

Wollongong College Australia

A College of the University of Wollongong

Australia

Wollongong

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Student Handbook

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Program overview

Welcome to Wollongong College Australia. Please read the information contained in this handbook carefully and refer to it whenever the need arises. For further assistance please see College staff.

The rules, regulations and guidelines in this handbook are based on and are consistent with the policies and practices of the University of Wollongong.

Wollongong College Australia (WCA) attempts to ensure that the information contained in this handbook is correct at the time of printing; however sections may be amended without notice by the College in response to changing circumstances or any other reason.

Wollongong College Australia offers a range of university pathway programs that are referred to as University Preparation courses and English Language Preparation courses.

University Preparation Courses

- Foundation Studies Program (FSP) / Special Tertiary Entrance Program (STEP)
- Diploma in Business and Diploma in IT
- University Access Program (UAP)

English Language Preparation

- English for Tertiary Studies
- English for Business
- English for Academic Purposes
- English for Specific Purposes
- General English

Please refer to the marketing brochures for further information on College programs.

Students enrolled in FSP, STEP and UAP are UOW students.

Students enrolled in English Language Preparation and Diploma programs are WCA students.

Information contained in this handbook applies to all students studying at the College.

Relevant UOW Rules, policies & procedures that apply to FSP, STEP and UAP students will be identified in this handbook and on the WCA website.

NOTE: Changes to information contained in this handbook since the previously published version have been highlighted in red.

Orientation

The orientation program is designed to help students meet new friends and to find out about how the College operates. English language students are required to take the College placement test and attend an interview to determine which class they will enter.

Information sessions on orientation days may include;

- Academic orientation
- Overseas Student Health Cover
- Services and facilities available
- General information about living in Australia/New Zealand
- College tour

It is very important that students attend this program and arrive on time. If students are unable to attend the orientation program on their first day at the College they should report directly to Reception where they will be asked to complete the necessary enrolment forms.

Further information about enrolling at the College and living in Wollongong can be found on the College website at <http://www.wca.uow.edu.au/students/orientation/index.html>

Web links

The following are some useful links for students.

The Wollongong College Australia <http://www.wca.uow.edu.au/>

The University of Wollongong <http://www.uow.edu.au/>

Australian Vice-Chancellors' Committee <http://www.avcc.edu.au/>

Health Care www.ahm.com.au or www.ahmg.com.au/oshc

Australian Immigration www.immi.gov.au

Education Services for Overseas students (ESOS) <http://www.aei.gov.au/AEI/ESOS/default.htm>

National Code of Practice 2007 <http://www.aei.gov.au/AEI/ESOS/NationalCodeOfPractice2007/default.htm>

General Information

Release of information

As part of orientation, students are asked to complete an “Information Release Form” which enables the College to use and disclose information students provide to us directly or indirectly. This information is for the purpose of administration and the ongoing provision of students’ chosen services and courses; for example, to assist you in progressing to your university studies. WCA will not release information regarding students’ study at the College for any other purpose unless students have advised the College in writing that it is able to do so or if the law determines that the College must.

Workload

Students are expected to devote to each course/subject at least one hour study for every hour of class time allocated to that course/subject per week.

Course withdrawals and late enrolments

Students who withdraw from a course will be required to pay for the duration of the course that they are enrolled in. Students should read the “Terms and Conditions” section of the application form for detailed information regarding refunds and transfers or read the College’s Refund Policy at www.wca.uow.edu.au/refund

Students who arrive late for a course will not normally be admitted to that course after week 2.

General Rules

Electronic equipment such as recording devices is not permitted in lectures.

It is considered academic misconduct to sign another person’s name on any document.

Course Progress Policy

To read the WCA Course Progress Policy in full go to www.wca.uow.edu.au/Policies

Description

The policy on Course Progress, outlined in this handbook, outlines the minimum academic standard a student must meet in order to progress to the next level of his or her course of study.

In addition, Wollongong College Australia (WCA) seeks to identify and provide assistance to students who are experiencing difficulties with their studies. Students will be provided with the opportunity of remedial assistance to improve their performance and results.

Show Cause

Students who are not making satisfactory course progress may be required to show cause to continue in their program of study. To 'show cause' is to provide a written case as to why they should be able to re-enrol. This would usually cover reasons for lack of progress to date and clear defined strategies/steps the student is going to take in order to ensure successful completion of subjects in the next session if the student is allowed to re-enrol.

English Language Programs

1. Satisfactory Course Progress

Satisfactory course progress describes the standard a student must achieve to ensure they are doing well in their studies.

A student in **English language** programs normally meets satisfactory course progress if they:

- a. Maintain class attendance in accordance with the Attendance Policy
- b. Participate in class
- c. Complete homework and class assignments
- d. Complete all scheduled tests and examinations
- e. Demonstrate improved language skills.
- f. meet the entry requirement for the higher level course

Assessments will take place in each 5 week cycle and may include:

- In-class participation
- Homework tasks
- Formal tests and examinations
- Informal tests and quizzes
- Oral presentations
- Research assignments
- Participation in group activities

Teachers will also assess language skills during class time.

Students should make good progress if they use English as much as possible, attend and participate in all classes and complete all homework and class tasks.

2. Course progression

In order to progress to a higher level course, students must satisfy the entry requirements for that course. The usual length of study for English language courses may vary and is set out in the relevant Student Course Outline. International students on a student visa must also satisfy all visa requirements in order to progress to the next stage of their study.

It is usual for students to study for 2 cycles (10 weeks) at each of the English Studies levels. Some students may progress more rapidly than this.

Entry To	Requirement
English Studies 1	Appropriate placement test result
English Studies 2	Satisfactory grade in English Studies 1 or appropriate placement test result
English Studies 3	Satisfactory grade in English Studies 2 or appropriate placement test result
English Studies 4	50% pass in English Studies 3 or appropriate placement test result
English Studies 5	50% pass in English Studies 4 or appropriate placement test result
Academic Skills 1	50% pass in English Studies 3 or appropriate placement test result

Academic Skills is a full-time course which acts as a pathway to ETS or FSP. It is usual for students to study for 1 cycle (5 weeks) in each module of Academic Skills. Assessment in module 1 and 2 will identify areas of learning need for students. Entry to other WCA programs will be determined by results in Academic Skills Module 3.

3. Progression to advanced tertiary preparation and WCA academic programs

In order to progress to other WCA programs students should achieve the following minimum results in **Academic Skills Module 3**:

Entry from Academic Skills Module 3 to:	Minimum Requirement
FSP 3	50% or appropriate placement test result
Foundations Studies	60% or appropriate placement test result
Diploma (3 sessions)	60% or appropriate placement test result
ETS 20 week	45% or appropriate placement test result **
ETS15 week	50% or appropriate placement test result ** (ETS20 is recommended for students needing equivalent IELTS entry 6.5 or higher)
ETS 10 week	60% or appropriate placement test result ** (ETS15 or ETS20 is recommended for students needing equivalent IELTS entry 6.5 or higher)
EB 20	50% or appropriate placement test result
IELTS Preparation	50% (10 weeks) 60% (5 weeks) or appropriate placement test result

Students achieving a result of 75% or higher in Academic Skills may gain entry to Diploma 2 session, EB 10 or ETS 5 weeks.

**** It is recommended that students entering university programs with equivalent IELTS entry 6.5 or higher study for longer periods in ETS.**

Satisfactory Progress in Tertiary Preparation courses

English for Tertiary Studies and English for Business are designed to prepare students for further tertiary studies. Students will be expected to complete all set class tasks and to devote additional time to course assignments. Students are recommended to make regular use of consultation time provided by their class teacher but are also encouraged to develop the independent learning habits required by their future course of study. Students in ETS and EB must achieve the grade required for entry into their chosen university course. Grades required for specific courses at the University of Wollongong can be found on the University's website.

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

4. Intervention Strategy

WCA seeks to identify and provide assistance to students who are experiencing difficulties with their studies. Students who are not making satisfactory course progress will be identified by their class teacher and by performance in assessment tasks. These students will be referred to the Student Adviser. Remedial action will be taken to assist students to improve their English language skills.

Remedial action may include:

- Consultation with class teacher
- Specific homework or in-class activities designed to improve specific areas of learning need
- Referral to specific activities available in the ELRC, Listening Lab or Computer Lab
- Support from Student Adviser
- Change of class to a more appropriate level
- Additional learning support provided by lab co-ordinator or other support staff

Remedial assistance in ETS/EB

Some students may need to repeat their study in ETS or EB in order to gain University entry. Students who fail to meet University entry requirements and need to repeat ETS or EB may be recommended for remedial assistance and be required to complete a learning contract.

5. On Referral

- Students with continued low levels of improvement or demonstrated poor attendance or poor class participation will, in the first instance, be placed on referral.
- Students on referral will be required to comply with a learning assistance program developed in conjunction with their class teacher, Student Adviser and Program Manager. The learning assistance program will be developed to cater for the individual learning needs of the student and to assist them to reach their desired learning goals. The learning program will include a diary or record of additional work completed with regular monitoring by a staff member.
- Students on a course status of referral who meet the course progress requirements in the following study period, shall be returned to an active course status.

6. On Probation

- Students on referral with continued low levels of improvement or demonstrated poor attendance or poor class participation in the following study period may be asked to 'show cause' why they should be permitted to continue in their program of study. These students will be placed on probation.

- Students on probation will be required to comply with a learning assistance program developed in conjunction with their class teacher, Student Adviser and Program Manager. The learning assistance program will be developed to cater for the individual learning needs of the student and to assist them to reach their desired learning goals. The learning program will include a diary or record of additional work completed with regular monitoring by a staff member.
- Students on probation who meet course progress requirements in the following study period will be returned to a course status of referral.
- Students on probation who do not comply with the conditions of probation and demonstrate improved attendance, consistent participation in class tasks and completion of homework activities may be reported to immigration for poor academic progress.

Academic Programs

1. Satisfactory Course Progress

At Wollongong College Australia students in the Academic Programs are required to meet course progress requirements in order to progress to the next level of study.

1.1 Diploma programs

A student in academic **Diploma** programs meets satisfactory course progress if they:

- pass at least half of the subjects attempted in the study period
 - For students enrolled in 3 subjects, at least 50% is defined as 2 out of the 3 subjects.
 - For students enrolled in 5 subjects, at least 50% is defined as 3 out of the 5 subjects.
- meet any minimum attendance requirements for specific subjects, as specified in subject outlines

Students should maintain a minimum rate of 80% attendance in every session.

Attendance rates will be taken into consideration when special consideration requests are being assessed and students should be aware that this may affect their academic progress

1.2 Foundation Studies Program and STEP

A student in **Foundation Studies** Program or **STEP** meets satisfactory course progress if they:

- achieve a Weighted Average Mark (WAM) of 50% or more in the study period
- achieve a mark in the Academic English or Academic Literacy subject of 50% or more
- achieve minimum results in specific subjects, where appropriate, as outlined in this Handbook in the section "[Minimum requirements for satisfactory progression](#)"
- meet any minimum attendance requirements for specific subjects, as specified in subject outlines

Students should maintain a minimum rate of 80% attendance in every session.

Students should have at least 80% attendance to be considered to have attended enough hours of tuition to have 'completed' their course.

Attendance rates will be taken into consideration when special consideration requests are being assessed and students should be aware that this may affect their academic progress.

2. On Referral

- The first time a student fails to meet minimum course requirements in any academic session, the student will be contacted in writing to inform them that they have been placed on referral and the College shall activate an intervention strategy which may be utilised by that student to assist in meeting course progress requirements. Extenuating circumstances such as illness or other serious issues will be taken into consideration.
- Students on referral will be required to see WCA's Student Advisers to discuss the support services that may assist them in improving their progress.
- Students on a course status of referral, who meet the course progress requirements in the following academic session, shall be returned to an active course status.

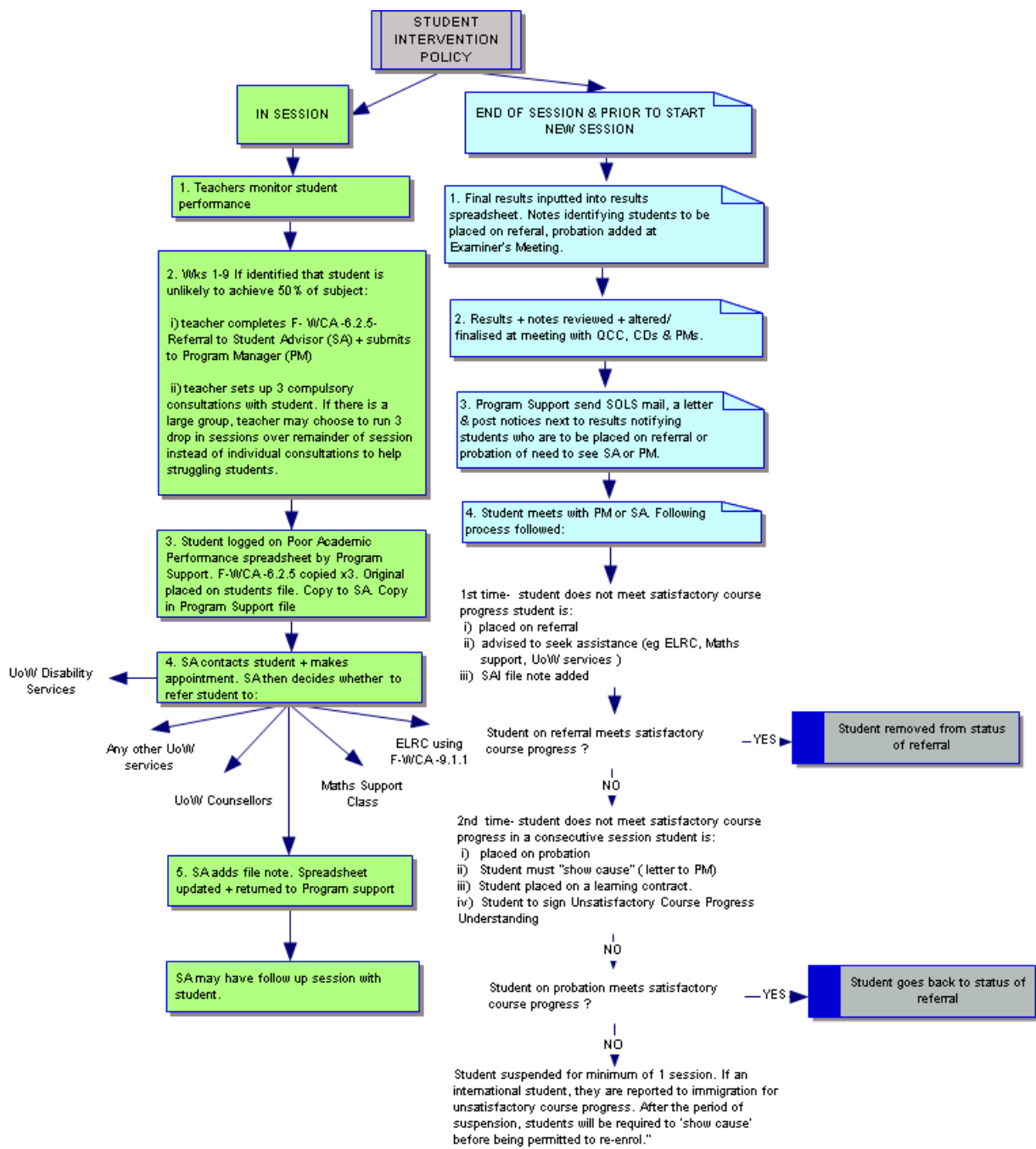
3. On Probation

- When a student on referral again fails to meet minimum course requirements in the following session, they will be placed on probation. Extenuating circumstances such as illness or other serious issues will be taken into consideration.
- Students on probation will be required to 'show cause' to the Program Manager, sign a learning contract and also a "letter of understanding of possible exclusion" before they will be permitted to re-enrol.
- Students on a course status of probation, who meet the course progress requirements in the following academic session, shall be returned to a status of referral.
- Students on probation who fail to meet minimum course requirements in the following academic session will be reported to immigration for failing to achieve satisfactory course progress. The student will be suspended from further enrolment at WCA for a minimum period of one session. Extenuating circumstances such as illness or other serious issues will be taken into consideration.

4. Intervention Strategy

Students on referral or probation as well as those during session who are identified as being at risk of not meeting the minimum requirements for progression will be contacted and asked to meet with the Student Adviser to discuss the services that can be provided.

The flowchart on the following page summarises WCA's intervention strategy for academic students.



Minimum Progression Requirements – FSP / STEP

University of Wollongong Weighted Average Mark (WAM) and Other Entry Requirements

Students entering UOW from Foundation Studies, STEP and the University Access Program are required to obtain a Weighted Average Mark (WAM) and satisfy any other pre-requisites required. Students will be given a copy of the WAMs and any pre-requisites for all UOW courses when they enter their program. Refer to [Progressing to Uni](#) on the WCA website for information on how to calculate your WAM as well as current WAM requirements.

Minimum Progression Requirements– FOUNDATION STUDIES 3 SESSION PROGRAM (FSP3)

International students must satisfy all visa requirements in order to progress to the next stage of their course.

NOTE: Results for Academic Skills-English and Academic Skills-Maths will not be included when calculating WAMS in all sessions.

The tables on the following pages outline the minimum requirements to progress from one stage of WCA's Foundation Studies 3 Program (FSP3) into either:

- The next stage of the program,
- Another college program, or
- The University of Wollongong (UOW).

Students who do not meet minimum progression requirements may be eligible to progress under the [Alternative Rules for FSP/STEP Progression](#) .

Students will be advised of the most appropriate course of study for future sessions by the Program Manager or a Student Advisor.

Arts Stream

From: 1 st Session of Foundation Studies 3 Program (FSP3)	
To: 2 nd Session of FSP3	50% Academic Skills – English plus 50% Academic Skills – Maths plus Weighted Aggregate Mark (WAM) of 50% in the remaining two subjects
From: 2 nd Session of FSP3	
To: 3 rd Session of FSP3	WAM 5% below stated UOW WAM. (Refer to WAM Requirements for FSP/STEP on WCA website) plus 60% Academic English 1 / Academic Literacy 1
To: Fast-track to UOW	WAM 85% plus Pass all subjects (50% = pass mark)
From: 3 rd Session of FSP 3	
To: UOW	WAM required by relevant faculty: (Refer to WAM Requirements for FSP/STEP on WCA website) plus Faculty prerequisites plus 65% Academic English / Academic Literacy. (Higher results required for some degrees. Refer to WAM Requirements for FSP/STEP on WCA website)

Commerce Stream

From: 1 st Session of Foundation Studies 3 Program (FSP3)	
To: 2 nd Session of FSP3	50% Academic Skills – English plus 50% Academic Skills – Maths plus Weighted Aggregate Mark (WAM) of 50% in the remaining two subjects
From: 2 nd Session of FSP3	
To: 3rd Session of FSP3	50% WAM plus 50% Academic English 1
To: 3-Session Diploma	60% WAM plus 50% Academic English 1 / Academic Literacy 1 Subject to visa conditions (international students)
To: 2-Session Diploma	80% WAM plus 65% in Academic English 1/ Academic Literacy 1 Subject to visa conditions (international students)
To: Fast-track to UOW	WAM 85% plus Pass all subjects (50% = pass mark) Subject to visa conditions (international students)
From: 3 rd Session of FSP3	
To: 3-Session Diploma	50% WAM plus 50% Academic English / Academic Literacy
To: 2-Session Diploma	62% WAM plus 50% Academic English / Academic Literacy
To: UOW	WAM required by relevant faculty (Refer to <u>WAM Requirements for FSP/STEP</u> on WCA website) plus Faculty prerequisites plus 50% Academic English / Academic Literacy. (Higher results required for some degrees. Refer to <u>WAM Requirements for FSP/STEP</u> on WCA website)

Maths / IT Stream

From: 1 st Session of Foundation Studies 3 Program (FSP3)	
To: 2 nd Session of FSP3	<p>50% Academic Skills – English plus 60% Academic Skills – Maths plus Weighted Aggregate Mark (WAM) of 50% in the remaining two subjects</p>
From: 2 nd Session of FSP3	
To: 3rd Session of FSP3	<p>50% WAM plus 50% Academic English 1 plus 50% Advanced Mathematics 1</p>
To: 3-Session Diploma	<p>58% WAM plus 50% Academic English 1 / Academic Literacy 1 Subject to visa conditions (international students)</p>
To: 2-Session Diploma	<p>80% WAM, plus 65% in Academic English 1/ Academic Literacy 1 Subject to visa conditions (international students)</p>
To: Fast-track to UOW	<p>WAM 85% plus Pass all subjects (50% = pass mark) Subject to visa conditions (international students)</p>
From 3 rd Session of FSP3	
To: 3-Session Diploma	<p>50% WAM plus 50% Academic English / Academic Literacy</p>
To: 2-Session Diploma	<p>60% WAM plus 50% Academic English / Academic Literacy</p>
To: UOW	<p>WAM required by relevant faculty (Refer to <u>WAM Requirements for FSP/STEP</u> on WCA website) plus Faculty prerequisites plus 50% Academic English / Academic Literacy. (Higher results required for some degrees. Refer to <u>WAM Requirements for FSP/STEP</u> on WCA website)</p>

Science / Engineering Stream ** (Please refer to the following page for exceptions)

From: 1st Session of Foundation Studies 3 Program (FSP3)	
To: 2 nd Session of FSP3	50% Academic Skills – English plus 60% Academic Skills – Maths plus Weighted Aggregate Mark (WAM) of 50% in the remaining two subjects
From: 2nd Session of FSP3	
To: 3rd Session of FSP3	WAM 5% below stated UOW WAM. (Refer to WAM Requirements for FSP/STEP on WCA website) plus 50% Academic English 1 / Academic Literacy 1 (60% Academic English 1 / Academic Literacy 1 for degrees listed in Table 1) plus 50% Advanced Mathematics 1
To: Fast-track to UOW	WAM 85% plus Pass all subjects (50% = pass mark) Subject to visa conditions (international students)
From: 3rd Session of FSP3	
To: UOW	WAM required by relevant faculty (Refer to WAM Requirements for FSP/STEP on website) plus Faculty prerequisites plus 50% Academic English / Academic Literacy. (Higher results required for some degrees. Refer to WAM Requirements for FSP/STEP on WCA website)

TABLE 1

Courses that require 60% Academic English 1 / Academic Literacy 1

Code	Course Name
756632	B Health Science in Indigenous Health Studies
757101	B Nursing
757641	B Medical Science
757642	B Science (Exercise Science)
757643	B Exercise Science and Rehabilitation
757645	B Science (Nutrition)
757646	B Science (Exercise Science and Nutrition)
757647	B Nutrition and Dietetics
757648	B Science (Population Health)
757649	B Arts (Population Health)
757651	B Science (Psychology)
757652	B Psychology

Science Students: The following rules apply to students with offers for degrees listed in **Table 2:**

From: 1st Session of Foundation Studies 3 Program (FSP3)	
To: 2 nd Session of FSP3	50% Academic Skills – English plus 50% Academic Skills – Maths plus Weighted Aggregate Mark (WAM) of 50% in the remaining two subjects
From: 2nd Session of FSP3	
To: 3 rd Session of FSP3	WAM 5% below stated UOW WAM. (Refer to WAM Requirements for FSP/STEP on WCA website) plus 50% Academic English 1 / Academic Literacy 1
To: Fast-track to UOW	WAM 85% plus Pass all subjects (50% = pass mark) Subject to visa conditions (international students)
From: 3rd Session of FSP3	
To: UOW	WAM required by relevant faculty (Refer to WAM Requirements for FSP/STEP on website) plus Faculty prerequisites plus 50% Academic English / Academic Literacy. (Higher results required for some degrees. Refer to WAM Requirements for FSP/STEP on WCA website)

TABLE 2

Code	Course Name
757621	B Science (Biological Science, Chemistry, Ecology, Geography, Geology, Land and Heritage Management)
757622	B Marine Science
757627	B Science (Nanotechnology)
757631	B Science (Biotechnology)
757633	B Science (Environment)

Minimum Progression Requirements – FOUNDATION STUDIES 2 SESSION PROGRAM (FSP) SPECIAL TERTIARY ENTRANCE PROGRAM (STEP)

International students must satisfy all visa requirements in order to progress to the next stage of their course.

The tables on the following pages outline the minimum requirements to progress from one stage of WCA’s Foundation Studies Program (FSP) or Special Tertiary Education Program (STEP) into either:

- The next stage of the program,
- Another college program, or
- The University of Wollongong (UOW).

Students who do not meet minimum progression requirements may be eligible to progress under the [Alternative Rules for FSP/STEP Progression](#).

Students will be advised of the most appropriate course of study for future sessions by the Program Manager or a Student Advisor.

Arts Stream

From: 1st Session of FSP / STEP	
To: 2 nd Session of FSP / STEP	WAM 5% below stated UOW WAM. (Refer to WAM Requirements for FSP/STEP on WCA website) plus 60% Academic English 1 / Academic Literacy 1
To: Fast-track to UOW	WAM 85% plus Pass all subjects (50% = pass mark) Subject to visa conditions (international students)
From: 2nd Session of FSP / STEP	
To: UOW	WAM required by relevant faculty: (Refer to WAM Requirements for FSP/STEP on WCA website) plus Faculty prerequisites plus 65% Academic English / Academic Literacy. (Higher results required for some degrees. Refer to WAM Requirements for FSP/STEP on WCA website)

Commerce Stream

From: 1 st Session of FSP / STEP	
To: 2 nd Session of FSP / STEP	50% WAM plus 50% Academic English 1
To: 3-Session Diploma	60% WAM plus 50% Academic English 1 / Academic Literacy 1 Subject to visa conditions (international students)
To: 2-Session Diploma	80% WAM plus 65% in Academic English 1/ Academic Literacy 1 Subject to visa conditions (international students)
To: Fast-track to UOW	WAM 85% plus Pass all subjects (50% = pass mark) Subject to visa conditions (international students)
From: 2 nd Session of FSP / STEP	
To: 3-Session Diploma	50% WAM plus 50% Academic English / Academic Literacy
To: 2-Session Diploma	62% WAM plus 50% Academic English / Academic Literacy
To: UOW	WAM required by relevant faculty (Refer to WAM Requirements for FSP/STEP on WCA website) plus Faculty prerequisites plus 50% Academic English / Academic Literacy. (Higher results required for some degrees. Refer to WAM Requirements for FSP/STEP on WCA website)

Maths / IT Stream

From: 1 st Session of FSP / STEP	
To: 2 nd Session of FSP / STEP	50% WAM plus 50% Academic English 1 plus 50% Advanced Mathematics 1
To: 3-Session Diploma	58% WAM plus 50% Academic English 1 / Academic Literacy 1 Subject to visa conditions (international students)
To: 2-Session Diploma	80% WAM, plus 65% in Academic English 1/ Academic Literacy 1 Subject to visa conditions (international students)
To: Fast-track to UOW	WAM 85% plus Pass all subjects (50% = pass mark) Subject to visa conditions (international students)
From: 2 nd Session of FSP / STEP	
To: 3-Session Diploma	50% WAM plus 50% Academic English / Academic Literacy
To: 2-Session Diploma	60% WAM plus 50% Academic English / Academic Literacy
To: UOW	WAM required by relevant faculty (Refer to WAM Requirements for FSP/STEP on WCA website) plus Faculty prerequisites plus 50% Academic English / Academic Literacy. (Higher results required for some degrees. Refer to WAM Requirements for FSP/STEP on WCA website)

Science / Engineering Stream ** (Please refer to the following page for exceptions)

From: 1st Session of FSP / STEP	
To: 2 nd Session of FSP / STEP	<p>WAM 5% below stated UOW WAM. (Refer to WAM Requirements for FSP/STEP on WCA website)</p> <p>plus</p> <p>50% Academic English 1 / Academic Literacy 1 (60% Academic English 1 / Academic Literacy 1 for degrees listed in Table 1)</p> <p>plus</p> <p>50% Advanced Mathematics 1</p>
To: Fast-track to UOW	<p>WAM 85%</p> <p>plus</p> <p>Pass all subjects (50% = pass mark) Subject to visa conditions (international students)</p>
From: 2nd Session of FSP / STEP	
To: UOW	<p>WAM required by relevant faculty (Refer to WAM Requirements for FSP/STEP on website)</p> <p>plus</p> <p>Faculty prerequisites</p> <p>plus</p> <p>50% Academic English / Academic Literacy. (Higher results required for some degrees. Refer to WAM Requirements for FSP/STEP on WCA website)</p>

TABLE 1

Courses that require 60% Academic English 1 / Academic Literacy 1

Code	Course Name
756632	B Health Science in Indigenous Health Studies
757101	B Nursing
757641	B Medical Science
757642	B Science (Exercise Science)
757643	B Exercise Science and Rehabilitation
757645	B Science (Nutrition)
757646	B Science (Exercise Science and Nutrition)
757647	B Nutrition and Dietetics
757648	B Science (Population Health)
757649	B Arts (Population Health)
757651	B Science (Psychology)
757652	B Psychology

Science Students: The following rules apply to students with offers for degrees listed in **Table 2:**

From: 1st Session of FSP / STEP	
To: 2 nd Session of FSP / STEP	WAM 5% below stated UOW WAM. (Refer to WAM Requirements for FSP/STEP on WCA website) plus 50% Academic English 1 / Academic Literacy 1
To: Fast-track to UOW	WAM 85% plus Pass all subjects (50% = pass mark) Subject to visa conditions (international students)
From: 2nd Session of FSP / STEP	
To: UOW	WAM required by relevant faculty (Refer to WAM Requirements for FSP/STEP on website) plus Faculty prerequisites plus 50% Academic English / Academic Literacy. (Higher results required for some degrees. Refer to WAM Requirements for FSP/STEP on WCA website)

TABLE 2

Code	Course Name
757621	B Science (Biological Science, Chemistry, Ecology, Geography, Geology, Land and Heritage Management)
757622	B Marine Science
757627	B Science (Nanotechnology)
757631	B Science (Biotechnology)
757633	B Science (Environment)

The following tables give an **estimation** of what WAM would be required in session 2, if the WAM achieved in session 1 is between 45% and 78%.

For example:

- A student studying in the Science/Engineering stream who needs 66% to go to UOW and achieves a WAM of 61% in Session 1 will need to get a WAM of approximately 70% in Session 2 to be able to get an overall WAM of 66%.
- A student studying Education who needs 70% to go to UOW, achieves a WAM of 65% in session 1 will need to get a WAM of approximately 73% in session 2 to be able to get an overall WAM of 70%.

Estimating Final WAM's for FSP Science, Engineering, Mathematics and IT Streams																																		
Session One WAM																																		
	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78
Session Two WAM	55	50	51	51	52	52	53	53	54	54	55	55	56	56	57	57	58	58	59	59	60	60	61	61	62	62	63	63	64	64	65	65	66	
	56	51	51	52	52	53	53	54	54	55	55	56	56	57	57	58	58	59	59	60	60	61	61	62	62	63	63	64	64	65	65	66	66	
	57	52	52	53	53	54	54	55	55	56	56	57	57	58	58	59	59	60	60	61	61	62	62	63	63	64	64	65	65	66	66	67	67	
	58	52	53	53	53	54	54	55	55	56	56	57	57	58	58	59	59	60	60	61	61	62	62	63	63	64	64	65	65	66	66	67	67	
	59	53	53	54	54	54	55	55	56	56	57	57	58	58	59	59	60	60	61	61	62	62	63	63	64	64	65	65	66	66	67	67	68	
	60	53	54	54	55	55	56	56	57	57	58	58	59	59	60	60	61	61	62	62	63	63	64	64	65	65	66	66	67	67	68	68	69	
	61	54	54	55	55	56	56	57	57	58	58	59	59	60	60	61	61	62	62	63	63	64	64	65	65	66	66	67	67	68	68	69	70	
	62	54	55	55	56	56	57	57	58	58	59	59	60	60	61	61	62	62	63	63	64	64	65	65	66	66	67	67	68	68	69	70	71	
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	65	56	56	57	57	58	58	59	59	60	60	61	61	62	62	63	63	64	64	65	65	66	66	67	67	68	68	69	69	70	70	71	71	
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	67	57	57	58	58	59	59	60	60	61	61	62	62	63	63	64	64	65	65	66	66	67	67	68	68	69	69	70	70	71	71	72	72	
	68	57	58	58	59	59	60	60	61	61	62	62	63	63	64	64	65	65	66	66	67	67	68	68	69	69	70	70	71	71	72	72	73	
	69	58	58	59	59	60	60	61	61	62	62	63	63	64	64	65	65	66	66	67	67	68	68	69	69	70	70	71	71	72	72	73	73	
	70	59	59	59	60	60	61	61	62	62	63	63	64	64	65	65	66	66	67	67	68	68	69	69	70	70	71	71	72	72	73	73	74	
	71	59	60	60	60	61	61	62	62	63	63	64	64	65	65	66	66	67	67	68	68	69	69	70	70	71	71	72	72	73	73	74	74	
	72	60	60	61	61	61	62	62	63	63	64	64	65	65	66	66	67	67	68	68	69	69	70	70	71	71	72	72	73	73	74	74	75	
	73	60	61	61	62	62	62	63	63	64	64	65	65	66	66	67	67	68	68	69	69	70	70	71	71	72	72	73	73	74	74	75	75	
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	75	61	62	62	63	63	64	64	65	65	66	66	67	67	68	68	69	69	70	70	71	71	72	72	73	73	74	74	75	75	76	76	77	
	76	62	62	63	63	64	64	65	65	66	66	67	67	68	68	69	69	70	70	71	71	72	72	73	73	74	74	75	75	76	76	77	77	
	77	62	63	63	64	64	65	65	66	66	67	67	68	68	69	69	70	70	71	71	72	72	73	73	74	74	75	75	76	76	77	77	78	
	78	63	63	64	64	65	65	66	66	67	67	68	68	69	69	70	70	71	71	72	72	73	73	74	74	75	75	76	76	77	77	78	78	
	79	63	64	64	65	65	66	66	67	67	68	68	69	69	70	70	71	71	72	72	73	73	74	74	75	75	76	76	77	77	78	78	79	
	80	64	64	65	65	66	66	67	67	68	68	69	69	70	70	71	71	72	72	73	73	74	74	75	75	76	76	77	77	78	78	79	79	
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	82	65	66	66	67	67	68	68	69	69	70	70	71	71	72	72	73	73	74	74	75	75	76	76	77	77	78	78	79	79	80	80	81	
83	66	66	67	67	68	68	69	69	70	70	71	71	72	72	73	73	74	74	75	75	76	76	77	77	78	78	79	79	80	80	81	81		
84	66	67	67	68	68	69	69	70	70	71	71	72	72	73	73	74	74	75	75	76	76	77	77	78	78	79	79	80	80	81	81	82		
85	67	67	68	68	69	69	70	70	71	71	72	72	73	73	74	74	75	75	76	76	77	77	78	78	79	79	80	80	81	81	82	82		
86	67	68	68	69	69	70	70	71	71	72	72	73	73	74	74	75	75	76	76	77	77	78	78	79	79	80	80	81	81	82	82	83		

Estimating Final WAM's for FSP Commerce, Arts Streams																																		
Session One WAM																																		
	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78
Session Two WAM	55	51	51	52	52	52	53	53	54	54	55	55	56	56	57	57	58	58	59	59	60	60	61	61	62	62	63	63	64	64	65	65		
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	59	53	53	54	54	55	55	56	56	57	57	58	58	59	59	60	60	61	61	62	62	63	63	64	64	65	65	66	66	67	67	68		
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	62	55	55	55	56	56	57	57	58	58	59	59	60	60	61	61	62	62	63	63	64	64	65	65	66	66	67	67	68	68	69	69		
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	67	57	58	58	59	59	60	60	61	61	62	62	63	63	64	64	65	65	66	66	67	67	68	68	69	69	70	70	71	71	72	72		
	68	58	58	59	59	60	60	61	61	62	62	63	63	64	64	65	65	66	66	67	67	68	68	69	69	70	70	71	71	72	72	73		
	69	59	59	59	60	60	61	61	62	62	63	63	64	64	65	65	66	66	67	67	68	68	69	69	70	70	71	71	72	72	73	73		
	70	59	60	60	60	61	61	62	62	63	63	64	64	65	65	66	66	67	67	68	68	69	69	70	70	71	71	72	72	73	73	74		
	71	60	60	61	61	61	62	62	63	63	64	64	65	65	66	66	67	67																

Alternative Rules For FSP/STEP Progression

Students will be advised of their eligibility to progress under these rules.

These rules apply to all FSP/STEP students EXCEPT those in their 1st session of FSP3.

Students who do not meet minimum course progression requirements may be eligible to repeat up to 50% from each session, rather than the entire session. This may be granted under the following conditions:

1. The student has completed at least 1 session of study.
2. The student has maintained a minimum of 80% attendance.
3. The average mark for subjects not being repeated must be at least the WAM required for entry to UOW.
4. The student must achieve at least 40% in their first attempt of all subjects being repeated.*
5. The student will not be eligible to repeat subjects in which they have already achieved a final result that is equal to or greater than the WAM required for entry to UOW. Exceptions to this rule are for degrees that have stated results requirements for particular subjects.
6. The student has satisfied any UOW pre-requisite in all subjects other than those to be repeated.
7. Normally students may repeat up to 50% of the subjects from each session. If the student needs to repeat more than 50% of the subjects from any session of study they will not be permitted to continue under these rules.#
8. Normally the student may make at most 2 attempts at any subject under these rules.*
9. Normally if the student does not achieve the WAM required for entry to UOW within 4 sessions, they will not be permitted to continue under these rules and will be required to return to the normal FSP.
10. Where an alternating subject is to be repeated in the following session but is unavailable, the student may be required to study subjects not previously attempted in order to maintain a full-time load.

Consideration may be given to students who have achieved all minimum progression requirements up until their final session of study. Under these circumstances, students may be eligible to repeat more than 50% of the subjects from their final session of study.

* *In some cases exceptions may be made for students who have extenuating circumstances. The student will need to provide to the Program Manager written details of these circumstances for consideration.*

NOTE: WAMs are calculated using the result from the most recent attempt at any subject

EXAMPLE PROGRAM OF STUDY FOR FSP2/STEP under the Alternative Rules for FSP/STEP Progression

The following tables outline the program of study for subsequent sessions for FSP/STEP students eligible to continue under the “Alternative Rules for FSP/STEP Progression”.

These tables also apply to students enrolled in FSP3. When applying these tables the following changes should be made: “1st session” to be replaced with “2nd session”, “2nd session” to be replaced with “3rd session” etc.

Students repeating no 1st session subjects + up to 50% of 2nd session subjects only:

Subjects to be repeated from 1 st session	Subjects to be studied in 2 nd session	Subjects to be studied in 3 rd session	Subjects to be studied in 4 th session
None	The normal 2 nd session program	Any subjects to be repeated from 2 nd session	Any subjects to be repeated

Students repeating one 1st session subject + up to 50% of 2nd session subjects:

Subjects to be repeated from 1 st session	Subjects to be studied in 2 nd session	Subjects to be studied in 3 rd session	Subjects to be studied in 4 th session
Academic English 1 / Academic Literacy 1	Academic English 1 / Academic Literacy 1 plus the normal 2 nd session program excluding Academic English 2	Academic English 2 / Academic Literacy 2 plus any other subjects to be repeated from 2 nd session.	Any subjects to be repeated excluding Academic English 1
Mathematics 1 / Advanced Mathematics 1	Mathematics 1 / Advanced Mathematics 1 plus the normal 2 nd session program excluding Mathematics 2 / Advanced Mathematics 2	Mathematics 2 / Advanced Mathematics 2 plus any other subjects to be repeated from 2 nd session	Any subjects to be repeated excluding Mathematics 1 / Advanced Mathematics 1
Any one subject except Academic English 1/ Academic Literacy 1, Mathematics 1 or Advanced Mathematics 1	The normal 2 nd session program	Any subjects to be repeated from 1 st and 2 nd sessions	Any subjects to be repeated

Students repeating two 1st session subjects + up to 50% of 2nd session subjects:

Subjects to be repeated from 1 st session	Subjects to be studied in 2 nd session	Subjects to be studied in 3 rd session	Subjects to be studied in 4 th session
<p>Academic English 1 / Academic Literacy 1</p> <p>and</p> <p>Mathematics 1 / Advanced Mathematics 1</p>	<p>Academic English 1 / Academic Literacy 1</p> <p>plus</p> <p>Mathematics 1 / Advanced Mathematics 1</p> <p>plus</p> <p>the normal 2nd session program,</p> <p>excluding</p> <p>Academic English 2 / Academic Literacy 1 and Mathematics 2 / Advanced Mathematics 2</p>	<p>Academic English 2 / Academic Literacy 2 and Mathematics 2 / Advanced Mathematics 2</p> <p>plus</p> <p>any other subjects to be repeated from 2nd session</p>	<p>Any subjects to be repeated</p> <p>excluding</p> <p>Academic English 1 / Academic Literacy 1</p> <p>and</p> <p>Mathematics 1 / Advanced Mathematics 1</p>
<p>Academic English 1 / Academic Literacy 1</p> <p>and</p> <p>any other subject except Mathematics 1 / Advanced Mathematics 1</p>	<p>Academic English 1 / Academic Literacy 1</p> <p>plus</p> <p>the normal 2nd session program</p> <p>excluding</p> <p>Academic English 2</p>	<p>Academic English 2 / Academic Literacy 2</p> <p>plus</p> <p>any other subjects to be repeated from 1st and 2nd sessions</p>	<p>Any subjects to be repeated</p> <p>excluding</p> <p>Academic English 1/ Academic Literacy 1</p>
<p>Mathematics 1 / Advanced Mathematics 1</p> <p>and</p> <p>any one subject except Academic English 1/ Academic Literacy 1</p>	<p>Mathematics 1 / Advanced Mathematics 1</p> <p>plus</p> <p>the normal 2nd session program</p> <p>excluding</p> <p>Mathematics 2 / Advanced Mathematics 2</p>	<p>Mathematics 2 / Advanced Mathematics 2</p> <p>plus</p> <p>any other subjects to be repeated from 1st and 2nd sessions</p>	<p>Any subjects to be repeated</p> <p>excluding</p> <p>Mathematics 1 / Advanced Mathematics 1</p>
<p>Any two subjects except Academic English 1 / Academic Literacy 1 and Mathematics 1 / Advanced Mathematics 1</p>	<p>The normal 2nd session program</p>	<p>Any subjects to be repeated from 1st and 2nd sessions</p>	<p>Any subjects to be repeated</p>

Progression – Diploma Programs

3 session Diploma

Students enrolled in the Diploma in Business 3-sessions and Diploma in IT 3-sessions have the opportunity to enter UOW after stage 2 and stage 3 of the program.

Progression to UOW after stage 2

Students can enter UOW, with up to 30 credit points of advanced standing, if they pass all subjects in stages 1 and 2 and achieve a WAM of 75. (30 credit points is equivalent to a full session plus an additional subject)

The WAMs for fast-tracking after stage 2 are based on all 6 subjects in stages 1 and 2. Therefore, the WAM will include the result for Tertiary Academic Skills. To fast-track into UOW after 2 sessions of the 3-session Diploma program, a student must achieve the required WAM of 75% at their first attempt.

Progression to UOW after stage 3

Students can enter UOW with up to 48 credit points of advanced standing if they pass, at 50%, all 9 subjects in stages 1, 2 and 3.

Exception to the Progression rule – Diploma in IT students ONLY

If a student enrolled in the Diploma in IT 3-sessions fails to meet the above criteria it is possible to enter UOW after stage 3 with advanced standing of up to 42 credit points, if they pass, at 50%, at least 7 of the 8 subjects for undergraduate credit in stages 1, 2 and 3. In addition, these students must pass, at 50%, Tertiary Academic Skills.

2 session Diploma

Students enrolled in the Diploma in Business 2-session and Diploma in IT 2-session have the opportunity to enter UOW after both stages 1 and 2 of the program.

Progression to UOW after stage 1

Students can enter UOW with up to 24 credit points of advanced standing if they pass, at 50%, all 4 subjects in stage 1 and achieve a WAM of 75. To fast-track into UOW after 1 session of the 2-session program, students must achieve the required WAM of 75% at their first attempt.

Progression to UOW after stage 2:

Students can enter UOW with up to 48 credit points of advanced standing if they pass, at 50%, all 8 subjects in stages 1 and 2 of the program.

Exception to the Progression rule – Diploma in IT students ONLY

If a student enrolled in the Diploma in IT 2-sessions fails to meet the above criteria it is possible to enter UOW after stage 2 with advanced standing of up to 42 credit points, if they pass, at 50%, at least 7 of the 8 subjects in stages 1 and 2 of the program

Additional Notes on Progression

If students fail to achieve a pass in a pre-requisite subject in the Diploma program they will be required to repeat the subject before progressing to the next session of the program.

In the Diploma in Business, Accounting 1A (WUCB100) is a pre-requisite for Accounting 1B (WUCB102). Students who fail WUCB100 will need to repeat and pass this subject before they may attempt WUCB102.

In the Diploma in Information Technology, Procedural Programming (WUCT114) and Algorithms and Problem Solving (WUCT103) are pre-requisites for Object Programming (WUCT124). Students who fail either WUCT114 or WUCT103 need to repeat and pass these subjects before they attempt the subject Object Programming (WUCT124)

Students enrolled in the 3 session Diploma program must gain a mark of 50% in the subject 'Tertiary Academic Studies' in the first session. Failure to gain 50% in this subject will require students to repeat the subject in second session of study.

Rules for the Award of Diploma in Business and Diploma in Information Technology

To be eligible for the award of Diploma in Business or Diploma in Information Technology a student **must achieve a clear pass (50% or more) in all 8 subjects** which offer undergraduate credit. Students enrolled in the 3 session program must also achieve a clear pass (50% or more) in Tertiary Academic Skills.

For more detailed information refer to the WCA Conferral of Awards Policy at www.wca.uow.edu.au/Policies .

University Access Program

To gain entry to all UOW courses students need to attain the required WAM as well as any other pre-requisites required by the faculty. WAM requirements range from 61 to 85 and a result of 50% or better must be achieved in Language & Literacy. For more detailed information about faculty requirements see "[WAM requirements for University Access Program students](#)" on the WCA website.

UAP Fractional Load – Approved Arrangements

UAP Students who do not gain entry into the university may be able to repeat only 1 subject, rather than all 3 under the following conditions:

1. Student has already completed 1 complete program of study once.
2. Complete program of study undertaken was undertaken in session immediately preceding. This means that results for other 2 subjects will be no older than 16 weeks.
3. Attendance in complete program was a minimum of 80% attendance.
4. Result for the 1 subject that student did not do well in is not lower than 45%. If result is less than 45%, and the student has extenuating reasons for this, the student will need to provide written reasons for this poor performance in their application. This needs to be given to the Program Manager for consideration.
5. The average mark of the results achieved in the other 2 of the 3 subjects undertaken during full program of study is equivalent to, or above the WAM needed for entry to UOW.
6. Student has satisfied any UOW pre-requisites in subjects other than the subject to be repeated.

Eg. Student has offer for Primary Education.

Final WAM needed is 70%

Other requirements: minimum of 65% required in Language & Literacy.

i) Student A: Lang & Literacy mark	= 70%
Humanities mark	= 72%
Maths & Statistics mark	= 53%
Attendance	= 85%

Outcome: Student meets conditions to apply to undertake only 1 subject, namely Maths & Statistics in next session.

ii) Student B: Lang & Literacy mark	= 62%
Humanities mark	= 78%
Maths & Statistics mark	= 53%
Attendance	= 85%

Outcome: Student does not meet conditions to apply to only undertake 1 subject in next session. They have achieved the average mark they need in Lang & Lit & Humanities. However, the other requirement for the course is a minimum of 65% in Lang & Lit. This student has met the WAM but not the other stated requirement.

Procedure for UAP students wishing to apply for fractional load:

1. Students who wish to apply for fractional load need to apply in writing to Program Manager.
2. Closing date for applications for fractional load is Tuesday week 16 (day before orientation).
3. Program Manager to check student has met points 1- 6 above.
4. Program Manager to inform Program Support, UniAdvice (domestic recruitment) & staff responsible for handling student enrolments of this arrangement.
5. Program Support to:
 - i. Add note to SAI confirming arrangement & noting which subject is to be undertaken. Note to record which 2 grades from previous session are to be 'carried over' and to record details of the 2 grades.
 - ii. Add note to masterlist that student only studying 1 subject & list the 2 grades to be carried over.

Course Credit in the Diplomas

Course Credit refers to an exemption from certain Diploma subjects on the basis of equivalent previous experience or learning.

Other institutions may grant course credit on the basis of Recognition of Prior Learning (RPL) for students' non-formal and informal learning; that is, learning achieved outside the formal education and training system. The College does not grant this form of RPL in the Diploma programs.

The College may grant course credit for formal courses completed prior to enrolment at the College. This is called Credit Transfer and refers to learning achieved through formal education.

Students should apply for course credit by completing ***F-WCA-3.2.4 - Application for Course Credit*** either:

- a. at the time of application to the College and at least a month in advance of course commencement.; or
- b. after enrolment at the College. Deadline for applications is Friday week 1 of session, if granting of course credit will affect enrolment details for that session.

Application forms are available on the College website or from reception.

Applications for course credit must be accompanied by full original documentation and;

1. Certified photocopies of relevant pages from the handbook of the institution concerned,
2. A complete copy of each subject outline, including subject content by topic and assessment details in percentage terms,
3. A certified transcript of results, and
4. Students must specify which subjects they consider equivalent to the College subject for which they are seeking course credit.

The amount of course credit granted will vary in each case and depend on the type and level of courses previously studied, when study commenced and whether or not the previous study is assessed to be the equivalent to the Diploma subjects at the College. A maximum of 50% of the Diploma programs can be granted course credit.

Students who apply for course credit must make an appointment with their Student Adviser to discuss implication for their student visa. Students are advised that course credit may cause a reduction in the student visa duration.

Department of Immigration and Citizenship (DIAC)

Visa Regulations

The Department of Immigration website is www.immi.gov.au

All international students should be aware of the following student visa regulations:

1. Students must study a **full time course**. The Department of Education, Science and Training states that full time study is a minimum of 20 contact hours per week. If you are requesting exemptions you must ensure that your study is not less than 20 hours per week.
2. Students in all programs must **attend a minimum of 80%** of all scheduled classes for each cycle and session. Wollongong College Australia must report to DIAC any international student, except those in the Diploma programs, who has failed to attend 80% of the scheduled contact hours in any monitoring period. In some cases, students whose attendance is between 70-80% may not be reported to DIAC. An ELICOS student with attendance between 70-80% may not be reported where the student can provide documentary evidence of compassionate or compelling circumstances to explain the periods of absence. An FSP student with attendance between 70-80% may not be reported in cases where the student is maintaining satisfactory course progress. Each case will be assessed on its own merit.
3. Students must notify the College of their **address and contact details** within 7 days of arrival and notify of any changes to these details within 7 days.
4. Students must notify DIAC of their **address and contact details** within 7 days of arrival and notify of any changes to these details within 7 days. Students must use **Form 929 Change of address and/or passport details** which is available on the DIAC website at www.immi.gov.au

5. Students under 18 years of age must have approved accommodation / welfare arrangements. **WCA Students who are under 18 years of age**, and WCA has taken on responsibility for the accommodation, support and general welfare of, **must live in a home stay.**

6. Students who obtain **work rights** on their visa are able to work up to **20 hours per week** while the College is in session. There is mandatory cancellation of visas for students who breach work rights.

7. Any school aged **dependents** accompanying students to Australia will be required to pay full fees if they are enrolled in either a government or non-government school.

8. Students **must remain** with the education provider with whom they originally enrolled for their first **6 months** of their principal course; or if the course is less than 6 months, for the duration of the course.

9. Once students are enrolled they **must not defer or temporarily suspend** their studies except on grounds compassionate or compelling circumstances (eg serious illness or injury, death of close family members). Students will need to provide documentary evidence to support the claim.

Please ensure you meet all requirements for your continued enrolment at Wollongong College Australia.

Breaches of student visa conditions must be reported to DIAC.

Attendance & Medical Certificates

To read the WCA Attendance Policy in full go to www.wca.uow.edu.au/Policies

Both domestic and international student attendance for all programs is monitored throughout each study period. The College expects students to attend all scheduled classes unless there is an acceptable reason.

1. Description

It is a requirement of the Education for Overseas Students Act 2000 (ESOS) that international students remain on a full time study load. This is defined by the National English Language Accreditation Scheme as 20 contact hours per week for English programs, by WCA's course syllabus as 15-16 hours per week for the STEP Program, and 20-26 hours per week for all other academic programs. Also note that placing domestic students on less than a full time study load may impact on any study benefits they attract.

2. Explaining absences

Students who, through circumstances beyond their control, are unable to attend classes must inform their Program Manager in writing of the details, **within two working days** of returning to the College. These submissions may be taken into account at the end of the session when reviewing attendance rates and/or course progress.

In the event of illness, students will be required to provide a medical certificate which covers the periods of their absence, and complete a Medical Certificate Submission Form, available from the WCA campus Administration Office. Medical certificates must be issued by a registered medical practitioner and submitted to the Administration Office **within two working days** of returning to the College after the period of illness. A copy of medical certificates is kept in the student file after processing, and the original is returned to the student. Students must keep the original certificate.

3. Attendance

Each teacher will record attendance for each class or class period and attendance is calculated periodically throughout each session or cycle.

Attendance rates for all students will be calculated from **Monday Week 1** of every session or cycle. Students who are unable to start due to circumstances beyond their control on the first day of a session or cycle should contact their Program Manager.

International Students enrolled in FSP or English Language Programs:

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

For ELICOS courses where there are no structured periods of study, attendance is recorded and calculated over the period of the Confirmation of Enrolment (CoE).

For EB and ETS20, 15 & 10 week courses, attendance is recorded and calculated for the period of the course, excluding the last week (ie exam week).

For ETS5 attendance is recorded and calculated over the period of the course up to and including the final exam day.

For Academic courses, attendance is recorded and calculated each session. Calculations will be based on attendance during the 12 weeks of scheduled classes only and does not include the 2 week exam period.

3.1 International Student Visa Conditions – English Language and FSP students

International students must maintain a minimum rate of 80% attendance as a condition of their student visa. In accordance with the National Code, the College is obliged to report to immigration any international student on a student visa who does not maintain a minimum attendance rate of 80% in every monitoring period.

Teaching staff are required to report to the Administration Office any international student, except those in the Diploma programs, who fails to attend classes for an extended period of time. When a student is at risk of not maintaining the required attendance level, that student will be counselled and warned. If an international student's attendance drops below the required level and there is no possibility of the student reaching that level by the end of the study period, the College will notify the student in writing of its intention to report the student to DIAC for unsatisfactory attendance.

WCA is required to report to the Department of Immigration and Citizenship (DIAC) any international student who has, or will have, an actual attendance rating of less than 80% at the end of a monitoring period for English Language programs or one session for academic programs.

In some cases, students whose attendance is between 70-80% may not be reported to DIAC.

- An ELICOS student with attendance between 70-80% may not be reported where the student can provide documentary evidence of compassionate or compelling circumstances to explain the periods of absence.
- An FSP student with attendance between 70-80% may not be reported in cases where the student is **either** maintaining satisfactory course progress **or** can provide documentary evidence of compassionate or compelling circumstances to explain the periods of absence.

WCA will assess each case on its own merit. WCA will return to students any medical certificates provided for absences and recommends those students retain this documentation in cases of appealing WCA's decision to report the student to DIAC for unsatisfactory attendance.

4. Leave of absence / Deferring

Students enrolled in a College Program:

1. may take leave of absence for up to one year provided that they notify the College at least 28 days prior to commencement of the first session for which leave is sought, and
2. if an international student, provided that they provide reasons for leave consistent with the requirements of The National Code, that is documentary evidence of compassionate or compelling circumstances.

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

Student Monitoring

Monitoring Attendance

Students' attendance is marked for each hour of class.

For example with a 1 hour class:

A student is absent **1-15** minutes = 1 hour entered on SMP for actual attendance

A student is absent **16-45** minutes = 0.5 hours entered on SMP for actual attendance

A student is absent **46-60** minutes = 0 hours entered on SMP for actual attendance

Teachers are required to complete a *Notification of Poor Attendance* and forward it to administration staff in situations where students fail to attend classes for a recommended period of

- one week of all scheduled classes for any subject (in the case of academic program/Academic Skills, ETS & EB subjects)
- two consecutive days absent in a class, or
- regular absences, or
- regular lateness

In addition to the Notification of Poor Attendance administration staff also monitors attendance throughout each session or cycle.

Students with attendances close to 80% will be sent written correspondence requesting that they attend classes more regularly and, where appropriate, to formally explain their reasons for not attending classes.

Students may be requested to make an appointment with a Student Adviser to explain their poor attendance. The Student Adviser will counsel them regarding their attendance and visa compliance (where applicable). A note is made on the student's file when correspondence is sent and when students meet with the Student Adviser.

The Student Adviser may contact agents (where applicable) regarding poor attendance. Where students do not respond to warning correspondence, a student's agent or guardian/parent (where applicable) may be advised.

At the end of a cycle or session, administration staff obtain student attendance data from SAI/SMP. A list is made of students who have less than 80% attendance. This information is used to create an attendance certificate that is issued to students. In the Academic Programs, certificates will only be issued to student's whose attendance is less than 80% or upon request. After checking the less than 80% attendance list, a report is sent to the Campus Director seeking approval to report those international students identified as not meeting attendance requirements.

Students will be notified in writing when the decision has been made to report them for unsatisfactory attendance. Students will then have 20 working days to appeal this decision to the Campus Director in accordance with the Student Grievance Policy - Academic Complaints and Appeals (read this policy at www.wca.uow.edu.au/Policies). At the end of the appeal process, if the original decision to report is upheld or after 20 working days if the student has chosen not to appeal the decision, the student will then be reported (see DIAC reporting guidelines) and a Section 20 sent to students via express post. Records of this process are maintained.

Variations to Course

Where students wish to change their enrolments or withdraw from a course or subject, they should make any appointment to see the Student Adviser. Where it is agreed a change in enrolment be pursued, the student is requested to complete a Course Variation Request Form (F-WC-6.2.1) which is processed by the Student Adviser or Program Manager and forwarded to the Campus Director for approval. When students see the Student Adviser or Program Manager about issues/problems that need further attention, diary notes are recorded.

DIAC Reporting

International students may be reported to DIAC for multiple reasons. DIAC rules state that Education providers **must** report students who:

- 1) attend less than 80% of the scheduled course contact hours (excludes students enrolled in Diploma programs),
- 2) apply for approved leave,
- 3) notify of cessation of studies
- 4) do not obtain satisfactory academic results, and will not complete the course within the expected timeframe, as specified on the CoE
- 5) did not commence course,
- 6) completed course early,
- 7) leave provider,
- 8) enrol in same/another course at the same provider,
- 9) defer/postpone studies
- 10) no longer live in approved accommodation (under 18 students only)

Rights & Responsibilities

1. Description

Wollongong College Australia aims to provide access to learning in a university environment and develops students' full learning potential with people of other cultures and ethnicity.

WCA is committed to creating and sustaining an environment which is free from any form of harassment and discrimination based upon any classification protected by law, so that all members of the community are treated at all times with dignity and respect. These classifications include an individual's race, colour, religion, ancestry, national origin, gender, marital status, sexual orientation, age and disability. It is WCA's policy to prohibit all forms of such harassment, bullying or discrimination.

The following sections outline the rights and responsibilities of students at WCA, and WCA's expectations for responsible student behaviour. There may be circumstances that are not covered but all student and staff practices will be consistent with these guidelines.

Students, who wish to give a compliment, make a suggestion, or make a complaint, may complete a WCA Client Feedback Form. This form is available at Reception in Building 30 or on the WCA website. For more serious grievances such as harassment or bullying, students are required to complete a Student Grievance Report Form. Students may wish to ask a Student Adviser to help them with this form.

2. Rights

Students have the right to:	WCA has the right to:
<ul style="list-style-type: none"> ▪ Enjoy a safe environment, free from harassment, bullying and discrimination 	<ul style="list-style-type: none"> ▪ Expect students' behaviour to support and reflect a safe environment, free from harassment, bullying and discrimination. Students should not display conduct that is disorderly, disruptive, lewd or that may be interpreted as abusive. This includes physical abuse; rape and sexual assault; and verbal abuse, including offensive language, defamation, threats, intimidation, coercion, extortion, blackmail, use of fighting words, extreme profanity, harassment and bullying. Refer to WCAs' policy on <i>Harassment and Bullying</i>. ▪ Expect students to behave in a manner that is not discriminatory on the basis of race, colour, religion, ancestry, national origin, gender, marital status, sexual orientation, age, or disability. ▪ Expect students to respect the differences of others and to recognise the valuable contributions of all individuals to a learning environment.
<ul style="list-style-type: none"> ▪ Access information about their course, for example outlines, assessment procedures, and progressive results, and access to learning as set out in course outlines. 	<ul style="list-style-type: none"> ▪ Expect students to behave in a manner that does not disrupt teaching, learning or WCA campus administration. ▪ Expect students not to cheat or plagiarise, provide false information, or alter or misuse any WCA document, record or instrument of ID. ▪ Expect students to be aware of their individual rights and responsibilities regarding the proper use of copyright material.
<ul style="list-style-type: none"> ▪ Receive assistance and support to achieve learning goals. ▪ Expect efficient and timely marking and assessment of their work. 	<ul style="list-style-type: none"> ▪ Expect students to take responsibility for their learning, for accessing academic support if required and utilise independent study skills ▪ Require students to participate actively and positively in the teaching-learning process by attending classes as required, maintaining steady progress in their course, completing on time all class and home assignments set by their teachers and respecting the rights of others, especially with regard to freedom of expression.
<ul style="list-style-type: none"> ▪ Access advice and counselling. 	<ul style="list-style-type: none"> ▪ Expect students to attend advisory interviews on attendance and disciplinary matters if directed to do so.
<ul style="list-style-type: none"> ▪ Receive equitable treatment and be able to raise issues of concern in an environment free from fear of retribution or breach of confidentiality. 	<ul style="list-style-type: none"> ▪ Expect students to respect other students' rights to equitable treatment, academically, socially and in grievance procedures. ▪ Expect that a respondent has as much access to fair and equitable treatment as a complainant.
<ul style="list-style-type: none"> ▪ Privacy regarding records containing personal information, subject to statutory requirements. 	<ul style="list-style-type: none"> ▪ Expect students to respect other students' privacy regarding personal and academic information. ▪ Expect students to be responsible for informing their parents or guardians of their academic progress.
<ul style="list-style-type: none"> ▪ Confidential advice and grievance procedures. 	<ul style="list-style-type: none"> ▪ Expect students to respect and comply with confidential information and grievance procedures.

3. Responsibilities

It is the responsibility of all students to:	It is the responsibility of WCA to:
<ul style="list-style-type: none"> ▪ Act in a manner that does not endanger or threaten to endanger the health and safety of themselves or others in the WCA community. ▪ Not damage WCA property or litter WCA campus premises. ▪ Advise WCA of any reportable infectious diseases to assist in the management of health issues. 	<ul style="list-style-type: none"> ▪ Act in accordance with WCA and UOW policies. ▪ Ensure the health and safety of students as obligated under Occupational Health and Safety Legislation in the country in which specific a specific WCA campus is located. ▪ Provide access to information to organisations about specific health issues.
<ul style="list-style-type: none"> ▪ Be responsible for personal behaviour, and to respect, be aware and tolerant of the rights and beliefs of others ▪ Refrain from harassment or bullying on the grounds of race, sex, sexual orientation, marital status physical or intellectual impairment, age, homosexuality, homosexual vilification, HIV/AIDS, and transgender discrimination and vilification. ▪ Behave in a manner that does not disrupt teaching, learning or WCA campus administration. ▪ Refrain from behaving in an aggressive or violent manner towards other students or staff. This includes any behaviour that intimidates, degrades or humiliates, and encompasses both vocal and physical forms of aggression and violence. 	<ul style="list-style-type: none"> ▪ Ensure that students behave in an acceptable and appropriate manner that does not disrupt the learning environment of WCA. See Rights and Responsibility document. ▪ Make every attempt to ensure an absence of harassment or bullying on the grounds of race, sex, sexual orientation, marital status physical or intellectual impairment, age, homosexuality, homosexual vilification, HIV/AIDS, and transgender discrimination and vilification, which are illegal in employment and education under Anti-Discrimination Acts and Sex Discrimination Act in the country in which the specific WCA campus is located. ▪ Notify police should behaviour involve assault, threat of assault or other criminal actions.
<ul style="list-style-type: none"> ▪ Abide by the conditions set out in the Student Handbook, and be familiar with the rules and regulations of their course and WCA, including the classrooms, laboratories and WCA environs. ▪ Refrain from cheating or plagiarising work, providing false information, or altering or misusing any WCA document, record or instrument of ID. ▪ Follow appropriate and reasonable written and verbal directions given by staff. 	<ul style="list-style-type: none"> ▪ Ensure that students have access to a Student Handbook. ▪ Ensure that students know the requirements for the course in which they are enrolled. See specific course outlines. ▪ Ensure students are aware of copyright rules and regulations.
<ul style="list-style-type: none"> ▪ Follow all laws, rules and regulations of the country in which the specific College is located. ▪ With respect to specific laws regarding alcohol and illegal substances, students must not use, possess, sell, distribute or produce illegal substances. ▪ Know and abide by the College rule that alcohol is not permitted on the College premises. ▪ Maintain compliance to their visa conditions as determined by the Department of Immigration in the country in which the specific College is located. ▪ Be aware of their individual rights and responsibilities regarding the proper use of copyright material. 	<ul style="list-style-type: none"> ▪ Ensure that students are aware of the need to abide by the country's laws. ▪ Proceed with corrective action when aware that any applicable laws, rules or regulations are not being followed.

<ul style="list-style-type: none"> ▪ Attend all scheduled classes and supply any appropriate medical certificates for absence. ▪ Notify the College of change of address or contact details 	<ul style="list-style-type: none"> ▪ Keep accurate records of student attendance. Refer to the Student Handbook. ▪ Keep accurate records of contact details as advised by students.
<ul style="list-style-type: none"> ▪ Apply themselves to their studies to the best of their abilities and develop appropriate time management skills to ensure that study workloads are adequately managed and deadlines for submissions met. 	<ul style="list-style-type: none"> ▪ Provide academic support ▪ Provide self access areas and materials for independent study.
<ul style="list-style-type: none"> ▪ Take the initiative and consult appropriately when problems arise. ▪ Accept a referral to a professional counsellor to support their academic endeavours if recommended by an authorised College authority. 	<ul style="list-style-type: none"> ▪ Provide access to a Student Adviser, a Counsellor or Academic Support person. ▪ Provide reasonable access to a trained professional Counsellor or Student Adviser to support students' wellbeing and/or academic endeavours.
<ul style="list-style-type: none"> ▪ Only use information technology and other equipment made available to them for purposes relevant to their courses only. 	<ul style="list-style-type: none"> ▪ Provide clear direction as to the use of information technology in the Student Handbook. ▪ Ensure students are aware of the rules concerning IT use.
<ul style="list-style-type: none"> ▪ Inform their parents or guardians of their academic progress. 	<ul style="list-style-type: none"> ▪ Abide by Privacy regulations regarding students' privacy.
<ul style="list-style-type: none"> ▪ Arrange any employment around scheduled classes if they have employment whilst undertaking College studies. At no time will work commitments be accepted as a reason for not attending classes or examinations. 	<ul style="list-style-type: none"> ▪ Note: Colleges take no responsibility for students' employment arrangements.
<ul style="list-style-type: none"> ▪ Students who are under 18 years of age are expected to comply with appropriate standards of accommodation. 	<ul style="list-style-type: none"> ▪ Ensure that duty of care and general welfare of students under 18 is met by ensuring compliance with appropriate conditions and organisers, and ongoing monitoring of the students and their circumstances. Refer to WCAs' <i>Accommodation and Visa Compliance</i> or the <i>Accommodation and Code of Practice Compliance (NZ)</i>.

Harassment & Bullying

1. Description

Harassment and bullying are unreasonable, degrading and contrary to Wollongong College Australia's (WCA's) policies and procedures. All students should be able to study in a safe and supportive environment where differences are respected and everyone is free from harassment and bullying. Subsequently:

- Harassment and bullying will not be tolerated under any circumstances.
- Students can complain about harassment or bullying to their teacher, Student Adviser and/or Program Manager.
- Complaints will be treated seriously, sympathetically, quickly and privately.
- Complaints will be investigated fairly and impartially.
- WCA will take all reasonable steps to ensure that harassment and bullying does not re-occur.
- Complainants and witnesses will be protected.
- Complaints should be settled within WCA wherever possible.
- Complaints will be dealt with in accordance with the WCA Student Grievance Policy (www.wca.uow.edu.au/Policies)

1.1 Harassment

Harassment is any behaviour that a person does not like or does not want to happen, or behaviour that offends, upsets, humiliates or scares another person. It may involve a person's sex, sexuality, race, age, marital status, or disability.

Harassment is not always intended – acts or behaviour which are intended to be funny or don't mean much to one person may hurt or offend another.

An environment without harassment is one where people respect and tolerate the rights and differences of others.

Most harassment is against anti-discrimination laws and may also be considered a crime.

1.2 Bullying

Bullying is behaviour that intimidates, degrades or humiliates another person, including treatment that is considered to be unreasonable or inappropriate. It may be brought about between individuals or groups, in a private setting or in front of others.

Bullying can take place between students, staff member(s) and student(s), or student(s) and another person on campus.

Bullying is not about occasional differences of opinion, conflicts or problems in study relationships. These differences are part of normal life and every conflict certainly does not constitute bullying.

2. Examples

Harassment and bullying can take many forms. They can be direct or indirect. They can be obvious or subtle, but both create a hostile and unsafe environment for the recipient.

Some examples of harassment and bullying are:

- verbal (for example, imitating someone's accent; threats or insults; obscene telephone calls, sexual innuendo).
- non-verbal (for example, following someone home from work or study; mimicking someone with a disability; deliberately and hurtfully ignoring someone, or being particularly cold or distant with them).
- physical (for example, unnecessary physical contact or invasion of personal space; indecent or sexual assault or attempted assault).
- electronic (for example, sending offensive or threatening e-mails; displaying offensive or degrading screen savers).

3. What you can do

If you become aware that another person is being harassed, you can help prevent it by offering your support to the person being harassed. You can do this by:

- being willing to act as a witness if the person decides to lodge a complaint.
- refusing to join in any harassing activity.
- supporting the person to say 'no'.
- discussing the matter with your teacher or the student adviser immediately

It is not your responsibility to say anything to the person who is believed to be harassing others. It does, however, help someone who is being harassed when another person takes a stand at the time and makes it clear that they find the offending behaviour disrespectful and unacceptable.

Student Grievance Policies

Aim

Wollongong College Australia (WCA) aims to provide a fair, equitable and productive learning environment for all its students. The Student Grievance policies seek to support the achievement of this goal by providing a transparent and consistent process for resolving grievances of current and prospective students.

Scope

The policies set out:

- the general approach of WCA in resolving both academic and non-academic grievances.
- informal and formal procedures which students should follow in pursuing grievances.
- student grievance processes apply to both academic and non-academic grievances and to students across all campuses.

Definitions

“grievance” (complaint) refers to any type of problem or concern raised by a student about the enrolment process, treatment by staff or other students, the application of academic and non-academic policies, the study environment or any academic related matters.

“academic grievance” refers to study or educational matters. Examples may include the following:

- unfairness in a formal assessment situation
- disagreements over academic matters
- inappropriate treatment or discrimination by staff or other students
- disagreements over attendance matters
- allegations of plagiarism.

“non-academic” refers to issues that do not relate to academic matters. Examples may include the following:

- harassment by staff or other students
- inappropriate treatment or discrimination by staff or other students
- health and safety issues

“complainant” refers to the person making a complaint

“**appeal**” refers to the reassessment of a complaint when the student is not satisfied with the decision or outcome

“**threatening behaviour**” refers to behaviour, which makes a person feel threatened and frightened

“**respondent**” refers to someone who responds or makes a reply to a complaint

“**student**” refers to a person enrolled at any of the College campuses.

Process

There are five stages in the WCA **academic** grievance resolution process:

Stage 1: Informal approach to person directly involved in the decision or incident

Stage 2: Formal grievance referred to Program Manager

Stage 3 Referral to the Director of Colleges

Stage 4: Appeal to the WCA Academic Board for academic matters

Stage 5: Appeal to External authorities

There are five stages in the College **non-academic** grievance resolution process:

Stage 1: Informal approach to person directly involved in the decision or incident

Stage 2: Formal grievance referred to Program Manager or Student Adviser

Stage 3: Referral to Campus Director

Stage 4: Appeal to Student Appeals Committee

Stage 5: Appeal to external authorities

Stages of the Process

Stage 1 – Informal Resolutions

Students who have a question or concern about a decision, act or omission that affects their experience at the College should first, if possible, approach the person(s) directly involved to discuss the matter. They may also seek advice or support informally from other appropriate persons at the College (eg Student Advisers or teachers).

Stage 2 – Formal Grievance Referred to Program Manager or Student Adviser

Where a matter is not resolved informally under Stage 1, students may lodge a written application for the grievance to be formally resolved in accordance with the College's grievance procedures. Students need to complete a *Student Grievance Report Form*. This form is available from the College reception and the College website. Students are strongly advised that it is in their best interests to start the process as early as possible.

Each stage of the resolution process will begin within 10 working days of WCA receiving written lodgement of the complaint or appeal.

Appeals against Decisions that Affect the Student's Visa

In cases where the College has made a decision that will affect their Student Visa and the student chooses to appeal the decision, the appeal process will commence at Stage 3.

In these cases, the appeal to the Campus Director must be lodged in writing within 20 days of receiving written notification of the decision; however students are strongly advised that it is in their best interests to lodge their appeal as early as possible. The appeal must state fully the reasons for the appeal and include any relevant documentary evidence to support the appeal.

For further details on the grievance procedure student should read the **Student Grievance Policy and Procedure** in full on the College website at: www.wca.uow.edu.au/Policies

Assessment Committee Guidelines and Declaration of Results

1. Description

These guidelines set out the core standards for Assessment Committees in determining and declaring students' session results for academic courses at Wollongong College Australia (WCA). A clear process, in conjunction with appropriate assessment, should ensure that final session results are a true reflection of student learning and performance.

These guidelines formalise the process to be followed. Fundamental to the operation of the guidelines are the principles of collegiality, transparency and equity which should underlie the structures, processes and, ultimately, the decisions of all Assessment Committees.

2. Assessment Committees

The process for declaring results in programs at WCA entails meetings of two assessment committees: the Course Assessment Committee (Examiner's Meeting) and the Network Assessment Committee.

The Course Assessment Committee involves a separate meeting for each WCA location that delivers an academic program. The Network Assessment Committee is a combined meeting of senior staff from each location that delivers a program. Membership of each committee is given below.

2.1 Course Assessment Committee (campus level)

The Course Assessment Committees comprises:

- Program Manager (or nominee with delegated authority) as Chair.
- all full time and fractional members of the academic staff within the program who have taught during the session.
- other staff members who have substantially contributed to teaching and assessment of a subject offered within the program, as determined by the Program Manager.

The Committee shall have a quorum that is 50% or more of the teachers on the relevant course offered by WCA during the session. A note taker must also be in attendance.

Procedures for meetings of Course Assessment Committees for courses delivered by WCA as set out in these guidelines require that proper records of decisions are kept and due process followed.

Course Assessment Committees shall:

- Advise on the final mark for each student in a program by:
 - reviewing the results of assessment of each student and the grade distribution for each subject before transmission to the Network Assessment Committee;
 - ensuring that any modification of marks has been applied systematically and consistently;
 - ensuring that the marks presented to the Network Assessment Committee for declaration reflect the recommendations of the Course Assessment Committee for individual students.
- Advise the Network Assessment Committee of matters of concern and interest for appropriate action.

2.2 Network Assessment Committee

The Network Assessment Committee is a subcommittee of the Operational Review Committee and comprises:

- the Quality and Curriculum Coordinator as Chair.
- Campus Directors of all campuses which offer the program.
- Program Managers, or their nominees with delegated authority, of all campuses which offer the program.

The Committee shall have a quorum that is 50% or more of the members as specified above. A note taker should also be in attendance.

Procedures for meetings of Assessment Committees for courses delivered by WCA as set out in these guidelines require that proper records of decisions be kept and due process followed.

The Network Assessment Committee shall:

- Receive results recommended by the Course Assessment Committees.
- Determine, within approved policy and following due process, the results for subjects studied by candidates enrolled in courses and in so doing may vary any recommended mark or progression.
- Report on any matter referred to it by the Academic Board.

3. Declaration of Results

The Network Assessment Committee is a sub committee of the Operational Review Committee. Results are approved by the Network Assessment Committee.

4. Report to the WCA Academic Board

Approved results are presented to the WCA Academic Board as part of the Operational Review Committee's report to the Board.

5. Principles Guiding Assessment Committee Processes

Collegiality – appropriate representation in meetings and consultation regarding decisions ensures authority and responsibility are vested equally among colleagues

Transparency – a clear, frank and candid process is ensured through recording reasons for decisions and variations to marks and the provision of feedback, as required

Equity – compliance with relevant policies, guidelines and procedures ensures universal principles are applied consistently with fairness and impartiality

6. Recording of Meetings

Adequate and accurate notes must be kept of Assessment Committee meetings to record decisions made and action taken by the Committees. This will ensure that adequate records are available should they be required for an internal or external audit or review. Records must be kept for a minimum of one year from the date those actions or decisions are taken.

7. Responsibility for Marks

Responsibility for students' marks shifts as the marks proceed through the determination and declaration process. The subject teacher who is mainly responsible for delivering a subject is responsible for students' marks until they are referred to the Course Assessment Committee, when responsibility is passed to this committee. Once marks are referred to the Network Assessment Committee, this committee assumes responsibility. Once the Network Assessment Committee has approved results it is the responsibility of the Quality and Curriculum Coordinator to publish results to students.

8. Variations to Marks

The Network Assessment Committee may vary any recommended mark as it deems fit, with regard for the recommendations submitted by the Course Assessment Committee.

9. Scaling

WCA reserves the right to scale marks in any subject. If scaling is routinely used in a subject, the method of scaling must be clearly stated in the subject outline. Scaling may be used when the marks of a group are affected (positively or adversely) by the assessment regime of the subject in an unplanned way. Scaling may involve all of the marks for the subject or just the marks for a particular component of the assessment, for example, the final exam. Further information about scaling marks can be found in WCA's *Teaching & Assessment Code of Practice*.

10. Scheduling of Meetings and Release of Results

WCA must provide for appropriate dissemination of final assessment results to students within a reasonable time of the completion of subjects. All results must be subject to the same scrutiny, must be agreed, noted and approved by the Network Assessment Committee.

Where final results for individual students are amended following publication, approval is required by the Network Assessment Committee. The Chair of the Network Assessment Committee must note the approved amendment and publish the amended result. Those results must be tabled for discussion at the next Operational Review Committee meeting.

At least three meetings of the relevant Assessment Committees should be held over the course of each year. These meetings will normally be held directly at the end of each session to ensure the timely release of all results.

Scaling Guidelines

Best Practice

The following should be used as a guide to academic staff in deciding whether it is appropriate to scale marks and, if so, what method of scaling should be employed. Other mark adjustment processes are also briefly considered.

Any decision to scale or otherwise adjust marks must be justifiable in terms of the core principles or collegiality, transparency, equity and consistency, identified in the College's Teaching and Assessment Code of Practice.

Guiding Assessment Principles

The Guidelines for Scaling specifically state that all decisions regarding scaling must be justifiable in terms of the following core guiding principles:

- collegiality
- transparency
- equity
- consistency

1. What is scaling?

For the purposes of these guidelines, 'scaling' is defined as the adjustment of a group of marks of an entire class or a subset of that class, for example, a tutorial group. The term is not used to cover the adjustment of marks for individuals or the variation of marking schemes, although these are discussed briefly in section 8 below.

Scaling may involve all of the marks for the subject or just the marks for a particular assessment component of the, for example, the final exam.

2. When may scaling be used?

Scaling may be used when the marks of a group are affected (positively or adversely) by the assessment regime of the subject in an unplanned way.

Although many people look for a uni-modal, bell-shaped distribution, there is no universally correct shape. The nature and/or mixture of students doing a subject may validly result in a bi-modal or moderately (or even highly) skewed distribution.

Some examples of aberrations or unexpected outcomes, which may point to an underlying problem justifying scaling, are:

- the average mark for the cohort is considerably higher or lower than the performance demonstrated by the cohort in other assessment for that subject (or other subjects) or compared to cohorts in previous years;
- external forces unrelated to student performance have caused inappropriate variations between cohorts undertaking the same assessment (e.g. students from different campuses of the College or from different tutorial groups);
- marks are highly concentrated in a narrow band around the median;
- the shape of the distribution of marks is unusual (e.g. highly skewed or bimodal);
- a single assessment task or examination question proves to be problematic.

However, scaling should always be used with caution. Judgment must be exercised about the cause of any aberration or unexpected outcome before adopting scaling to correct a perceived problem. For example:

- Variations between the performance of cohorts may be caused by differences in effectiveness of teaching and/or the quality of students. In such cases non-standard results should be accepted.

3. When should scaling NOT be used?

Compensating for breakdowns in learning and teaching process

Scaling is not an appropriate method to compensate for serious breakdowns in the learning and teaching process. Other strategies need to be used to address such situations.

Using quotas and normalising

Some higher education institutions require the proportion of specific grades to lie within defined bands (e.g. High Distinctions to be within a band of 5-12% of the cohort), except for small enrolment groups. Such quotas are not part of preferred College practice, although academics marking assessment items may use such reference points to inform their decision-making.

Scaling to a normal distribution (or other preconceived model) is also not a preferred College practice.

4. Can marks for assessment items be scaled after they are provided to students?

Once marks for individual components of assessment have been approved by the subject coordinator and released to students they CANNOT be scaled down, unless the subject outline explicitly states that this may occur: see Teaching and Assessment Code of Practice.

5. Who can make the decision to scale?

The Network Assessment Committee can review the distribution of grades for any given subject and make a decision to scale final marks.

If scaling arrangements are to be included in subject outlines, they must first be approved by the Quality Curriculum Coordinator.

6. How might marks be scaled?

Scaling might involve:

1. widening the range of marks about the mean, but not shifting the mean (used to correct for concentration in a narrow band);
2. shifting the mean (used to adjust for an unreasonably low or high average);
3. adjusting the shape of the distribution (for a clearly defined and valid reason, if one exists);
or
4. a combination of any of the above

The algorithm for doing this may be based on linear or non-linear transformations. Other methods, such as scaling to normality, or scaling to achieve specified percentages within bands are not recommended practice at the College.

Unless there are clearly identified goals, the simpler and more transparent the scaling method the better.

Any method of scaling of an individual assessment component or a final mark must preserve rank order within the relevant cohort: See Teaching and Assessment Code of Practice.

However, the scaling of an individual component of assessment for a sub-cohort (such as a tutorial group) may result in changes to the rank order in the larger cohort of students studying a particular subject.

7. Can marks be scaled up or down?

It may be appropriate to scale marks either up or down, although particular caution is advised when scaling down.

8. Other mark adjustment methods

There are other methods of adjusting marks which are not strictly scaling, and which also need to be approached with caution or avoided altogether.

Modifying marking schemes

The subject coordinator may need to modify assessment methods or weightings in unexpected circumstances. In such cases students must be informed in writing.

Adjusting marks or weightings in individual cases

Where a student has demonstrated uneven performance over the session (e.g. strong performance in assignments and poor performance in exams), it is NOT APPROPRIATE to:

- adjust the marks of the student, or
- give added weight to a particular type or item of assessment completed by the student.

If the final exam is considered paramount, it should be awarded a greater percentage of the overall assessment. Students may also be required to perform to a satisfactory standard in the final exam or other significant assessment task (e.g. to achieve 40% in the final exam or to satisfactorily complete a laboratory component) in order to achieve a pass in a subject overall. Such a policy must be clearly communicated to students in the subject outline.

The consideration of students' composite results in special consideration cases is covered by the Special Consideration policy. It is inappropriate to regard such circumstances as a basis for scaling, but it may be appropriate to modify the weightings for the various assessment components to reflect the circumstances of the special consideration granted to the student.

Assessment and Examination Regulations

General Principle

Wollongong College Australia is committed to providing a quality learning environment through a range of programs designed to advance students' learning and prepare them for successful study at university. To achieve this the College maintains a learning culture based on quality and equity by providing high quality teachers, staff, courses, services, facilities and resources and ensures its assessment policies, rules and procedures are fair for all students.

Assessment is an essential part of the teaching and learning process. It promotes learning, measures student progress and improves student performance. Assessment also provides an official record of student learning achievements and this provides access to other courses.

The College's assessment methods and content are designed to measure student learning outcomes against the stated course objectives.

To meet these objectives, College assessment has the following features:

- It measures progress against the stated learning outcomes.
- It provides useful and timely feedback allowing students to revise and improve learning.
- Deadlines for submitting each piece and type of work for assessment are designed to help students take steps towards achieving the subject's stated learning objectives.
- Marks and comments for each piece and type of assessment work reflect and assist student progress towards the stated learning outcomes.
- All subjects have a representative range of assessment tasks to reflect student learning achievements and to meet learning objectives in all of the subject's learning areas.
- Students submit written work for assessment in every subject (with the exception of some English Language Program communication / pronunciation subjects).
- All Subject Outlines include clear statements about the minimum assessment requirements for that subject. Students who fail to submit all compulsory assessment tasks for a subject may be granted a fail grade.
- Assessment includes reasonable steps to meet the special needs of, and provide equal opportunity for students with a disability.
- Students may ask for a review of any piece of assessable work.

FSP3 Session 1 assessments

In recognition of the early stages of development of the language skills of students enrolled in the **first session** of the Foundation Studies 3-session program, these students are allowed an additional 10% in time to complete all **in-class assessments** and **final exams**. No additional time is given for tasks that are completed outside of class time.

No additional time is to be given in subjects designed specifically for these students ie Academic Skills – English and Academic Skills – Maths.

Submission of Work for Assessment

Submission of assignments

To maintain quality and fairness, students have certain obligations relating to assessment. These obligations include:

- Students must submit all assessment tasks by the due date or penalties will be applied.
- All of the work submitted for assessment must be the student's own work.
- Students may not submit the same assessment task or part of more than once or in more than one subject at Wollongong College Australia, the University of Wollongong or any other educational institution.
- Students must submit work for assessment in person or post it by registered mail by the due date. Faxed or emailed assessment tasks will not be accepted.
- Students are expected to keep a copy of all submitted work and be prepared to resubmit assessable work if requested by College staff.

Extensions

Extensions will only be granted in exceptional circumstances such as illness, accident or serious family concerns. The maximum length of the extension cannot be longer than the length of time, which prevented a student from working. That is, if a student is sick for three days he/she may get up to a three day extension.

Students who are unable to complete an assessment task and submit it on the required date must submit a Special Consideration Form and provide appropriate supporting documentation.

Students should inform their teacher that Special Consideration has been requested but must not assume that their request will be granted. The Program Manager will inform the teacher of the outcome.

Penalties for Lateness

Penalties for late submission of assessment tasks are as follows:

One day late:	Marked out of the total available mark less ten percent of the original mark.
Two days late:	Marked out of the total available mark less twenty percent of the original mark..
Three days late:	Marked out of the total available mark less thirty percent of the original mark..
More than 3 Days:	Assessment tasks submitted more than three days late will be given a mark of zero for the task.

Penalties are calculated using the following method: The assessment task will be marked out of the total and then scaled down from the original mark depending on the lateness of the work submitted.

Example 1: A student whose original mark is 70 who submits work:

$$1 \text{ day late} \quad 70 - [10\% \text{ of } 70] = 63$$

$$2 \text{ days late} \quad 70 - [20\% \text{ of } 70] = 56$$

$$3 \text{ days late} \quad 70 - [30\% \text{ of } 70] = 49$$

Example 2: A student whose original mark is 50 who submits work:

$$1 \text{ day late} \quad 50 - [10\% \text{ of } 50] = 45$$

$$2 \text{ days late} \quad 50 - [20\% \text{ of } 50] = 40$$

$$3 \text{ days late} \quad 50 - [30\% \text{ of } 50] = 35$$

Failure to submit assessment tasks

A mark of zero will be awarded where a student fails to submit an assessment task unless a student applies for and receives Special Consideration. Each case will be decided in accordance with the College's Academic Grievance Procedure and may be determined at the Course Assessment Committee meeting

If Special Consideration is granted a student may be given:

- an average of other marks;
- an alternative assessment;
- a supplementary exam.

Alternative assessment or a supplementary exam is not necessarily in the same format as the original assessment.

Late Enrolment and Assessment

Normally students will not be accepted into a course if they arrive more than 2 weeks after the commencement of an academic course.

Students who enrol late and commence a session or subject late due to visa delays or other serious problems may need to apply for Special Consideration. The Program Manager in consultation with the teacher will decide on suitable arrangements for any missed work.

Students who commence a session or subject late for reasons which are not valid, will receive zero for any missed assessment tasks.

Marking Guidelines

WCA best practice is that students can normally expect to have assessment tasks handed back within two weeks, and before the next assessment task is due. On occasion there may be exceptions to this time frame due to, for example, the size of the task, the size of the class, teacher illness or teacher leave.

Where there are several teachers marking a major assessment task, tasks are to be handed back by all the teachers within the same week.

Examination Regulations

Rules

The Rules (below) set out the procedures for final examinations and include procedural obligations of students sitting such examinations.

Timetables or notices for examinations are made available by the Program Manager in the weeks leading up to the final examination period. Students are advised to record and keep a hard copy of examination dates and times to avoid errors. Misreading or misinterpretation of the timetable will not be accepted as an excuse for failing to attend an examination.

Time for entry or departure

1. A student should be seated in the examination room not less than ten (10) minutes before the time specified for the commencement of the examination.
2. No student will be admitted to an examination room more than thirty (30) minutes after the start of the reading time of the examination.
3. No student will be permitted to leave the examination room before the expiry of thirty (30) minutes from when reading time begins.
4. No student will be permitted to enter a Lecture/Listening exam after Lecture/Listening has commenced.
5. No student will be readmitted to the examination room after leaving it unless the student has been supervised by a person approved by the examination supervisor for the full period of absence.
6. Students are given a warning ten (10) minutes before the end of the examination. All students still in the examination room when this warning is given must remain seated until **all** examination answer papers have been collected and the examination supervisor permits students to leave.

Entry into examination room

1. On entering the examination room students are to place all bags and belongings at the back or the front of the room.
2. Students **must** switch off mobile phones and other electronic devices (except calculators) and place them in their bag
3. Students are to keep their ID cards on the desk throughout the exam.
4. Students should not speak or attempt to communicate with other students once they are seated in the exam room. Should assistance be required students should raise their hand and wait to be attended to by an exam supervisor.
5. Only the following people may enter or remain in an examination room during an examination:
 - students sitting the examination;
 - examination supervisor(s);
 - member(s) of academic staff;
 - security officer(s);
 - administrative staff authorised by the Program Manager; or
 - other person(s) permitted to enter by an examination supervisor.

Identification

1. Students must be at the exam room 15 minutes before the start of the exam so that student ID cards can be checked.
2. Student ID cards MUST be brought to ALL exams. If you have lost this, you must bring other official identification which has your photograph on with you, such as a driving license. ID cards must be left on desk throughout examination. If you do not provide identification, the supervisor will send you to college Reception. You will have to wait in line and then ask college Reception staff for an SMP print out of your card. This will need to be checked, approved and then stamped by college administration staff before you are allowed to return to sit the exam. This means you may be late starting the exam. The exam supervisors will not be required to wait for you to return. If all the other students are seated and ready to begin and you have not yet returned, the supervisors will start without you.
3. A student wearing clothing that obscures their face may be asked to remove that clothing for identification purposes in private and before an examination supervisor of the same gender.
4. A student who fails to comply with a request under paragraph (1) or (2) above, may not be allowed to take the examination.

During the exam

1. Students will be given 5 minutes reading time at the start of the exam. Instructions on exam papers will state whether students may take notes on the exam paper during reading time. During this time you must not use any electronic device and answer booklets must remain closed.
2. Students are allowed to have the following on their desk; ID card, pens, exam paper and exam writing booklets, bottle of water.
3. Calculators are allowed if clearly stated on the exam paper. Programmable calculators are not permitted (i.e. calculators that have an "EXE" or "RUN" key)
4. Electronic dictionaries are not permitted in examinations.
5. Only English-English dictionaries may be used in specific examinations for some English language courses.
6. WCA policy allows for NESB (non-English speaking background) students in the Diploma Programs to use foreign language dictionaries for their final exams. NESB students are defined by the Department of Education Science and Training (DEST) as those students who were born in a non-English speaking country and who have been a resident of Australia or another English speaking country for less than ten years. Diploma students who meet this criteria and wish to use a dictionary in a Diploma exam, must complete the

Dictionary Use Application Form available at reception. This form and the dictionary must be **submitted to reception no later than 5pm Friday week 11 for approval**. Only approved dictionaries are permitted in exam rooms and students must take the approval form with them to every exam. All approved dictionaries will be checked by a supervisor before every exam. No notes of any kind may be written in the dictionaries. Dictionaries with notes may not be taken into examination rooms, even if the dictionary was previously approved. **Please note the following regulations regarding dictionary use:**

- The only dictionaries permitted are language dictionaries, with word to word translations only.
 - English-English dictionaries, Electronic dictionaries, Terminology dictionaries, or other are not permitted. The dictionary **must not** include English translations or explanations. Any dictionary that includes English explanations or phrases is not acceptable and will not be approved.
7. Write all answers in English unless otherwise stated.
 8. Write all answers in blue or black pen unless otherwise stated.
 9. Should assistance be required students should raise their hand and wait to be attended to by an exam supervisor
 10. Students may not leave their seat for any reason without the permission of an exam supervisor.
 11. Students must not give or receive assistance to / from any other candidate or cause any disruption to the exam.
 12. Students should inform an examiner if they are aware that another candidate is cheating from them. Otherwise it may be assumed that they have allowed the cheating to take place and may also receive penalties.
 13. Students who required special needs during an exam should consult with the Program Manager or Student Adviser at least one week prior to the examination period.
 14. Students are not permitted to share resources with other students while the exam is in progress.

Upon finishing the exam

1. Students who finish an exam early should raise their hand and wait for the exam supervisor.
2. Students will only be allowed to leave the exam room if it does not disrupt other students.
3. All exam papers, handouts and writing booklets should be given to the supervisor.

Failure to Attend Examinations

1. Students who are unable to attend an examination should:
 - inform the College prior to the examination or within 24 hours following the scheduled examination.
 - submit a Special Consideration Request Form and supporting documentation.
2. A final exam mark of zero will be awarded to students who do not sit the final exam or whose request for Special Consideration is not approved.
3. Misreading the examination timetable is not an acceptable excuse for lateness or failure to attend an exam.

Supplementary Examinations

Normally, supplementary examinations will not be offered to students who have missed a mid-session or end-of-session examination. Supplementary Final Examinations may be given where exceptional circumstances prevent a student from sitting the scheduled exam. To be eligible for a supplementary exam, students must apply for Special Consideration and provide supporting documentary evidence such as a medical certificate.

Scheduling of Supplementary Examinations and Other Assessment tasks

Supplementary exams will be scheduled as soon as possible after or before the scheduled examination time in cases of serious medical or personal circumstances.

Supplementary exams will normally be scheduled by the College on set days within five days of the original examination date.

Students who cannot sit for a supplementary examination at the scheduled date or who do not meet an extended deadline will be awarded a mark of zero in that assessment task.

Review and Appeal

Examination Appeal and Remarking

A student may appeal the final examination mark by completing a Remark Request and Attendance Recalculation Form, which is available from College Reception. The request must be submitted *no later than 2 working days after publication of subject results*.

The student must provide:

- reasons for the request
- any supporting documentation

The student's request will be considered by the Program Manager who will submit a recommendation to the Campus Director.

The Program Manager, in consultation with the Campus Director will decide the final grade. This will be so even if the remark grade is below the original grade.

If students are still not satisfied their request will be considered in accordance with the College's Academic Grievance Policy. Refer to www.wca.uow.edu.au/Policies for further details of the College's grievance procedure.

Special Consideration

What is Special Consideration?

Special Consideration is a process to help minimise the impact of certain unforeseen accidents, events and/or illness on a student's academic success. However, it cannot be used to compensate for every problem, illness or event. Requests for special consideration will be considered only where students are prevented (by a serious circumstance beyond their control) from submitting an assessment task by the due date or from writing an examination on the scheduled date.

Students with a temporary or permanent disability may apply for and be given Special Consideration. This may include any, or all, of the options stated below and, where appropriate, the provision of alternative forms of assessment.

Special consideration may include one or more of the following:

1. being granted extensions of time to submit assessment tasks or complete examinations;
2. being given a supplementary exam, in addition to or instead of, the final exam or an in-class or mid-session test;
3. reconsideration of final result without any additional work being required;
4. being given permission to submit additional written work;
5. being allowed to:
 - withdraw without academic penalty
 - make fees-credit arrangements
 - repeat a subject without financial penalty
 - substitute an equivalent subject for a required subject
 - have a fail grade converted to withdrawn
 - have pre-requisite or co-requisite requirements waived.

Eligibility for Special Consideration

An application for Special Consideration must be supported by documentation that demonstrates the student:

- has suffered illness or other circumstances beyond their control which have affected or are likely to affect academic performance in a subject or which has prevented the student from meeting scheduled assessment requirements;
- has conflicts between scheduled assessments and other commitments such as carer's duties, court appearances or participation in sporting or cultural activities at a national

or international level. These conflicts must be notified well in advance and as soon as the need is identified, to the Program Manager.

Criteria for Special Consideration

Criteria for applying for and assessing applications for Special Consideration include:

- the seriousness of the circumstances;
- the extent to which the circumstances and their impact were beyond the student's control and the extent to which the student may have contributed to producing the circumstances;
- whether the special consideration would unfairly advantage the student in relation to other students enrolled in the relevant course;
- validity of supporting evidence.
- student's academic record and progress; and
- previous applications for special consideration.
- attendance record

Special consideration would not normally be granted on grounds including, but not limited to the following.

- Clashes with recreational activities,
- Work or family commitments (except in exceptional circumstances),
- Participation in sporting or cultural activities below national level,
- Travel arrangements,
- Losing work through computer problems, and
- Minor sickness such as colds or headaches.

IMPORTANT:

- Special consideration(s) will only be considered for a maximum of 40% of the total course work, or in special cases for courses where the final exam is worth more than 40%.
- In exceptional circumstances requests may be made by a student for consideration for more than 40% of the total coursework (or where the final is worth more than 40%). These kinds of exceptional requests would have to be forwarded to a Special Consideration Committee (this may include Program Manager, Campus Director, the Subject Coordinator and the Head, College Network) for a decision.
- All requests have to be supported by good attendance and progress (unless lack of attendance is due to the same reason that Special Consideration is being asked for).

Process for Special Consideration

Applications

Applications must

- be on the relevant form (Remark Request and Attendance Recalculation Form and Special Consideration Request Forms are available at WCA Reception),
- include supporting documentation, and
- be accurately completed in full

Confidentiality

Information contained in applications for special consideration is confidential.

Timing of Applications

When possible the student should make the request before the date of the scheduled assessment task or examination. Otherwise requests should be submitted:

- *no more than two working days after the date when the item was due,*
- *within two working days of returning to the College after approved leave, or*
- *within two working days of returning to the College after a period of illness.*

Lack of awareness of these rules will not be grounds for special consideration.

No applications will be accepted after graduation.

Supporting documentation may include;

1. Medical certificates, stating in reasonable detail:
 - the dates of any relevant consultations or attendances;
 - if relevant, the general nature of the complaint and the treatment; and
 - a specific statement of the opinion that, as a result of the complaint or treatment, the student is, or was, unfit to complete the required assessment or examination on or by the date specified.

2. A letter from a College Student Adviser or a professional counsellor:
 - setting out the general nature of the problem affecting the student, and
 - the opinion of the person signing the letter, that the student, because of the problem, is or was unfit to complete the required assessment or examination on or by the date specified.
3. A declaration from the student setting out the facts upon which it is suggested that special consideration should be given, attaching any supporting documents.

Responsibility

It is the student's responsibility to confirm whether the request for special consideration has been granted.

If granted a supplementary examination the student:

- must respond within two working days of the approval email or the approval may be cancelled
- must be available to sit for the examination at any time immediately following the application (providing that two working days notice has been given); and

If granted an extension of time on forms of written assessment the student:

- must submit work by the new submission date, which has been advised.

Form of Supplementary Assessment

This can take any form that is appropriate in the circumstances. The student must be informed in advance in writing, concerning the method of assessment to be used, particularly if there is to be any departure from the format announced at the start of the subject, or from that used in the standard examination.

The student must accept the form of supplementary assessment determined by the College.

Supplementary Examinations

For exams supplementary to the final exam:

- A written application, together with supporting documentation, must be lodged normally no later than 2 working days after the examination, or two working days after returning to the college (when absence is supported by a medical certificate)
- The student will be advised by uow email whether a supplementary examination has been granted within ten working days of the receipt of the application. Students are reminded that it is the student's responsibility to respond to the offer of a supplementary examination within 2 working days of the email date or the approval may be cancelled.

Averages

Where the Special Consideration outcome is the granting of an average, the average mark will be determined as the average which is most appropriate for the task missed. This may or may not be the average of all assessments in the course.

Decision

Applications for special consideration are determined by:

- the Program Manager, or nominee, and where appropriate this is done in consultation with the class teacher; and
- the Campus Director on the advice of the Program Manager.

Appeal

Students who are not satisfied with the result of the request for special consideration may make a written appeal in accordance with the College's Academic Grievance Procedure (www.wca.uow.edu.au/Policies).

Student Conduct

The UOW Student Conduct Rules and WCA Student Conduct Policy outlines the required conduct of students at the College and specifies acceptable and unacceptable conduct.

All College students also have a responsibility to conduct themselves in accordance with:

- a. the UOW [Campus Access & Order Rules](#)
- b. the UOW [IT Acceptable Use Policy](#) and associated IT policies
- c. the UOW [Code of Conduct – Library](#)
- d. the UOW [Halls of Residence Handbooks](#)
- e. Other College policies and procedures

1. UOW Student Conduct Rules

All FSP, STEP and UAP students must abide by the [UOW Student Conduct Rules](#).

Related procedures are:

[Procedure for Managing Alleged Academic Misconduct by a Student Undertaking Coursework](#)

[Procedure for Managing Alleged General Misconduct by a Student](#)

2. WCA Student Conduct Policy

All ELICOS and Diploma students must abide by the [WCA Student Conduct Policy](#).

Related procedures are:

[Procedure for Managing Alleged Academic Misconduct by a Student](#)

[Procedure for Managing Alleged General Misconduct by a Student](#)

3. The Learning Environment

Wollongong College Australia is committed to providing a safe, equitable and orderly environment for the College community, and expects each member of that community to behave responsibly and ethically.

Students have a responsibility to ensure that their behaviour does not impair the ability of others to hear and participate in lecture and tutorials.

If a student does impair the learning of other students in the classroom they will be reminded of appropriate behaviour. If the student demonstrates repeatedly inappropriate behaviour they may be instructed to leave the classroom. An Investigation of Alleged General Misconduct will be carried out in accordance with the *Procedure for Managing Alleged General Misconduct by a Student*.

4. Plagiarism

4.1 Description

“Giving and gaining credit for ideas is so important that a violation of established procedures has a special name: **plagiarism**. Plagiarism means using the ideas of someone else without giving them proper credit. That someone else may be an author, critic, journalist, artist, composer, lecturer, tutor or another student. Intentional plagiarism is a serious form of cheating. Unintentional plagiarism can result if you don’t understand and use the acceptable scholarly methods of acknowledgment. In either case, the University may impose penalties which can be very severe.” ([UOW Acknowledgement Practice / Plagiarism Policy](#)) accessed 30 May 2006.

Plagiarism is a form of cheating or stealing. It happens when a student uses someone else’s work and presents it as his/her own without showing where it comes from. Evidence and ideas taken from references and sources used to prepare assignments must be acknowledged in both written assignments and oral presentations.

4.2 Avoiding Plagiarism

In order to avoid plagiarism, students are encouraged to use their own words and expression when explaining ideas and concepts. Students must also acknowledge all references and sources used in essays and assignments. This gives the student the opportunity to show the reader and/or marker that they have understood the assessment task and applied independent, critical thinking to answering the question. The ability to do this becomes more important as students move through the different levels of academic study, such as the English Language programs, STEP, Foundation Studies and Diploma courses on to university. Students are expected to develop the ability and confidence to express their own ideas more as they gain greater control over language use and the techniques of critical analysis.

To achieve this, students need to listen in class, read the accompanying references, write summaries and paraphrases of the readings, develop their own understanding of the issues and present their own ideas. References and quotations can then be used to support students' own ideas and arguments.

In addition, a bibliography or references cited needs to be included at the end of essays and assignments, providing all the correct bibliographical details of the references used in the assignment. This allows the reader to locate the original source and to do further reading or to check the accuracy of the quotation or material used in the assignment.

It is important to understand that assignments that demonstrate that a student has used their own words to answer the question and included correct in-text and bibliographical referencing often attract higher grades.

NOTE Students essays must be a product of their own research and writing. All direct quotations, information and views and interpretation drawn from primary and secondary sources must be acknowledged appropriately. No essay, in whole or in part, can have been submitted for assessment in any other subject or course of study at Wollongong College Australia or at any other educational institution. Plagiarism may attract serious penalties, including a mark of zero and disciplinary action.

5. Cheating

5.1 Description

Cheating is a serious form of academic misconduct and intellectual dishonesty. There are many methods of cheating. Examples include:

- taking in notes on the exam subject to use in the exam.
- using electronic devices to source information during an exam.
- reading and copying another student's work.
- allowing another student to copy information in an exam.
- communicating with another person during an exam.
- using false identification by substituting another person for the student in an exam.

5.2 Cheating in Tests and Examinations

Where there is evidence of a student cheating in a test or examination, the exam supervisor is obliged to take from the student all written material and other evidence of cheating. The student will complete the test or examination with a new examination paper and in a new booklet but in

the original time limit for the exam. The exam supervisor will write a note about the cheating incident on the student's exam paper.

At the completion of the test or examination, the student's work will be collected, along with the written material and other evidence of cheating, and will be kept separately from other exam papers. If there is sufficient evidence that academic misconduct may have occurred, the student will be requested to meet with the relevant Program Manager, to determine the nature of the incident and whether there should be an investigation of alleged academic misconduct.

6. Academic Misconduct Panel

Allegations of academic misconduct will be investigated in accordance with the *Procedure for Managing Alleged Academic Misconduct by a Student*.

Allegations of academic misconduct should in the first instance be brought to the attention of the Program Manager. In cases where it is determined that academic misconduct has occurred and that a medium-level or high-level response is appropriate, the case shall be referred to the Academic Misconduct Panel.

7. General Misconduct

Allegations of general misconduct will be investigated in accordance with the *Procedure for Managing Alleged General Misconduct by a Student*.

Allegations of general misconduct should in the first instance be brought to the attention of the Program Manager who shall forward all relevant information and evidence to an appropriate Primary Investigation Officer. In cases where it is determined that general misconduct has occurred and that a high-level response is appropriate, the case shall be referred to the Student Conduct Panel.

For information on General University Rules refer to the Campus Access and Order Rules at <http://www.uow.edu.au/about/policy/UOW058655.html>

7.1 Library Misconduct

Examples of library misconduct include:

- disruptive behaviour in library
- overdue items
- damaging materials

Further information can be found in the [UOW Library Code of Conduct](#)

7.2 Misconduct in Halls of Residence

Examples of this type of misconduct include:

- breaches of the Campus Access and Order Rules
- harassing other residents
- damaging property
- other conduct by a student, including criminal conduct, which is detrimental to the proper conduct or reputation of WCA or UOW.

For more information refer to <http://www.uow.edu.au/about/accommodation/>

7.3 Misuse of Information Technology Resources

All students at WCA are issued with an email account and allocated a quota of internet access. This quota is sufficient for a student to successfully complete their compulsory assignments.

Should a student exceed their quota, they can apply for a further allocation of internet access and must submit a list of their most frequently accessed websites. This list can be obtained at <http://www.uow.edu.au/its/services/manage-mail/#quota>

Further internet access will only be granted in cases where the student has exceeded their quota while using the resources for study purposes. Any student who has exceeded their internet quota while using the resources for their own personal use will not receive an extension of access time. Students who wish to check hotmail or yahoo e-mail accounts or access the internet for personal use should sign up with a private internet provider or use an internet cafe. WCA advises students to use the e-mail account provided by WCA, which will not consume the allocated internet quota.

WCA's computing labs are teaching labs and priority will be given to scheduled classes. Every effort is made to provide students with self-access time outside of the timetabled class time. For availability of labs outside class time, students should consult the timetables on the labs.

Students have a responsibility to treat the computer labs with respect. WCA's policy on IT use is consistent with [UOW's IT Acceptable Use Policy](#). Disciplinary action may be taken for:

- Allowing unauthorised access to the labs
- Attempting to crash the computer system
- Attempting to install or download unauthorised software, including music, video or text
- Attempting to circumvent the security or privacy features of the system
- Unauthorised use of another's account and password. Disclosing a user ID and password, giving access to the IT network or using another person's password.
- Unauthorised copying of licensed software
- Accessing pornographic sites
- Misusing email
- Causing wilful damage to equipment, furniture or fittings
- Causing wilful damage or interfering with another's property, for example, printer output or storage device
- Attempting to move or disconnect computers
- Eating or drinking in the computer rooms

Students need to be aware of non-authorized downloading from the web. Students must abide by the UOW [Music, Video and Software Piracy Policy](#) in relation to non-authorized downloading.

Individual users must act in accordance with the University Security policies, guidelines and procedures at all times. Users need to be aware of the security requirements of the IT systems they use, and take every precaution to safeguard their access to these systems against unauthorized use. Students are able to report any known or suspected security incidents and breaches to IT support Officers or the ITS Security Officer.

Violations of the conditions of use of IT facilities may result in temporary or indefinite withdrawal of access, disciplinary action under the University's, or relevant entities, discipline procedures, and/or reimbursement to the University. Misuse or unauthorized use of University IT facilities may constitute an offence under the Commonwealth Crimes Act of 1913, as amended and/or other pieces of State or Commonwealth legislation. Users are encouraged to report any misuse and any reports will be treated as confidential.

NOTE Students, using personal IT equipment at WCA, do so at their own risk. The College is not responsible for damage caused to personal equipment or problems arising from connection of personal equipment to College equipment.

7.4 Other Misconduct

Examples of other types of misconduct include:

- harassing, threatening or abusing students or staff
- disrupting a class or examination
- damaging WCA or UOW property or external property while representing the College as a student
- multiple or blatant breaching of parking rules
- breaching other UOW by-laws, rules, policies, codes or resolutions not covered under the above categories
- behaving inappropriately, including alleged criminal conduct, which is detrimental to the proper conduct or reputation of WCA or UOW
- attempting to bribe or otherwise improperly influence staff
- falsifying documents (eg medical certificates or enrolment documents)

8. Appeal

Students who are not satisfied with any decision regarding student misconduct may make an appeal in accordance with the College's Grievance Procedure. Read the policy in full at www.wca.uow.edu.au/Policies

Referencing Guides

A referencing guide includes information about how to correctly acknowledge sources in the body and end of texts. This information is necessary for avoiding plagiarism and needs to be referred to by students when preparing assignments. Students need to follow the referencing guide recommended by the teacher for their specific course.

A general referencing guide can be found on the University of Wollongong's (UOW) website at <http://www.library.uow.edu.au/resourcesbytopic/UOW026621.html>

Introduction

Referencing is a standardized way of acknowledging sources of information and ideas used in academic assignments. It is an academic convention and is a requirement in all forms of academic work both oral and written. Correctly applied, referencing shows the reader the links between the ideas of one author and those of others, for example, between the author of an assignment and the authors of the sources used to prepare and complete the assignment. Referencing uses particular conventions of language and sentence structure to communicate accurately and fairly the meaning of any given academic work.

The purpose

There are several reasons for applying correct referencing to academic work. Firstly, it shows the reader the thought connections or “mind-map” of the writer. Second, it acknowledges the intellectual efforts of others. Third, it indicates the scope of the current work and provides evidence of the author’s own ideas. Consequently, referencing benefits the writer, assists the reader, and makes the text academically verifiable. In other words, it proves that the assignment is not a fake or a copy. It also means that readers can do further reading from the sources referenced.

Using referencing

Referencing is a standardized form of academic writing so it needs to be learned. While there are different methods for writing references, all of them set out the language and formatting styles necessary for including references in the body of a text and at the end of a text. These formatting styles, which are academic conventions, are clearly designed and described. Learning to apply them is relatively straightforward, involving the accurate and consistent application of a particular referencing method throughout an assignment within the body and at the end of the text. If this is done, the assignment is usually deemed acceptable and appropriate for academic purposes. If this is not done, the writing is deemed neither acceptable nor appropriate and will incur penalties (see guidelines on Plagiarism and Cheating, in the *Student Handbook*).

College and Departmental requirements

A referencing guide includes information about how to correctly acknowledge sources in the body and end of texts. This information is necessary for avoiding plagiarism and needs to be referred to by students when preparing assignments.

It is essential that students check with their teachers at WCA and lecturers or departments at university for the preferred style of referencing, for example, some teachers prefer Harvard, while others prefer Oxford. Students need to follow the referencing guide recommended by their teacher for their specific course. A general guide can be found at <http://www.library.uow.edu.au/resourcesbytopic/UOW026621.html> Alternatively, go to the UOW home page, resources by subject, WCA resources, WCA, writing and citing. At university, the requirements are clearly stipulated on the websites of the respective faculties.

There are three further rules to follow when applying a referencing style: firstly, adhere to the formatting requirements of the particular method; secondly, be consistent throughout the document; and, thirdly, do not mix referencing styles.

Research & Reference

Correct referencing begins with your library research for assignments. It is important not to wait until the final copy of an assignment to locate referencing details. Usually by this stage it is very difficult, if not impossible, to track the sources accurately, which often leads to plagiarism when completing your assignment (see guidelines on Plagiarism and Cheating, in the *Student Handbook*).

Therefore, it is necessary to establish a system for keeping a full bibliographical record of the sources read and used to complete assignments. Before taking notes from a source write down a complete citation of the text and indicate quotations by using inverted commas, “. . . .”, along with page numbers for future reference. By being careful at this early stage of research, it is much easier to include correct in-text and end of text referencing later on. The following internet links outline useful ways of keeping track of sources.

http://owl.english.purdue.edu/handouts/general/gl_annotatedbib.html

<http://www.library.cornell.edu/okuref/research/skill28.htm>

Helpful links

For a more complete explanation of in-text and bibliographical referencing check the following websites.

http://www.usq.edu.au/library/help/ehelp/ref_guides/default.htm

<http://www.library.uow.edu.au/>

Teaching & Assessment Code of Practice

1. Preamble

This Code applies to teaching and assessment of all Wollongong College Australia (WCA) coursework. It sets out the specific responsibilities of parties in relation to learning, teaching and assessment.

Further documents that should be read in conjunction with this Code are:

- Assessment Committee Guidelines – Declaration of Results
- Course Progress Policy
- Examination Preparation and Administration Guide
- Special Consideration Policy
- Student Grievance Policy - Academic
- Student Grievance Policy – Non-Academic
- Student Misconduct
- Attendance Policy
- Refund Policy

2. Definitions

Terms used in this Code are defined as follows:

- “teaching staff” are staff of WCA (whether permanent, sessional or casual) who carry out teaching responsibilities under the authority of the campus Program Manager.
- “assessment” means work which a student is required to complete to provide a basis for an official record of achievement or certification of competence in a subject (e.g. examination, test, take-home examination, quiz, assignment, essay, laboratory report, demonstration, folio of work, performance, tutorial presentation).
- “examination” means a formal examination – including a supplementary examination – conducted by WCA.
- “group work” means an assessment task which involves a group of students jointly producing a single assessable outcome.
- “in-session test” and “test” mean a test, examination, quiz or in-class review conducted by WCA.
- “in writing” means written information delivered in hard copy or electronically.

- “student” means any person who is enrolled in any course or program offered at, or in conjunction with, WCA.
- “subject” is a self-contained unit of study identified by a code in a schedule.

3. Responsibilities

3.1 WCA

WCA has an overriding responsibility to provide a high quality learning environment for students in accordance with its Learning and Teaching Strategic Plan and its assessment policy as per the Staff and Student Handbooks.

3.2 Quality and Curriculum Coordinator

The Quality and Curriculum Coordinator is responsible for monitoring and ensuring the quality of WCA’s academic policy, practice and procedure. Specific other responsibilities include:

- applying appropriate quality control mechanisms to approve new, amended or deleted subjects.
- ensuring that courses and subjects are reviewed regularly.
- preparing and distributing subject outlines.
- in consultation with teaching staff, identifying student learning outcomes and the methods and criteria for assessing those outcomes in accordance with this Code.
- in consultation with teaching staff, ensuring there is congruence between learning outcomes, content and assessment methods.
- ensuring that a copy of subject outlines and any amendments are made available to all students and staff.

3.3 Program Manager

Program Managers are responsible for ensuring that:

- teaching staff are familiar with and abide by relevant WCA policies, codes and procedures.
- quality assessment methods and practices are applied throughout the program.
- all assessment within the program is carried out fairly, objectively and consistently.
- teaching staff deliver the subject/course set out in the current subject outline.
- academic staff members are available to students for consultation.

3.4 Type 3 Subject Coordinators

Subject Coordinators are responsible for ensuring that, for each subject they coordinate, subject practices adhere to the requirements of this Code. Specific responsibilities for each subject that they coordinate are to:

- review the subject outline regularly to identify potential areas of improvement to the subject.
- ensure the final exams are prepared in accordance with these guidelines.

3.5 Teaching staff

Teaching staff have the following responsibilities:

- to abide by relevant WCA policies, codes and procedures.
- to present subject material at an appropriate standard and within the resources available.
- to assess students' work fairly, objectively and consistently and to provide adequate feedback on performance.
- to recognise and accommodate diversity within student learning where appropriate.
- to make reasonable accommodation within the established teaching environment for students with a disability.
- to ensure that students are aware of WCA's Plagiarism policy and the penalties that may apply in cases of proven plagiarism, monitor assessment tasks for evidence of plagiarism and initiate an investigation if required in accordance with the procedures set out in Schedule 2 to this Code.
- to be available to students during consultation hours as per the Enterprise Agreement.
- before departing on leave, to ensure that all assessment work and other teaching commitments have been completed and that a report has been written outlining details about the subject.
- to maintain the principles set out in the ITC Privacy Policy.
- to exercise their legal responsibilities, including their responsibilities under the occupational health and safety, anti-discrimination and other relevant legislation.

3.6 Students

The general responsibilities of students are detailed in the Rights and Responsibilities section of the Student Handbook.

4. Learning and Teaching

4.1 Learning Outcomes

The learning outcomes for each subject must be congruent with the content of the subject and assessment processes and practices and should reflect:

- the objectives of the program or programs in which the subject is taught.
- the standard of performance expected for the subject.

4.2 Subject Outlines

Subject Outlines must be developed for each subject, by the relevant teachers in liaison with Type 3 Subject Coordinators. The outlines must include the assessment requirements for all assessment tasks required to pass the subject.

Teaching and assessment in the subject must be conducted as specified in the Subject Outline.

A copy of the Subject Outline for each subject must be made available for students by the first lesson of the subject.

4.3 Subject Approval and Review

All proposals for new, amended or deleted subjects must be addressed to WCA's Operational Review Committee. All subjects will be regularly reviewed in accordance with WCA's requirements.

5. Assessment Practice

5.1 Assessment Methods and Tasks

Each Subject Outline must have written guidelines which specify the following:

- the methods to be used to assess the performance of students in a subject.
- the weight to be given to each assessment task in determining the final result.
- submission dates for assessment tasks.
- any minimum performance levels for assessment tasks.

The assessment methods must be appropriate for the intended learning outcomes and should provide reasonable accommodation for students with a disability.

Clear criteria must be developed for marking each assessment major task and must be made available to students. At least one assessment task for each subject must require students to produce some written work.

No single assessment task will count for more than 60% of the final mark for a subject.

Group work must be assessed by means which allow the real contribution of each member of the group to be determined.

Marks cannot be awarded for attendance.

Design of assessment tasks should take into consideration the need to minimise opportunities for plagiarism and other forms of cheating.

5.2 Feedback to Students

Students must be given appropriate and useful feedback on their performance for each assessment task and such feedback must be provided in time to enable students to improve their performance before further assessment.

Assessment tasks which are relevant to the final examination for the subject should be marked and made available for collection prior to the final examinations.

Students must be informed of their numerical mark for every assessment task for the subject. Final examination marks can be obtained on application to the Program Manager.

Students have the right to view their final examination answer paper and discuss it with the Program Manager.

5.3 Managing Submission and Return of Written Assessment Tasks

Each Subject Outline must contain written procedures for the submission and return of written assessment tasks, to provide safeguards against claims of non-receipt and non-return. Such procedures must be clearly communicated to students and must include:

- possible method(s) of submission.
- the format and procedure for submission.
- possible method(s) of return/collection.

Submission criteria will be outlined during Week 1 classes. Extensions can only be given to individual students in accordance with WCA's Special Consideration Policy. Students who do not meet the specified deadline for an assessment task may be penalised. Any penalties imposed must be reasonable and are specified in WCA's assessment regulations.

5.4 Examinations and Tests

All staff involved in the preparation of examination papers must provide draft assessment papers to the Quality and Curriculum Coordinator in a timely manner and strive to ensure that papers:

- are appropriate to the stated student learning outcomes of the subject.
- contain questions or exercises, and answers, which are fair, appropriate to the level of the subject and answerable.
- contain instructions, questions and exercises which are clear, concise, unambiguous and free from error.

- use commonly accepted terminology and language appropriate to the subject.
- are of a duration appropriate to the demands of the questions or exercises.

The Quality and Curriculum Coordinator and assessor(s) will review all final examination papers to ensure they meet the above requirements.

Final examinations must be conducted in accordance with WCA procedures. Appropriate arrangements must be made for seating and supervision to minimise the possibility of cheating.

Subject Outlines must include details of in-session tests. Alternative arrangements may be made for students who are unable to attend in-session tests, in accordance with WCA's *Special Consideration Policy*. All in-session test arrangements for students with special needs must comply with WCA's requirements for reasonable accommodation.

6. Determination of Final Results

Each campus must follow the process for determining and declaring students' marks and grades as stipulated in the Assessment Committee Guidelines – Declaration of Results.

A mark and an approved grade of performance will be determined and declared for each subject in which a student is enrolled. Unless otherwise approved, the final assessment mark for each student in a subject shall be determined on the scale of 0%-100%, using the methods set out in the Subject Outline.

7. Scaling of Marks

WCA reserves the right to scale marks in any subject. If scaling is routinely used, the method of scaling must be clearly stated in the Subject Outline. Marks for individual components of assessment cannot be scaled down once they have been released to students.

8. Retention of Documents

Records related to teaching and assessment must be retained by each campus.

WCA must retain subject resources (including Subject Outlines, assignment lists and study guides) at least until no longer required for teaching or other purposes. All final examination answer papers must be kept for 12 months after the end of the examination period.

9. Student Grievances

A student who has a complaint regarding adherence to any of the requirements in this Code may follow WCA's Student Grievance Policy procedures.

Schedule 1

Subject Outline Checklist

It is WCA policy that a Subject Outline be developed for every subject. A copy of the subject outline must be available to all students in accordance with this Code.

All commitments and requirements of staff and students stipulated in a Subject Outline must be adhered to.

As a minimum requirement, each Subject Outline must include the following information:

Section A – General

- subject name and number.
- student learning outcomes and brief outline.
- a list of major texts and references, including the statement (where relevant) that recommended readings are not intended as an exhaustive list and that students should use the Library catalogue and databases to locate additional resources.
- any materials that should be purchased.
- a statement that students must refer to the Student Handbook or online reference which contains a range of policies on educational issues and student matters.

Section B – Assessment

- clear details of the assessment tasks used to assess the subject.
- the weight given to each assessment task in determining the final result.
- whether the student is required to perform to a specified level in an assessment task in order to gain a Pass for that subject.
- dates for the submission or presentation of any assessment task.
- the method to be used when submitting each assessment task.
- the length, style and format required for any written work.
- a statement that plagiarism will not be tolerated, along with a web reference to WCA's policy on plagiarism.
- whether contributions to tutorials and/or seminars will be taken into account for assessment and, if so, the criteria to be used when assessing such contributions.
- where marks in a subject are routinely scaled, the method of scaling to be used.

Refund/Transfer – Policy

1. Description

This policy applies to both commencing and extending students. The word “Course” refers to the whole period for which the Confirmation of Enrolment or letter of offer is issued. All requests for a refund must be submitted on the appropriate application form, the Course Variation Request Form, to the College Administration Office. If the student is unable to access the Course Variation Request Form, the refund request should be made in writing and emailed, faxed or posted to the College Administration Office.

The request must be accompanied by official documentary evidence of the grounds for the request and an appointment must be made with a Student Adviser. Refunds will only be paid to the applicant and will only be made in the student's home country by Australian Dollar Bank draft. Prior approval must be sought to have refund payments made in other currencies.

The College is required to notify the Department of Immigration and Citizenship, if an applicant cancels their course or transfers to another institution.

The refund will only be made to the person who paid the student fees.

The UOW withdrawal statement and dates on enrolment records are not applicable to WCA students. The UOW withdrawal statement and dates refer only to FEE-HELP and Commonwealth Supported Places in accordance with Commonwealth Government requirements.

All students are bound by the WCA refund policy regardless of funding source.

WCA's dispute resolution processes do not circumscribe the student's right to pursue other legal remedies.

1.1 Domestic Students

FEE-HELP students must apply and/or withdraw for and from FEE-HELP by the census dates. Students must pay all WCA tuition fees outstanding if they do not apply for or withdraw from FEE-HELP by the census date.

Commonwealth Supported Place students, once approved, must apply online for their Commonwealth Supported Place by the census date.

2. Total Refund

A total refund will only be granted under the following circumstances:

- The applicant is unable to obtain a visa from a Diplomatic Post.
- The Wollongong College Australia is unable to provide the course for which an offer has been made
- The course does not start on the agreed date
- The course ceases to be provided before it is finished
- The course is not provided in full
- The student is unable to commence the course on medical grounds

In such circumstances the Wollongong College Australia agrees to provide a total refund within 14 days of the refund request.

3. Partial Refund

A partial refund of tuition fees will only be granted under the following circumstances:

- The student is unable to commence or continue to study due to death or illness.
- The Company Secretary of WCA or delegated person, after consideration of the refund application and documentation, determines that exceptional circumstances apply.

4. Refund Amount

4.1 Refund request made 28 days or more before course commencement

English Program: Tuition fees less 15% will be refunded or an administrative fee of \$450, whichever is the greater.

Other Programs: Prepaid tuition fees less 15% will be refunded or an administrative fee of \$450, whichever is the greater.

4.2 Refund request made less than 28 days before course commencement

English Program: There will be no refund except under the following circumstances:

(i) Unless payment was for more than 10 weeks in tuition fees. If so, Wollongong College Australia will retain 50% of tuition fees or 5 weeks whichever is the lowest amount and refund the balance of the tuition fees.

(ii) The applicant provides a recognised doctor's certificate for illness necessitating withdrawal.

Other Programs: There will be no refund except under the following circumstances.

(i) The applicant provides a recognised doctor's certificate for illness necessitating withdrawal.

(ii) The applicant is subsequently awarded an Australian Government scholarship for which documentary evidence is required. In these cases tuition fees will be refunded less 50% of tuition fees or \$1500, whichever is lowest amount.

4.3 Refund request after course commencement

There is no refund of fees or any part of the fees after the commencement of the course. Transfer of fees from an English course into an Academic Pathway course at Wollongong College Australia, or a degree course at the University of Wollongong will only be granted when

- the applicant can provide an original copy of an offer letter for that course, and
- proof that the applicant has a recognised standard of English language proficiency and/or academic requirements to enter that course,
- AND has qualified for entry through satisfactory completion of a course at the College,
- AND informs the College before the commencement of the next 5 week intake date.

Transfer of fees from an English course in an Academic Pathway course at Wollongong College Australia, or a degree course at the University of Wollongong will not be granted other than for a minimum of 5 weeks, and in multiples of 5 weeks i.e; 5,10,15, 20, 25, 30, 35, 40, 45 or 50 weeks. The student must take an IELTS test or another recognised test to demonstrate they have met the UOW English language entry requirement.

There will be no refund of fees paid for English for Tertiary Studies and English for Business courses after course commencement.

5. Transfer Amount

5.1 English Language Program

The transfer amount will be calculated from the next commencement date of the same English Language course, after the centre receives written notice of the request to transfer.

5.2 Other Programs

The transfer amount will be calculated from the end of the current session after the centre receives written notice of the request to transfer. No tuition fees will be transferred to another student. No fees or any part of fees will be transferred to an ELICOS course or equivalent academic program at any other institution.

This refund policy is meant to be read in accordance with the requirements and definitions of the Education Services for Overseas Students (ESOS) Act 2000.

6. Appeal

Students who are not satisfied with any decision relating to the refund of fees may make an appeal in accordance with WCA's Grievance Procedure. This may involve an appeal to an external body such as the Australian Council of Independent Vocational Colleges (ACIVC). WCA will facilitate the external mediation of such grievances by ACIVC.

Note This refund policy is meant to be read in accordance with the requirements and definitions of the Education Services for Overseas Students (ESOS) Act 2000.

Appendix A – Contacts for students (Wollongong)

Students who require additional academic support may access this support from the College through the ELRC Coordinator, the Program Manager or the Student Adviser. Each of these College staff is able to provide additional assistance or refer students to support services. Below is a list of key College personnel.

College personnel	Contact Details
Wollongong Campus Director: Lynette Harris	4252 8930
Academic Program Manager: Henry Lee	4252 8905
ELICOS Program Managers: Didi Kello	4252 8829
Heather Thomas	4252 8953
Customer Relations Manager: Felix Lanceley	4252 8876
Student Advisers: Greg, Madeleine	4252 8821 / 4252 8838
Lab Coordinators: Marlies Sebben, Maria Dorogi	4252 8816, 42528863, 42528922
Administration Coordinator: Julie Lunn	4252 8877
Accommodation Officer: Maryann Phillips	4283 1246 / 0438 831246

Students who may experience personal difficulties may see a Student Adviser who can discuss a range of counselling services and arrange these support services if required. The following can be used by students at any time, including during a grievance process if needed.

Emergency Numbers

Fire, Ambulance, Police – EMERGENCY ONLY	000
Campus Security, Building 11	4900 / 4555
Wollongong Police, Cnr. Church and Market Streets	4226 7899
Wollongong Medical Centre, 239-241 Crown Street	4229 7973
WCA After Hours Emergency Number	4252 8815

External Authorities

Department of Fair Trading www.fairtrading.nsw.gov.au	133 220 / 4254 3433
The Department of Immigration and Citizenship (DIAC) www.immi.gov.au	131 881
NSW Ombudsman www.ombo.nsw.gov.au Email: nswombo@ombo.nsw.gov.au	1800 451 524
Wollongong Legal Aid Office, 73 Church Street	4228 8299
Law Access www.legalaid.nsw.gov.au	1300 888 529

Health & Safety

Alcohol & Drug Information Service (ADIS) http://www.health.qld.gov.au/atods/services/adis.htm	1800 422599
Emergency Youth Accommodation (Wollongong)	42281946
Family Drug Support	1300 368186
G-Line (Crisis Counselling & referral for Problem Gambling)	1800 633635
Kids Help Line	1800 551800
Lifeline	13 1114
Mental Health Information Service	1800 674200
Rape Crisis Centre	1800 424 017
Salvo Care Line (Sydney)	9331 6000
Salvo Crisis Line (Sydney)	9331 2000
Salvo Youth Line (Sydney)	9360 3000
Suicide Prevention Medical Specialist Information	1300 360980
Translating & Interpreting Service (TIS)	13 1450
ACON (AIDS Council of NSW) http://www.acon.org.au/	18000 063 060
HIV/AIDS Information Line	1800 816 518
Smoking Quit-line Telephone Counselling	131848
Sydney Sexual Health Centre	1800 451 624

Appendix B - Guidelines for Students in the Multimedia Centre (MMC) Room 102

Room 102 in the Multimedia Centre is a self-access centre where students can study and improve their English language skills. Students can choose materials from the shelves or from a digitised database.

What can I do in Room 102?

- Availability permitting, you may use the Lab 100 to access listening files on our database to improve your language skills.
- There are also 2 computers for your academic or personal use.
- Recognise and develop individual learning strategies
- Identify needs, set goals and identify achievable objectives.
- Seek teachers' help for suggestions on materials to use.
- Have group discussions related to an essay or similar work.
- Monitor your performance and assess the success of certain strategies.
- Follow up on classroom lessons for supplementary work and reinforcement.
- Relax and read some magazines, novels and newspapers.
- Join a conversation class , held at scheduled times.(see timetable to book your place)

Rules and procedures for the use of the Room 102:

1. No food or drinks are permitted.
2. All bags must be left on the bag rack provided near the door. No bags to be taken into the room., Please take your wallet and/or any valuables with you.
3. Do not leave your wallet or any valuables on desks or in clear view. The centre will not be responsible for stolen goods.
4. You may not borrow any books or materials from the Centre. The only exception is novels which are lent on a weekly honour system. These novels must be signed in and out by a Multimedia Centre assistant.
5. You may make photocopies if necessary, but please note this is not a free service. You will need to purchase a card. See a Multimedia Centre assistant for details.
6. Please do not write (with pencil or pen) on any of the materials or furniture.
7. Please use the scrap paper provided for writing answers or taking notes. Otherwise, photocopy the page you wish.
8. Please replace any materials you have used in their correct place when you have finished with them. If you are not sure where to return them, please leave them on the teacher's table or give them to the Multimedia Centre assistant.
9. Please report any material which is damaged, incorrect or incomplete to the teacher or Multimedia Centre assistant on duty.
10. If you need to speak to a friend or a group of people, please speak quietly so as not to disturb other students studying.
11. Please do not use walkmans or mobile phones in the Multimedia Centre.
12. Staff are willing to assist you with any problems you may have during your time in the centre. Please ask for any information or assistance, and use the excellent materials available in the Multimedia Centre to improve your English language ability.

Appendix C - Guidelines for Students in the Multimedia Centre (MMC) Room 103

What is Room 103 in the Multimedia Centre?

Welcome to our Sanako Lab 300. It is a room where you can improve listening skills, note taking skills, pronunciation as well as learn new vocabulary and/or idioms by listening to digitised lectures or conversations. You can also enjoy listening to a novel and improve your listening comprehension, rhythm and intonation as well as grammar. Our computers also allow internet access for academic as well as limited personal use.

When can I use the Room 103 for independent study?

You can use the room from 8:30 – 5:00pm. Please check availability with a Multimedia Centre assistant, as the room might have been booked by a class. During self access times you can choose any material from the shelves or on our database. If you need assistance please see a labs coordinator or a Multimedia Centre assistant.

What can I do in Room 103?

- Improve your listening, pronunciation and conversation skills.

Areas of Focus:

You can choose from these titles:

- Advanced Cambridge
 - Cambridge Proficiency
 - Cambridge First Certificate
 - TOEFL
 - TOEIC
 - Business
 - News items
 - Pronunciation
 - Australian idioms and conversations
 - Novels
 - Dictations
 - IELTS practice material
 - Jazz chants and songs
 - Lectures
- See a lab supervisor to book an appointment for individual grammar support.
 - Put your name on a list to join a conversation group.

Levels (*dotted*)

Yellow = easy elementary

Yellow + green = lower intermediate

Green = intermediate

Green + red = upper intermediate

Red = advanced

Regulations for the use of Room 103:

Please make sure you respect the rules below.

- No eating, drinking or sleeping in the MMC Room 103.
- Talk quietly so that you do not disturb other students around you.
- Bags must be left on the bag rack outside the room. Please take items of value (e.g. wallet) inside the Multimedia Centre.
- Any problems with equipment should be reported to the lab coordinator or a Multimedia Centre assistant.
- Do not write on furniture or destroy property in the MMC.
- Do not write on any of the books in the MMC or you may be asked to pay for the replacement.
- No material can be borrowed from the MMC.
- Please return books and other resources you use, to the correct shelf when you have finished using them. If you are not sure where the material goes, return it to a MMC assistant.
- No email during scheduled class hours.
- Do not access offensive, aggressive websites or images.
- Turn mobile phones off in all MMC rooms.

Appendix D - Guidelines for Students in the Multimedia Centre Rooms 108 - 110

Rooms 108, 109 & 110 in the Multimedia Centre are located upstairs in Building 30. These rooms provides you with facilities for developing computer skills and accessing information.

All ETS, EB or IAS classes in the ELICOS programs are timetabled into the Rooms 108 - 110 in the Multimedia Centre for 2 hours per week.

Rooms 108 - 110 in the Multimedia Centre are available for SELF-ACCESS **only** if computers are available. If a class is using a room, please use the self access row only. This is the row in front of you as you enter the room. If you interfere with a timetabled class in any way you will be asked to leave.

Multimedia Centre Rooms 108 – 110 Facilities

- **Supervisors** are available to assist you from 8.30am to 7.00pm Monday to Friday. Please ask a **Supervisor** to help you with any computer problems.
- **Computers**- all college and UOW students must have a UOW account (username and password) to be able to login and use any computer on campus.
- **Printer** - available in black and white OR colour.
- **Scanner** – free to use for all WCA and UOW staff and students – one in each room.
- **E-mail and Internet Access** To generate E-mail accounts students must be enrolled and have their Student Identification card.
- **Data Projector** - available for class presentations (may be booked with Supervisors). Please have your student card with you.
- **Laptop** - available for class presentations (may be booked with Supervisors). Please have your student card with you.

***** Only one set of equipment should be borrowed during a 2 hour borrowing session. All students within the same class use the equipment; they do not borrow additional laptops or projectors.**

PLEASE NOTE: all students have an email quota. If you exceed this, you will lose your free Internet access. Details of student or staff quota can be monitored through the UOW website SOLS link: <http://www.uow.edu.au/student/>

Rules for the use of Rooms 108 – 110

- You need to buy an electronic storage device for all computer classes. Flash disks are recommended.
- No food or drink
- Practise good hygiene at all times.
- Report any problems you have with the computer to the teacher or the Supervisor on duty.
- Timetabled classes and academic work have the highest priority
- Keep talking to a minimum during self access
- No email during scheduled class hours
- Use Webmail instead of hotmail to maximize your given quota. Remember that your Internet quota is primarily for educational purposes.
- Do not download mp3s
- Do not access offensive, aggressive websites or images.
- Respect all students and staff irrespective of sex, nationality or age etc.

The Multimedia Centre teachers are in charge and their judgment is final. Please follow their instructions. If you need help or support, ask the Supervisors who will help you.

Appendix E - Student Adviser Information Sheet

Who is a Student Adviser?

A Student Adviser offers suggestions about your study plans. Mostly you will discuss your current course or future study. Sometimes the Adviser will make recommendations for you to consider. At other times the Adviser will ensure you are aware of rules and requirements for your study.

What does a Student Adviser talk about?

Discussions may include

- Meeting course requirements
- Managing the workload
- Applying to change classes
- Applying for special consideration for exams or assessment tasks
- Attendance and progress requirements
- Visa concerns
- Approaching a teacher effectively
- Preparing for the next course of study
- Choosing / changing future study plans
- Time-management strategies
- Stopping your studies
- Any personal issues affecting your academic success

How do I make an appointment?

You make an appointment in advance.

Write your name in the appointment book at the Reception desk.

Most appointments are 15 – 20 minutes. If you wish a longer time, then make a double appointment.

When can I see a Student Adviser?

There is a Student Adviser available each working day. Make an appointment if possible. A Student Adviser will see you immediately if you have an emergency.

What does it cost?

There is no cost. Tell us in advance if you have to cancel an appointment. Another student may be able to use this time instead

How do I get the best out of the advisory service?

- Come and talk before any problem becomes too big to cope with.
- Write down on a piece of paper the important things you wish to discuss.
- Be open about what you really think or feel.
- Ask if you don't understand. What you don't understand can be explained again - this is important.

Appendix F - Occupational Health and Safety (Wollongong)

As students of Wollongong College Australia, you have an important role in maintaining a safe and healthy environment for yourself and your fellow students, and for staff and visitors. By law, you have a responsibility to take reasonable care of yourself and others with whom you have contact at the College.

Wollongong College Australia is keen to meet its obligation to provide a safe and healthy environment for its students, its staff and its visitors. For that reason, the College has an Occupational Health and Safety Committee, which monitors and reviews such matters.

As students, you have a duty of care for yourself and others, which means that you must not:

- misuse any College equipment (for instance, computers, photocopiers, electrical power points, desks, chairs).
- misuse materials provided to you (for example, in a chemistry class).
- ignore or bypass any systems, procedures or rules that you are required to follow.

You must report any unsafe conditions or practices that come to your attention. These could arise in a classroom, or elsewhere within the College. Not to report such things could endanger the health and safety of you and/or your fellow students, among others.

The same applies if you have an accident, or even a 'near miss', on College premises, or while you are engaged in an activity that the College requires you to take part in.

If you sustain an injury and/or become aware of any risks to health and safety, go to College Administration, and ask for the appropriate form (*F-HRM-4.1.1 Incident/Hazard Report Form*)

University of Wollongong Security Service

If you require more immediate assistance, or there is an emergency while you are on campus, you can contact University Security by telephone:

General Enquiries or Assistance	4221 4555
Emergencies	4221 4900
Mobile	0407 287 750

Security Telephones are also located around the University Campus, outside various buildings. At night they can be identified by a blue light. The nearest security telephones are located in Building 40 (near the main doors) and Building 25 (at the doors that face Building 22).

These telephones give direct access to the following services:

Dial #1	Emergencies only.
Dial #2	Emergency Services (Police, Fire Brigade, or Ambulance)
Dial #3	University Security (General Assistance or Enquiries, and Safety Escorts) Safety Escorts—if you require an escort, to your car after dark, for example
Dial #4	Wollongong Taxi Service
Dial #6	NRMA Road Service

Emergency Services Number (000)

In the event of an emergency that requires the Police, Fire Brigade, and/or an Ambulance, dial 000 and give the details to the operator. If you are using a Campus Security Telephone dial #2 and you will be put through to the 000 number.

Appendix G - Statement of Course and Tuition Assurance for Domestic Students Enrolled in Higher Education Award Programs – Diploma in Business, Diploma in Information Technology.

Under Australian Law there are provisions to protect students in the unlikely event that Wollongong College Australia (the College) ceases to provide a course of study. The College has appointed the Council of Private Higher Education Inc (COPHE) as Course and Tuition Fee Administrator, and the University of Wollongong has guaranteed to provide *Course Assurance* and *Tuition Fee Assurance*.

This means that if the College ceases to provide the course for which the student has paid fees, they will be offered the choice of:

1. *Either* transfer to an equivalent course offered by the University of Wollongong (UOW), leading to an equivalent award of the University, instead of an award of Wollongong College Australia; students will receive credit for all subjects successfully completed in the Wollongong College Australia course, and the UOW course will allow equivalent progression to other courses at UOW, eg from Diploma to Bachelor Degree programs.
This is *Course Assurance*.
2. *Or* a refund of payments for any unit of study that the student does not complete because the College ceases to provide the course of study, and a re-crediting of any SLE or FEE-HELP balance relating to that unit.
This is *Tuition Fee Assurance*.

The student may choose either Course Assurance or Tuition Fee Assurance, not both. Note that in the case of Course Assurance:

- UOW may charge different fees for the remainder of the UOW course; these fees will be published at the time the student makes the choice
- If the student chooses to transfer to another provider (other than UOW) there may not be any guarantee that the new provider will offer full credit transfer for units completed at Wollongong College Australia.

These assurance arrangements are required by law; it is extremely unlikely that the College would cease to provide a course of study once a student commenced.

These Course and Tuition Fee Assurance arrangements apply only to domestic (Australian) students enrolled in higher education award courses of Wollongong College Australia.

There are different assurance arrangements for international students.

The arrangements do not apply to students enrolled in non-award enabling courses of UOW delivered through Wollongong College Australia, such as the Foundation Studies Program and University Access Program.

Further details and any updates can be viewed on the College website:

<http://www.wca.uow.edu.au>