

The background of the entire page is a photograph of two young women in a library. The woman on the left has braided hair with a rainbow headband and is wearing a pink shirt. She is holding a blue book and looking at it. The woman on the right has long dark hair and is wearing a black top and blue jeans. She is smiling and looking at the book. The bookshelves behind them are filled with books, some with titles like 'Australia' and 'Made in Australia' visible.

UTS:INSEARCH
ENGLISH

**2013
ENGLISH
STUDENTS'
HANDBOOK**

UTS:INSEARCH



UNIVERSITY OF
TECHNOLOGY SYDNEY

insearch.edu.au



WELCOME TO UTS:INSEARCH

Welcome to UTS:INSEARCH English language courses. In choosing to study English language pathway courses to university you have made the right choice in coming to UTS:INSEARCH.

UTS:INSEARCH English language courses will provide you with the skills and the knowledge needed for your diploma or university study.

Many of UTS:INSEARCH's graduates have completed or are completing degree courses at UTS and other Australian universities and you can look forward to joining them when you complete your studies with us.

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

The staff at the Student Centre, ground floor 187 Thomas Street, are there to help you, so please contact them if you need assistance.

Tim Laurence
General Manager, Education

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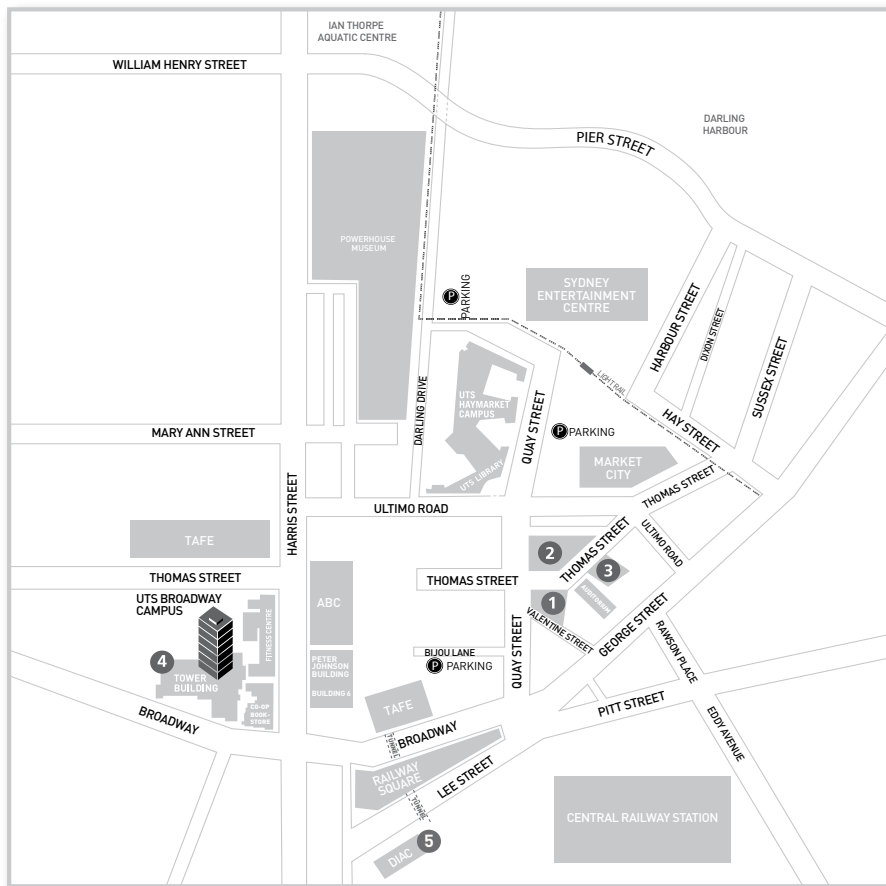
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→ UTS:INSEARCH PROVIDES INTERNATIONAL STUDENTS A GUARANTEED ENTRY* INTO UTS

→ SINCE 2008, OVER 3000 ENGLISH STUDENTS HAVE ARTICULATED DIRECTLY INTO UTS

*subject to successful completion of a diploma with no more than two subject failures

UTS:INSEARCH & UTS MAP



- 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** Prince Centre Classrooms
and Student Area
Level 2, 8 Quay Street Haymarket
- 3** CPSU House
187 Thomas Street, Haymarket
Classrooms (Lvl 1, Lvl 2, Lvl 3 Lvl 4)
Security (Lvl 1)
Learning Centre (Lvl 4)
Student Common Area (Lvl 3)
- 4** UTS Tower Building,
UTS Student Centre
UTS Prayer Rooms (Lvl 3),
Medical Centre (Lvl 6)
UTS Tower, 15 Broadway, Ultimo
- 5** Department of Immigration
and Citizenship (DIAC)
Ground Floor, 26 Lee Street, Sydney.

WHO'S WHO AT UTS:INSEARCH

MANAGEMENT

ALEX MURPHY	Managing Director
TIM LAURENCE	General Manager, Education
PETER HARRIS	Chief Operating Officer
DAVID LARBALESTIER	Director of Studies, English Programs
GREG PRITCHARD	Education Manager
RAY LITSTER	Registrar
CINDY LI	Student Centre Team Leader
REBECCA SHELDON	Academic Adviser
LINDA MEDLEY	Academic Adviser
NINA PHOUMIRATH	Academic Adviser
MICHAEL GAUDIOSI	Academic Adviser

LEARNING CENTRE

LACHLAN KALACHE	Learning Centre Coordinator
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ELT COORDINATORS

MACGREGOR HAINES	ELT Program Coordinator
LORRAINE LEE	ELT Program Coordinator

IT

SUNGCHEOL MOON	Team Leader, End User Support
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SECURITY

JOHN BONNICI	Senior Facilities Coordinator
JOHN BARAGRY	Security Guard (CPSU Security Office) T +61 2 9218 8789



TIM LAURENCE
GENERAL MANAGER
EDUCATION



DAVID LARBAESTIER
DIRECTOR OF STUDIES
ENGLISH PROGRAMS



GREG PRITCHARD
EDUCATION QUALITY
MANAGER



LACHLAN KALACHE
LEARNING CENTRE
COORDINATOR



REBECCA SHELDON
ACADEMIC ADVISER



LINDA MEDLEY
ACADEMIC ADVISER



NINA PHOUMIRATH
ACADEMIC ADVISER



MICHAEL GAUDIOSI
ACADEMIC ADVISER

KEY DATES

2013

ENGLISH TERMS	START DATE	PUBLIC HOLIDAYS	UTS FOUNDATION STUDIES & UTS:INSEARCH DIPLOMA COURSE DATES
TERM ONE	31 Dec 2012	1 Jan: New Years Day 28 Jan: Australia Day	05 Feb: Semester one orientation 11 Feb: Semester one commences
TERM TWO	04 Feb 2013		
TERM THREE	11 Mar 2013	29 Mar-1 Apr: Good Friday/ Easter Monday	
TERM FOUR	15 Apr 2013	25 Apr: ANZAC Day	
TERM FIVE	20 May 2013	10 June: Queen's Birthday	03 Jun: Semester two orientation 11 Jun: Semester two commences
TERM SIX	24 June 2013		
TERM SEVEN	29 July 2013		
TERM EIGHT	02 Sep 2013		30 Sept: Semester three orientation 08 Oct: Semester two commences
TERM NINE	08 Oct 2013	7 Oct: Labour Day	
TERM TEN	11 Nov 2013	14 Dec - 29 Dec: Christmas / New Year. UTS:INSEARCH Recess	

UTS DATES

11 – 22 Feb 2013	UTS Autumn Semester Orientation for International Students
25 Feb 2013	UTS Autumn Semester commences
28 Jun 2013	UTS Autumn Semester ends
21-25 Jul 2013	UTS Spring Semester Orientation for International Students
29 Jul 2013	UTS Spring Semester commences
29 Nov 2013	UTS Spring Semester ends

LIVING IN SYDNEY

STUDYING & LIVING IN SYDNEY

Rated as the world's third best city to live in¹ it's no surprise that students from over 200 international backgrounds come to live and study in Sydney. Renowned for its unique combination of urban and outdoor living, cultural diversity and friendly community, Sydney is a fun and inspiring city in which to live and study. The beautiful harbour, pristine beaches and temperate climate mean you can enjoy an active, outdoor lifestyle, while a vibrant social and cultural scene, with museums, theatres, galleries and hundreds of restaurants and cafes, will give you the chance to make new friends, no matter what your interests.

Sydney is city with global opportunities. It is one of the most multicultural cities in the world and is Australia's number one business destination, accounting for over 30% of the country's economic activity².

UTS:INSEARCH is a great place to start your studies. Both the UTS:INSEARCH and UTS campuses are located in the heart of Sydney and are easily accessible by train, bus and ferry. Some of Sydney's best attractions are close by including Chinatown, Darling Harbour, the Sydney Opera House and the Royal Botanic Gardens.

¹ 2011 City Rep Trak index

² www.sydneymedia.com.au

- SYDNEY'S POPULATION IS OVER 4.5 MILLION* PEOPLE.
- SYDNEY IS ONE OF THE MOST DIVERSE AND MULTI-CULTURAL CITIES IN THE WORLD WITH 23%* OF ALL AUSTRALIANS HAVING BEEN BORN OVERSEAS.
- AUSTRALIANS ARE RENOWNED FOR THEIR FRIENDLY NATURE. THEY LOVE THEIR SPORTS, OUTDOOR ACTIVITIES AND HAVE A HEALTHY BALANCE OF WORK AND PLAY.

*studyinaustralia.gov.au

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, Ground Floor, Blue Building.

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

ACADEMIC SUPPORT

UTS:INSEARCH provides Academic Advisers for academic and personal support to all students. Teachers and administration staff will always try to help you when you have questions about your studies or more personal problems.

ACADEMIC ADVISERS

We know that to study successfully you need support. You need to live in the right environment, have access to the right advice on courses, and find extra tuition or academic help if you need it. That is why UTS:INSEARCH actively identifies students who are having academic difficulties.

UTS:INSEARCH has a dedicated team of Academic Advisers who are available to:

- Actively identify students who are having academic difficulties and make arrangements to meet them and discuss strategies to improve their chances of success.
- Monitor academic progress, especially those on student visas.
- Provide information to students wishing to articulate to university.
- Encourage students to do all of the assignments, group projects, classwork preparation, exams and other learning tasks set by their tutor.
- Assist students with their Request for Special Consideration.
- Regularly meet students who are on Academic Caution. These students are those who have a low GPA or have failed an academic subject more than once. These meetings include sessions on study planning and time management as well as review of a student's progress on assignments and class work.
- Advisers may also refer students to the UTS counsellors at the UTS student services unit. Counsellors can help students deal with stressful circumstances or psychological or emotional issues which interfere with their studies.
- Book appointments by email:
AdvisersEnglishLanguage@insearch.edu.au
- Drop in times (no appointment necessary):
Monday to Friday 8:30 am to 4:00pm



SOKHYUN YUN
SOUTH KOREA
COMMUNICATION GRADUATE

"I AM GLAD I CAME TO SYDNEY TO STUDY – IT IS SUCH AN AMAZING CITY TO EXPERIENCE. I HAVE MADE LOTS OF NEW CONNECTIONS, TRAVELLED TO MANY AMAZING PLACES AND MADE GREAT FRIENDS ALONG THE WAY".

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. You may use the Learning Centre before or after class to 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 and leave 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. 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 27 for more details.

UTS:INSEARCH is also fitted with wireless internet (wi-fi).

For all computer problems, consult the ICT Service Desk on

T + 61 2 9218 8759.

BORROWING FROM THE LEARNING CENTRE

Full-time English students may borrow up to four books, CDs or magazines 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 use the Learning Centre. However, they are not able to borrow materials to take home.

OTHER SERVICES

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

- book a tutorial by emailing lc@insearch.edu.au
- discussion groups – Tuesdays 10:30am and Thursdays 2:30pm
- photocopying and scanning facilities
- LC tours

ENGLISH LEARNING ASSISTANCE SESSIONS

Learning Centre staff can also assist you with your studies. You should ask the friendly staff for more information about sessions for your level.

STUDENT EXTRANET

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

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 following UTS:INSEARCH ELT staff.

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
- Student card
- Visa matters including permission to work
- 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 ■ IELTS exam dates/ information 	Rebecca Sheldon Linda Medley Nina Phoumirath Michael Gaudiosi	Academic Adviser Academic Adviser Academic Adviser Academic Adviser
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 	Lachlan Kalache 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 Lorraine Lee Macgregor Haines	Director of Studies ELT Coordinator 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 ■ English for Business Communication 	Student Centre	Part-time Programs

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.

HOMESTAY ACCOMMODATION

Homestay is one of the most popular options for UTS:INSEARCH students. Not only do you improve your English on a daily basis with local people, you will be provided with two meals a day Monday to Friday and three meals a day on weekends. You will also get the chance to make life-long friends and learn about Australian culture first hand. Homestay hosts can meet you on your arrival at the airport and can act as carers for students under 18. We keep in contact with you frequently to make sure the experience is a happy one.

If you do not wish to stay in a home-stay, the UTS housing service is available to assist you with rental accommodation (if you are over the age of 18).

Students under 18 years of age must have an UTS:INSEARCH or DIAC approved carer. These students can not change accommodation without first obtaining approval from the UTS:INSEARCH Student Centre.

All students are required by the Department of Immigration and Citizenship (DIAC) to advise UTS:INSEARCH of their Sydney address when starting their course and of any change of address and/or contact details, including telephone contact details within seven days. Please go to UTS:INSEARCH Student Centre.

UTS LIBRARY

UTS:INSEARCH students undertaking English studies can access the UTS Library but can not borrow books or materials. When visiting the UTS Library you need to show your UTS:INSEARCH student card.

ACTIVITIES, SPORT AND FUN

The UTS:INSEARCH Activities Club is a student-led social group affiliated with the UTS Union. It's fun and it's free so come along for:

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

.....and much more!

If you have suggestions for activities just contact our Student Activities Coordinator.

For more information visit <http://student.insearch.edu.au>

TRANSPORT

Discounted travel tickets are available to international students enrolled at UTS:INSEARCH. Order these at the student centre.

IMPORTANT RULES

STUDENT CARD

During the first week of term you will receive a student identification card. Student cards will be available every day Monday to Friday from 9am – 5pm. You should always carry this card while you are at UTS:INSEARCH or wanting to use UTS facilities and you will need to show your card to use the Learning Centre. Your teachers, UTS:INSEARCH Administration, or security staff may ask to see this card as a form of identification. You will need your student number to log on to the computers. You will also need to show your card when using UTS sports facilities.

If you have lost or misplaced your student card, please go to the UTS:INSEARCH Student Centre and a replacement card will be issued at a cost of \$20.

ATTENDANCE

You are expected to attend all classes. This is not only a requirement of UTS:INSEARCH, but also a regulation of the Australian government. **If your attendance drops below 80%, UTS:INSEARCH is required to advise the Department of Immigration and Citizenship (DIAC). This could result in the cancellation of your visa.** It is important that you attend classes otherwise you will be marked absent. Attendance is marked 15 minutes into each 2 hour lesson. Late students are marked absent. If you are not on the class roll, you must see ELT Administration immediately. Personal reasons such as family matters are not valid reasons for missing any classes. If unsure, consult with staff in the Student Centre.

If you are absent from class because you are sick, please ask a registered medical practitioner for a medical certificate which gives a reason for your illness and the number of days it will take for you to recover. The medical certificate must include the doctor's provider number. Absence due to illness whether with a medical certificate

or without is still considered an absence.

Take the medical certificate to the Student Centre, 187 Thomas Street on the first day back after your absence. Late or back-dated certificates will not be accepted. You will be marked absent for all sessions you are not in class.

LEAVE

After 20 weeks of continuous study you may take five-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 DIAC 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 DIAC 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 DIAC will lead to visa cancellation.

Full-time students may work part-time (maximum 20 hours per week) 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 Citizenship (DIAC), 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 Citizenship
www.immi.gov.au
2. The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas students 2007 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 6 months at the principal provider.

To transfer from an existing or original provider to a new provider before completing 6 months of study at the original provider, 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

ATTENDANCE

The National Code 2007 Standard 11

DIAC international student visa condition 8202 states that a student must maintain satisfactory attendance in the course of study and satisfactory course progress for each study period.

Attendance is recorded for scheduled course contact hours.

Overseas students must attend at least 80% of the scheduled course contact hours.

Students who have been identified as being at risk of not meeting minimum course attendance requirements will be notified in writing, and counselled.

Where a student has been identified as not meeting minimum course attendance requirements, DIAC will be notified.

DIAC may cancel a student's visa when the provider reports the student for unsatisfactory attendance. DIAC does not assess whether a breach has occurred. However, DIAC will retain the ability to consider exceptional circumstances as to why the visa should not be cancelled.

For more information please see:
http://aei.gov.au/AEI/ESOS/NationalCode/ExplanatoryGuide/PartD/Standard_11.htm

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 of studies through a formal agreement with the provider.

Deferral, suspension or cancellation of enrolment may affect the student visa.



WILLIAM OTTO
INDONESIA
IELTS GRADUATE

"THE FACILITIES AT
UTS:INSEARCH WERE
FANTASTIC ESPECIALLY
THE ENGLISH LEARNING CENTRE. THEY
OFFERED FREE IELTS TUTORIALS EVERY
WEEK WHERE I GOT LOTS OF FEEDBACK
ON MY STRENGTHS AND WEAKNESSES"

GUIDELINES TO PLACEMENT IN UTS:INSEARCH ENGLISH LANGUAGE COURSE LEVELS

If you have a current IELTS, TOEFL or PTE (Academic) score (no older than 12 months) when you commence your English course, you can use the table (on page 16) 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 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.



ANDREW INDAYANG
INDONESIA
ACADEMIC ENGLISH AND
IT GRADUATE

"I THINK THAT THE ENGLISH SKILLS I LEARNT FROM THE ENGLISH PROGRAM AT UTS:INSEARCH GAVE ME AN ADVANTAGE COMPARED TO OTHER INTERNATIONAL STUDENTS THAT DIDN'T STUDY HERE. I HAVE BETTER LISTENING SKILLS AND WHEN I GO TO LECTURES AND TUTORIALS I UNDERSTAND WHAT THE TEACHER IS SAYING WHICH IS GREAT."

LANGUAGE COURSE LEVELS

ACADEMIC ENGLISH (AE)

TOEFL iBT ENTRY	PTE	IELTS ENTRY	Academic English Level (AE)
75 Overall with 18 in writing No skill < 12	54 Overall with 46 in writing No skill < 38	6.0 Overall with 5.5 in writing No skill < 5.0	5
55 Overall No skill < 12	46 No skill < 38	5.5 Overall No skill < 5.0	4
45 Overall No skill < 9	38 No skill < 32	5.0 Overall No skill < 4.5	3
35 Overall No skill < 7	32 No skill < 22	4.5 Overall No skill < 4.0	2
-	22 Overall with 22 in writing	4.0 Overall No skill < 3.5	1

GENERAL ENGLISH (GE)

IELTS ENTRY	General English (GE)
3.5 Overall No skill < 3.5	3
3.5 Overall No skill < 3.0	2
3.0 Overall No skill < 2.5	1

A further assessment at Orientation might be required if an IELTS result in any skill area includes a band score significantly lower than the above established entry requirements.

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 five levels in the UTS:INSEARCH Academic English (AE). Each level consists of ten weeks of intensive English training.

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.

Please also access UTS:INSEARCH IELTS online materials at:
www.australianetwork.com/studyenglish
www.australianetwork.com/passport

PATHWAYS

Pathways

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 your English language training.

All levels are supported by teacher guided computer lessons using CALL activities and materials relevant to class lessons.

The diagram on the following page explains 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

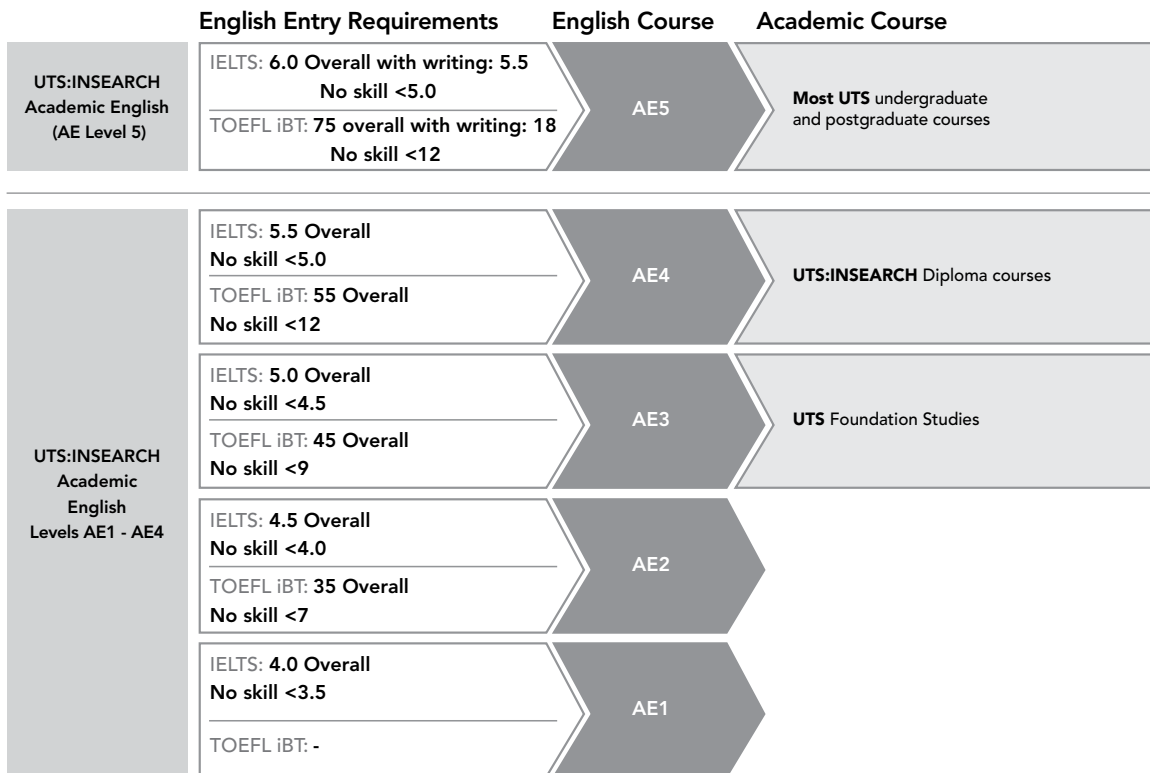
After successfully completing AE5, students will have achieved the level of language proficiency required for entry to:

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

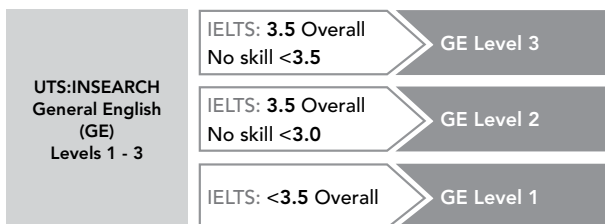
AE5 students will also need to have met the university's academic requirements in their particular subject area.

ENGLISH PATHWAY DIAGRAM

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)



Please note the diagram to the left is a guide for students only.
A student's pathway will vary depending on that individual's written and reading English test scores.

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 15.

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 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 DIAC 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) PROGRAM

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.australianetwork.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 to pass the course and pass the course overall.

ENGLISH TERMS

Each English level lasts for ten weeks. There are ten 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\$475 per week.

Please see page 5 for more information.

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.

AE1-4

Academic English prepares students for study in the UTS Foundation Studies programs, UTS:INSEARCH diploma courses, most UTS degree courses, and study at selected other universities. 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

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

Special Features

AE 3

Themes:

Business
Globalised World

Hours: 200

IELTS on entry: 5

- 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

- Extensive Reading
- Independent Learning
- Pragmatic Interactions
- Blended Learning
- Learning Assistance Sessions (LAS)

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

- Extensive Reading
- Independent Learning
- Pragmatic Interactions
- Blended Learning
- Learning Assistance Sessions (LAS)

Language

AE 5

Themes:

Organisations
Leadership in a Globalised
World

Hours: 200

IELTS on entry: 6

- 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

Special Features

- Extensive Reading
- Independent Learning
- Pragmatic Interactions
- Blended Learning
- Learning Assistance Sessions (LAS)



MEHUL JAGANIYA

INDIA

ENGINEERING GRADUATE

“I FOUND STUDYING
AT INSEARCH ASSISTED
ME IN THE TRANSITION

BETWEEN HIGH SCHOOL AND
UNIVERSITY LIFE. IT PROVIDED A NICE
INTRODUCTION TO AUSTRALIAN CULTURE
AND LIFE HERE IN SYDNEY. I WASN'T JUST
THROWN IN THE DEEP END.”

UTS:INSEARCH RULES 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

Please refer to the UTS:INSEARCH student intranet website for full details of the policies and procedures:

<https://student.insearch.edu.au/Home/Policies---Procedures/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---Procedures/Policies-and-Procedures>

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 Director of Studies.

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

Please refer to the UTS:INSEARCH student intranet website for full details of the policies and procedures:

<https://student.insearch.edu.au/Home/Policies---Procedures/Policies-and-Procedures>

UTS:INSEARCH COMPUTER LAB RULES

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.

Scope

This policy applies to all assessment conducted in all UTS:INSEARCH academic courses.

SPECIAL NEEDS POLICY

1. Policy Statement

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.

2. Scope

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

1. Background

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

2. Scope and applicability

This policy applies to all UTS:INSEARCH students.

3. 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.

1. 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.

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

Begin Login

Press Ctrl + Alt + Delete to log on

3. Enter your log-on information.

- a. Enter your username in the user name box.
- b. Enter your password in the password box.
- c. Check that the domain listed is: **INSEARCH1**.
- d. If it is not UTS:INSEARCH1, click the arrow button at the right side of the domain box.

You will see several domain names.

Click on **INSEARCH1**.

(You will not be able to log-on if a different domain is shown.)

- e. Click the “OK” button to log on.

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

- a. The change password box will be displayed.
- b. Enter your current password (see no 1).
- c. Enter your new password twice.
- d. Click OK.
- e. 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.

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

- a. Click on the “Start” button to log out of the computer.
- b. Click on the “Shut Down” option.
- c. Click on the “Close all Programs and log on as a different user” option.
- d. 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@UTS: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.

If you are not satisfied with the outcome of your complaint, UTS:INSEARCH has an independent dispute resolution process available. This does not remove your right to take further action under Australia's consumer protection laws.

The full Student Complaint Policy is available on the student intranet at <https://student.insearch.edu.au/Home/Policies---Procedures/Student-Compliance-Policy/Student-Complaint-Policy>

PRIVACY

UTS:INSEARCH Limited (UTS:INSEARCH) acknowledges and respects the privacy of individuals. UTS:INSEARCH is required under the Privacy Act 1988 (Cth) and the Privacy and Personal Information Protection Act 1998 (NSW) to comply with the National Privacy Principles and the Information Privacy Principles (respectively) in relation to the collection, use and disclosure of personal information from individuals. Provision of personal information is voluntary, but if it is not provided UTS:INSEARCH may not be able to process your application or provide you with other services.

UTS:INSEARCH has obligations under Commonwealth & State legislation to provide information to certain government departments.

You have the right to access and update your personal information. A copy of UTS:INSEARCH's privacy policy is available from UTS:INSEARCH's website. Please direct any enquiries you may have in relation to this matter to:

The Privacy Officer INSEARCH Limited
PO Box K1085
Haymarket NSW 1240

T + 61 2 9218 8600

E privacy@insearch.edu.au

W www.insearch.edu.au

INSEARCH CRICOS provide Code: 00859D

Please also refer to the privacy policy at:
<https://student.insearch.edu.au/Home/Policies---Procedures/Privacy-Policy/Privacy-Policy-Students>

DO YOU HAVE A PROBLEM?

INTEGRITY STATEMENT

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
- Academic Adviser

If you have a problem with:

- visa
- accommodation
- Homestay
- tuition fees
- study plan



Visit or make an appointment to see:

- Student Centre Staff
- Academic Adviser

If you have a personal problem



Visit or make an appointment to see the Academic Advisers

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
PO Box K1085
Haymarket NSW 1240

[T] +61 2 9218 8600

[E] bernice.lester@insearch.edu.au

[W] www.insearch.edu.au

INSEARCH CRICOS provider Code: 00859D

If you would like to write to UTS:INSEARCH about a problem, you can send details to complaints@UTS:INSEARCH.edu.au.

If you are not comfortable speaking to someone alone, please bring a friend or a classmate with you.

If you need help speaking in English, UTS:INSEARCH can arrange an interpreter to help.

If you would like an independent office to help, please contact:

The Department of Fair Trading
1 Fitzwilliam Street, Parramatta

[T] +61 2 9895 0111

CHARLES WANG'S DREAM



Ever since Charles Wang was a boy in China he knew he was destined for something special.

“I wanted to study somewhere with a strong reputation to help me get into a great university. I needed English skills and the qualifications that would give me the opportunity to work anywhere in the world. UTS:INSEARCH made that happen for me”

Charles studied the UTS:INSEARCH Academic English Program where he learnt practical English skills that he used at university and in everyday life.

“The teachers are highly qualified with years of experience and the academic support on offer is excellent, with learning assistance sessions, study skill workshops and the opportunity to download course materials online anytime anywhere”.

“My English improved every day and eventually I had the confidence to give presentations in class, write reports and talk with my new friends.”

When Charles finished his course he went straight into the Diploma of Business and then onto the 2nd year of a business degree at UTS. Charles always wanted to work in finance and now works in the global HSBC banking group.



Scan this code to watch Charles' story on video or meet Charles on our website
<http://www.insearch.edu.au/Courses/English>

WHY STUDY PART-TIME ENGLISH AT UTS:INSEARCH?



“UTS:INSEARCH is a really nice place to learn the English language. It offers high quality teaching and a great experience.”

SAUD, SAUDI ARABIA

UTS:INSEARCH Part-time English courses are specifically designed to focus on the needs of people interested in improving their English language skills especially for IELTS but also for the workplace. They run over five weeks every Tuesday & Thursday evening from 6.30pm to 8.30pm or Saturday from 9.00am to 1.30pm.

The courses are:

- Writing for IELTS
- Prepare for IELTS
- Speaking and Pronunciation Skills

To discover the most suitable English courses for you, please come to our FREE English information evening. Please see the UTS:INSEARCH part-time English brochure for the information evening dates.

For more information, please contact

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