



UTS | INSEARCH

UNIVERSITY OF TECHNOLOGY, SYDNEY

2015 ENGLISH HANDBOOK

insearch.edu.au

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.

Our graduate tracking surveys show that UTS:INSEARCH students are very successful at UTS and in some faculties they do better than the general population.

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

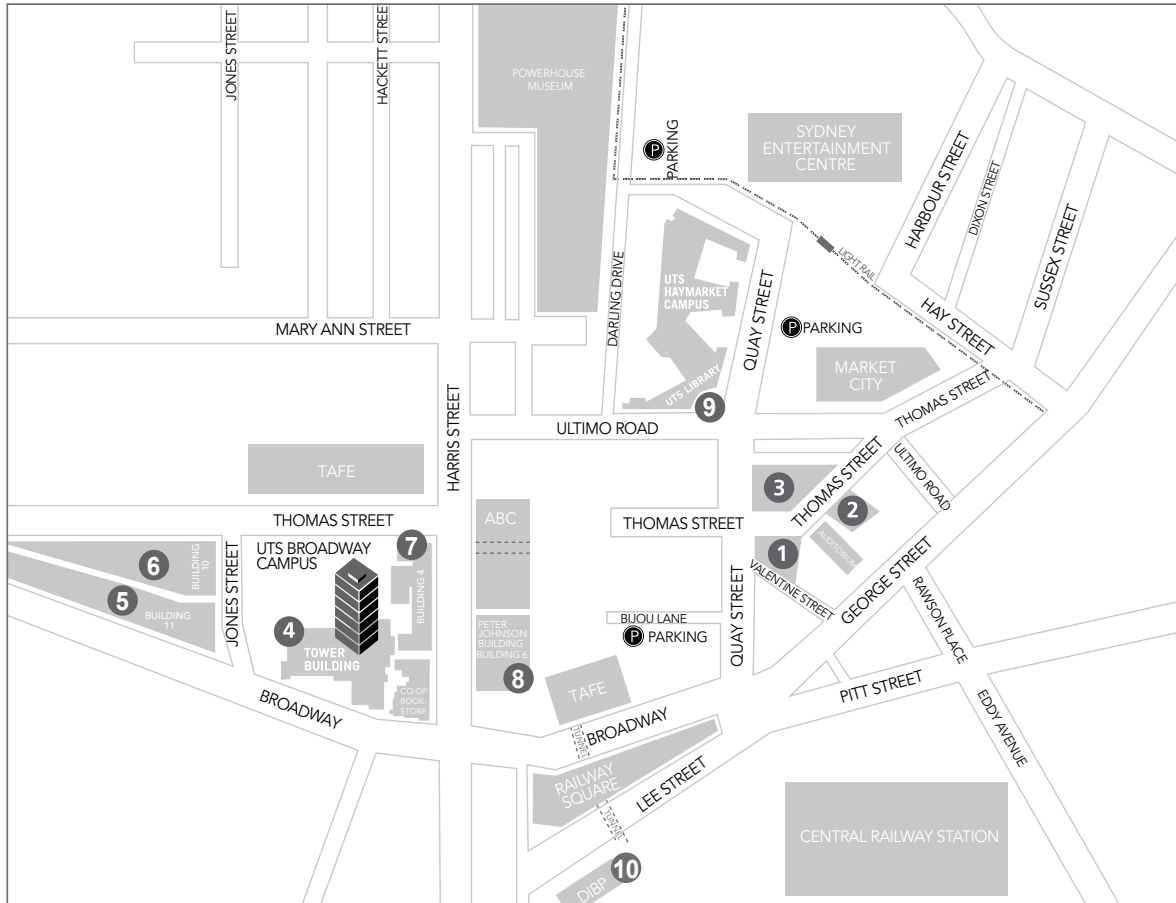
2015 English Handbook Contents

General information	2
Map	2
Who's Who at UTS:INSEARCH	4
Key dates 2015	6
Facilities and services for students	8
Important information for students	8
Important information for new students	12
The Learning Centre (LC)	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, pathways and guidelines	19
Guidelines to placement in UTS:INSEARCH English	19
Language course levels	20
English pathways	22
English courses introduction	23
Course objectives	26
Language content General English (GE) and Academic English (AE)	27
UTS:INSEARCH policies	30
Rules and procedures	30
UTS:INSEARCH computer lab rules	34
Computer log on procedure	35
Guidelines for resolving student complaints	36
Do you have a problem?	37
Integrity statement	38

General information

Map

UTS:INSEARCH & UTS city campus



1. UTS:INSEARCH (The Blue Building)

187 Thomas Street, Haymarket
UTS:INSEARCH Student Centre
 (Ground Floor)

UTS:INSEARCH Auditorium
 (Ground Floor)

Classrooms (Lvl 2, Lvl 3, Lvl 5, Lvl 6)

Academic Advisers (Lvl 4)

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)

2. CPSU House

191 Thomas Street, Haymarket
 Security (Lvl 1)
 Classrooms (Lvl 1, Lvl 2, Lvl 3 Lvl 4)
 Learning Centre (Lvl 4)
 Student Common Area (Lvl 3)

3. Prince Centre

Level 2, 8 Quay Street Haymarket
 Classrooms and Student Area

4. UTS Tower Building

Level 3, UTS Tower, 15 Broadway,
 Broadway
 UTS Prayer Room

5. Department of Immigration and Border Protection (DIBP)

Ground Floor, 26 Lee Street, Sydney

6. UTS Library

Corner Quay Street & Ultimo Road,
 Haymarket

7. UTS Building 10

235 Jones Street, Broadway

8. UTS Peter Johnson Building

Building 6
 702-730 Harris Street, Broadway



Who's who at UTS:INSEARCH

Management

Managing Director

Alex Murphy

Chief Operating Officer

Peter Harris

Dean Of Studies

Tim Laurence

Associate Dean of Studies

Sally Payne

Director of Studies, English Programs

David Larbalestier

Associate Director of Studies

Macgregor Haines

Registrar

Ray Litster

Student Centre Team Leader

Cindy Li

Academic Adviser Team Leader

Rebecca Sheldon

Academic Adviser

Patti Norden

Academic Adviser

Alexander Iosjpe

UTS Counsellor

David Taplin

Academic Adviser

Nelson Lo

Academic Adviser

Michael Gaudiosi

Learning Centre

Learning Centre Coordinator

Lis Klepp

ELT Coordinator

ELT Program Coordinator

Lorraine Lee

ICT

Team Leader, End User Support

Sungcheol Moon

Security

Facilities Team Leader

John Bonnici

CPSU Security Guard

John Baragry

T +61 2 9218 8789



Tim Laurence
Dean of Studies



David Larbalestier
Director of Studies
English Programs



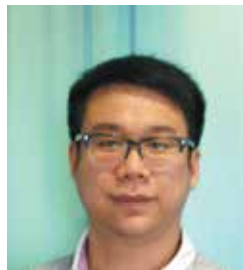
Macgregor Haines
Associate Director
of Studies



Rebecca Sheldon
Academic Adviser
Team Leader



Lorraine Lee
Coordinator ELT



Nelson Lo
Academic Adviser



Michael Gaudiosi
Academic Adviser



Patty Norden
Academic Adviser



Alexander Iosjpe
Academic Adviser



David Taplin
UTS Counsellor

Key dates 2015

ENGLISH TERMS	START DATE	PUBLIC HOLIDAYS	UTS FOUNDATION STUDIES & UTS:INSEARCH DIPLOMA COURSE DATES
TERM ONE	12 Jan 2015	26 January: Australia Day	11 Feb: Semester one orientation 16 Feb: Semester one commences
TERM TWO	16 February 2015	20 March: Staff Professional Development day	
TERM THREE	23 March 2015	3 April: Good Friday 6 April: Easter Monday 25 April: Anzac Day	
TERM FOUR	27 April 2015	29 May: Staff Professional Development day	26 May: Semester two orientation
TERM FIVE	1 June 2015	8 June: Queen's Birthday	1 June: Semester two classes commence
TERM SIX	6 July 2015	7 July: Staff Professional Development Day	
TERM SEVEN	10 August 2015		8 September: Semester three orientation 14 September: Semester three classes commence
TERM EIGHT	14 September 2015	5 October: Labour Day	
TERM NINE	19 October 2015		
TERM TEN	23 November 2015	20 November: Staff Professional Development Day	
TERM ONE 2016	11 January 2016	19 December Christmas /New Year holidays commence	

UTS DATES

	ORIENTATION	TEACHING COMMENCES	TEACHING ENDS
AUTUMN SEMESTER:	15 February 2015	23 February 2015	5 June 2015
SPRING SEMESTER:	20 July 2015	27 July 2015	6 November 2015
2016 AUTUMN SEMESTER:	22 February 2016	29 February 2016	1 July 2016



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 St (the Blue Building) and is open 9.00 am to 5.00 pm Monday to Friday.

UTS:INSEARCH Academic 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 an Academic Adviser. We have a team of Academic Advisers who are located on Level 4 of the Blue Building, 187 Thomas Street. Academic Advisers are there to support you in your studies and to assist you to meet course progress requirements. You can see an Academic Adviser during drop in times (Monday to Friday 10.30am-12pm and 1-3pm). If you need to see an Adviser outside of these times, make an appointment via 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 Learning Centre.

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: <https://www.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 73 Pitt Street Redfern NSW 2016 or phone: 9698 7277 or email: info@ric.org.au.

UTS also have a legal service which is available to UTS:INSEARCH students.
Level 3 UTS Tower building,
1 Broadway, Broadway NSW 2007 or phone: 9514 1155

How to communicate with UTS:INSEARCH

Use the student extranet

The student extranet is the place to get information about your course and exams for the subjects you are studying. You'll also find the latest announcements about what's on at UTS:INSEARCH, especially about all the social activities organised for you to enjoy. It is important to check the student extranet regularly. To access the student extranet go to <http://student.insearch.edu.au>

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 from this UTS email account to your own PERSONAL email account.

Post and telephone

Sometimes UTS:INSEARCH has to contact you by letter or phone. You should reply immediately to any letter 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 six 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 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 and will also need it when using UTS union facilities, visiting the UTS library, or accessing the UTS Counselling Services.

Please remember to sign your Student card and if you lose it, please see the UTS:INSEARCH Student Centre, where a replacement card can be arranged for a cost of \$20.

Homestay accommodation

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. Homestay hosts can act as carers for students under 18.

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 do not wish to stay in a Homestay, the UTS housing service is available to assist you with rental accommodation (if you are over the age of 18). A range of other accommodation options are available including hotels and guest houses.

If you are under 18 years of age you must have a UTS:INSEARCH or Department of Immigration and Border Protection (DIBP) approved carer. You cannot change accommodation without first obtaining approval from the UTS:INSEARCH Student Centre.

Keeping your contact details up to date

If you are an International student you are required by the Department of Immigration and Border Protection (DIBP) 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.

Please complete the 'Contact Details Update' form available on the student extranet 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 DIBP or UTS:INSEARCH approved carer. Before changing your Sydney address, you must get approval from UTS:INSEARCH or DIBP.

If you are a Domestic student it is also important that you keep UTS:INSEARCH advised of your current contact details. You can update these by using e-Student.

Information for Students (continued)

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 everyone 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 and help them 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 and Snowy Mountains and various other locations... and much more!

If you have suggestions for activities just contact our Student Activities Coordinator: Bounthanh.Chanhdara@insearch.edu.au

Travel concessions and discounted tickets

Discounted travel tickets – International students

On the first day of classes (not during Orientation) International students may apply at the UTS:INSEARCH Student Centre for discounted travel tickets.



Important information for new students

Orientation and class placement

All students are required to attend Orientation Day, the first day of term. AE 5 students must arrive and be enrolled no later than 9.00am Wednesday Week 1. All other students must arrive and be enrolled no later than 9.00am Friday Week 1.

Classes are formed on Orientation Day.

Students arriving after Orientation Day may be placed in a lower level irrespective of their English level. This may result in a longer period of study and therefore additional cost, even if permission for late arrival has been obtained.

Classes

At 4.30pm on your first day at UTS:INSEARCH you will find a class list in the student common area located on Level 1 at CPSU House. Please check the list for your class.

If you arrive after Orientation Day you will need to go to the UTS:INSEARCH Student Centre.

Class times

When you look at the timetable for all English language classes, you will see that there are classes in the morning and classes in the afternoon. Morning classes begin at 8.30am and finish at 1.00pm. Afternoon classes begin at 1.30 pm and finish at 6.00pm.

Based on your English level, you may be in a morning or afternoon class.

Full-time international students must be available to attend English classes between 8.30am and 6.00pm.

English language sample timetable

Morning Classes		Afternoon Classes	
8.30 – 10.30	English	8.30 – 13.30	Self-access
10.30 – 11.00	Break	13.30 – 15.30	English
11.00 – 13.00	English	15.30 – 16.00	Break
13.00 – 18.00	Self-access	16.00 – 18.00	English

Class locations

Classes are held on Levels 1-4 of CPSU House, 191 Thomas Street.

Check the map on page 2 of this handbook if you are not sure of any location.

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, visa problems, Homestay, withdrawing from a course or paying your fees. The UTS:INSEARCH Student Centre is on the Ground Floor, 187 Thomas St and is open 9.00 am to 5.00 pm Monday to Friday.

Student extranet

The student extranet is there to provide you with information to assist you in your studies at UTS:INSEARCH.

Check it out at www.student.insearch.edu.au

Learning Assistance Sessions (LAS)

Students who fail in a skill area assessment are placed in a LAS the following term to rectify the language deficiency. Students are required to attend the LAS's in order to progress.

The Learning Centre (LC)

The Learning Centre is located on Level 4 in CPSU House, 191 Thomas Street, and is a facility for all full-time and part-time UTS:INSEARCH English students only. It provides for a safe, friendly space where students can study independently. Your teacher may also take your class to the Learning Centre to research projects or to do other class related activities.

Opening hours

Monday – Friday 8.30am-6.00pm

When you enter the Learning Centre to study independently, please swipe your student card under the scanner at the front desk.

Resources

The Learning 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. There are also staff in the Learning Centre that can help you with study related questions. Ask the staff in the Learning Centre for extra materials to assist with your level.

Computers

The Learning Centre has computers with internet access, which you can use for conducting research, emailing and word processing. Please read the Computer Log-on Procedure and the IT Code of Conduct for information about using computers at UTS:INSEARCH.

Please refer to page 35 for more details. UTS:INSEARCH is also fitted with free wireless internet (wi-fi). For all computer problems, consult the ICT Service Desk on T + 61 2 9218 8759 (ext 7000 on internal phone provided).

Borrowing from the Learning Centre

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

Part-time students are welcome to borrow two library resources. If you need help please ask the library staff for assistance.

Other services

The Learning Centre offers many other activities and services such as:

- Film English - an English discussion group, Tuesdays 12pm-12:45pm & 2pm -2:45pm and Wednesdays 12pm-12:45pm & 2pm -2:45pm.
- Printing, photocopying and scanning facilities.
- Learning Centre Club Activities including how to use your student inbox and UTS Online.
- Learning Support teachers available for one-to-one and small group activities.

Student extranet

More information can be found at www.student.insearch.edu.au

UTS Library

UTS:INSEARCH students undertaking English studies 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.

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 UTS:INSEARCH ELT staff in the table below.

The UTS:INSEARCH Student Centre can help you with:

- Applications and payments for full-time and part-time programs
- English, diploma and UTS Foundation Studies programs
- Your student card
- Accommodation and home stay contact details and change of address (postal address, email address, mobile, telephone, in Australia and home country)

AREA OF INTEREST	NAME	TITLE
General information regarding: <ul style="list-style-type: none"> • appointments with teachers • assessment reports, course dates etc 	Kerstin McElvenny	Education Support Administration
Information regarding: <ul style="list-style-type: none"> • study plan • further study options • concerns regarding course • attendance • Transferring to UTS and help with study • IELTS exam dates/information 	Rebecca Sheldon Michael Gaudiosi Patti Norden Alexander Iosjpe Nelson Lo David Taplin	Academic Adviser Academic Adviser Academic Adviser Academic Adviser Academic Adviser UTS Counsellor
Information about: <ul style="list-style-type: none"> • useful and relevant private study activities • IELTS materials • methods to improve specific English skills • discussion group information 	Lis Klepp Maria Morales	Learning Centre Coordinator Learning Centre Assistant
Information regarding: <ul style="list-style-type: none"> • IELTS results • class transfers • general study queries 	David Larbalestier Macgregor Haines Lorraine Lee	Director of Studies Associate Director of Studies ELT Coordinator
Information regarding: <ul style="list-style-type: none"> • class assignments and exams • course work and study requirements • end of term results 	Please see your class teacher	
Information regarding Part-time programs: <ul style="list-style-type: none"> • IELTS – Speaking and Pronunciation • Writing for IELTS • IELTS Preparation – Academic & General Training 	Student Centre	



Other services available to UTS:INSEARCH students

Health insurance

Your Overseas Student Health Cover (OSHC) will be ordered during the week of your enrolment. You will receive a Medibank card by mail at your Sydney address. The nearest Medibank Private office is at 9.15 World Square, 644 George Street. The office is open 9.00am – 5.00pm Monday to Friday.

Emergency and Health Services

All international students studying in Australia must have medical insurance. You will receive your health care card and details shortly after you start your studies at UTS:INSEARCH. If your card has not arrived within 3 weeks, please go to the UTS:INSEARCH Student Centre for advice.

If you need medical assistance quickly there are 3 choices:

- See an 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. You need to make an appointment. Call UTS Student Centre on T + 61 2 9514 1177, or visit Level 6 UTS Tower, Broadway; or
- There is a doctor available in the Prince Centre, 8 Quay Street, Level 2.

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

Regular attendance at every class is very important for success in your studies. Students with good attendance rarely fail. You must attend all classes. This is not only a requirement of UTS:INSEARCH but for International students it is also a regulation of the Australian government. If your attendance drops below 80%, UTS:INSEARCH is required to advise the Department of Immigration and Border Protection (DIBP). 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. Attendance is marked 15 minutes into each 2 hour lesson. Late students are marked absent. Lateness to class disrupts your studies and also your classmates. You must ensure you do the assignments, group projects, class-work preparation, exams and other learning tasks set by your teacher. You must attend the specific class you have enrolled in or you will be marked absent. You cannot change your class without the permission of UTS:INSEARCH. If you are not on the class roll, you must see ELT Administration on level 4 187 Thomas street immediately. UTS:INSEARCH reserves the right to alter any student's 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: (61-2) 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 - 5pm Monday to Friday) please contact UTS Security for assistance.

UTS Security: 9514 1192 or 1800 249 559

Blue Building: 0408 238 011

PSU House: 0408 152 022

Prince Centre: 0409 664 923

Documentary Evidence

For international students, 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 Academic Advisers can help you with this. Such documentation must be provided to the Student Centre on the first day back after your absence. NB. 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.

Leave

After 20 weeks of continuous study you may take 5 weeks leave. Leave will be for one 5 week period and must coincide with the start of a term. Permission is not automatic, but must be requested. If you decide you would like to take leave from your studies, please see an Academic Adviser, at level 4, 187 Thomas Street, to obtain a leave application form. You must return the completed form to an Academic 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. Scholarship holders will require written permission from their 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 Academic Advisers. Where an approval to withdraw is granted, you will need to return your student card. All students wishing to withdraw are subject to the UTS:INSEARCH terms and conditions contained in your offer letter and also available at <http://www.insearch.edu.au/how-to-apply/international-students>

For further information, please visit the UTS:INSEARCH Student Centre.

International students

In some situations international students may be required to return overseas after withdrawing. Where approval to withdraw is granted, UTS:INSEARCH is required to advise DIBP of this change in your enrolment status. Students on UTS package visas will need to contact the UTS International Office to alert them to this change in study plans. The UTS International office is located in the Tower Building, see map on page 2.

Working while studying

A focus on study is important but we recognise that some students may want to work part-time. Working arrangements need to be fitted in and around your study commitments. International students may be restricted by visa condition 8101 which prevents them from undertaking any work.

On arrival in Australia, international students who do not have work permission on their student visa, can obtain a letter confirming their enrolment from the Student Centre once they have commenced their course at UTS:INSEARCH. This letter must be taken to the DIBP office where a new visa can be provided which will give students permission to work.

Under no circumstances must any international student undertake work unless they have permission to do so. Failure to seek permission to work from DIBP will lead to visa cancellation. Full-time students may work part-time (maximum 40 hours per fortnight) while studying. On holidays, students may work more hours.

Part-time work must not interfere with your studies. Full-time students must be available to attend English classes between 8.30am and 6.00pm.

Regulations

Regulations applying to international students from the Department of Immigration and Border Protection (DIBP), Department of Education, Employment and Workplace Relations (DEEWR) and Australia Education International (AEI).

The English language program offered at UTS:INSEARCH is an English language intensive course for overseas students (ELICOS) and is delivered according to Australian Government laws, national codes and regulations relating to international students studying in full-time English language courses in Australia.

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

1. The Department of Immigration and Border Protection
www.immi.gov.au
2. The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas students The National Code 2007
www.aei.gov.au/AEI/CmsTemplates/GeneralTemplates/ContentPage
3. The Education Services for Overseas Students (ESOS) Act 2000
www.aei.gov.au/AEI/ESOS

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 an application for a full-time English course, overseas students are issued a letter with an offer of a number of weeks of English language provision, and a Confirmation of Enrolment (e-CoE) once they have paid. The study duration will vary according to each student's learning goals and will be reflected in the expected duration of study specified on the student's CoE. UTS:INSEARCH uses IELTS, TOEFL, VEPT and Pearsons PTE (Academic) results to estimate course duration and for placement of students in English language courses.

International students who do not have IELTS, TOEFL or PTE (Academic) results are placed in an appropriate level when they arrive in Australia after completing a placement test.

The placement test will give a more accurate estimate of course duration.

Transfers between registered providers – changing institutions

The National Code 2007 Standard 7

It is possible to transfer from one provider (education institution) to another after completing 6 months of the principal course.

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

1. obtain a release letter from the principal provider
2. and obtain approval for student to transfer from student's sponsor (where applicable)

The receiving provider (education institution) can only enrol a student if a release letter and a letter of approval from student's sponsor (where applicable) is provided.

Course progress

The National Code 2007 Standard 10 Assessments including assignments, progress tests and formal examinations are set at regular intervals throughout a student's enrolment. Where students are thought to be at risk of not meeting course requirements, they are notified and offered counselling and assistance to help ensure they can make satisfactory progress.

Deferring or cancelling the student's enrolment

The National Code 2007 Standard 13

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.

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

English courses and guidelines

Guidelines to placement in UTS:INSEARCH

English Language course levels

All students enrolling at UTS:INSEARCH are required to either complete an entry test or provide an original copy of an IELTS/TOEFL score or achieve a PTE (Academic) test result not older than 12 months to determine the appropriate level to begin English language studies. You can use the table (on pages 20-21) to see at which level you will need to start and the minimum number of weeks of English you will need to study before your chosen UTS:INSEARCH academic course or UTS undergraduate/postgraduate degree. Similarly, students who sit for the UTS:INSEARCH VEPT offshore will be placed according to their English level.

Period of validity entry to UTS

Please note the guidelines on the following page are minimum requirements based on IELTS or TOEFL 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, students must receive pass in the final examination, a pass for Writing (assignment and Writing examination) and receive pass overall.

Entry to UTS

Please note that successful completion of level AE5 with a pass grade satisfies 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.

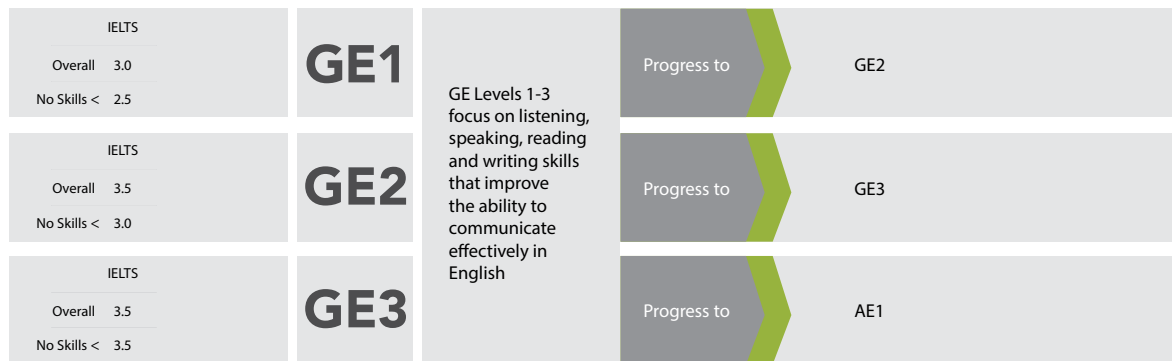
Student visas

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 General and Academic English courses that meet a broad range of language needs. These courses lead to UTS Foundation Studies, UTS:INSEARCH Diploma studies or UTS Bachelor degrees, Masters and PhDs.

General English (GE) 1-3



Academic English levels

ENTRY REQUIREMENTS				LEVEL	TOPICS STUDIED	FURTHER STUDIES
	IELTS	TOEFL	PTE	1 LEVEL	Our World Lifestyle & Events	Progress to Level 2
Overall	4.0	25	22			
Writing≥	-	5	22			
All Skills≥	3.5	-	-			
	IELTS	TOEFL	PTE	2 LEVEL	People Society	Progress to Level 3
Overall	4.5	35	32			
Writing≥	-	-	-			
All Skills≥	4.0	7	22			
	IELTS	TOEFL	PTE	3 LEVEL	Business Globalised world	Direct Entry OR Progress to Level 4
Overall	5.0	45	32			
Writing≥	-	-	-			
All Skills≥	4.5	9	38			
	IELTS	TOEFL	PTE	4 LEVEL	The Internet Society Cities	Direct Entry OR Progress to Level 5
Overall	5.5	55	46			
Writing≥	-	-	-			
All Skills≥	5.0	12	38			
	IELTS	TOEFL	PTE	5 LEVEL	Organisations Leadership in a globalised world	Direct Entry
Overall	6.0	75	54			
Writing≥	5.5	18	46			
All Skills≥	5.0	12	38			
	IELTS	TOEFL	PTE	AE6 ACADEMIC ENGLISH	Research	Direct Entry to further studies
Overall	6.5	79-93	58-64			
Writing≥	6.5	21	-			
All Skills≥	6.0	-	-			
FURTHER STUDIES						
UTS Foundation Studies UTS:INSEARCH Extended Diploma						
UTS:INSEARCH Accelerated or Standard Diploma						
UTS Undergraduate Degree Postgraduate Degree						
Postgraduate research degrees (PhD or Masters) requiring IELTS 7.0						

Academic English for research (AE6)

This specialist program is tailored for candidates undertaking a UTS postgraduate research degree, either at PhD or Masters Level, who need to enhance their Academic English skills for research purposes.

	IELTS	TOEFL	PTE	AE6 ACADEMIC ENGLISH	Research	Direct Entry to further studies
Overall	6.5	79-93	58-64			
Writing≥	6.5	21	-			
All Skills≥	6.0	-	-			
FURTHER STUDIES						
Postgraduate research degrees (PhD or Masters) requiring IELTS 7.0						

English pathways

General English (GE)

There are three levels in the General English course. Each level consists of five weeks of language training.

Academic English (AE)

There are six levels in the UTS:INSEARCH Academic English (AE). AE levels 1 to 5 consist of ten weeks of intensive English training.

English for Academic research (AE6)

Academic English Level 6 prepares candidates with the Academic English skills needed to excel in UTS research degrees and is tailored for candidates undertaking a UTS postgraduate research degree either as PhD or Masters Level who need to enhance their Academic English skills for research purposes.

IELTS preparation

The full-time IELTS preparation course consists of five weeks of intensive training to provide students with the strategies and skills needed in the IELTS test. It is recommended that students complete AE 3 or equivalent before commencing the IELTS full-time course.

Students can also access UTS:INSEARCH IELTS online materials at:

www.australianetwork.com/studyenglish

www.australianetwork.com/passport

Pathways

Each level of English is supported by teacher guided computer lessons using CALL activities and materials relevant to class lessons. The diagrams on pages 20-21 explain the pathway through the different GE and AE levels.

After successfully completing AE3, students may choose to enter the IELTS Preparation course, or go to AE4.

After successfully completing AE3, students will have achieved the level of language proficiency required for:

- UTS Foundation Studies at UTS:INSEARCH

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

- UTS:INSEARCH Diploma programs

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

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

AE5 students will also need to have met the university's academic requirements in their particular subject area.

English courses introduction

English language experts

From orientation to graduation, UTS:INSEARCH ensures that you receive the best English tuition. We are one of the largest and most respected university language centres in Australia. We are proud of our reputation for quality courses, dedicated teachers and support services. All teachers are highly qualified, experienced and helpful. Past students report that they found the UTS:INSEARCH environment stimulating, challenging and rewarding. You will learn English actively. This means that you will hear, speak, read and write only English from day one. Active learning is the key method at UTS:INSEARCH and the cornerstone of our success.

English entry level

IELTS and TOEFL test scores act as a guideline to place you at the correct level to start your course. If you do not have an IELTS, TOEFL, VEPT or Pearsons PTE (Academic) test score you will be asked to do a short placement test. Estimating the number of weeks you need to study English depends on your current language level and your ultimate academic goal. For more information about English entry requirements, please see the guidelines on page 19.

Course content

Though course content changes in each level, all English courses are aimed at improving students' abilities in the areas of writing, reading, speaking and listening. This is done with the use of videos, DVDs, interactive computers, audio-tapes, role-plays, group work, seminars, classroom assignments as well as other teaching tools. We emphasise academic skills to make sure you are well prepared for university.

Each Academic English level runs for 10 weeks with 200 hours of face-to-face tuition (20 hours per week). You are expected to spend an additional five hours per week in self-access learning in the UTS:INSEARCH Learning Centre (LC).

All levels in the English course are supported by additional computer assisted material.

(Computer Assisted Language Learning – CALL) and activities for language development and consolidation, both in class and also for self-study outside class times:

<http://elearning.insearch.edu.au>

AE Level 6

AE6 prepares candidates with the Academic English skills needed to excel in UTS research degrees and is tailored for candidates undertaking a UTS postgraduate research degree either as PhD or Masters Level who need to enhance their Academic English skills for research purposes.

Students will be provided with the language knowledge and skills to be able to communicate their proposed research as accurately and professionally as possible. The course is built around the theme of academic research itself. This theme is appropriate for the proficiency level of postgraduate research students and takes into account their expectations of relevance to their study.

To enter Level AE6 you must have either:

- IELTS: Overall minimum IELTS score of 6.5 and 6.5 in writing; or
- TOEFL: Overall minimum TOEFL iBT score of 79-93 and 21 in writing; or
- PTE: Overall minimum PTE score of 58-64.

English courses introduction (continued)

AE Level 5

AE5 is recognised as an official English entry qualification by UTS. The course prepares you for UTS:INSEARCH diplomas or some accelerated courses to enter directly to UTS. Successful completion of AE5 will allow you direct acceptance into most UTS courses without having to sit external tests such as IELTS providing you meet the other requirements for entry into the course of your choice.

To enter Level AE5, you must have either:

- a level of English equivalent to IELTS 6 with 5.5 in writing and no skill <5.0; or
- TOEFL 550 (213 computer-based score) plus TWE 4.5; or 70 with writing 18 and no skill <12 in iBT; or
- UTS:INSEARCH Academic English Program AE4 Certificate; or
- PTE (Academic) score of 54 with 46 in writing and no communicative score <38; or
- an appropriate score in the UTS:INSEARCH entry Placement Test (VEPT).

You must enrol in Level AE5 for a minimum of ten weeks of consecutive study with no break, although the actual length of study will depend on your individual English level.

Please see the UTS:INSEARCH application form for details of specific dates.

Please note that in some countries DIBP may have different English language requirements for obtaining a student visa. Please check with your local Australian immigration office before registering for a language test.

Late arrivals cannot be guaranteed entry to Level AE5.

Academic English (AE) Levels 1-4

This course prepares you for study in Australian universities, UTS Foundation Studies and UTS:INSEARCH diploma courses. It also prepares you for entry to the IELTS course. You will learn skills in essay writing, seminar participation, researching, listening, note taking and academic reading. The course focuses on topics of academic interest. Students are provided with course materials especially designed to address the English language skills required for academic study.

General English (GE)

Focusing on the development of listening and speaking skills of basic English in general contexts, this course prepares you for moving onto the Academic English program (AE). Students may enter the course from beginner to lower intermediate.

IELTS preparation courses and study materials

IELTS gives a clear indication of English language ability for listening, reading, writing and speaking. UTS is one of the largest IELTS test centres in the world.

UTS:INSEARCH has several IELTS preparation courses to choose from and also publishes preparation materials and practice tests for IELTS.

UTS:INSEARCH English eLearning

All UTS:INSEARCH English courses are supported with additional materials and activities online. Please visit:

<http://elearning.insearch.edu.au> www.australiannetwork.com/studyenglish

Part-time English courses

A range of part-time English courses is offered to residents as well as international students, including English for everyday use, English for business communication and IELTS preparation. These courses can be taken by full-time students in addition to their regular study to provide additional academic support, especially in the areas of academic writing and speaking skills. You must be a full-time student to obtain an Australian student visa.

Packaging programs

UTS:INSEARCH English courses can be packaged with diploma courses and/or UTS Foundation Studies (you will only need to pay one enrolment fee), as well as UTS degrees. One of the advantages of packaged courses is that only one visa needs to be secured for the entire period of study and no further English tests will be required before beginning your next course. Please contact the UTS:INSEARCH Student Centre for more information.

Assessment methods and examinations

Information about specific assessment tasks is given in the first class. Students 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 a student fails an examination, it is marked a third time by a level coordinator. Students must pass the final examination and pass Writing (assignment and Writing examination) to pass the course overall.

English terms

Each English level lasts for 10 weeks. There are 10 intakes in the year. The first day of each term is an orientation day for new students. For detailed term dates please see the UTS:INSEARCH application form.

Class sizes and fees

Classes are kept to a maximum of 18 students. The English tuition fee is A\$485 per week.

Class times

International students on a student visa must be available to study full-time (20 hours a week) between 8.30am and 6.00pm. Some UTS:INSEARCH English classes are in the morning, and some are in the afternoon. Whether you study in the morning or afternoon depends on your level.

Course materials

All students are provided with complete course materials.

Course objectives

GE

Students in GE1, GE2 and GE3 will focus on improving their ability to communicate effectively in English. They will practise listening, speaking, reading and writing skills in order to become more confident using English in situations outside the classroom. GE1 and GE2 will also focus on establishing a solid base from which students can continue to develop their grammar, vocabulary and pronunciation as they proceed to the AE course.

Students who wish to study in GE3 will focus on improving their speaking, listening, reading and writing skills through a variety of complex and abstract topics. There will be a special focus on improving their knowledge of idioms and phrasal verbs as well as developing overall confidence in speaking and writing.

AE 1-4

Academic English prepares students for study in the UTS Foundation Studies programs and UTS:INSEARCH diploma courses. Course work will focus on improving language and study skills needed for successful tertiary study. These skills include development of:

- effective academic writing skills
- effective participation in seminars and tutorials
- listening and note taking skills for academic lectures
- reading and researching academic texts

AE5

AE5 requires students to demonstrate a high level of English language proficiency. Students should be able to negotiate complex language and understand detailed argument. Occasional inaccuracies may be apparent. However, these should not detract from the student's operational command of English.

At the successful completion of AE5, students should be able to:

- write in a range of academic genres
- analyse and paraphrase academic texts
- summarise academic articles
- contribute effectively to seminar discussions
- give professional tutorial presentations
- research academic articles

AE5 prepares students for most UTS degree courses and study at other selected universities.

AE6

Students will be provided with the language, knowledge and skills to be able to communicate their proposed research as accurately and professionally as possible. The course is built around the theme of academic research itself. This theme is appropriate for the proficiency level of postgraduate research students and takes into account their expectations of relevance to their study.

At the successful completion of AE6, students should be able to:

- Research academic articles relevant to the candidate
- Use vocabulary of research area effectively, for describing proposed research, and outlining academic progress
- Manage features of academic writing (e.g. punctuation, referencing conventions and clarity)
- Produce written texts relevant to research candidature
- Draw on a range of spoken academic texts relevant to the candidate
- Manage interactions with a supervisor and other postgraduate research students

IELTS

At the completion of the IELTS preparation course you will have developed strategies and skills required to deal with the variety of task types encountered in the listening, reading, writing and speaking modules of the test, and had the opportunity to practice all modules of the test. Students will become familiar with the format and procedure of the IELTS test and gain increased confidence in undertaking the test.

Language content General English (GE) & Academic English (AE)

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

	Language	Special Features
AE 1 Themes: Our World Lifestyle Events Hours: 200 IELTS on entry: 4	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Extensive Reading • Independent Learning • Pragmatic Interactions • Blended Learning • Learning Assistance Sessions (LAS)
AE 2 Themes: People Society Hours: 200 IELTS on entry: 4.5	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Extensive Reading • Independent Learning • Pragmatic Interactions • Blended Learning • Learning Assistance Sessions (LAS)

Language content General English (GE) & Academic English (AE)

	Language	Special Features
<p>AE 3 Themes: Business Globalised World Hours: 200 IELTS on entry: 5</p>	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Extensive Reading • Independent Learning • Pragmatic Interactions • Blended Learning • Learning Assistance Sessions (LAS)
<p>AE 4 Themes: The Internet Society Cities Hours: 200 IELTS on entry: 5.5</p>	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Extensive Reading • Independent Learning • Pragmatic Interactions • Blended Learning • Learning Assistance Sessions (LAS)

	Language	Special Features
<p>AE 5 Themes: Organisations Leadership in a Globalised World Hours: 200 IELTS on entry: 6</p>	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Extensive Reading • Independent Learning • Pragmatic Interactions • Blended Learning • Learning Assistance Sessions (LAS)
<p>AE 6 Themes: Research Hours: 200 IELTS on entry: 6.5</p>	<ul style="list-style-type: none"> • Punctuation in academic writing • In-text citation conventions • Subject-verb agreement in academic writing • Tense choice in academic writing • Setting goals and future tense choices • Reporting on progress and Present Perfect tense • Modality and bias avoidance in academic writing • Discussing research findings • Question forms and framing questions • Parallel constructions in academic writing • Avoiding “dangling modifiers” • Complex statements of purpose • Stating significance and relevance • Stating academic and research interests • Seeking and responding to academic direction • Commenting on the usefulness of a text for research • Seeking clarification of concepts • Evaluating • Creating a list of references 	<ul style="list-style-type: none"> • Extensive Reading • Independent Learning • Pragmatic Interactions • Blended Learning • Learning Assistance Sessions (LAS)

UTS:INSEARCH policies

UTS:INSEARCH policies and procedures for students

Academic misconduct

All students at UTS:INSEARCH 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. Students are considered guilty of cheating if they seek to gain advantage by unfair means such as copying another students' work, or in any way mislead a lecturer or tutor about their knowledge, ability, or the amount of original work they have done.

Student's responsibilities

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

Procedures & penalties

UTS:INSEARCH has a range of policies and procedures available to assist in understanding what is required during your studies, your responsibilities and our obligations to you. A brief outline of important policies can be found below, with full versions of the policies located on the student extranet - <https://student.insearch.edu.au/Home/policies-and-procedures> and on the main UTS:INSEARCH website - <http://www.insearch.edu.au/student-life/student-policies-and-procedures>

Non-academic misconduct

Students at UTS:INSEARCH 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. Students 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: <https://student.insearch.edu.au/Home/policies-and-procedures> and on the main UTS:INSEARCH website - <http://www.insearch.edu.au/student-life/student-policies-and-procedures>

ELT Attendance Policy and Procedure

UTS:INSEARCH believes good attendance is important in order to achieve the desired educational outcomes. For international students, maintaining satisfactory attendance is a student visa requirement. Regular class attendance is essential in order for students to progress satisfactorily in their course and to be deemed as a genuine / bona fide student.

UTS:INSEARCH will report students to DIBP for non-attendance via PRISMS as per the conditions outlined in the ELT Attendance policy and procedure (<http://www.insearch.edu.au/student-life/student-policies-and-procedures>). An outcome of reporting a student for non-attendance via PRISMS is the student visa may be cancelled.



UTS:INSEARCH rules and procedures for students (continued)

Assessment policy

Assessments are used for measuring whether students have achieved the intended learning outcomes of subjects. The primary goals of assessment are to encourage learning and to indicate student level of progress or achievement. The assessment rules are designed to ensure that 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. Students can lodge appeals against grades when there is evidence of factual or procedural errors in the conduct of assessment events or the recording of grades. Students who suffer from illness, misadventure or a disability which affects their ability to perform in assessments may be eligible to request special consideration or special needs.

Assessment is a key part of learning and teaching.

UTS:INSEARCH promotes ethical practice and treats academic dishonesty seriously.

Appeals against grades

Students who believe there have been procedural or factual errors in the grading of their assignments or assessments should speak to the marker of the assignment in the first instance. If the student still believes that procedural or factual errors have not been redressed then the student should lodge an appeal with the Associate Director of ELT.

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

Student complaint 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. Complaints can be forwarded to complaint@insearch.edu.au. UTS:INSEARCH regards student complaints as a confidential matter, however UTS:INSEARCH will usually not accept anonymous complaints. Procedural fairness will be observed in all aspects of handling a complaint. Where necessary, UTS:INSEARCH will provide an interpreter throughout the complaint handling process.

This policy is designed to ensure procedural fairness, facilitate a consistent handling of complaints and meet best practice standards of complaint handling.

Students unsatisfied with the outcome of a complaint can pursue the complaint with a third independent party.

Please refer to the UTS:INSEARCH student extranet for the full version of the policy <https://student.insearch.edu.au/Home/policies-and-procedures>.

Special needs policy

UTS:INSEARCH is committed to supporting the educational needs of all enrolled students including those who have special needs. The purpose of this policy is to ensure that relevant UTS:INSEARCH staff are aware of their responsibilities relating to students with special needs. This policy aims for compliance with the Disability Discrimination Act 1992 and the Human Rights and Equal Opportunity Commission Act 1986.

This policy applies to all students with special needs enrolled at UTS:INSEARCH.

Special consideration

Special Consideration is the use of academic judgement to determine if a student's performance in an assessment item has been affected by illness or misadventure.

If you have experienced serious illness or if a traumatic incident has affected your performance in an assessment item, you can apply for Special Consideration.

Under what circumstances can you apply for special consideration?

- Serious illness or injury, hospital admission, severe anxiety or depression
- Death of a parent or sibling, family or relationship breakdown
- Being a victim of crime, severe disruption to domestic arrangements

What evidence do you need to submit?

- You must first meet with a UTS:INSEARCH Academic Adviser to discuss your situation and 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 Academic Adviser and then you must complete the form and lodge it in person with the Academic Adviser: Level 4, 187 Thomas Street (Blue Building) 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 Academic 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 Associate Dean of Studies. If approved, the Associate Dean of Studies will inform the ELT Level Leader who will apply the Special Consideration provisions to your results in the assessment in the relevant subject and will 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. All requests for Special Consideration must be lodged **NO LATER THAN FIVE WORKING DAYS AFTER THE DUE DATE OF THE ASSESSMENT.**

UTS:INSEARCH computer lab rules

Background

The following policy is designed to ensure students have access to reliable and effective computer resources for their study at UTS:INSEARCH.

Scope and applicability

This policy applies to all UTS:INSEARCH students.

Code of conduct

PLEASE DO NOT:

1. Give your password to another person, or have it in written form where it is likely to be seen by another person.
2. Obtain passwords, which you are not authorised to have.
3. Use another person's identification when signing onto an UTS:INSEARCH computer or network.
4. Use UTS:INSEARCH computing facilities for purposes not related to legitimate business or study activities.
5. Use UTS:INSEARCH computing facilities to purposely disrupt other users.
6. Download, install or use hacking tools to disrupt, or alter system software or alter system security.
7. Copy or load software of any kind onto any computer unless authorised by the IT Manager or Network Administrator.
8. Access data on any UTS:INSEARCH computer or any computer via the UTS:INSEARCH Network unless you have been assigned access rights to the data.
9. Attach any devices to the UTS:INSEARCH computer network without authorisation from the IT Manager or Network Administrator.
10. Leave your workstation unattended while logged on to the UTS:INSEARCH computer network.
11. Waste printing paper. You are allowed to print 250 pages per semester as an academic student and 75 pages per term as a full-time English student.
12. Save more than 75MB of files in total on the network home directory (H drive) as an academic student or more than 15MB of file in total on the network home directory (H drive) as a full-time English student.
13. Eat, drink or smoke in any of the computer labs.
14. Place any notices on the notice board in the computer labs.

Computer log on procedure

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

To use an UTS:INSEARCH computer you need to log on with:

- a log-on username, and
- a password

Your username is your UTS:INSEARCH student number:

For example, 12345.

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

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

Press “Ctrl + Alt + Delete” buttons to the logon screen.

Begin Login

Press Ctrl + Alt + Delete to log on

Enter your log-on 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.
6. (You will not be able to log-on if a different domain is shown.)
7. Click the “OK” button to log on.

When you log on for the first time, you will need to change your password (you need to choose a new password).

1. The change password box will be displayed
2. Enter your current password (see no 1).
3. Enter your new password twice.
4. Click OK.
5. If your password has been changed successfully, you will see “Your password has been successfully changed”. Click on “OK”.

Please note:

- a. 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.

- b. You are required to change your password the first time you log in only.

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

1. Click on the “Start” button to log out of the computer.
2. Click on the “Shut Down” option.
3. Click on the “Close all Programs and log on as a different user” option.
4. Click the “Yes” button.

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 all students are comfortable voicing a complaint, every staff member at UTS:INSEARCH is able to receive and resolve complaints. Students are also able to voice their complaint using the complaint@insearch.edu.au email address.

Complaints are handled confidentially at all times. Staff will always get permission from a student before discussing a complaint with other relevant staff.

Students are allowed to bring someone with them for support throughout the complaint process. If a translator is needed, UTS:INSEARCH will provide one.

Students unsatisfied with the outcome of a complaint can pursue the complaint with an independent third party.

Privacy

UTS: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 HYPERLINK "<http://www.insearch.edu.au/privacy-policy>" INSEARCH 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

Do you have a problem?

Problem

Are you unhappy or confused about:

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



Solution

Visit or make an appointment to see:

- your teacher
- Director of Studies
- ELT Coordinator
- Academic Adviser

If you have a problem with:

- visa
- accommodation
- Homestay
- tuition fees
- CoE



Visit or make an appointment to see:

- Student Centre Staff

If you have a problem with:

- personal (impacting studies)
- study plan
- academic pathway
- attendance
- transfer to UTS



Visit or make an appointment to see:

- Academic Adviser

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:

Bernice Lester

UTS:INSEARCH

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INSEARCH CRICOS provider Code: 00859D



Notes

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Changes in circumstances may impact the accuracy or currency of the information.
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INSEARCH CRICOS provider code: 00859D | UTS CRICOS provider code: 00099F

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