past simple and continuous tenses
- Future intentions & plans
- Auxiliary verbs: be, do, have
- Modal auxiliary verbs
- Passive voice
- Clause structure – finite & non-finite verbs
- Coordination & subordination
- Relative clauses – non-defining
- Infinitives & gerunds
- Purpose – infinitive
- Used to
- Conditionals 1 & 2
- Comparative phrases
- Question forms



AE 2

Themes:

People

Society

Hours: 200

IELTS on entry: 4.5

- Present simple tense
- Past tenses
- Present perfect simple & continuous tenses
- Subject-verb agreement
- Modal auxiliary verbs – past modals
- Passive voice
- Reporting verbs and their complements
- Clause structure – finite & non-finite verbs; independent clauses & finite dependent clauses
- Adjuncts
- Coordination & subordination
- Relative clauses: defining & non-defining
- Causal relationships
- Expressing contrast
- Expressing purpose
- Exemplification
- -ed & -ing adjectives
- Countable and mass nouns
- Determiners



Our English Programs include the special features:



Extensive Reading



Independent Learning



Pragmatic Interactions



Blended Learning



Learning Assistance Sessions (LAS)

Language content

Academic English (AE)

Language

AE 3

Themes:

Business

Globalised World

Hours: 200

IELTS on entry: 5.0

- Present simple tense
- Present perfect simple tense
- Subject-verb agreement
- Modal auxiliary verbs – active & passive voice
- Passive voice – tense form overview
- Reporting verbs and their complements
- Clause structure – clause overview: adverbial, adjectival, nominal
- Reduced relative clauses
- Ellipsis in coordinate clauses
- Participle clauses
- Relative clauses – defining & non-defining
- Causal relationships
- Concession & contrast
- Expressing purpose
- Exemplification
- Explanation
- Nominalisation
- Countable and mass nouns
- Determiners
- Cohesion – referencing & discourse markers



AE 4

Themes:

The Internet Society

Cities

Hours: 200

IELTS on entry: 5.5

- Present simple tense
- Present perfect simple
- Subject-verb agreement
- Modal auxiliary verbs to express tentativeness
- Passive voice
- Reporting verbs and their complements
- Clause structure – independent & non-finite dependent clause
- Participle clauses
- Relative clauses following prepositions
- Reduced relative clauses
- Causal relationships
- Concession & contrast
- Expressing purpose
- Nominalisation
- Subjunctives
- Phrases of concession & critique
- Exemplification
- Explanation
- Countable and mass nouns
- Determiners
- Cohesion – noun & verb phrases



Language

AE 5

Themes:

Organisations
Leadership in a Globalised
World

Hours: 200

IELTS on entry: 6.0

- Present simple tense
- Subject-verb agreement
- Reporting verbs and their complements
- Passive voice
- Clause structure – independent & non-finite dependent clauses
- Relative clauses following prepositions
- Reduced relative clauses
- Participle clauses
- Nominalisation
- Expressing purpose
- Exemplification
- Phrases of concession & critique
- Conditionals & subjunctives
- Causal relationships: explicit & implicit
- Phrases of contrast and concession
- Phrases of addition
- Countable and mass nouns
- Determiners
- Hedging & levels of tentativeness
- Cohesion – referencing, discourse markers & implied





UTS Insearch policies

UTS Insearch policies and procedures for students

You can access all student policies and procedures via the About tab on the homepage of the UTS Insearch website.

Academic misconduct

As a student studying at Insearch, you are expected to maintain high standards of academic honesty and integrity. Academic misconduct is defined as attempts by students to cheat, plagiarise or otherwise act dishonestly in undertaking an assessment task, or assisting other students to do so. You are considered guilty of cheating if you seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a lecturer or tutor about your knowledge, ability, or the amount of original work you have done.

Your responsibilities as a student

1. Examinations
 - a. You must not help or receive assistance from other students.
 - b. You must not request the loan of or lend materials or devices to other students.
 - c. You must not bring any materials into the examination room other than those specified for that examination.
 - d. You must not use computer software or other devices during an examination other than those specified.
2. Other assessment tasks
 - a. You must not copy or paraphrase any document, audiovisual material, computer-based material or artistic piece from another source except in accordance with the conventions of the field of study.
 - b. You must not use another person's concepts, results or conclusions and pass them off as your own.
 - c. In cases where the assessment task is intended to be individual work not group work, you must not prepare an assignment collaboratively and then submit work that is substantially the same as another student's assessment.
 - d. You must not ask another person to produce an assessable item for you.

Procedures & penalties

UTS Insearch has a range of policies and procedures available to assist you in understanding what is required during your studies, your responsibilities and our obligations to you. You can find a brief outline of important policies below, with full versions of the policies located throughout the Current Students tab insearch.edu.au/current-students and via the About tab on the homepage of the UTS Insearch website.

Non-academic misconduct

As a UTS Insearch student, you are expected to respect other students, staff and property so that learning and teaching at UTS Insearch can take place freely, safely and without impediment due to the misconduct of others.

Non-academic misconduct includes contraventions of UTS Insearch's rules, policies and procedures and also includes but is not limited to breaches of confidentiality or privacy, discrimination, intimidation or assault on another student or staff member of UTS Insearch.

UTS Insearch will report all criminal acts committed by its students to the relevant authorities.

Notification and appeal

1. You must be notified in writing of penalties as a consequence of misconduct.
2. The grounds for appeal are:
 - a. procedural irregularities, and/or
 - b. factual errors on which the decision was based and which were of such magnitude as to invalidate the decision.
3. Please refer to the UTS Insearch student intranet website for full details of the policies and procedures: insearch.edu.au/au/about/policies-and-procedures and on the main UTS Insearch website: insearch.edu.au/How-to-Apply/International-Students

UTS Insearch policies and procedures for students (continued)

ELT Attendance Policy and Procedure

UTS Insearch believes good attendance is important in order to achieve the desired educational outcomes. If you are an international student, maintaining satisfactory attendance is also a requirement of your student visa. You must attend class regularly in order to progress satisfactorily in your course and to be deemed as a genuine / bona fide student.

UTS Insearch will report you to the Department of Home Affairs for non-attendance via PRISMS as per the conditions outlined in the ELT Attendance policy and procedure (insearch.edu.au/au/about/policies-and-procedures). Your student visa could be cancelled if you are reported via PRISMS for non-attendance.

Assessment policy

Assessments are used for measuring whether you have achieved the intended learning outcomes of subjects. The primary goals of assessments are to encourage learning and to indicate your level of progress or achievement. The assessment rules are designed to ensure that the assessment is reliable and valid. Where there is a subjective element in the grading of students' work, assessment moderation is conducted to ensure multiple assessor reliability.

Assessment is a key part of learning and teaching. UTS Insearch promotes ethical practice and treats academic dishonesty seriously.

If you suffer from illness, misadventure or a disability that affects your ability to perform in assessments, you may be eligible to request special consideration or special needs.

Appeals against grades

If you believe there have been procedural or factual errors in the grading of your assignments or assessments, you should speak to the marker of the assignment in the first instance. If you still believe that procedural or factual errors have not been redressed, then you may lodge an appeal with the Director of Studies.

Dissatisfaction with grades alone does not constitute grounds for an appeal.

Student Complaints and Appeals Policy

UTS Insearch views student complaints as providing an opportunity to review and improve its policies and practices, and also to gain insight into student levels of satisfaction. You can forward your complaint to complaint@insearch.edu.au. UTS Insearch regards student complaints as a confidential matter, however UTS Insearch will usually not accept anonymous complaints.

If you are unsatisfied with the outcome of a complaint, you can pursue the complaint with a third independent party.

Please refer to the UTS Insearch website for the full version of the policy insearch.edu.au/au/about/policies-and-procedures

Education access policy

UTS Insearch is committed to supporting the diverse needs of all of its enrolled students in order to provide equitable access. The Education Access policy ensures staff are aware of their responsibilities relating to students with diverse abilities, needs and circumstances and complies with relevant Australian law.

Special consideration

Special Consideration is the use of academic judgment to determine if you are experiencing (or anticipate experiencing) significant difficulty in meeting assessment requirements due to:

- serious illness or injury, including mental health illnesses, and hospital admissions, where a medical certificate indicates you were unable to attend classes;
- death of a parent, sibling or close family member;
- a traumatic experience which could include being a victim of or witnessing a crime;
- a relationship breakdown or a severe disruption to domestic arrangements;
- major political upheaval or natural disaster in your home country requiring emergency travel which has impacted your studies;
- any other circumstance which would require evidence to be considered as compassionate or compelling.

What evidence do you need to submit?

You must first meet with a Study Success Adviser to discuss your situation; they will advise you of what evidence you will need to support your request. You must obtain a Request for Special Consideration form from the Study Success Adviser, complete the form and lodge it in person with the Study Success Adviser: Level 4, 187 Thomas Street, Haymarket. The professional authority section of the form must be completed and signed for a request to be considered.

The professional authority must be completed and signed by a:

- Registered medical practitioner, registered psychologist or other registered counsellor;
- Minister of religion (only if religious commitments have impacted on ability to do assessments).

Documentation such as a medical report, death notice or certificate, police report or statutory declaration may be attached to this form. The Study Success Advisers will keep your documentation in a confidential file.

The severity and period of illness must be clearly stated in the professional authority section. Backdated medical certificates, receipts for medical fees or medical certificates from non-registered practitioners will not be accepted.

Who will consider your request?

Your request will be assessed by the Dean of Studies. If approved, the Associate Dean of Studies will inform the ELT Program Coordinator, who will then apply the Special Consideration provisions to your results in the assessment in the relevant subject. They will also notify you by email of any extension or alternative assessment deadlines. Such deadlines cannot extend beyond the final day of the final week of term. You must lodge your request for Special Consideration no later than five WORKING DAYS after the due date of the assessment.

Further information on our privacy policies can be found on our website:

www.insearch.edu.au/au/about/policies-and-procedures

Guidelines for resolving student complaints

UTS Insearch provides a learning and working environment in which complaints are responded to promptly and with minimum distress and maximum protection to all parties. As part of its commitment to creating a supportive and open organisational culture, UTS Insearch values ethical and responsible management, transparency in its decision-making processes, and a visible, accessible and fair complaint process.

UTS Insearch views student complaints as providing an opportunity to review and improve its policies and practices, and also to gain insight into student levels of satisfaction.

To ensure that you are comfortable voicing a complaint, every staff member at UTS Insearch is able to receive and resolve complaints. You are also able to voice your complaint using the complaint@insearch.edu.au email address. Complaints are handled confidentially at all times. Staff will always get permission from you before discussing a complaint with other relevant staff.

You are allowed to bring someone with you for support throughout the complaint process. If you need a translator, UTS Insearch will provide one.

If you are unsatisfied with the outcome of a complaint, you can pursue the complaint with an independent third party.

Privacy

Insearch Limited is committed to protecting the privacy of your personal information, which will be handled in accordance with the Australian Privacy Principles, the Privacy Act 1988 (Cth) and Privacy and Personal Information Protection Act 1998 (NSW).

We collect your personal information in order to be able to provide UTS Insearch courses and services and will seek your consent to do so. Supplying this information is voluntary, however, if you chose not to provide all the required information we may not be able to process your application. For full details on accessing or updating your personal information and other privacy matters please refer to the UTS Insearch Privacy Policy:

www.insearch.edu.au/privacy-policy

Inquiries may be directed to:

The Privacy Officer
INSEARCH Limited
PO Box K1085,
Haymarket NSW 1240

T + 61 2 9218 8600

E privacy@insearch.edu.au

Computer access procedure

UTS Insearch computer access should be possible within a few days of enrolling in class.

To use a UTS Insearch computer you need a:

- login username
- password

Your username is your UTS Insearch student number:

For example, 12345.

Your default Insearch password is your birth date in the following format (YYYYMMDD): For example, year (1980) month (08 August) day (24) = 19800824.

Follow the instructions below when using any computer in the computer labs.

Begin Login

Press any key on the keyboard or click the mouse to bring up the login screen.

Enter your login information.

1. Enter your username in the user name box.
2. Enter your password in the password box.
3. Check that the domain listed is: INSEARCH1.
4. If it is not UTS Insearch1, click the arrow button at the right side of the domain box.
5. You will see several domain names. Click on INSEARCH1. (You will not be able to login if a different domain is shown).
6. Click the "OK" button.

When you login for the first time, it is important that you register with the MYA password manager and choose a new password).

1. Go to <https://mya.insearch.edu.au>
2. Enter your UTS Insearch student number and the displayed captcha code.
3. Click "register with Password Manager".
4. Enter your Insearch password
5. (Default Password: DDMMYYYY?A)
6. Click 'Next'
7. Answer the 3 security questions
8. Click 'Finish'
9. Now click on "Manage My Passwords"
10. Enter your default password (DDMMYYYY?A) and click next
11. On the next page enter your new password twice and click finish
12. If your password has been changed successfully, you will see "Your password has been successfully changed". Click on "OK".
13. For video and step-by-step guides on this process, please go to <https://www.insearch.edu.au/current-students/support/it-support>

Please note:

Do not use a password that is easily identified or guessed by another person.

For example, someone could easily guess your name, phone number, date of birth or address and then enter or "hack" into your computer account.

Logging out of the system at the end of your computer session.

1. Click the "windows key" on your keyboard to open the start menu
2. Click the power button
3. Click on the "Shut Down" option.
4. Click on the "Close all Programs and log on as a different user" option.
5. Click the "Yes" button.



Do you need help?

Do you need help with:

- level
- class
- assignment
- examinations
- teacher/s



Solution

Visit or make an appointment to see:

- your teacher
- your ELT Program Coordinator
- Director of Studies ELT
- Study Success Adviser

- visa
- accommodation
- Homestay
- tuition fees
- CoE



Visit or make an appointment to see:

- Student Centre Staff

- personal issues impacting your studies
- study plan
- academic pathway
- attendance
- transfer to UTS



Visit or make an appointment to see:

- Study Success Adviser
- UTS Counsellor

- extra practice
- one-on-one appointment
- a quiet place to study or get help
- researching and listening materials



Visit or make an appointment to see the staff at UTS Insearch HELPS Centre

Integrity Statement

UTS Insearch has an ethical commitment to ensuring that all information and activities relating to students are undertaken with a degree of integrity. The UTS Insearch marketing department is responsible for all marketing information provided by UTS Insearch and its representatives. UTS Insearch has in place an agent management framework with agreements which bind all of its agents to comply with the codes of practice set in the Education Services for Overseas Students (ESOS) Act 2000. If you have any concerns about information or assistance that has been provided to you by UTS Insearch or its representatives, please contact:

UTS Insearch
PO Box K1085,
Haymarket NSW 1240

[T] +61 2 9218 8600

[E] marketing@insearch.edu.au

[W] www.insearch.edu.au

UTS Insearch CRICOS provider code: 00859D



CONTACT DETAILS

Postal Address

The Registrar – UTS Insearch
PO Box K1085 Haymarket NSW 1240 Australia

Street Address

UTS Insearch Student Centre
Ground Floor, 187 Thomas Street, Sydney NSW 2000

T +61 2 9218 8666 **E** studentcentre@insearch.edu.au

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Changes in circumstances may impact the accuracy or currency of the information.
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