



student guide 2003

THE UNIVERSITY OF ADELAIDE

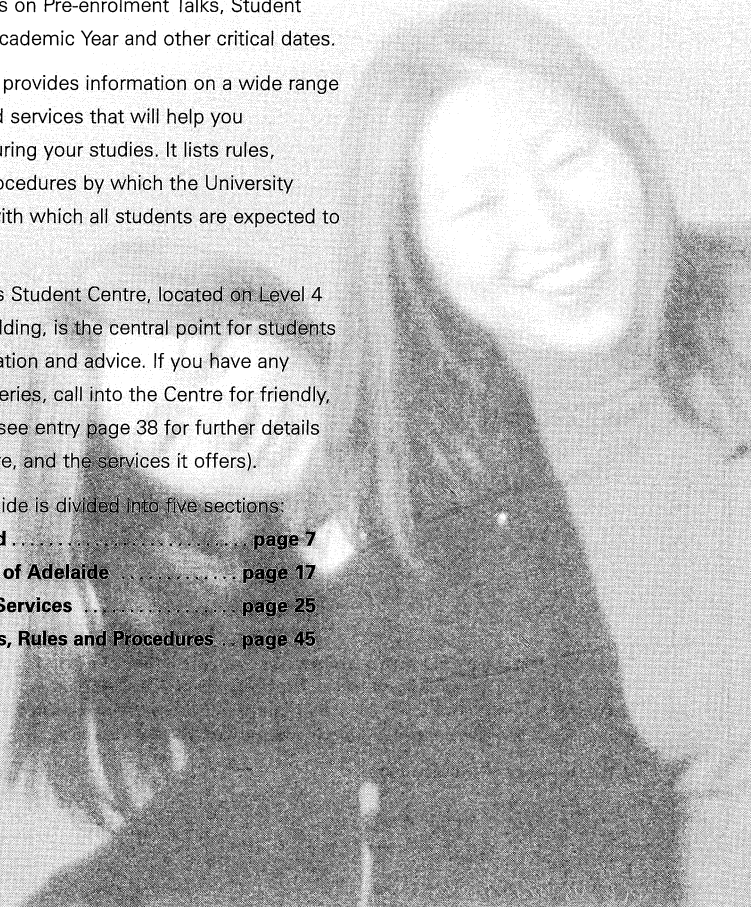
The Student Guide is designed primarily for students new to the University. It provides information to assist you in getting to know the University, including details on Pre-enrolment Talks, Student Advisors, the Academic Year and other critical dates.

The Guide also provides information on a wide range of supports and services that will help you considerably during your studies. It lists rules, policies and procedures by which the University operates and with which all students are expected to be familiar.

The University's Student Centre, located on Level 4 of the Wills Building, is the central point for students seeking information and advice. If you have any problems or queries, call into the Centre for friendly, helpful advice (see entry page 38 for further details about the Centre, and the services it offers).

The Student Guide is divided into five sections:

Getting Started	page 7
The University of Adelaide	page 17
Supports and Services	page 25
Student Policies, Rules and Procedures ..	page 45



We welcome you to the University and will do our best to ensure that your time as a student is enjoyable, challenging and rewarding.

The University is a large and diverse community, covering most of the main areas of scholarship and professional study.

For undergraduates, a wide range of options is available within our degrees and diplomas, from a broad education to career-oriented study, providing the diversity essential for the greater knowledge and employability of our graduates.

The University's professional degrees are nationally accredited and have undergone major curriculum change in the last few years.

Our graduate student population is increasing steadily with an emphasis on research higher degrees and specialist coursework programs. The University has a high national profile in research and is proud to number Nobel Prize winners among its former staff and graduates.

While learning is a life-long process, the undergraduate years are significant. Full and active participation in all aspects of University life will ensure that you derive the maximum enjoyment and benefit from these crucial years.

We would welcome your feedback and suggestions on any aspect of your experiences as a student at the University either through your faculty, school or department or through the Student Centre.

Good wishes



Susan MacIntosh
Executive Director, Student and Staff Services

The information contained in this publication is correct at the time of printing but may be subject to change without notice. The University of Adelaide assumes no responsibility for the accuracy of information provided by third parties. Updated information is available on the University's website at www.adelaide.edu.au

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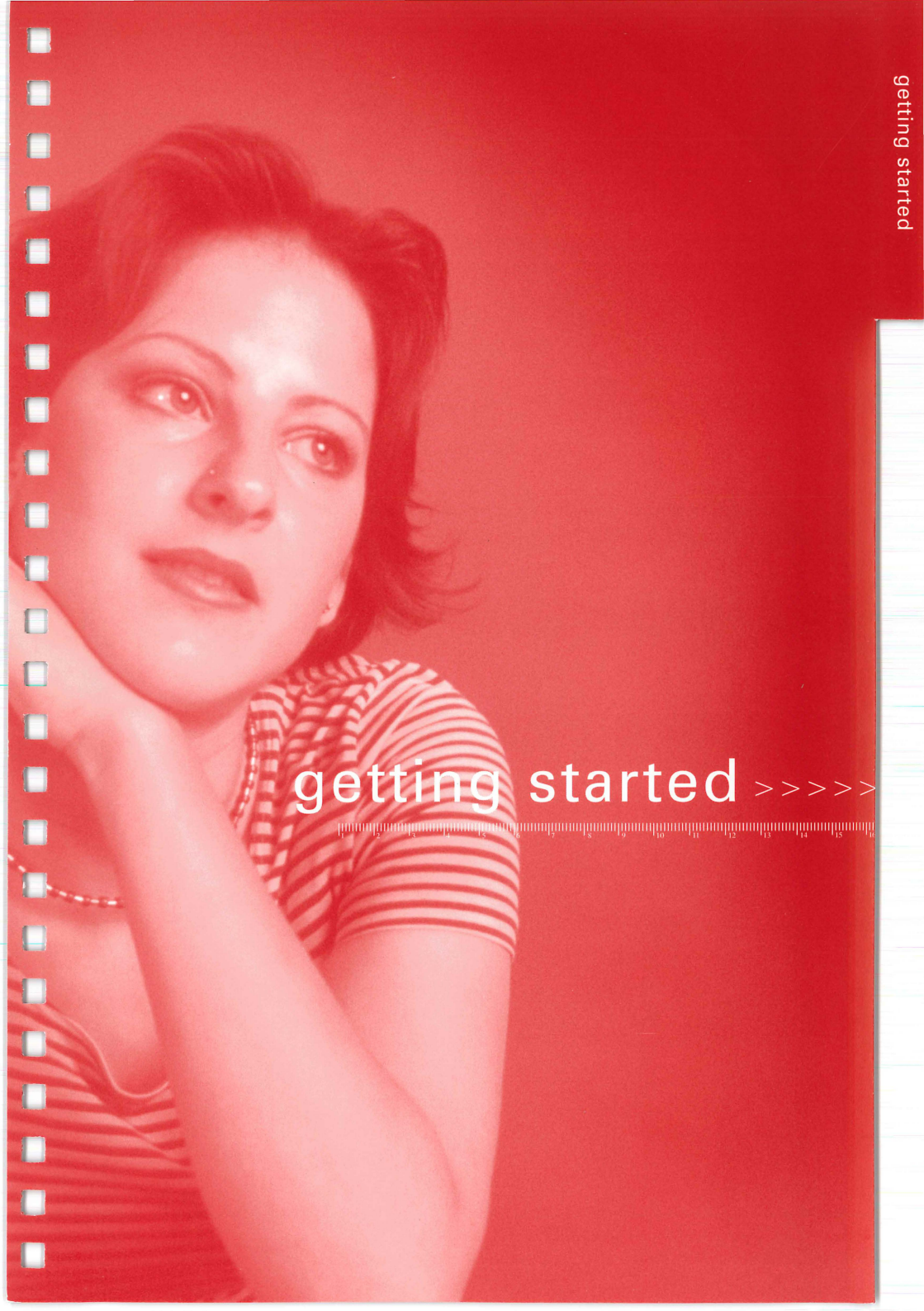
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getting started >>>>>



getting started

If you are entering University for the first time, you will find a variety of services and activities available to assist you. The University, the Adelaide University Union, and the Students' Association (SAUA) work together to provide these for you.

With this Guide you will have received information on enrolment - the first major undertaking in your university career.

Please refer to the Enrolment Guide (included in your enrolment package) for details on times, dates and enrolment procedures.

Pre-Enrolment Talks

To assist you in planning your academic program, faculties and schools will present a series of Pre-Enrolment Talks.

These talks are held prior to the enrolment period to enable you to make an informed choice of courses when you enrol.

In some academic programs students have to make very important decisions about their study options. In some cases this may involve choosing elective courses within your program, while in other instances, you may have a very wide choice in the courses you undertake.

You need to understand the structure of the academic program in which you enrol so that you can choose first year courses that fit together well and satisfy prerequisite requirements for subsequent courses you wish to study, to give the right qualification for employment or to satisfy other personal aims.

Without academic advice it is possible for you to enrol in inappropriate courses. Pre-Enrolment Talks will help prevent this happening to you.

There are two types of pre-enrolment talks:

Program Talks explain the structure of academic programs offered by each faculty or school and introduce some of the choices which you must make in constructing your study program. These talks usually run for about one hour.

Discipline Talks, conducted by teaching areas, explain the nature and content of courses which are available to construct your program. You need only attend talks for those courses in which you think you may enrol.

Please note that some faculties and schools do not offer pre-enrolment talks but will provide you with comprehensive program advice when enrolling.

Orientation Week (O'Week)

Once you are enrolled, you will need to find out how the University operates and what it has to offer you, both academically and socially. Orientation Week (24 - 28 February) will prove an excellent introduction to university life.

O'Week will feature a series of activities, including preliminary classes, information sessions, workshops and tours, as well as a host of social activities. A separate Orientation Guide, featuring all University activities during O'Week, will be available during Enrolment from the Student Centre, Faculty/School offices and on the web at:

www.adelaide.edu.au/student/new/

Student Centre

During these early weeks on campus there may be questions you want answered, issues to follow up, or just general enquires about where you may find particular facilities and services. The Student Centre has been established specifically to meet these needs, and more.

Even if you don't have any immediate concerns, drop in to the Student Centre and familiarise yourself with what it has to offer - the Centre can help you to make your time at University easier.

Program Talks

Architecture, Landscape
Architecture and Urban Design

Tuesday 28 January, 11.00am

Forum Lecture Theatre

Level 5 Architecture Building (G8)

Faculty talk and Academic Program overview - Bachelor of Design Studies (including Art History and Theory courses).

Commerce

Business Information Technology

Tuesday 28 January, 10.30am

Florey Lecture Theatre

Level 1 Medical School North (C15)

Academic Program overview - Bachelor of Commerce and Bachelor of Business Information Technology.

Dentistry

Oral Health

No pre-enrolment talk. The BDS and BOH are prescribed programs (that is, there is no choice in courses). Details regarding preliminary classes to be held during Orientation Week will be provided at enrolment.

Economics

International Agricultural Business

Wednesday 29 January, 10.00am or 2.00pm

Napier LG 29 (K12)

Academic Program and Enrolment overview - Bachelor of Economics and Bachelor of Economics (International Agricultural Business).

Engineering

Engineering double degrees

No pre-enrolment talk. Engineering has a prescribed first year (that is, no choice in courses). The double degrees with Economics, Finance, Law and Mathematical and Computer Sciences have prescribed programs in the initial years, with some choice of electives in later years. The double degrees with Arts and Science offer a greater choice of courses at all year levels. Where possible, students are encouraged to attend any discipline and/or program talks relevant to their non-engineering program.

Finance

Thursday 30 January, 10.00am or 2.00pm

Napier LG 29 (K12)

Academic Program and Enrolment overview - Bachelor of Finance.

Health Sciences

Tuesday 28 January, 9.00am

Hone Lecture Theatre

Ground Floor, Medical School South (D15)

Academic Program overview - Bachelor of Health Sciences, including introduction to Program Advisers and Faculty Staff. Students may enrol immediately after the pre-enrolment talk or on the following day.

Humanities and Social Sciences
(Arts)

Thursday 23 January

10:00am Welcome by Executive Dean and
general program information
(including double degrees)
- Elder Hall

10:45am Break

11:00am Program information for
specific degrees:
B.A. and B.A./B.Sc. - Elder Hall
B.Internat.St. - Napier G04
B.Media - Napier 102
B.Environ.St. - Napier G03
B.Soc.Sci. and
B.Soc.Sci./B.Health Sc. - LG 29

12 noon BBQ Lunch outside the
Napier Building.

Law

School Leavers:

Tuesday 28 January, 9.00 - 10.00am

All Other Applicants:

*Wednesday 29 January, 9.00 -
10.00am*

Lecture Theatre 2

Level 3, Ligertwood Building (L13)

Academic Program overview - Bachelor of
Laws.

Mathematical and Computer
Sciences

Wednesday 29 January, 10.00am

Flentje Lecture Theatre

Second Floor, Plaza Building (H9)

Academic Program overview - Bachelor of
Mathematical and Computer Sciences,
Bachelor of Computer Science.

Medicine

Friday 31 January, 9.00am

Hone Lecture Theatre

*Ground Floor, Medical School South
(D15)*

The pre-enrolment talk will cover enrolment
procedures and the Electives Program.
Students will enrol after the pre-enrolment
talk in the same venue. A comprehensive
Orientation Week program will be available
at enrolment including times and venues
for introductory lectures on the medical
components of the program.

Psychology (Honours)

Friday 24 January, 2.00pm

*Department of Psychology
Room 526, Hughes Building (J8)*

Academic Program overview - Bachelor of
Psychology (Honours). Students can enrol
immediately after the talk or may lodge
their enrolment form the following day.

Sciences

Friday 24 January

Details of a pre-enrolment orientation day,
discipline talks and academic program
overviews for all students commencing an
academic program in the Faculty of
Sciences will be provided in the enrolment
package posted to students by the Faculty.

Discipline Talks

Thursday 23 January

Napier Lecture Theatre 102 (J12)

- 12:30pm European Studies
- 1:00pm Anthropology
- 1:30pm Philosophy
- 2:00pm English
- 2:30pm Geography
- 3:00pm Environmental Studies
- 3:30pm Media
- 4:00pm Labour Studies

Friday 24 January

Napier Lecture Theatre 102 (J12)

- 9:00am Music for B.A. students
- 9:30am Classics
- 10:00am History
- 10:30am Politics
- 11:00am International Studies
- 11:30am Linguistics
- 12noon Psychology
- 12:30pm Lunch
- 1:00pm Asian Studies:
 - Chinese
 - Japanese
 - Indonesian
- 2:30pm French
- 3:00pm German
- 3:30pm Flinders Languages taught at Adelaide:
 - Italian
 - Modern Greek
 - Spanish/Portuguese.

Friday 24 January

Science presentation - details of venue and times will be provided in the Sciences enrolment package posted to students by the Faculty of Sciences.

Wednesday 29 January

*Flentje Lecture Theatre, Second Floor,
Plaza Building (H9)*

- 11.00am Statistics
- 11.30am Pure and Applied Mathematics
- 12.00pm Computer Science.

Preliminary Classes

During Orientation Week (24 - 28 February.) introductory lectures are presented for most Semester 1 courses taught in undergraduate academic programs.

It is essential that you attend these lectures to receive definitive advice on the structure of courses, textbooks and/or equipment needs, location of classes, and assessment.

An Orientation Guide will be available from the Student Centre, Faculties and Schools in Enrolment Week, and also on the web at. Please refer to this booklet for timetable details, and also other activities arranged by your Faculty/ School, the Student Centre and the Students' Association.

Note: Not all courses run preliminary lectures. Some preliminary lectures are repeated for your convenience - you need only attend one preliminary lecture for each course.

Campus Maps

Campus maps are available from the Student Centre and also on the University website at:

www.adelaide.edu.au/campuses_maps/

The locations for Program and Discipline Talks (above) include a map reference for the North Terrace Campus.

Undergraduate Academic Program/Student Advisers - 2003

Each Faculty/School has at least one Undergraduate Academic Program Adviser, available for consultation throughout the year to assist students with choosing courses and, where required, to approve courses for which they may be permitted to enrol. If you are in need of advice, or wish to discuss any problems relating to your studies, please contact a program adviser in your faculty/school.

Architecture, Landscape Architecture & Urban Design

Ms Sue Brookes
Room 478
Architecture Building (08) 8303 5877

The Centre for Australian Indigenous Research & Studies - Wilto Yerlo/CASM

Student Support Officers
Room G22
Hartley Building (08) 8303 3623
Freecall hotline 1800 651 763

Commerce and Business Information Technology

Ms Eirean James
Ms Laura Ibbett
Ground Floor
Security House
233 North Terrace (08) 8303 4755

Dentistry and Oral Health

Ms Amanda Hawtin
Room 331C
Medical School Sth Building (08) 8303 5256

Economics and Finance

Student Advisor
Room 17, Ground Floor
Napier Building (08) 8303 5540

Elder School of Music

Program Heads:
Bachelor of Music
Ms Elizabeth Koch
Room LG15
Elder Conservatorium 08 8303 5343
Mr Bruce Hancock
(advice on Jazz) 08 8303 3828
Location to be advised at O'week sessions,
due to rebuilding project

Bachelor of Music Studies
Stephen Whittington
Room 907
Schulz Building 08 8303 3689

Bachelor of Music Education
Ms Jenny Rosevear
Room 909
Schulz Building 08 8303 3679

VET Programs (Certificates)

Rodney Smith
Room 1112
Schulz Building 08 8303 5785

Continuing Flinders Street Programs

Ms Diana Weekes
Room 1110
Schulz Building 08 8303 5276
(subject to confirmation due to rebuilding)

Engineering

Level 1 for all Engineering Programs

Dr A Parker (08) 8303 5450

Chemical Engineering

Dr Y Ngothai (08) 8303 5445

Dr B O'Neill (08) 8303 4647

Civil/Civil & Environmental Engineering

Mr T Daniell

(International students) (08) 8303 5454

Assoc.Prof. M Griffith (08) 8303 4316

Dr M Lambert (08) 8303 5838

Computer Systems Engineering

Mr S Al-Sarawi (08) 8303 4198

Electrical & Electronic Engineering

Dr D Abbott (08) 8303 5748

IT&T Engineering

Dr M Sorrell (08) 8303 3226

Mechanical/Mechatronic Engineering

Dr B Dally (08) 8303 5397

Professor C Hansen (08) 8303 5698

Dr R Kelso (08) 8303 4704

Dr C Kestell (08) 8303 5946

Dr T Lu (08) 8303 3556

Petroleum Engineering

Prof. P Behrenbruch (08) 8303 4119

Dr S Hunt (08) 8303 8035

Health Sciences

Eleanor Peirce (08) 8303 5191

Corinna Van Den Heuvel (08) 8303 5391

Vivienne Moore (08) 8303 4525

Mario Ricci (08) 8303 6294

Humanities and Social Sciences

Faculty Office

Ground Floor,

Napier Building (08) 8303 5245

Law

Please contact the School office for a list of program advisers.

Mathematical and Computer Sciences

Please contact the Faculty office for a list of course advisers.

Medicine

Level I Academic Program Advisers

Carole Gannon

Medical Educ. Unit, NG-39 (08) 8303 6221

Ray Peterson

Medical Educ. Unit, NG-39 (08) 8303 6221

Sciences

Students should contact the relevant Faculty for all Program related queries:

North Terrace Faculty Office

Room 519, Oliphant Building

ph: (08) 8303 5673, fax: (08) 8303 4386

Roseworthy Campus Faculty Office

Main Administration Building

ph: (08) 8303 7812, fax: (08) 8303 7960

Waite Campus Faculty Office

Main Waite Building

ph: (08) 8303 7360, fax: (08) 8303 7106

University Contacts

Note: The University Website Home Page provides comprehensive information on a range of topics. Most of the areas listed below can also be accessed on the website at www.adelaide.edu.au

North Terrace Campus

Emergency (08) 8303 5444

Student Centre (08) 8303 5208

student.centre@adelaide.edu.au

Accommodation Officer (08) 8303 5915

Adelaide Graduate Centre (08) 8303 5882

Adelaide University Union (08) 8303 5401

Administrative Services Branch (08) 8303 5164

Admissions Office (08) 8303 4575

Bookshop (Unibooks) (08) 8223 4366

Card Centre (08) 8303 3363

Careers Service (08) 8303 5123

Centre for Aboriginal Studies in Music (CASM) (08) 8303 5705

Child Care (Observatory) (08) 8303 5429

Clubs' Association (08) 8303 3410

Counselling Centre (08) 8303 5663
counselling@adelaide.edu.au

Disabilities Liaison Officer (08) 8303 5962

Education/Welfare Officers (08) 8303 5430
chris.gent@auu.adelaide.edu.au
vicki.mcvoy@auu.adelaide.edu.au

Enrolments Office (08) 8303 4216

Examinations Officer (08) 8303 5209

5UV Radio Adelaide (08) 8303 5000

Graduations Office (08) 8303 4218

Health Centre (08) 8303 5050

HECS and Fees Officer (08) 8303 5880

International admissions (08) 8303 6457
email: admissions@adelaide.edu.au

International Student Centre (08) 8303 4828

Learning and Teaching Development Unit (LTDU) (08) 8303 5771

Libraries:

Barr Smith Library

North Terrace (08) 8303 5372

Elder Music Library

Hartley Building (08) 8303 3685

Law Library

Ligertwood Building (08) 8303 5558

Roseworthy Campus Library

Eastick Building (08) 8303 7844

Waite Campus Library

Woolhouse Library Bldg (08) 8303 7312

Maths Learning Centre (08) 8303 5862

On Dit Student Newspaper (08) 8303 5404

Overseas Students' Association (08) 8303 5852

Postgraduate Students' Association (08) 8303 5898

Professional and Continuing Education (08) 8303 4777

Prospective Students Office (08) 8303 6447

Scholarships Office (08) 8303 3044

Security Office (08) 8303 5990

Sports Association (08) 8303 5403

Student Finance Officer (08) 8303 5880

Students' Association (SAUA) (08) 8303 5406

Wilto Yerlo (08) 8303 3623

Women's Officer (08) 8303 6481

Roseworthy Campus

Emergency (08) 8303 7999

General enquiries (08) 8303 7818

Child Care Centre (08) 8303 7895

Language & Learning Tutor (08) 8303 5771

Library (08) 8303 7844

Nurse (08) 8303 7884

Residential College (08) 8303 7888

Waite Campus

Emergency (08) 8303 7200

General enquiries (08) 8303 7360

Child Care Centre (08) 8303 6560

Language & Learning Tutor (08) 8303 5771

Library (08) 8303 7312

Nurse (08) 8303 5904

Other

Abstudy 132317

1800 112 452

Austudy 132490

1800 112 338

HECS Advice Hotline 132 861

Faculty/School Enquiries

*Adelaide Graduate School
of Business*

Registrar: Ms Carol McHugh

enquiries:

Ms Jade O'Donohue

Room 3.04

Security House, 233 North Terrace

ph: (08) 8303 4255

email: jade.odonohue@adelaide.edu.au

*Architecture, Landscape Architecture
and Urban Design*

Executive Officer: Ms Sue Brookes

enquiries:

Ms Sue Brookes

Room 478, Architecture Building

ph: (08) 8303 5877, fax: (08) 8303 4377

email: sue.brookes@adelaide.edu.au

*The Centre for Australian
Indigenous Research and Studies -
Wilto Yerlo/CASM*

Director: Mr Roger Thomas

enquiries:

Student Support Officers

Room G22, Hartley Building

ph: (08) 8303 3623, fax: (08) 8303 4396

email: daniel.turner@adelaide.edu.au

Freecall hotline 1800 651 763

Commerce

Business Manager: Ms Sandra Findlay

enquiries:

Ms Eirean James

Ground Floor, Security House

233 North Terrace

ph: (08) 8303 4755, fax: (08) 8303 6050

email: commerce@adelaide.edu.au

Dental School

Executive Officer: Ms Amanda Hawtin

enquiries:

Ms Michelle Silke

Dental School Office

Room 331c, Medical School South Building

ph: (08) 8303 5256, fax: (08) 8303 3444

email: amanda.hawtin@adelaide.edu.au

Economics

Executive Officer: Ms Silvia Schwarz

enquiries:

School of Economics Office

Ground Floor, Napier Building

ph: (08) 8303 5540, fax: (08) 8223 1460

email: economics@adelaide.edu.au

Education

Dept. Secretary: Dr Margaret Scott
enquiries:
Room 106, Education Building
245 North Terrace
ph: (08) 8303 5892, fax: (08) 8223 3604
email: margaret.scott@adelaide.edu.au

Elder School of Music

School Registrar: Dr Miriam Collins
enquiries:
Elder Office
Room LG06, Elder Conservatorium
ph: (08) 8303 5068, fax: (08) 8303 4423
email: miriam.collins@adelaide.edu.au

Engineering

Registrar: Ms Pam Dwyer
enquiries:
Engineering Student Office
Room S134, Engineering South Building
ph: (08) 8303 4148, fax: (08) 8303 6492
email: schooloff@eng.adelaide.edu.au

Humanities and Social Sciences

Faculty Registrar: Mr Robert Ewers
enquiries:
Faculty Office
Ground Floor, Napier Building
ph: (08) 8303 5245, fax: (08) 8303 4382
email: humss@adelaide.edu.au

Law

enquiries:
Ms Moira Groves
Student Affairs Officer
Room 1.18, Ligertwood Building
ph: (08) 8303 5062, fax: (08) 8303 4344
email: admin@law.adelaide.edu.au

Mathematical and Computer Sciences

Registrar: Ms Clara Barbieri
enquiries:
School Administrator
Room S134, Engineering South Building
ph: (08) 8303 5030, fax: (08) 8303 4692
email:
maths_eng.cs.maths@adelaide.edu.au

Medical School

enquiries:
Medical School Office
Room G45, Medical School North Building
ph: (08) 8303 5336, fax: (08) 8303 3788
email: admissions.health@adelaide.edu.au

Sciences

enquiries:
North Terrace Faculty Office
Room 519, Oliphant Building
ph: (08) 8303 5673, fax: (08) 8303 4386
email: execdean.facsciences@adelaide.edu.au
Roseworthy Campus Faculty Office
Main Administration Building
ph: (08) 8303 7812, fax: (08) 8303 7960
email: judy.tucker@adelaide.edu.au
Waite Campus Faculty Office
Main Waite Building
ph: (08) 8303 7360, fax: (08) 8303 7106
email: ros.mitchell@adelaide.edu.au





the university
of adelaide >>>>>

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the university of adelaide



The University

The University of Adelaide has about 15,000 students enrolled in academic programs offered through the University's faculties: Engineering, Computer and Mathematical Sciences; Health Sciences; Humanities and Social Sciences; the Professions; and Sciences. This breadth of academic areas ensures considerable choice in academic programs and courses.

The University gives a high priority to the quality of its teaching. Academic programs encompass the latest developments in knowledge and understanding while providing a sound basis for subsequent employment, professional training and postgraduate study. In addition the University has an excellent international reputation for the quality of its research, which in turn reinforces the up-to-date nature of its teaching programs. Many graduating students pursue further studies by way of coursework and research at postgraduate level. The individual welfare of students is a major institutional priority of the University and is supported by a network of staff and services which are outlined in this Guide.

Campuses

The University has four campuses within the city, the metropolitan area and nearby countryside. Several research stations and experimental facilities are within an hour's drive of the city.

North Terrace

The main campus is in the heart of the city of Adelaide and is the site of most teaching departments and many research facilities. It is adjacent to both the city's business and shopping district and the parklands bordering the River Torrens. The Art Gallery of SA, the SA Museum, State Library, Festival Centre, Zoological Gardens and Botanical Gardens are all close neighbours.

Roseworthy

The Roseworthy Campus is located 50km north of Adelaide, near the historic town of Gawler, which has a population of 15,000, and is only a 30-minute drive from the world famous Barossa Valley wine growing region.

Roseworthy has excellent teaching and laboratory facilities set on 1600 hectares of prime South Australian farming land, with its own student accommodation and recreational facilities. It offers its students a practical insight into dryland farming systems (particularly cereal, pulse, oilseed and wool production in a Mediterranean climate) and natural resource management.

Thebarton

The Thebarton Campus is located on the River Torrens approximately four kilometres from the North Terrace Campus. The site has been developed as a Commerce and Research Precinct, housing commercial and industrial enterprises and University research activities involving postgraduate students.

The Precinct acts as an important interface between the University of Adelaide and Australian business and industry.

Waite

The Waite Campus is situated at Glen Osmond, eight kilometres south-east of the city centre, where part of the Bachelor of Agricultural Science, including its highly regarded oenology program, and postgraduate agriculture programs are taught. The Waite Campus is recognised as the most significant agricultural research and teaching centre in the southern hemisphere. Other research organisations including the SA Research and Development Institute, Primary Industries and Resources SA, the Australian Wine Research Institute and divisions of the CSIRO are located on the Waite campus, creating a formidable concentration of agricultural research expertise.

Council

The governing body of the University is the Council, which, under Section 9 of the University of Adelaide Act, has as its principal responsibilities:

- a) overseeing the management and development of the University
- b) devising or approving strategic plans and major policies for the University *and*
- c) monitoring and reviewing the operations of the University.

The Council comprises the Chancellor, the Vice-Chancellor, seven external members who are appointed by a Selection Committee chaired by the Chancellor, three external members elected by the Senate, one co-opted external member, three academic staff elected by the academic staff, two general staff elected by the general staff, two undergraduate students elected by undergraduate students and one postgraduate student elected by postgraduate students: 21 in total.

The Vice-Chancellor is the Chief Executive Officer and is responsible to the Council for the management of the University. The main advisory bodies to the Vice-Chancellor are the Vice-Chancellor's Office Group (VCOG) and Vice-Chancellor's Committee, both of which are chaired by the Vice-Chancellor.

The Vice-Chancellor's Office Group comprises the Deputy Vice-Chancellor (Education) and Provost, Deputy Vice-Chancellor (Research), Executive Director, Finance and Executive Director, Student and Staff Services.

The members of the Vice-Chancellor's Committee are the same, together with the Faculty Executive Deans, Convenor of Academic Board, and Dean of Graduate Studies.

There are five principal committees of Council which also provide advice both to the Council and the Vice-Chancellor: the Convenor's Committee, Academic Board, Audit and Compliance Committee, Finance Committee and Personnel Committee.

Committees, Faculties and Boards

The Academic Board is the principal academic body of the University and has authority to determine policy and practice in education, research and research training throughout the University. It has up to 43 members, including academic staff from each of the Faculties, as well as four student members. Information about meeting times and membership of these committees can be obtained from the Academic Board Secretary.

As their names imply, the Finance Committee is concerned with the financial aspects of University management, the Personnel Committee with the relationships between the University as an employer and its staff, and between the University and its students, and the Audit and Compliance Committee with risk assessment and management. The Convenor's Committee

includes the convenors of the other Council committees as members, and functions as an executive committee.

Of more immediate impact from the students' point of view are the Faculty Boards and the Board of Research Education and Development, which have significant input into the degree and diploma academic programs, monitored by the Academic Board. These Boards are responsible for the structure, scope and content of University academic programs. Students are members of these Boards.

There is also the Student Affairs Committee (SAC), a forum to raise and discuss a broad range of issues of concern principally to undergraduate students of the University. It serves as a conduit through which student concerns can be directly communicated to senior staff of the University. It reports to the Vice-Chancellor.

The SAC is convened by a student member of Council and about half its members are students. Students who wish to have matters raised in this committee can do so by contacting any of the student members through the Students' Association or the Postgraduate Students' Association.

Statutes, Rules and By-laws

Every degree and diploma academic program is established by Rule, with the details of those programs, such as courses available and the structure of the program, set out in the Academic Program Rules. These rules appear in the University Calendars and are followed by the syllabuses for each of the courses concerned.

There are a number of other rules, and some statutes, which govern matters relevant to students: for example, use of the library, lecture rooms, laboratories, conduct of examinations, assessment policies and appeal procedures, enrolments, grievance procedures, etc.

These rules are published in this Guide. Statutes are published on the web at www.adelaide.edu.au/secretariat/webdocs/statutes/index.htm

The University's by-laws govern such matters as trespass, parking and traffic, and disorderly behaviour. Breaches can result in action and penalties being imposed by the courts. The by-laws* are published on the web at www.adelaide.edu.au/secretariat/bylaws.html

* These by-laws are under review.

Student Centre

The Student Centre has been set up as a central point of contact and deals with a wide range of enquiries regarding courses, admissions, procedures, fees and charges, enrolments, examinations, scholarships and graduations for all prospective and current students and graduates of the University.

All initial enquiries relating to any of the above areas should be directed to the Student Centre.

Vice-Chancellor, Deputy Vice-Chancellors and Directors

The Vice-Chancellor, Professor James McWha, is the chief executive officer of the University. He is supported by the Deputy Vice-Chancellor (Research), Professor Edwina Cornish, and the Deputy Vice-Chancellor (Education) and Provost, Professor Penny Boumelha, as well as the Executive Director, Finance and Infrastructure, Mr Paul Duldig, and the Executive Director, Student and Staff Services, Ms Susan MacIntosh.

The Deputy Vice-Chancellor (Education) and Provost oversees educational planning and policy, including student load modelling and the management of entry, and library services. The Deputy Vice-Chancellor (Research) oversees research administration and research training policy.

The Executive Director, Student and Staff Services, oversees the administrative or service functions related to students, such as equity issues, international programs, student records, counselling, scholarships, admissions and graduations, as well as information technology networks and information systems, human resources,

strategic communications and alumni, community relations and development.

The Executive Director, Finance and Infrastructure, oversees the University's financial and physical resources, such as accounts, buildings, grounds, and commercial ventures.

Critical Dates 2003

Pre-enrolment/Discipline Talks

Thurs 23 - Wed 29 January

Enrolments

Tues 28 - Fri 31 January

- February Round Offers

Thurs 13 February

Orientation Week

Mon 24 - Fri 28 February

Preliminary Lectures

Mon 24 - Fri 28 February

First Semester

International students: deadline for payment of semester 1 tuition fees	Mon 3 March
Last day to pay up-front HECS and tuition fees	Fri 14 March
Last day for deleting courses from a student's record	Mon 31 March
Last day for withdrawing without incurring HECS liability or tuition fees	Mon 31 March
Last day for withdrawing without failure (WNF) (semester 1 courses)	Fri 9 May
Last day for withdrawing (WF) (semester 1 courses)	Fri 6 June
Exam period	Sat 14 - Sat 28 June
Supplementary exams	Sat 12 - 19 July

Second Semester

Enrolments	Mon 21 - Fri 25 July
International Students: deadline for payment of semester 2 tuition fees	Mon 28 July
Last day to pay up-front HECS and tuition fees	Fri 15 August
Last day for deleting semester 2 courses from a student's record	Sun 31 August
Last day for withdrawing without incurring HECS liability or tuition fees	Sun 31 August
Last day for withdrawing without failure (WNF) (semester 2 courses)	Fri 19 September
Last day for withdrawing (WF) (semester 2 courses)	Fri 31 October
Exam period	Sat 8 - Sat 22 November
Supplementary exams	Sat 6 - Sat 13 December

Full Year

Last day for withdrawing without incurring HECS liability or tuition fees	Mon 31 March
Last day for deleting courses from a student's record	Mon 31 March
Last day for withdrawing without failure (WNF)	Sun 31 August
Last day for withdrawing without incurring Sem.2 HECS liability or tuition fees	Sun 31 August
Last day for withdrawing (WF) (full year courses)	Fri 31 October
Exam period	Sat 8 - Sat 22 November
Supplementary exams	Sat 6 - Sat 13 December

First Trimester

Last day for withdrawing without incurring fees	Mon 3 February
Tuition Fees Due	Mon 17 February
Last day for withdrawing without failure (WNF)	Fri 4 April
Last day to withdraw (WF)	Sat 3 May

Second Trimester

Last day for withdrawing without incurring fees	Mon 26 May
Tuition Fees Due	Mon 9 June
Last day for withdrawing without failure (WNF)	Fri 18 July
Last day to withdraw (WF)	Sat 16 August

Third Trimester

Last day to withdraw without incurring fees	Mon 8 September
Tuition Fees Due	Mon 22 September
Last day for withdrawing without failure (WNF)	Fri 31 October
Last day to withdraw (WF)	Sat 29 November

WNF = withdraw not fail

WF = withdraw fail

The University of Adelaide Academic Year 2003

HOLIDAY PERIOD/SUMMER SEMESTER					
Monday to Friday		What's On		Public Holidays / Other Information	
30 Dec	3 Jan	Summer semester/holiday		New Years Day Public Holiday 1 Jan	
6 Jan	10 Jan	Summer semester/holiday		School holidays	
13 Jan	17 Jan	Summer semester/holiday			
20 Jan	24 Jan	Summer semester/holiday			
27 Jan	31 Jan	Summer semester/holiday		Australia Day 27 Jan, Education Dept Term 1 begins	
3 Feb	7 Feb	Summer semester/holiday			
10 Feb	14 Feb	Summer semester/holiday			
17 Feb	21 Feb	Summer semester/holiday			
24 Feb	28 Feb	Orientation Week			
SEMESTER 1					
Acad Yr Week	Teaching Week	Monday to Friday		What's On	Public Holidays/Other Information
1	1	3 Mar	7 Mar	Semester 1	
2	2	10 Mar	14 Mar		
3	3	17 Mar	21 Mar		
4	4	24 Mar	28 Mar		
5	5	31 Mar	4 Apr		
6	6	7 Apr	11 Apr		Ed Dept Term 1 ends 11 Apr
7		14 Apr	18 Apr	Mid-semester break	School holidays, Good Friday 18 Apr
8		21 Apr	25 Apr	Mid-semester break	Easter Monday 21 Apr, Anzac Day 25 Apr, AVCC Common Week, school holidays
9	7	28 Apr	2 May	Semester 1	Ed Dept Term 2 begins 29 Apr
10	8	5 May	9 May		
11	9	12 May	16 May		
12	10	19 May	23 May		
13	11	26 May	30 May		
14	12	2 Jun	6 Jun		
MID-YEAR EXAM/HOLIDAY PERIOD					
15		9 Jun	13 Jun	Swot week/Non-teaching	Queen's Birthday 9 Jun
16		14 Jun (Sat)	20 Jun	Mid-year Exams	
17		21 Jun (Sat)	28 Jun (Sat)	Mid-year Exams	
18		30 Jun	4 Jul		Ed Dept Term 2 ends 4 Jul
19		7 Jul	11 Jul	Semester break	AVCC Common Week, school holidays
20		12 Jul (Sat)	19 Jul (Sat)	Sem. break/Supp exams*	School holidays
21		21 Jul	25 Jul	Semester break	Ed Dept Term 3 begins 21 Jul

SEMESTER 2					
Acad Yr Week	Teaching Week	Monday to Friday		What's On	Public Holidays/Other Information
22	1	28 Jul	1 Aug	Semester 2 Graduation ceremonies*	
23	2	4 Aug	8 Aug		
24	3	11 Aug	15 Aug		
25	4	18 Aug	22 Aug		
26	5	25 Aug	29 Aug		
27	6	1 Sep	5 Sep		
28	7	8 Sep	12 Sep		
29	8	15 Sep	19 Sep		
30		22 Sep	26 Sep	Mid-semester break	Ed Dept Term 3 ends 26 September
31		29 Sep	3 Oct	Mid-semester break	AVCC Common Week, school holidays
32	9	6 Oct	10 Oct	Semester 2	Labor Day Holiday 6 Oct, school holidays Ed Dept Term 4 begins 13 Oct
33	10	13 Oct	17 Oct		
34	11	20 Oct	24 Oct		
35	12	27 Oct	31 Oct		
END OF YEAR EXAM/HOLIDAY PERIOD					
36		3 Nov	7 Nov	Swot week/Non-teaching	Ed Dept Term 4 ends 12 Dec School holidays Christmas Day 25 Dec, Proclamation Day 26 Dec
37		8 Nov (Sat)	15 Nov (Sat)	End-of-year Exams*	
38		17 Nov	22 Nov (Sat)	End-of-year Exams*	
39		24 Nov	28 Nov	Summer holidays	
40		1 Dec	5 Dec (Sat)	Summer holiday	
41		6 Dec (Sat)	13 Dec (Sat)	Summer holidays/ Supp exams	
42		15 Dec	19 Dec	Graduation ceremonies*	
		22 Dec	26 Dec	Summer holidays	

* Graduation ceremonies and dates for general and supplementary exams are subject to confirmation.



supports and services >>>



supports and services

Access and Equity Programs

The University is committed to increasing its intake of students from under-represented backgrounds. The Special Entry Scheme, the Aboriginal and Torres Strait Islander Access Scheme and the Fairway Scheme are part of the University's means of achieving this end.

For information on the Special Entry and Fairway Schemes, please contact the Student Centre, Level 4, Wills Building on (08) 8303 5208. Information on the Aboriginal and Torres Strait Islander Access Scheme is available from Wilto Yerlo, HG8, Hartley Building, ph: (08) 8303 3623.

Accommodation

www.adelaide.edu.au/accommodation/

An Accommodation Officer is available to help students locate suitable accommodation. Enquires may be made through the Accommodation Service (08) 8303 5220. The University accommodation website also has detailed accommodation options.

Residential Colleges

There are six co-educational colleges affiliated with the University. Aquinas, Lincoln, St. Ann's and St. Mark's are mainly for undergraduate students, and Kathleen Lumley for postgraduate and mature age students. The undergraduate colleges provide single study/bedrooms with meals seven days a week; have computer suites with online access to the universities and the internet; library, music,

laundry and sporting facilities; and a network of residential and academic support. A special Clubs Committee coordinates social, cultural and sporting activities for students.

Roseworthy College provides accommodation for students studying at Roseworthy Campus. Undergraduate students are accommodated in residential halls and meals are provided in the historic College dining room. Postgraduate students reside in modern fully furnished houses. There are some unfurnished houses reserved for the exclusive use of students with families. There are also accommodation options for students with special needs.

Aquinas College

1 Palmer Place, North Adelaide, 5006
ph: (08) 8334 5000, fax: (08) 8334 5173
email: aquinas@chariot.net.au
www.adelaide.edu.au/Aquinas/

*Kathleen Lumley College**

51 Finnis Street, North Adelaide, 5006
ph: (08) 8267 3270, fax: (08) 8239 1705
email: klc@adelaide.edu.au
www.adelaide.edu.au/~klc/

* This college is primarily for postgraduate students.

Lincoln College

45 Brougham Place, North Adelaide, 5006
ph: (08) 8290 6000, fax: (08) 8267 2942
email: admin@lincoln.college.adelaide.edu.au
www.adelaide.edu.au/Lincoln/

*Roseworthy College**

Roseworthy Campus, Roseworthy 5371
ph: (08) 8303 7888, fax: (08) 8303 7960
email: lesley.menzel@adelaide.edu.au
www.adelaide.edu.au/accommodation/
colleges/roseworthy.html

* This college is for Roseworthy campus students.

St Ann's College Inc

187 Brougham Place, North Adelaide, 5006
ph: (08) 8267 1478, fax: (08) 8267 1903
email: stanns@stanns.sa.edu.au
www.adelaide.edu.au/St_Anns/

St Mark's College

46 Pennington Terrace, North Adelaide, 5006
ph: (08) 8334 5600, fax: (08) 8267 4694
email: manager@stmarkscollege.com.au
www.stmarkscollege.com.au

Subsidised Student Accommodation Accommodation Service (08) 8303 5220

Subsidised accommodation provides students of the University of Adelaide with inexpensive accommodation on a share house basis. The University has a limited number of rooms available in houses, flats and units in nearby suburbs. The accommodation is subsidised and preference is given to first year undergraduate students with low income, particularly those from interstate and country areas, or students whose personal circumstances warrant assistance.

Admissions Office

Level 6, Hughes Building

ph: (08) 8303 4575

The Admissions Office coordinates the admissions process for Australian undergraduate and some postgraduate programs. General information on

admission to the University is available either from the Student Centre. The Admissions Officers can be contacted for advice on University policies and procedures.

Advocacy and Representation

Under University Policy, the Education and Welfare Officers (EWOs) in Student Care are designated advisers and advocates for students with complaints or grievances with the University, or who need representation in disciplinary matters with the University.

Students with Youth Allowance/AUSTUDY queries or who are contesting Centrelink decisions are strongly advised to seek the advice of the EWOs.

The EWO's will help prepare cases before the University's appeals committees as well as Centrelink cases before the SSAT (Social Security Appeals Tribunal) and AAT (Administrative Appeals Tribunal). They will, if required, represent students at those tribunals.

Calendar

The University of Adelaide Calendars (volume 1, Handbook of Undergraduate Programs and volume 2, Handbook of Postgraduate Programs) is available from:

Unibooks

Union Building, North Terrace Campus.

The Front Office

Main Building, Roseworthy Campus.

The Enquiries Office

Distillery Building, Thebarton Campus.

The Enquiries Office

Main Waite Building, Waite Campus.

The Calendar lists the Academic Program Rules for each academic award offered by the University.

Careers Service

Level 6, Hughes Building

careers.service@adelaide.edu.au

www.adelaide.edu.au/Careers

The Careers Service assists students and graduates in managing their careers. Students need to begin their career planning early to ensure a smooth transition from University to employment.

The Careers Service runs a careers education program including a series of workshops on preparation for employment, an employers' recruitment program, a resource library of employer information, a drop in service ((Monday and Wednesday afternoons) and produces an annual Careers Handbook.

Careers Fairs

The University of Adelaide will be presenting the following careers fairs in Bonython Hall:

- Thursday 20 March -10.30am-3pm (Arts, Commerce, Economics, Finance)
- Friday 21 March -10.30am-3pm, (Engineering, Mathematical and Computer Science, Science.

A careers fair is also scheduled for Law in March.

The Waite Institute Students' Association Inc. will be presenting the Agricultural and Environmental Science Careers Fair at the Waite Campus.

Dates for further fairs will be advised by the Careers Service on its noticeboards and website.

Child Care

North Terrace Campus

ph: (08) 8303 5429, fax (08) 8303 4404

www.adelaide.edu.au/childcare/adelaide

8.00am - 6.00pm (Mon. - Fri.)

The Adelaide Campus Children's Centre operates at the North Terrace Campus for

staff, students and the broader community. The centre caters for children from 3 months to school age.

Roseworthy Campus

www.adelaide.edu.au/childcare/

roseworthy

ph: (08) 8303 7895

7.30am - 6.00pm (Mon. - Fri.)

The Roseworthy Campus child care centre is operated for staff, students and children from the community. The centre caters for children from 3 months to school age.

Waite Campus

www.adelaide.edu.au/childcare/waite

ph: (08) 8303 6560, fax (08) 8303 6561

8.00am - 6.00pm (Mon. - Fri.)

Waite Campus Childrens' Centre is operated at the Waite Campus for staff and students. The centre caters for children from 3 months to school age.

Please check the childcare websites for further information and electronic submissions of expression of interest.

Clubs' Association

*Western Annexe Chapel, 1st Floor,
Lady Symon Building*

ph: (08) 8303 3410

The Clubs' Association serves over 70 social, faculty and cultural groups on the University Campuses. Through its affiliation to the Adelaide University Union it is able to offer a wide range of grants to clubs to produce publications, run events or attend conferences. To form a new club only 10 students are required to become affiliated to the Clubs' Association and become eligible for assistance.

For more information please contact Vicki Kolberg.

Counselling Centre

Ground Floor, Horace Lamb Building

Ph: 8303 5663

9.00am - 5.00pm (Mon. - Fri.)

The Counselling Centre provides personal counselling for students in relation to issues that are affecting study.

Services Include:

- ♦ Crisis intervention
- ♦ A drop-in service, available daily between 1.00 - 2.30 pm (brief consultations only, no appointment required)
- ♦ Individual counselling (by appointment)
- ♦ Telephone counselling.

Examples of issues student seek assistance with include: stress, family issues,

motivation, relationship difficulties, panic and anxiety, grief and loss, depression, sexuality, concentration, self esteem, and special considerations for assessments.

Each semester, workshops and groups are run on a number of topics, such as:

Relaxation, Exam Stress, Procrastination, Balancing Family and Relationship Commitments with Study, Improving Sleep, and Confidence in Tutorial and Seminar Presentations.

Appointments can be made by phone or by calling into the Centre.

Cross-Institutional Studies

Students may study courses (subjects) taught at other institutions for credit towards their University of Adelaide degree, either internally (on-campus) or externally (by correspondence). Students interested in cross-institutional study should consult the Area Administrator in the faculty or school in which they are enrolling.

Disabilities: Support for Students with Disabilities

Learning and Disability Access Office

Ground Floor, Horace Lamb Building

Ph: 8303 5962

The University is committed to providing access and equity for students with a disability. Students can access support services for both permanent and temporary disabilities of a physical, intellectual, sensory, learning or psychiatric nature.

The University recognises its responsibilities for providing appropriate teaching and learning supports, and the provision of physical access for students with disabilities, as required by the Commonwealth Disability Discrimination Act (1992).

Arrangements can be made through the Disability Liaison Officer (DLO) to assist students with disabilities to achieve their academic goals. Support may include assistance with enrolment; assistance in negotiating individual learning agreements with academic staff; provision of note takers or personal readers or sign language interpreters; improved physical access; and a variety of study aids, such as computing equipment with relevant software. It may also include the modification of aspects of subjects or courses, from giving more time in exams to negotiating alternative forms of assessment.

Students with disabilities are encouraged to indicate this on their enrolment form and contact the DLO as early as possible in their academic careers to confidentially discuss their individual needs.

Further information on services, support networks and negotiating adjustments to assessment methods, is available from the Disability Liaison Officer.

Education and Welfare Officers

See entry under Student Union - Student Care, page 40.

Employment Service

See entry under the Student Union, page 40.

Equal Opportunity

The University is committed to promoting equal opportunity in education and employment. It is required by law to operate without discrimination on the basis of sex, race, religion, disability, marital status, pregnancy, sexual preference and age. Pamphlets about its equal opportunity policies in the following areas are available from the Student Centre. Issues include:

- Cultural diversity on campus
- Equal opportunity policy
- Making a complaint
- Non-discriminatory language use
- Sexual harassment
- Students with a disability.

Access and Equity Initiatives

The University is committed to providing students from under-represented groups with greater opportunities to enter the University, succeed academically and participate fully in all its activities. Initiatives in this area include:

- the Fairway Scheme, which facilitates the entry of students from schools under-represented in applications to university.
- language and study skills support, and assistance for students from non-English speaking backgrounds, including the appointment of international student advisers.
- programs to develop an equitable learning and teaching environment in engineering.

- support for students who have a disability, through their lecturers, development of Learning Assessments and through the Disability Liaison Officer.
- the Wilto Yerlo program which recruits and supports Aboriginal and Torres Strait Islander students.

Additional support and resources are available on University campuses from:

- The Counselling Centre
- Education and Welfare Officers (University Union)
- International Student Advisers
- Overseas Students' Association
- Students' Association (SAUA)
- Parklands Medical Practice - the University Health Service
- Student Support Officers - Wilto Yerlo
- Women's Officer ((SAUA).

Faculty/School Contacts

Area Administrators

Faculty/School Area Administrators are the principal administrative officers in their Faculty/School and are responsible for coordinating the provision of information and advice on their programs, policies and procedures. Students requiring assistance would not normally contact these officers direct, but should enquire at the Faculty/School office to determine who has responsibility for the provision of services related to their particular area of concern (see pages 14-15 for contact details).

Postgraduate Coordinators

Each Department/School appoints a postgraduate coordinator to oversee the postgraduate students enrolled in higher degrees by research in the department. The names of postgraduate coordinators for 2003 may be obtained from the appropriate department.

Undergraduate Program Advisers
See pages 11-12 for details.

Financial Support for Students

Abstudy/Austudy/Youth Allowance

Detailed information on these allowances is available through the Centrelink website at www.centrelink.gov.au or students may contact one of Education and Welfare Officers for advice.

Changes to Enrolment/Study Program

Students are reminded that they must inform Centrelink, in writing, of any changes to their enrolment as this may affect their entitlements. Generally, students need to be undertaking 75% or more of a normal fulltime workload. Centrelink take this to apply per semester as well as per annum. See the Education and Welfare Officers for advice.

Equal Access Scheme

Commencing students from disadvantaged groups may be eligible for assistance with the costs of commencing tertiary study under the Equal Access Scheme. Application is made to the Education and Welfare Officers, after enrolling (usual closing date is early March).

Loans

An interest-free loan scheme is operated by the University (conditions do apply). Enquiries and applications should be made to the Education and Welfare Officers.

Emergency Loans

Short term emergency finance is available. These are small loans only, and conditions apply. See the Education and Welfare Officers.

Rent Relief

There is a rent relief scheme for low income earners who have resided in South Australia for at least three months. Students who pay more than 40% of their income on

rent may be eligible for a weekly rebate. This is now limited to current recipients.

Susan Collins Angus Student Assistance Scheme

Undergraduate students from the Barossa Valley, in their second year or above of study, who can demonstrate financial need, may apply for financial assistance through this scheme.

Please contact the Education and Welfare officers for assistance.

Walter and Dorothy Duncan Trust

Students of the University of Adelaide in financial need may apply to the Walter and Dorothy Duncan Trust for a grant.

The Walter and Dorothy Duncan Trust has a mission to support students who, because of their circumstances, have a short term financial difficulty or who have special circumstances which may impede their academic progress.

Small grants may be sought to provide assistance with general living and study expenses, assist in the purchase of necessary equipment related to the applicant's field of study, for small research grants, including travel associated with research, or any other purpose approved by the Union Board.

To qualify for a grant, students must demonstrate an above average academic record and provide details to support the financial need.

A supporting statement from your program coordinator/supervisor or department is desirable where costs are related to study projects (eg, trips or conferences).

Grants are not normally made to pay tuition, Union, or other administrative fees and charges. Conditions apply.

Application forms are available from the Student Loans Officer or the Education and Welfare Officers.

Graduation Ceremonies

In 2003 the University will be holding the following ceremonies:

Offshore Ceremonies

Kuala Lumpur, Malaysia

22 March 2003

Singapore

23 March 2003

August Ceremonies

Bonython Hall

Dates to be confirmed

December Ceremonies

Bonython Hall

Dates to be confirmed.

Applying to Graduate

All students wishing to graduate must apply to do so by completing an Application to Graduate form.

If you expect to complete your program in 2003 please indicate this on your Enrolment form. This will ensure that you receive an Application to Graduate form.

Application forms will be sent after 31 March, for August ceremonies, or after 31 August for December ceremonies, to those who have indicated they expect to complete in 2003. You can request a form outside of this general mail-out by contacting the Student Centre on (08) 8303 5208, or email graduations@adelaide.edu.au

All Application forms must be returned to the Student Centre by the following dates:

Offshore ceremonies 15 January

August ceremonies 15 May

December ceremonies 30 September.

Higher Degrees

An Application to Graduate form will be sent to Higher Degree Research candidates once they have submitted their thesis.

Forms need to be lodged in accordance with the above deadlines for inclusion in the relevant ceremonies.

Health Centre

Hughes Plaza

ph: (08) 8303 5050

9.00am to 5.30pm (Mon. - Fri.)

*(except public holidays)**

All students enrolled at the University may consult doctors at the Parklands Medical Practice. This service is offered on campus through an external provider engaged by the University. Full details of the medical staff and the services provided may be obtained from Parklands.

Students newly enrolled at the University are encouraged to attend the Health Service to acquaint themselves with the medical staff and the services available. These include medical consultations for both acute and chronic conditions, contraceptive advice, liaison with other welfare services and with academic and administrative staff of the University, immunisation advice (including overseas travel), sports injury management and referral for specialist medical advice. All consultations are strictly confidential.

New students with a chronic medical condition or medical disability are encouraged to attend the Health Service to discuss areas in which assistance can be provided.

Student consultations for services attracting medical benefits are bulk-billed. Students should bring their own or their parent's Medicare card along to each consultation. Overseas students' accounts are processed through OSHC Student Care insurance.

Medical services for students at Roseworthy and Waite campuses are available from designated general practitioners in the area. Details are available from the Student Centre (ph: (08) 8303 5208/Freecall 1800 061 459).

For details of the University's policy regarding HIV and Hepatitis B see the entry on page 122. This is particularly relevant to dentistry and medicine students.

*Opening hours may be extended during semester. After-hours acute medical care can be obtained at the emergency departments of any public hospital.

Higher Education Contribution Scheme (HECS)

HECS affects each student differently depending on such factors as payment option and academic program load. The ATO and DEST have published a booklet HECS: Your Questions Answered and students must read this booklet before signing a HECS payment option form. A copy of this booklet will be sent to all students with their enrolment packages. Further copies are available from the Student Centre or online at www.hecs.gov.au

Students who enrol in higher education award programs which are funded by the Commonwealth Government are required to pay a part of the cost of their program. The HECS charge is incurred on a semester basis and is determined by the workload in which you are enrolled on the Census Dates: 31 March for semester 1 and 31 August for semester 2. Any increase in your workload in that semester after those dates will cause an adjustment to your HECS liability. However, any decrease in workload after these dates will not cause a decrease in your HECS liability.

The Commonwealth Government introduced a 3-tiered HECS system in 1997, under which each subject is classified into one of the 3 bands. The cost of each subject is determined by multiplying the subject's workload by the HECS charge for that band.

For most students HECS can be paid in 2 ways: the 'up-front' option, where students pay the University at the beginning of the semester, and receive a 25% discount; or the 'deferred payment' option, where HECS is paid as part of PAYE income tax when

students earn over the minimum threshold set by the Commonwealth Government. However, some New Zealand citizens or Permanent Residents are required to pay their HECS up-front without the discount.

Students opting for the deferred method may make payments to the University, before the 'due by' date for the relevant semester. Payments totalling \$500 or more, received by the due date, will attract a 25% discount to the HECS charge. For example, a lump sum payment of \$500 will be multiplied by 4/3 which equals \$667. The HECS debt will then be reduced by \$667.

Students may also choose to make voluntary repayments of any amount to the Taxation Office after the census date. Any amount paid voluntarily over \$500 will attract a 15% discount on the payment.

Students who choose to pay up-front will receive an invoice for the up-front fee for semester 1 in February (due by 14 March), and in July for semester 2 (due by 15 August). Note: invoices will be sent to students' billing address if supplied, or the semester address.

Students may change their payment option prior to each census date. Please contact the Student Centre for further details.

If you wish to discuss specific issues relating to your HECS liability, you may make an appointment with Student Finance by contacting the Student Centre.

Inter-campus Bus Service

There is an inter-campus bus service (Mon. - Fri.) between North Terrace, Waite and Roseworthy campuses:

Depart Waite Campus (Security Building) 7 am, North Terrace (front of Bonython Hall) 7.25am, arrive Roseworthy 8.30am.

Depart Roseworthy 8.35am, North Terrace 9.30am, arrive Waite 9.55am.

Depart Waite Campus, 11.35am, North Terrace 12 noon, arrive Roseworthy 1pm.

Depart Roseworthy 4.05pm, North Terrace 5.05pm, arrive Waite 5.30pm.

Depart Waite 5.35pm, North Terrace 5.55 pm, arrive Roseworthy 7.00pm.

The route taken includes stops in North Adelaide, along Main North Road and Elizabeth. Contact the Faculty Office at Waite (8303 7360) or Roseworthy (8303 7818) for a full timetable.

Additional Public Transport Options

Roseworthy

There are morning and evening and weekend bus connections between Roseworthy and Gawler to connect with Gawler-Adelaide rail services.

Waite

Bus route 171 (Fullarton Road) from King William Street to stop 12 or Circle Line (Route 100) to stop 163.

International Students

International Student Admissions

For undergraduate and postgraduate international admissions, please contact the International Admissions officer on (08) 8303 6457/fax: (08) 8232 3741 or email: admissions@adelaide.edu.au

International Student Centre (ISC)

*Old Classics Wing
adjacent to the Wills Building*

The International Student Centre is responsible for the orientation and ongoing support of international students. It works closely with student groups, faculties and University administration to ensure the experience of all international students is a positive and successful one. Services offered by the ISC include:

- preparation of pre-departure information
- assistance with visa matters including visa extensions and meeting compliance requirements

- reception service on arrival in Adelaide, including transfer to accommodation
- initial temporary accommodation and assistance with long-term accommodation in conjunction with the Accommodation Service
- comprehensive induction program
- ongoing support by International Student Advisers
- social programs
- re-entry programs for returning graduates.
- support for spouses program
- information on overseas student health cover.

ESL Assistance

Some activities are held specifically for students with English as a second language (ESL) - see Study Skills entry, page 43.

English Language Centre

Please see entry under Professional and Continuing Education, page 35.

Libraries of the University of Adelaide

www.library.adelaide.edu.au

The University of Adelaide Library - comprising the Barr Smith, Law, Elder Music, Roseworthy Campus and Waite Libraries - is the largest research library in South Australia. The Library has vast resources, including over two million books and journals, as well as reference material, microfilms, electronic databases, newspapers, abstracts and indexes. The Library also provides access to more than five thousand electronic resource titles.

The Library maintains a comprehensive website (see above) and offers a wide range of services and resources. They include reference and information services, specialist subject guides, access to web-based resources and electronic databases, student computers, photocopiers, and an

inter-library loan and document delivery service. Highly trained staff are on hand to assist with your educational and research needs.

A computer catalogue system provides access to all material in the collections, as well as giving access to the catalogues of other libraries interstate and overseas.

Orientation

The Barr Smith Library takes an active role in Orientation Week, which is designed to help new students familiarise themselves with all aspects of university life. Guided tours of the Library are conducted and Library Information Kits are distributed to new students.

Maths Learning Service

Level 1, Schulz Building

ph: (08) 8303 5862

email: mls@adelaide.edu.au

www.adelaide.edu.au/ltdu/students/maths/

The Mathematics Learning Service provides free assistance to all students encountering mathematics and/or statistics in their studies, particularly for the first time. We specialise in

- Mature age and ESL students
- Filling gaps in assumed knowledge
- Skills for University study
- Catching up after illness

The Service includes a Drop-In Centre which is open 10.00am - 4.00pm during teaching weeks, swot vacs and selected times during mid-semester breaks (see website or phone). There is no need to make an appointment at these times and assistance is free to University of Adelaide students. (At other times appointments can be made by contacting the Service.)

If in doubt, try us out! You may even meet other students in your course and pool ideas.

The Service also offers a variety of bridging courses in maths and stats and workshops can be organised for small groups.

Other resources include books, videos and web-based materials.

The Mathematics Learning Service is part of the Learning and Teaching Development Unit (LTDU). For help with language and learning skills issues phone (08) 8303 5771.

Mature Age Students

The Mature Students' Association was established for the mutual support of mature age students. The Association has a club room provided by the Union on Level 4 of the Union Building (near Student Travel) which is used for social functions and quiet study. For further information, please contact the Clubs Association.

Non-award Studies

Students wishing to enrol in a course not to be counted towards a degree or diploma, may be permitted to enrol in the course as a non-award student. Such students are required to pay tuition fees (which vary, depending on the course for which they enrol) and a Student Services fee. Not all courses are available for non-award study. Further information is available from Faculty and School offices.

On Dit

*Basement, George Murray Building
Union Complex*

ph: (08) 8303 5405

email: ondit@smug.adelaide.edu.au

On Dit is the weekly student newspaper published by SAUA. If you would like to get involved please contact the editors direct (see above) or through the Students' Association office.

Orientation

See entries pages 7, 42.

Overseas Students' Association (OSA)

Level 3, George Murray Building

ph: (08) 8303 5852; fax: (08) 8223 2412

email:

osa@smug.student.adelaide.edu.au

The OSA is the peak representative body for International students at the University's four campuses. The OSA is guided by an elected council and a part-time research officer.

OSA provides support to all international students enrolled at the University of Adelaide. We address education and welfare issues and act as a voice for these students within the University and the community at large. We also organise a wide range of social activities for International students including Multicultural Week, International Impressions, O'Camp, regular Skirmish, BBQs and travel trips.

Parking

The University regrets that it cannot provide parking facilities for persons not holding permits except in the most exceptional circumstances (e.g. in cases of severe physical disability).

Day-time parking for a limited number of motor-bikes however, is available on an annual basis for a fee.

After-hours permits are available for evening parking from 4.30 pm onwards and all day parking on Saturday, Sunday and public holidays from vending machines situated at gates 8, 13 and 22A.

The University has engaged Chubb Services Australia to undertake the issue and administration of car parking permits and enforcement notices on the North Terrace Campus. This will mean new enforcement officers on campus, new addresses and contact details for parking permits and correspondence relating to enforcement

notices. Most of the current arrangements for car parking will remain as they are is and users should not notice any change. Enforcement officers will wear a uniform.

For further information on parking contact Chubb Traffic Services on (08) 8400 6690 between 8.30am and 4.00pm.

Postgraduate Students' Association (PGSA)

Level 1, George Murray Building

Ph: (08) 8303 5898

www.adelaide.edu.au/PGSA/

The PGSA promotes and defends the interests of all postgraduate students. Enrolled Honours, Graduate Certificate, Graduate Diploma, Masters and Ph.D students are automatic members, and are entitled to use the advocacy, support services and facilities of the PGSA.

Preliminary Classes

See entry, page 10.

Professional and Continuing Education

Level 2, 10 Pulteney Street, Adelaide

ph: (08) 8303 4777, fax: (08) 8303 4411

email: pce@adelaide.edu.au

web: www.adelaide.edu.au/pce

As well as degree and diploma programs, the University of Adelaide promotes lifelong learning to students, staff, alumni and members of the community through the Centre for Professional & Continuing Education (PCE).

PCE offers a wide range of short courses and programs including foreign languages and culture courses, general interest community courses, computer skills, professional and personal development and year 12 revision courses.

The English Language Centre

Ph 08 8303 4143

Email: elc@adelaide.edu.au

Web: www.adelaide.edu.au/elc

The Centre offers a range of English language and cultural programs to meet the needs of undergraduate and postgraduate students from language backgrounds other than English.

The award winning Pre-Enrolment English Program (PEP) provides students with the language skills and understanding of academic culture required for successful study at the university.

The Pre-Academic English Program (PAEP) is designed specifically for students going on to study in an Australian educational institution. Also offered by the ELC are short-term English language and cultural study tours to groups of students from overseas universities and English as a Second Language (ESL) courses for students resident in Australia.

Prospective Students Office

This Office provides assistance and advice on academic programs available and procedures for application to prospective students - Australian, international, undergraduate and postgraduate - and to school counsellors and the community. Open Day, Information Day and school tours of the North Terrace Campus are also coordinated by the Prospective Students Office.

The office produces publications providing a range of information about academic program structure, course descriptions, career options, student services, and accommodation.

Prospective and continuing students seeking individual advice about study at the University of Adelaide should visit the Student Centre.

Radio Adelaide

www.radio.adelaide.edu.au

The University of Adelaide's radio station is one of it's best known and most successful community outreach activities. Radio Adelaide (formerly Radio 5UV) produces a wide range of radio programs and has an audience of over 100,000 people in the Adelaide metropolitan area. As well as locally on 101.5FM it can be heard around the world via on the internet.

5UV Radio Adelaide brings an audience of curious listeners of all ages in contact with the University of Adelaide and makes the intellectual resources of the University available to the wider community.

Programs include news analysis and public affairs; features series and information programs under the banner lifelong learning; community access programs and a wide range of music: jazz, classical, dance, world, blues, latin, folk and bluegrass with a focus on encouraging local music in all forms. Over 500 volunteers produce and present programs and are involved in many other areas of the station's activities.

At a time when communication skills are vital in so many areas, radio training can be an invaluable adjunct to formal study. Radio Adelaide is a Registered Training Organisation offering nationally accredited training in all aspects of broadcasting.

Students can become involved as a general volunteer or through Student Radio.

Student Radio broadcasts from 9pm (ACST), 7 days a week. It is produced, coordinated and presented by students of the three South Australian universities.

Contact the Students' Association for further information.

Scholarships

www.adelaide.edu.au/GSSO/

The University of Adelaide has an ongoing commitment to its students with many scholarships and prizes available at every level.

Information on undergraduate and post-graduate scholarships is available on the scholarship website, and in the Postgraduate and Undergraduate Update, available from the Student Centre and distributed to departments weekly. Information on prizes may be obtained from faculty/school/department offices or at:

www.adelaide.edu.au/secretary/prizes/

Copies of the undergraduate and post-graduate scholarships booklets, which outline all available scholarships, can be obtained from the Student Centre, Level 4 Wills Building. Application forms for scholarships are also available from the Student Centre.

Security

Hughes Plaza

ph:(08) 8303 5990

The University's Security Office is open 24 hours a day, seven days a week. Security can be contacted on 35990 from any phone in the University or (08) 8303 5990 if outside. All Security Officers are uniformed and carry identification and are fully licenced.

Security Officers are available - at any stage of the day or night - to escort people who prefer not to walk alone through the University or wish to be escorted to the railway station, bus stops or residential colleges.

Security also facilitate the provision of a free shuttle bus service, operating from 5.15pm (going only to North Adelaide) and thereafter on a 45 minute basis to an area within 2.5 km of the North Terrace campus.

Security also provide free self defence classes for women. The courses last for only 3 hours and teach students how to

avoid becoming a victim of crime and to be more assertive. The classes are good fun. A \$5 booking fee is required [returned on the night of the course]. Book in at the Hughes Plaza security office.

Students can help make their campus a safe environment by reporting anything considered to be suspicious or unusual, on either an internal telephone or any of the emergency call points around the campus. Their locations are marked on campus maps.

Emergencies

All emergencies within the University at any time of the day or night should be reported on extension 35444 including the urgent need for medical attention. All Security Officers have a Senior First Aid Certificate.

Sports Association

Level 5, Union House

ph:(08) 8303 5403/3410

The Sports Association offers a wide range of sporting and recreational activities to all full and part-time students at the University of Adelaide. With more than 40 affiliated clubs the Association has over 3000 members competing in local and intervarsity contests on a weekly basis. Each year the Association organises a team to compete in the Australian Universities Games.

The Association, with the University's assistance, administers the extensive playing fields adjacent to the North Terrace and Waite campuses. The Association's West Beach Sports Centre houses many of the outdoor clubs as well as boasting an artificial hockey pitch. Club facilities include a boat house at West Lakes and on the Torrens Lake, gliding facilities at Lochiel and a water ski shack at Morgan.

The Sports Association provides sports scholarships to the value of \$1000 for current University of Adelaide students and offers bursaries for students to compete in Australian Universities teams travelling overseas.

Student Centre

Level 4, Wills Building (adj. to Waterfall)

ph: (08) 8303 5208, 1800 061 459 for country/interstate callers

fax: (08) 8303 4401

email: student.centre@adelaide.edu.au

8.45am - 5.00pm (Mon - Fri.)

The Student Centre provides up-to-date information on the programs and services available at the University of Adelaide.

You can collect information on undergraduate and postgraduate programs (for international and local students) in each of the academic areas as well as brochures on the short courses, language programs and professional programs offered by the University. Staff in the Student Centre can help with enquires about your eligibility for admission and provide information on how to apply.

The Student Centre also provides information about the range of scholarships available, both through the University and from selected funding bodies and research organisations. You can collect and drop off application forms for scholarships at relevant times of the year.

Staff in the Student Centre are able to assist you with any administrative queries regarding your enrolment, examinations, graduation and fees and charges. You can pay for tuition fees, student services fees and other student charges, and purchase official academic transcripts showing your enrolment and results to date. Please bring photographic identification (eg student card) when accessing your records.

Staff are also able to offer information on the range of student services available at Adelaide, including support services such as counselling and study skill workshops, the careers service, IT services such as email and MyUni, and the disability liaison service. If you're not sure where to go or who to ask, come to the Student Centre!

Access Adelaide

<http://access.adelaide.edu.au>

Access Adelaide is the name of the web-based on-line service that allows you to access, and in some cases amend, your records. You can log on to Access Adelaide from the University computer pools or from your home computer and:

- search the course catalogue
- find out information about specific classes
- view your exam schedule
- view information about fees and charges on your student account
- update your address and telephone details
- change your password.

Student Email

As soon as you are offered a place at the University of Adelaide an email account is automatically set up for you, free of charge. Your username and password are sent to your home address and your your email address has a standard format of `firstname.familyname@student.adelaide.edu.au`. You can log on to student email via the following URL: **www.adelaide.edu.au/ITS/student_services/email/**

University staff will send important information to this address so you must make sure that you check your University email account regularly. If you have any queries about using your student email account, please contact the Online Helpdesk on (08) 8303 3335.

Student Password

Your student password will be sent to you before enrolment and is also printed on the top right hand corner of your Enrolment Confirmation Notice. You can use it to access a range of IT services, including student email, MyUni, on-campus printing services and Access Adelaide records. Staff

in the Student Centre can generate a new password for you (on production of photographic identification) if you forget your password.

Please do not give your password to anyone else, as it can be used to accrue charges on your student account or amend your enrolment. You can change your password using Access Adelaide.

Student Study Abroad Programs

email: study.abroad@adelaide.edu.au

The University has exchange agreements with a number of overseas institutions providing students with the opportunity to undertake part of their degree in another country. Agreements exist with universities in many countries, including the USA, Canada, Japan, Malaysia, Thailand, France, Germany, England, Sweden and Finland. Some agreements are specific to particular disciplines (eg. Law, Commerce, Engineering), while others are available to students of all faculties. The number of exchange agreements is expanding rapidly. Information about studying abroad is available from the Study Abroad section of the Student Centre or by email (see above).

Student Union

Level 1, Lady Symon Building

ph: (08) 8303 5401

www.adelaide.edu.au/AUU

The Adelaide University Union is governed by its Board, consisting of students elected directly from the student body. The Union controls the annual disbursement of funds from the Student Services fee and exists to foster a shared sense of identity among the student body.

The Union provides a range of amenities and services to students such as catering, entertainment, union facilities, arts and crafts, clubs, sports, advocacy and

representation, computer resources, On Dit (student newspaper), lockers, welfare, a chapel and Islamic prayer room. The Union also owns Unibooks.

The following affiliates are semi-autonomous and Union funded:

- Clubs Association (CA)
- Overseas Students' Association (OSA)
- Postgraduate Students' Association (PGSA)
- Roseworthy Agricultural Campus Student Union Council (RACSUC)
- Sports Association (SA)
- Students' Association (SAUA)
- Waite Institute Students' Association (WISA).

Activities and Publications

The Union frequently runs activities in the UniBar or Cloisters, including bands, BBQs and end of term shows. Look out for information each week in On Dit, the fortnightly newsletter Cloisterphobia and also visit our website for further details on all activities and promotions. Craft and leisure courses are also available through the Union Studio.

During enrolment all students receive a Union diary. This provides a host of useful information about the University, services and facilities provided by the Union and other student organisations on campus, as well as containing vouchers for the Union's various catering outlets. A Student Union card will also be issued this year and will be activated on first payment of the Union fee. This will enable students to utilise all services that the Union provides and also will be linked to promotions, activities and competitions throughout the year and advertised in the above mentioned areas.

Employment Service

Student Employment Coordinator

Level 4, Union House

ph: (08) 8303 6483

www.saua.asn/employment

The Union has established an office to provide multiple employment-related services to student members, including job vacancy postings, resumé/interview advice, PC access, industrial relations advice etc.

All members have access to the AUU employment database at www.union.adelaide.edu.au/ that lists the latest job vacancies - often listed exclusively by employers to University of Adelaide students. To access the website you will require your student and PIN numbers.

This is a true drop-in service. However, we can provide guaranteed time by making bookings on 8303 4406.

Food and Beverage Services

The Union operates a number of eating outlets and vending machines on all campuses. A wide range of food and drink is provided to appeal to all tastes and preferences. Current outlets on the North Terrace Campus include the Mayo and Wills Refectories, UniBar, Backstage Café and the Gallery Coffee Shop. The union also operates catering facilities at Waite and Roseworthy.

Student Care

Ground Floor, Courtyard, Cloisters

ph: (08) 8303 5430

*www.adelaide.edu.au/AUU/
student_care/index.html*

The Union has three Education and Welfare Officers (EWOs): Chris Gent, Vicki McCoy and Kylie Aitken.

The EWOs advise students about welfare resources on campus, financial matters (Youth Allowance, Austudy, Abstudy, Social Security), personal issues and academic matters.

The EWOs also act on behalf of the student population seeking representation concerning academic and administrative matters and appeals, and can offer advice on matters concerning students with disabilities, overseas students and student parents.

Appointments can be made by phone and further information is available through the Student Care home page.

Student Services

The Union offers a number of other facilities within the Union complex, including the Cinema and Little Theatre and a range of rooms which may be booked for meetings, forums, productions, films, conferences or whatever. Bookings can be made at the Union Office (see details above).

The Union also houses a number of commercial tenants such as UniBooks, the Record Shop and Student Travel Australia.

The Craft Studio (George Murray Building) runs courses in pottery, photography, yoga, bar and waiting. It also provides hair cuts, screen-printing and bonds t-shirts at student prices. T-shirt printing is also available at small or large orders.

The Union Resource Centre, on the Mezzanine Level in Union House, has both IBM and Macintosh computers and offers laserprinting, photocopying, binding and laminating, colour printing and scanning. Software packages include Microsoft Office DTP, Word Perfect and Microsoft Works. Staff are on hand to provide assistance and regular tutorials are provided. Student can phone on (08) 8303 3124 or email at resource.centre@smug.student.adelaide.edu.au

A Women's Room (the Anna Menz Room) is provided by the Union for the exclusive use of women on campus. The facilities include toilets, showers, a kitchen area, changing facilities for children, a rest area, lounge area and study area. It is located on the Basement Level of the Lady Symon Building.

The Rainbow Room (Level 6, Union - opposite lift entrance) offers a safe space for all non-heterosexual students, staff and friends. The room is open 6.00am - 5.10pm.

Roseworthy Campus

Union facilities are available at the Roseworthy Campus and students studying at Roseworthy are also members of the Roseworthy Agricultural Student Union Council (RACSUC). A range of activities and services are provided, including a tavern, lounge, canteen, equipment hire, lockers and photocopying facilities.

There are various recreational areas available for student use, including a weights room and a swimming pool. Legal aid and medical care are also provided.

Waite Campus

Students at the Waite campus are also members of the Union and their activities are organised by the Waite Institute Students' Association (WISA). Student services, including the Union Administration, students' common room and the gym, are located downstairs in the McCloud Building. Upstairs, the WP Rogers complex houses the Lirra Lirra Café and Bar.

Students' Association (SAUA)

*Ground Floor, Lady Symon Building
ph: (08) 8303 5406, fax: (08) 8223 2412
www.saua.asn.au*

Upon enrolling at University you automatically become a member of the Students' Association. The SAUA is an autonomous affiliate of the Adelaide University Union to which you paid your Student Services fee. The role of the SAUA is to structurally and individually represent all University of Adelaide students to the government, our university and the wider community.

The SAUA is run by student office bearers, dedicated SAUA staff and last, but not least, students not unlike yourself. Decisions of the Association are made by SAUA Council and its standing committees whose members are elected from the student community during annual elections. The Students' Association provides representation, services and runs activities for the 15,000 students on all our campuses. SAUA office bearers include:

Office Bearers:

President	Sarah Hanson
Activities/Campaigns	
Vice-President	Adelle Neary
Education Vice-President	Leah Marrone
Environment Officer	Paul Grillo
Orientation Coordinator	Daniel Joyce
Sexuality Officer (female)	Emma O'Loughlin
Sexuality Officer (male)	Jasyn Walsh
Women's Officer	Georgia Phillips

Staff:

Project/Research Officer	Phil Harrison
Desktop Publisher	Fiona Dalton
Administrative Assistant	Felicity Lellow

Activities

The SAUA runs many terrific activities throughout the year including:

- Orientation Week
- Prosh (for charity)
- Environment Week
- Re-Orientation Week (semester 2)
- Women's Week (celebrating women's participation in higher education)

Check it all out and get into Uni life!

Counter Calendar

Do you want to know what your courses and lecturers are really like?- then grab a copy of the Counter Calendar. It's the only place you will find the student perspective on 'what's hot and what's not' in terms of

assessment, lectures, tutes, pracs and much more. Get a copy and benefit from the experience of students who have 'been there and done that'.

Have Your Say

It is your Students' Association, use it! Feel free to drop in anytime or if you prefer, make an appointment and have a chat to any of the office bearers. Get involved in campaigns and make use of our services. Get involved in your student organisation, because it's the best way to discover there's more to University life than study.

Individual Grievances

Any problems you are having at University, whether it be poor lecturing, a problem with a tutor, your grades, or sexual harassment, we have office bearers who are able to help you. Assistance with financial, welfare or a myriad of other matters can also be given by the Union's Education Welfare Officers (EWO's). Please call into the SAUA office or phone us and someone will be able to help you if you need it or assist you in the right direction or just lend a supportive ear.

Orientation

Feel completely lost or out of it? Well then, don't panic! That's why the Students' Association (SAUA) runs Orientation each and every year. During Orientation you will be introduced to the plethora of student services and organisations that exist to make your transition into University more enjoyable. The Orientation program is divided into several parts:

Orientation Week (O'Week)

Be prepared for a week of non-stop activities during O'Week: 24 - 28 February. Find out everything you want to know about University life whilst enjoying free food, drinks, competitions, giveaways and lots more. Pick up an official program from the SAUA office during O'Week or at the

official O'Week Welcome, first thing Monday, 24 February. Don't miss the most exciting week of the University year!

Orientation - Roseworthy Campus

The Student Union holds a range of activities throughout Orientation Week. Due to the success of the Orientation activities in previous years we will be following a similar program. Activities will include activities such as a free Barbecue; Champagne Breakfast; Treasure Hunt; Video Night; Welcome Back Show; Gymkhana; New Students' Test and Orientation Ball.

Orientation - Waite Campus

The Waite Institute Students' Association (WISA) conducts a range of events to assist students with the transition to tertiary study. So, look out for stalls and 'O' helpers to help steer you in the right direction.

Orientation Ball (O'Ball)

The ultimate end to the Orientation experience and one of the hottest concerts for the year. Previous performers have included The Whitlams, Magic Dirt, The Mavis's, Superjesus and Grinspoon. Get your tickets early from the SAUA office or selected record outlets.

Orientation Camp (O'Camp)

The 2003 O'Camp will be held at a great location in Enrolment Week and O'Week. Fill out the application form you received with your SATAC offer or visit the stalls during Enrolment and/or the SAUA office. Hurry as places are limited.

Orientation Guide

Your University survival kit. It's full of helpful hints and valuable information that will help you through the 'Uni jungle'. The O'Week Guide will be available during Enrolment Week from the Student Centre, Faculty and School, and also on the web at:

www.adelaide.edu.au/student/new/

Student Diary & Library Tours

Come into the Students' Association and pick up a diary when you book your library tour. If you plan on making a smooth transition in to the rigours of University study, it is strongly recommended that you go on a library tour.

Representation

The SAUA represents students both within the University, on various committees and directly to senior management, as well as to the wider community through the lobbying of state and federal governments and through representation to and by the National Union of Students.

The SAUA provides a student voice on a range of issues and regularly lobbies the State and Federal Governments on matters concerning our education - eg, HECS and the Common Youth Allowance. The Students' Association is also your voice in the University itself. SAUA representatives sit on many University committees advocating on your behalf, whether it be on teaching quality, returning exam papers, issues of equal opportunity or health and safety requirements. If there is something you see happening at University that needs changing or you have any suggestions come in and tell us. That's why we are here.

Services

Services provided include:

- accommodation service
- cheap photocopying
- cheap movie tickets and phone cards
- dry cleaning
- employment service
- fax machine
- On Dit (student newspaper) & other publications
- Student Radio.

Study Skills

Learning and Teaching
Development Unit

Level 2, Schulz Building

Ph: (08) 8303 5771

www.acue.adelaide.edu.au/students/services/workshop.html

The Language and Learning Service of the LTDU offers students, free of charge, academic study skills seminars and workshops, as well as individual consultations. The Service is available to all students enrolled in courses at the University of Adelaide.

Workshops include a general Academic Skills series for first year students, and a Clearer Writing series for all. A weekly conversation tutorial, linked to a volunteer-matching program for conversational development, is available for students with English as a second language (ESL).

The Mathematics Learning Service (see page 34) is also part of the Learning and Teaching Development Unit.

For program details, visit our website or collect a brochure from LTDU reception or the Student Centre.

Textbooks

For details on textbook requirements for your courses please contact the relevant Departments.

Unibooks

Union House, North Terrace Campus

Ph: 8223 4366, Fax: 8223 4876

email: bookshop@unibooks.com.au

www.unibooks.com.au

8.30am - 5.30pm (Mon. - Fri.)

9.30am - 2.30pm (Sat.)

Unibooks, owned by the Adelaide University Union, offers an extensive range of reading and studying materials – from latest fiction and general interest books to

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Unirecords sells latest CDs at low prices, and buys and sells second hand CDs. Other products in-store include blank audio and video tapes and DVDs.

University Fitness Facility

Level 5, Union Building

The Adelaide University Union in conjunction with the Sports Association will be opening an on-campus fitness facility for the start of the 2003 Academic Year. The fully air-conditioned facility will offer a range of services, and will be easily accessible to both students and staff. Services offered will include a weights room with the latest pinloaded equipment, free weights, treadmills, bikes and climbers. The facility will also offer various classes such as Circuits, Aerobics, Yoga, Tai Chi and Dancing. A number of other sporting club activities will be offered in the adjacent games room.

Wilto Yerlo

ph: (08) 8303 3623

freecall 1800 651 763

www.adelaide.edu.au/wilto_yerlo/

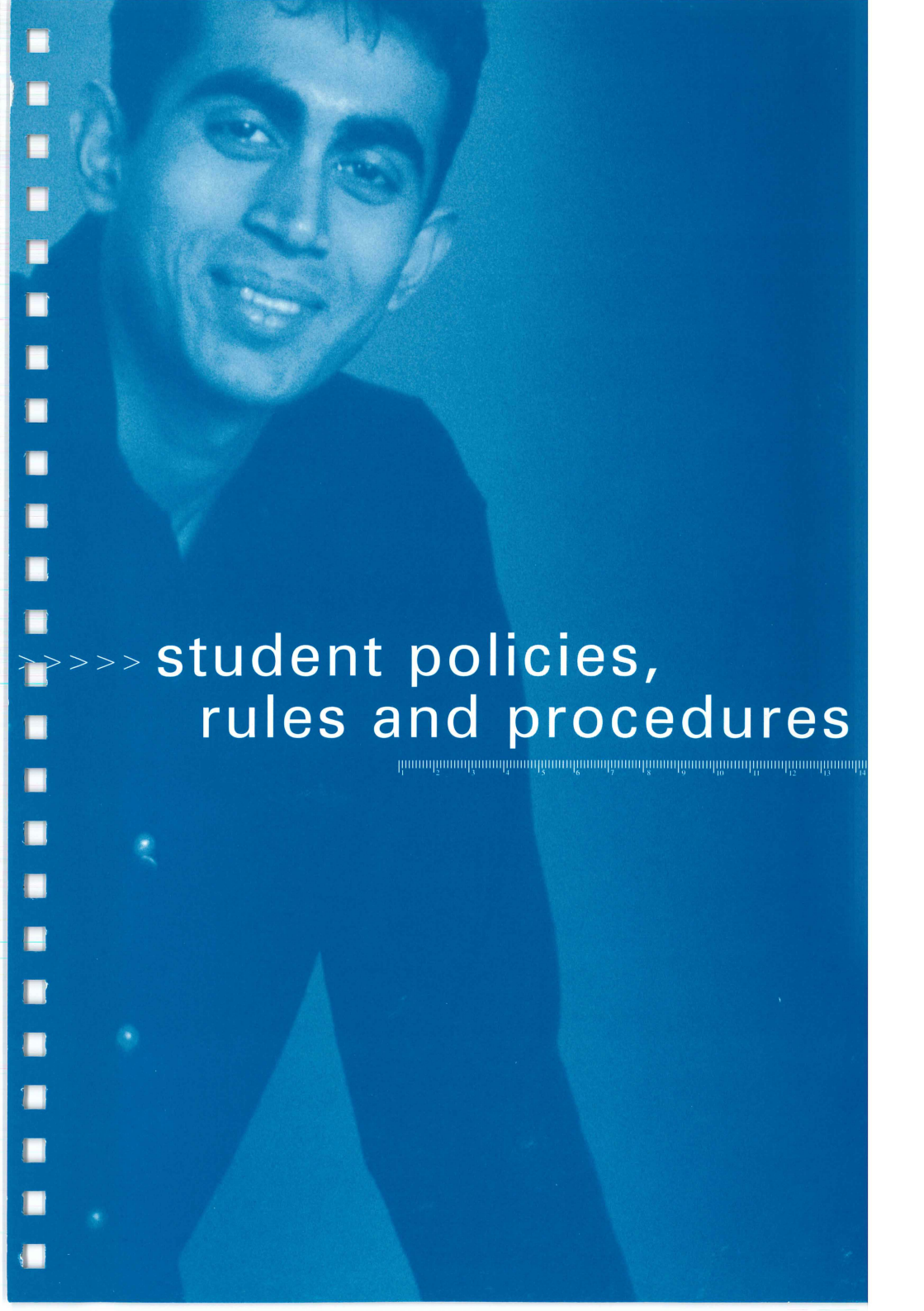
Wilto Yerlo is the primary access and support centre unit within the University's Centre for Australian Indigenous Research and Studies. It provides academic and general support as well as delivering some key academic programs. Wilto Yerlo offers a Foundation Program in the Humanities and Social Sciences (Level II of this foundation program can be taken in conjunction with Level I degree courses). The Centre also offers a unique range of programs in music (Foundation Year, Advanced Certificate and Associate Diploma) through the Centre for Aboriginal Studies in Music (CASM).

Wilto Yerlo staff assist Aboriginal and Torres Strait Islander students with special entry to the University through the Aboriginal and Torres Strait Islander Access Scheme. A variety of academic and support services are provided across the University campuses.

Services to students enrolled in programs include assistance with travel and accommodation, tutorial support, and advice on financial assistance including Abstudy, scholarships and cadetships. Student facilities include a computing suite, photocopier and common room.

Tutoring is available to Aboriginal and Torres Strait Islander students through the Aboriginal Tutorial Assistance Scheme (ATAS). The ATAS coordinator is located in Room G19, Hartley Building.

Students seeking further information or assistance can contact student support officers at Wilto Yerlo.



>>>> student policies,
rules and procedures



student policies, rules and procedures

All students are required to comply with a range of policies, rules and procedures related to the administration of academic programs, academic requirements and conduct. Students are advised to familiarise themselves with relevant policies and rules in order to better understand their rights and responsibilities as a student.

Academic Policies and Procedures

Academic Program Rules

The University of Adelaide Calendar (available for reference at the Student Centre or at www.adelaide.edu.au/calendar) lists the Academic Program Rules that specify the requirements for each academic program offered by the University. All students are required to comply with these program rules.

Academic Year

The following is Clause 1 of the Academic Year Rules

- a Subject to the following sub-sections of this clause the Council shall from time to time specify the periods of the calendar year that shall constitute the academic year for teaching, examinations and vacation periods. Such specifications may divide the calendar year into semesters or into three or more terms.
- b For the clinical years of the medical and dental programs the Council may prescribe dates other than those of the normal academic year for the

performance by undergraduates of part of their training and work in hospitals; provided that such undergraduates shall be enabled to have not less than eight weeks of vacation in any calendar year.

- c For practical tuition in music within the degree programs and all single course tuition in the Elder Conservatorium of Music the Council may prescribe dates other than those of the normal academic year.
- d For candidates proceeding to a degree of master or doctor the academic year shall be the same as a calendar year; provided that any such student may have a vacation period or periods aggregating four weeks in each full year of study and research.
- e The Council shall have power to vary these dates to meet any special circumstances arising in any year.

Amendment to Enrolment

Subject to the requirements of your academic program you may amend your enrolment to add or withdraw from a course by completing and submitting an Amendment to Enrolment form to your Faculty/School office or through online access to the University's student administration system Access Adelaide, via the University website.

Amendments to enrolments may result in a change to your study load that could change you from part-time to full-time, or vice versa. You need to consider whether changes to your enrolment will have any

implications for HECS and tuition fees, the Student Services Fee or your entitlement to concessions or support as a full-time student.

Withdrawals have different consequences depending on whether you are withdrawing from a semester 1, 2 or full year course, and when you withdraw from the course. There is a list of critical dates (see pages 20-21) which details the last day to withdraw and have your course/program deleted, have a 'withdraw not fail' (WNF) recorded or a 'withdraw with a failure recorded' (WF). You may find yourself precluded from further study in a program if you incur a WF. Refer also to entry on Withdrawal Dates, page 104.

It is recommended that you seek advice from your program adviser, faculty/school registrar, the counselling centre or an education and welfare officer before making any significant changes to your enrolment.

Assessment and Examinations

Examination Policy

Any person who requires further information on any aspect of this policy should contact Policy and Appeals, Administrative Services Branch on (08) 8303 7503.

This Policy should be read by students in conjunction with the University's Rules for Examinations and Other Forms of Assessment (based on existing Statute Chapter 17).

Students may also need to refer to the University's Supplementary Assessment Procedures, Reasonable Adjustments to Teaching and Assessment for Students with a Disability Policy or Special Circumstances Examinations (Non-medical) (see <http://online.adelaide.edu.au/> (click on CLOUD, then Policy).

1 Overview

The University recognises the value of the examination as an assessment task. This Policy provides a comprehensive framework for the organisation and conduct of examinations to assist students in performing to their highest academic potential.

2 Scope

The Examinations Policy applies to all enrolled students undertaking examinations, and to all academic areas that offer formal examinations. Departments that arrange their own examinations must abide by the principles of the Examinations Policy.

3 Definitions

In this Policy the following definitions apply: The term *examination* refers to any formally supervised assessment task held at a fixed time and place.

The term *official examination* refers to any examination organised centrally through the Examinations Office and held during one of the University's official examination periods.

The term *departmental examination* refers to any examination that is totally scheduled, organised and supervised by an academic area rather than the Examinations Office.

4 Policy

4.1 Examination periods

- a The University Academic Year will include the following official examination periods:

Courses Examined	Examination Type	Date and Duration
Sem. 1	Primary (Main)	June, 2 weeks
	Supplementary	July, 1 week
Sem. 2	Primary (Main)	Nov, 2 weeks
	& Full-year Supplementary	Dec, 1 week

- b the dates of the primary and supplementary examination periods will be in the Student Guide and on the

University website at the beginning of each year.

- c The primary examination periods will be preceded by at least a one-week 'swot' period during which there will be no teaching and no examinations.
- d Students must be available during the primary examination periods where an examination is an assessment requirement for any course they are undertaking.
- e Students are not entitled to sit an examination at another time, and are not entitled to any other concession if an examination conflicts with a planned vacation or special event.

4.2 Examination Timetable

Official examinations will be scheduled from Monday to Saturday. There will be two sessions per day - a morning session beginning at 9.20am and an afternoon session beginning at 1.50pm. Examination times may vary for practical and oral examinations, and for departmental examinations.

4.2.1 Principles for setting examination timetable

- a Examination times will be scheduled to assist students to perform to the best of their academic ability.
- b Academic areas will be given equal consideration in the scheduling of examinations.

4.2.2 Guidelines for setting examination timetable

- a The timetable will be set through examination scheduler software for maximum efficiency and equity.
- b Wherever possible students will not have more than one examination on one day or have examinations on successive days. Practical and theory examinations for the same course will be scheduled for the same day, where requested.

- c Examinations will be held Monday to Friday if possible, with examinations on Saturday where necessary. Examinations will not be held on Saturdays at Roseworthy.
- d Courses with high student numbers and final year courses will be scheduled as early as possible in the examination period to maximise the time available for marking the papers.
- e In exceptional circumstances, such as the unplanned absence of an examiner or the need to have certain examinations scheduled together, manual adjustments will be made to the provisional examination timetable at the written request of the relevant Head.

4.2.3 Notice of examination timetable

- a The Examinations Office will prepare a timetable for all courses with an official examination. It will specify the time, date, duration and venue for all official examinations.
- b Each semester, the timetable will be posted on the Examinations website: **www.adelaide.edu.au/student/current/exams.html** 5 weeks before the start of primary examinations and 4 weeks before the start of supplementary examinations.
- c Students will not be notified directly of the examination timetable. Each student must consult the timetable each examination period. University staff members are not permitted to provide information on examination times or venues over the telephone.
- d The following details are placed on the website:
 - final examination timetable
 - instructions relating to the examination
 - Code of Conduct for Examinations.
- e Students who fail to attend an examination because they misread the

timetable or accept incorrect information on the timetable from another person, are not entitled to sit the examination at another time, and are not entitled to any other concession.

4.2.4 Late Changes to Examination Timetable

Departments or course coordinators forced by exceptional circumstances to make changes to the timetable after it has been posted on the website must ensure that all affected students are made aware of and can accommodate any new examination arrangements, and that the Examinations Office is notified of all proposed changes.

4.3 Security of Examination Papers

4.3.1 Preparation

Examination papers must be prepared using a computer or drive accessed through a confidential username and password. Examination papers must not be stored on share drives accessible to unauthorised staff. The papers must be printed and photocopied in a secure room.

4.3.2 Transportation

An authorised staff member should personally transport hard copies of examination papers to the Examinations Office. The papers must not be sent by e-mail or by other means across the network. Security Services can provide assistance if the staff member would prefer additional security precautions.

4.3.3 Submission

a The Examinations Office provides all departments with a schedule of dates by which examination papers must be submitted. Examination papers should be submitted as soon as possible after being produced. Where possible, those for examinations in the first week of the examination period should be supplied before those for later examinations.

- b Papers should be supplied for the number of students enrolled plus 10 extra copies for primary examinations and 5 extra for supplementary examinations, for use by examiners, supervisors, students not correctly enrolled, and to replace copies with blank or missing pages. The number of copies supplied should be indicated.
- c The Examinations Office will receipt papers received and numbers supplied, but will not check their content. The academic area is responsible for the content and accuracy of the paper.

4.3.4 Storage

Examination papers must be taken to the Examinations Office as soon as possible after being copied, to be stored in a strongroom until the examination. Papers held in an academic area first, must be kept in a safe, strongroom or locked metal cabinet or cupboard. Only authorised staff should have access to the storage unit.

4.3.5 Collection

Academic areas must collect the examination scripts from the Examination Office as soon as possible after the completion of the examination. The staff member collecting the scripts must be known to Examinations Office staff, or be able to provide University identification, or a written authority from the relevant Head.

4.4 Examination Material

4.4.1 Materials Permitted

- a Students are responsible for providing the following items for each examination:
 - current student ID card
 - all required writing materials, erasers, etc
 - mathematical instruments, if required.
- b Students may take a small bag into the examination venue. They should remove any materials permitted in the examination venue on their arrival at the

venue then place the bag under their desk until they leave the venue.

4.4.2 *Materials Not Permitted*

- a The following items must not normally be taken into an examination venue:
 - writing or other paper
 - dictionaries, textbooks, notes or other reference material
 - calculators
 - electronic devices including diaries, organisers, laptop or palmtop computers
 - mobile telephones or other communication devices.
- b There will be an announcement at the beginning of each examination about unauthorised materials, and students may then surrender materials without penalty.
- c An examination supervisor may advise students during the announcement of any process to be used to check for unauthorised materials, or may request that an individual student present any materials for inspection
- d Being in possession of unauthorised material during an examination constitutes a breach of the University's Rules for Examinations and Other Forms of Assessment and will be dealt with under clause 12(b) of the Rules.

4.4.3 *Exceptions to Materials Not Permitted*

An examiner may determine that materials not normally permitted in an examination be permitted in a specific examination, if they will not be a visual or audible distraction to other students. Examiners may approve 'open book examinations' where students can consult textbooks, dictionaries, lecture notes and other reference material during the examination.

- a Where an examiner permits or requires the use of examination aids, he or she must ensure that students are advised

in advance of which materials are permitted, and that a statement approving their use appears on the rubric of the examination paper

- b An examination supervisor may inspect materials as per 4.3.2 (c) above to ensure that only material authorised by the examiner are used.
- c Where the examiner permits the use of calculators, laptops or other electronic devices:
 - i he or she must specify the exact type of electronic devices; e.g. 'calculators without alphanumeric memory or remote communications capability are allowed'
 - ii he or she must assume total responsibility for monitoring their use in the examination
 - iii all such devices must operate quietly and be self-powered
 - iv students with laptops will be seated at the rear of the venue to limit disturbance to other students
 - v laptops may be used only to access information. All answers must be submitted in a script book, unless the laptop has been permitted under the Reasonable Adjustments to Teaching and Assessment for Students with a Disability Policy
 - vi students are not entitled to re-sit the examination, or to any other concession, where they are prevented by a supervisor from using a calculator or electronic device not approved by the examiner, where they misuse a calculator or electronic device, or where they experience battery failure.
- d Where the examiner permits the use of dictionaries but not other reference materials:

- i the type of dictionary allowed should be specified e.g. Spanish/English
- ii supervisors will check dictionaries to ensure additional material is not enclosed.
- e If the rubric of the examination paper does not specifically authorise the use of items not normally permitted in an examination, students will not be allowed to use them.
- f An examiner may permit a student to use a translation dictionary in a specified examination. The examiner should advise the Examinations Office of the student's name and ID number in advance of the examination. The student must have a written authority to use a dictionary to present to the examination supervisor.

4.4.4 Removal of Examination Materials

- a Students may remove only their personal belongings from the examination venue.
- b All examination answer books, question papers, drawing and scribble paper and other material issued for use in the examination must remain in the examination venue.
- c Some examinations organised and held in departments (see 4.8 below) may vary requirements on the removal of materials from the examination room.

4.5 Code of Conduct for Examinations

- a Students may enter the examination venue 5 minutes before the scheduled beginning of the examination session.
- b Students are under examination conditions from the time they enter the examination venue until they leave the examination venue at the end of the examination.
- c Students must display their student card or other photo identification in the top right hand corner of their desk. If a

student does not have photo identification, a supervisor will take a Polaroid photograph, have them sign and date it, and attach it to their examination paper. The student must provide photographic identification to their academic area within 2 working days of the examination.

- d Students must not communicate in any way with any other student from the time they enter the venue.
- e Students must not assist any other student in an examination or accept assistance from any person except the examiner or a supervisor.
- f Students wishing to communicate with an examination supervisor must raise their hand and wait for attention.
- g To minimise disturbances for candidates, a student may not enter the examination room more than 40 minutes after the beginning of the examination without the consent of a supervisor.
- h To minimise disturbances for candidates, a student may not leave the examination room before 40 minutes have elapsed from the commencement of the examination, except with the consent of a supervisor.
- i Students who wish to leave the room temporarily must obtain the consent of a supervisor.
- j Students must not cause any disturbance or engage in conduct likely to disturb any other student in an examination. A supervisor may require a student who is causing any disturbance to leave the examination room.
- k When the 5-minute warning before the end of the examination is given, all students must remain seated until their examination papers have been collected and a supervisor announces they may leave the room.

- I An examination supervisor who has reason to believe that a student has breached or is attempting to breach an examination procedure will warn the student and report the incident to the Director, Executive Services, who will report it to the relevant Head to manage according to clause 12(b) of the University's Rules for Examinations and Other Forms of Assessment.

4.6 Reading Time

- a The standard reading time at the beginning of each examination runs for 10 minutes, during which students may write on the scribble paper provided.
- b The actual length of the reading time will be provided in the rubric of the examination paper, but will be at least 10 minutes long.
- c A supervisor will announce when 10 minutes of reading time has elapsed, after which students may write in the script book. To avoid disturbing other groups of candidates, the end of subsequent reading times will not be announced.

4.7 Variations in Examination Time or Conditions

4.7.1 Medical Conditions

A student may apply for extra time to complete an examination on the basis of a medical condition, according to the provisions of the Reasonable Adjustments to Teaching and Assessment for Students with a Disability Policy.

4.7.2 Special Circumstances Examinations

Students may apply for variations to examination times and/or conditions on the grounds of disability/medical condition, religious beliefs, scheduling conflicts, defence force commitments and commitments to some sporting or cultural events. Details and application forms are available within the Special Circumstances Examinations (non-medical) Policy and the

Reasonable Adjustments to Teaching and Assessment for Students with a Disability Policy.

4.7.3 Language Competence

A student may not apply for extra time to complete an examination on the basis of language competence (for example, where English is a second language). A student with a language disability (for example, dyslexia) may apply for extra time as per 4.7.1 above.

4.8 Departmental Examinations

- a Academic areas may organise their own examinations at any time outside the official examination period, but are required to:
 - i take full responsibility for arranging the date, time, venue, supervisors and for notifying students of all arrangements
 - ii negotiate with students so that the departmental examinations do not clash with official examinations
 - iii avoid scheduling them at times that may unnecessarily delay students' degree completions and graduation ceremonies.
- b The Examinations Office cannot arrange for students to sit an examination before the official examination period to accommodate family commitments, planned holidays etc. Students should direct such requests to their academic area, which may choose to make alternative arrangements for the examination.

4.9 Interruptions of Examinations

Examinations may be interrupted where a situation arises that threatens the life or safety of any person or significantly affects the conditions in the examination venue.

4.9.1 Power Failure

In the event of power failure, a supervisor will advise students to stop writing while the expected duration of the blackout is determined. If the duration is expected to be 30 minutes or less, students will remain seated and resume the examination when power is restored. If more than 30 minutes of power failure is expected, the examination will be terminated.

4.9.2 Threats to Safety

- a In the event of the threat of a bomb or fire, or of any other threat to physical safety and security, students and supervisors will evacuate the examination venue. Students will be instructed to leave examination papers and script books on their desks and to take their bags.
- b Security staff, the Police or Fire Brigade (as appropriate) will check the venue. Supervisors will collect examination scripts and other examination materials when the authorities declare it is safe to re-enter the venue.

4.9.3 Termination of Examinations

The Examinations Office cannot maintain examination conditions during the evacuation of an examination venue. An examination will formally terminate when an evacuation occurs. The Manager, Administrative Services Branch, will notify in writing all relevant Heads where an examination is terminated.

4.9.4 Assessment of Interrupted Examinations

- a Where possible, students should be assessed on the basis of the incomplete examination. However, the relevant Head may determine that:
 - i students should sit another examination *or*
 - ii students should complete an alternative assessment task in addition to or instead of being

assessed on the basis of the terminated examination.

- b The Head of the academic area may discuss with the Examinations Office the feasibility of rescheduling a central examination on or off campus.
- c The Head of the academic area must notify students in writing as soon as possible, and no later than 1 week after the examination, of the final assessment arrangements.

4.10 Examination Results

4.10.1 Storage

Academic areas undertake the data entry of examination results. Results must be entered on a computer or drive accessed by a confidential username and password, and processed in an area accessed only by authorised staff members. If hard copies of results are kept, they should be stored in a secure location accessible only to authorised staff.

4.10.2 Verification

Academic areas undertake the verification of examination results. A minimum sample of 10% of the results from each examination paper must be verified. If errors are found within the 10%, all results from that course must be verified.

4.10.3 Return of Results

Students will not be officially advised of individual examination results. They will be advised of the final results for complete courses. Final results are the aggregate of results for all assessment tasks, including examinations. Students should refer inquiries regarding individual examination results to the relevant academic area.

4.10.4 Notification of Results

- a The Examinations Office will normally send students an official notification of final results to their mailing address at the end of Semester 1 and the end of semester 2. Results are also available

online at the Access Adelaide Website, at www.access.adelaide.edu.au

- b Students may also access their results from the following sources:
 - i departmental noticeboards: unofficial results, including supplementary assessment opportunities, may be posted on departmental noticeboards
 - ii telephone inquiries: University staff members are not permitted to release examination results over the telephone. However course coordinators may choose to release results by telephone, as long as they are sure of the identity of the student, and advise him or her that the results are provisional.

4.11 Return of Examination Scripts

- a Students have the right to access their examination scripts. Where possible, academic areas should return examination scripts to students to assist the learning process. However, unless areas are prepared to make full copies, scripts should not be returned until a reasonable period has elapsed to allow for possible appeals and re-marks.
- b Students must be permitted access to their examination scripts for discussion with academic staff if they place their request in writing to the examiner within 28 days of the issue of the official results. Academic areas may choose to offer access to scripts without a formal written request and/or without reference to specified time periods.
- c Academic areas that do not return examination scripts to students must retain them for a minimum of one year after the examination period, and may then destroy them according to the University's Disposal Schedule for Student Records.

4.12 Supplementary Examinations

The official Supplementary examinations periods are July and December. Supplementary examinations are held to provide an opportunity to students whose academic performance was impaired by circumstances beyond their control in the primary examinations to demonstrate their true performance.

4.12.1 Grounds for Supplementary Examinations

Details and application forms for supplementary examinations are available at www.adelaide.edu.au/student/current/exams.html

Supplementary examinations may be granted on the following grounds:

- a Medical: where an illness or injury prevents a student attending an examination or significantly impairs his or her preparation for or performance at an examination.
- b Compassionate: where personal circumstances prevent a student attending an examination or significantly impair his or her preparation for or performance at an examination.
- c Academic: where a student's final result is in the range of 40-49, an academic area may choose to offer a supplementary examination. Individual course guides will indicate if supplementary examinations on academic grounds are offered.

4.12.2 Overseas Supplementary Examinations

Supplementary examinations are scheduled during the academic year and so are not held at any overseas locations for students who undertake studies on campus in Adelaide. Students may enquire whether the relevant academic area is prepared to arrange a supplementary examination in an overseas location in special circumstances.

4.13 Offshore Examinations

Examinations will be held at overseas locations where the University offers offshore programs. The examinations will only be available to students who have undertaken offshore programs.

4.14 Examiners

- a The course coordinator will usually be the examiner for the course.
- b The examiner (or representative) must be available to resolve queries about the examination paper for at least the initial 10 minutes of the examination. The examiner (or representative) is encouraged to attend the examination, but may provide the Examinations Office with a telephone number where he or she can be easily contacted for that period.
- c Examiners should report to an examination supervisor at the beginning of the examination if they wish to make a change to the examination paper or to distribute any additional materials.
- d Examiners must present their Adelaide University staff identification card to an examination supervisor or member of security staff on arrival at the examination venue. They must wear the staff identification card while on duty in the examination venue.
- e The examiner, in conjunction with the Head of academic area, may appoint markers to assist with the assessment of the examination.
- f Markers will normally have an Honours degree or higher in the discipline being examined or a discipline related to that being examined.

5 Procedures

Position/Area	Responsibilities
The Examinations Office coordinates the University's official primary and supplementary examination periods	<ul style="list-style-type: none"> ♦ Request information from academic areas on courses that need examinations scheduled ♦ Produce the examination timetable ♦ Organise the venues and supervision for each examination ♦ Publish the final exam timetable for each primary and supplementary examination period ♦ Maintain and distribute the Procedures for Examinations ♦ Send official results to students.
Academic Areas	<ul style="list-style-type: none"> ♦ Inform the Examinations Office which courses require central examinations, and of any specifications for the examination ♦ Submit copies of question papers and materials to the Examinations Office ♦ Request changes to provisional exam timetable if necessary.
Examiners	<ul style="list-style-type: none"> ♦ Organise the form and content of the examination ♦ Include details of examination arrangements in course guides.
Students	<ul style="list-style-type: none"> ♦ Consult the official noticeboards for details of the time and location of examinations ♦ Adhere to the provisions of this Policy related to conduct.

Examinations: Special Circumstances - (Non-medical) Policy

1 Overview

Any person who requires further information on any aspect of this policy should contact the Student Services Policy Branch on (08) 8303 3341.

Special circumstances examinations (medical) are covered by the provisions of the University's Reasonable Adjustments to Teaching and Assessment for Students with a Disability Policy, which is available through the University's Centralised Library of Online Documents at

<http://online.adelaide.edu.au/doclib.nsf/>

Students who wish to apply for a variation to the time or location of an examination arranged by an academic area, rather than centrally through the Examinations Office, should contact the relevant department or school directly to discuss the process for applying for a variation to the departmental examination timetable.

2 Scope

This Policy applies to students who wish to apply for a variation to the location and/or time of any examination scheduled as part of the central examination timetable on any grounds other than their having a disability or medical condition.

3 Definitions

In this Policy, the term *special circumstances examinations (non-medical)* refers to examinations that are arranged for students on an individual basis where variations to standard times and/or locations are necessary on the grounds of a timetable clash or other scheduling conflict.

4 Policy

The University makes provision for special circumstances examinations (non-medical) to be granted on the following grounds:

4.1 Religious Beliefs

A student whose religious beliefs prevent him or her from sitting an examination on a certain day or at a certain time will have an alternative examination time scheduled. The student will usually be supervised by his or her religious leader (e.g. rabbi or pastor) under examination conditions.

4.2 Representing the University, State or Country in a Significant Sporting or Cultural Event

- a A student who is representing the University, state or country in a significant sporting or cultural event will be permitted to sit the examination in an alternative location. The examination will usually be at the scheduled date and time in a location approved and supervised by an academic from a local institution, or a senior representative of the sporting or cultural organisation.
- b If a suitable date and/or location cannot be negotiated, the Examinations Office will advise the relevant academic area, and the student and the academic area will need to negotiate alternative assessment arrangements.

4.3 Defence Forces (including Army Reserve)

- a A student who is committed to official exercises with the defence forces will be permitted to sit the examination in an alternative location. The examination will usually be at the scheduled date and time in a location approved and supervised by a member of defence force personnel.
- b If a suitable date and/or location cannot be negotiated, the Examinations Office will advise the relevant academic area, and the student and the academic area will need to negotiate alternative assessment arrangements.

4.4 Timetable Clashes for Cross-institutional Students

- a An Adelaide University student with a clash of examination times for courses at Adelaide and another institution will have an alternative time scheduled. The student will usually sit the Adelaide University examination at the scheduled time and sit the other institution's examination in the other session on the same day at a venue on the Adelaide University campus.
- b In the event that two examinations are scheduled for the same session and another examination is scheduled for the other session on the same day, the student will usually sit two examinations as per 4.4 (a) and sit the third examination on the following day. The student will be required to submit a statutory declaration with the third examination, attesting that he or she has not received information relating to the content of the examination paper in any form, directly or indirectly, from a candidate who sat the examination at the original time.

5 Responsibilities

- 5.1 It is the responsibility of the student to consult the final examination timetable as soon as possible after its publication to check whether special circumstances apply in their case.
- 5.2 It is the responsibility of the student to advise the Examinations Office in writing as early as possible, and no later than 2 weeks after the publication of the timetable, if special circumstances do apply. Alternative arrangements may not be able to be made if written advice is not received within 2 weeks.
- 5.3 It is the responsibility of the Examinations Office to make available the necessary application forms for special circumstances examinations (non-medical).
- 5.4 It is the responsibility of the Examinations Office to arrange special circumstances examinations (non-medical) and to advise students and academic areas of the arrangements.

6 Procedures

- 6.1 The Examinations Office will finalise the examination timetable five weeks before the commencement of the primary examination periods in June and November.
- 6.2 The Examinations Office will post the timetable on the Examinations Office website at:
www.adelaide.edu.au/student/current/exams.html
- 6.3 Students who undertake cross-institutional study, represent the University, state or country in a sporting or cultural event, have defence force commitments or religious beliefs that limit their availability for examinations, must check the timetable for scheduling conflicts.
- 6.4 Students who have a scheduling conflict should lodge with the Examinations Office the appropriate application for Special Circumstances Examinations (Non-medical), with any required verification. The application form is available at the Examinations Office website.
- 6.5 The Examinations Office confirms the scheduling conflict, then makes arrangements for the student to sit the examination at an alternative time and/or location, negotiating with departments or individuals/organisations outside the University as required.
- 6.6 The Examinations Office informs the student in writing of the arranged time and venue for the examination, and copies the correspondence to the appropriate academic area for information.

Assessment

- 1 In this Section, unless the contrary intention appears:

Assessment work includes all essays, tests, papers, theses, demonstrations, performances and any other work whatsoever whether written or otherwise other than examination papers within the meaning of any degree or diploma or certificate Regulation, Schedule or Syllabus or counting towards the award of any degree or diploma or certificate.

Student includes any person enrolled as a candidate for a degree or diploma or certificate or for any program of study offered by the University for a degree or diploma or certificate; or for any course offered by the University.

Departmental Assessment Committee means the committee of staff and students established by a Department or School (or, in the case of a single-department Faculty and if it so chooses, a Faculty) to implement the University's policies on assessment procedures, complaints and offences.

Assessor means the person or persons with responsibility for the assessment of assessment work in any course.

Course includes a course within the meaning of any degree or diploma or certificate Regulation, Schedule or Syllabus.

The University means the University of Adelaide.

- 2 No student shall submit for assessment any piece of work which is not entirely the candidate's own, except where either:
 - a use of the words or ideas of others is appropriate and duly acknowledged *or*

- b the assessor has given prior permission for joint or collaborative work to be submitted.

- 3 No student shall submit as if they were genuine any data or results of laboratory, field or other work that are fabricated or falsified.
- 4 No student shall assist any candidate in a piece of assessed individual work, and no candidate shall accept assistance in such a piece of assessed individual work, except in accordance with approved study and assessment schemes.
- 5 No student shall submit the same piece of work for assessment in two different courses, except in accordance with approved study and assessment schemes.
- 6 No student shall contravene any Rules approved by the Council for the conduct of candidates in assessment work, or any assessor's written instructions concerning the submission of assessment work.

7 Plagiarism and Related Forms of Academic Cheating

7.1 Principles and Definition of Plagiarism

All Departments shall, as part of their informing students of assessment requirements and procedures, inform them of the strict University-wide prohibition against all forms of plagiarism and related types of academic cheating.

Plagiarism consists of a person using the words or ideas of another person as if they were his or her own. The University regards plagiarism as a very serious offence. At the very least it is a misuse of academic conventions. Where it is deliberate and systematic, plagiarism is cheating and false pretences. It is the obligation of every member of the University to understand and respect the rules concerning plagiarism.

The excuse of ignorance will not be accepted.

7.2 Different Forms of Plagiarism

Plagiarism can take several different forms, including:

- a Presenting substantial extracts from books, articles, theses, and other published or unpublished works such as working papers, seminar and conference papers, internal reports, computer software, lecture notes or tapes, and other students' work, without clearly indicating their origin with quotation marks and references such as footnotes.
- b Using very close paraphrasing of sentences or whole paragraphs without due acknowledgment in the form of reference to the original work.
- c Quoting directly from a source and failing to insert quotation marks around the quoted passages. In such cases, it is not adequate to merely acknowledge the source.

7.3 Related Types of Academic Cheating

Other forms of cheating which will also be treated with the utmost seriousness include:

- a Submitting work written by someone else on the student's behalf.
- b Submitting another student's work whether or not it has been previously submitted by that student.
- c Two students separately submitting the same piece of work upon which they have illicitly collaborated.
- d A student submitting a piece of his or her own work for two different courses.

7.4 Disciplinary Action

Cases of plagiarism and related forms of academic cheating are dealt with under the provisions of Chapter 12 of the University Statutes, *Of Conduct of Students in the University*.

- a If an assessor believes that a student has contravened Section 2 concerning plagiarism, the assessor will notify the Head of Department/School, in either of the following ways:
 - i If there are grounds for believing that the offence has resulted from a misunderstanding of academic conventions rather than deliberate deception, the assessor will counsel the student and advise the Head of School/ Department that no further action is required apart from the resubmission of the piece of work in an acceptable format, which will then be assessed solely on its academic merit.
 - ii If the assessor finds what appears to be a case of deliberate plagiarism, the assessor shall supply the Head of Department/ School with the piece of work and a written statement of reasons for the belief that it is plagiarised.
- b i The Head will inform the student in writing of the allegation, and shall invite him or her to an interview with the assessor. The student may bring an advocate or support person to the interview. Should the student fail to respond to the invitation within 10 University working days, the Department/ School must notify the student by registered mail that a determination may be made on the available evidence on a specified date in the student's absence.
 - ii If the offence is admitted, and if in the opinion of the Head there are no significant extenuating circumstances, the work shall be given zero marks and the student will fail the course without the option of taking a supplementary examination.

- iii If the offence is admitted, but in the opinion of the Head of Department there are significant extenuating circumstances, the work shall be given zero marks, and the student will be permitted to resubmit the piece of work in an acceptable format, or submit a substitute piece of work agreed upon by the Head and the student, which will then be assessed solely on its academic merit. The fact that a student, is, for example, in his or her first year at university may be regarded as an extenuating circumstance.
- iv If the offence is not admitted, and/or if the Head rejects a plea of extenuating circumstances, the matter will be referred to the relevant Departmental Assessment Committee.
- v The Departmental Assessment Committee will be a lower tribunal under the terms of Statute Chapter 12 and the associated Rules for Student Conduct, or Rules for Student Misconduct on Roseworthy Campus, as appropriate, and will hear the case following the procedures required under that statute and those rules. If the offence is admitted, the Committee will consider the plea of extenuating circumstances and confirm or alter the penalty. If the offence is not admitted, the Committee will make a finding and, if appropriate, impose a penalty, in accordance with Section 7.4(b)(ii) or 7.4(b)(iii).
- c All cases of plagiarism, except marginal ones as provided for in Section 7.4(a)(i), will be recorded in a confidential register of the Board of Conduct.
- d Other Breaches
 - i If an assessor or a supervisor of practical work has reason to believe

that a student has falsified or fabricated results or data in contravention of Section 3, the matter shall be reported to the Head of Department, who shall deal with it according to the procedure set out in Section 7.4(b) above.

- ii All cases where a student is found to have contravened Section 3 shall be recorded in a confidential register of the Board of Conduct. This record, and any kept under the terms of clause Section 7.4(c), will be destroyed three years after graduation or five years after the student was last enrolled in the University.
- iii If an assessor believes that a student has contravened Section 4, 5 or 6, the assessor will notify the Head of Department/School, who shall deal with the matter according to the provisions of Section 7.4(b).

e Appeals

A student may appeal to the Board of Conduct against a finding or penalty of a Departmental Assessment Committee. Where a student denies that a piece of work has been plagiarised, the Board may seek the advice of a person or persons with expertise in the subject matter.

f Second and Subsequent Offences

If a student is found to have committed a breach of any of the foregoing clauses a second or subsequent time (other than a marginal case of plagiarism as provided for in clause 7.4(a)(i), the offence shall be reported to the Board of Conduct which, subject to the provisions concerning mediation in the rules under Statute Chapter 12, shall hear the matter and may impose further penalty as provided for in that Statute and rules.

g Prejudicial Conduct

If a student admits, or is found to have committed, conduct in breach of any of these Assessment sections which prejudices the interests of other students or the integrity of an assessment scheme itself, the Head of Department/School will refer the matter to the Board of Conduct, which may impose any penalty authorised under this Rule or in Statute Chapter 12 of the Statutes and associated rules.

In addition, the University has a detailed policy statement on assessment matters (including Student Appeal and Grievance Procedures) which is reproduced below.

Assessment Policy and Appeals

The Assessment Policy establishes recognised principles and procedures under which Departments conduct assessment of students' work, and under which students may claim a review of an assessment mark or seek resolution of a grievance to do with assessment or academic status for work done elsewhere. The general principles are largely a statement of existing practices in the University: they are not all completely applicable to every program or discipline, and some Faculties and Departments follow additional assessment principles which are appropriate to them but not necessarily relevant to the whole University.

Departmental Assessment Committees will provide an appropriate forum within which staff and students may periodically review assessment processes and make recommendations to the Head of Department/School, and where disputes may be resolved. The Student Appeals Committee is required to deal with assessment and other grievances that have not been resolved at Department/School or Faculty level. (See full version of Student Complaints Policy in Administrative Policies and Procedures section below.) Its role is

primarily to ensure due process and fairness. In assessment appeals it would not normally override the academic judgment of academic staff expert in a course, but it may on occasions need to moderate the judgement of one expert with that of others. If the basic principles and procedures in assessment are followed at the Department/School level, there should seldom be grounds on which a student could justifiably appeal.

It is assumed that students will exercise their right to appeal in assessment matters responsibly. That is, appeals will be confined to cases where students genuinely believe they have reasonable grounds for expecting a higher mark.

General Assessment Policy Principles

- 1 Types of assessed work should be appropriate to the learning objectives of the course.
- 2 As much assessed work as possible should be discussed with the students who produced it, and where appropriate returned with written comments, to provide feedback about their strengths and weaknesses.
- 3 The total burden of assessed work should not be such as to affect students' approaches to learning in ways that are inconsistent with the learning objectives of the course.
- 4 In many disciplines, there are a variety of ways in which students may demonstrate their understanding and mastery of course matter and techniques. Where this is compatible with the need to assess various objectives, students should be given some choice in the types of work they submit, or the relative weight of different components. In some disciplines it will be appropriate for students to have some choice in the particular course matter they focus on.

- 5 Departments/Schools should, with the active participation of students, periodically review the methods of assessment, the relative importance and validity of different types of assessment, the range of choice and the quantity of work required.
- 6 Students may have the opportunity to undertake supplementary* assessment if they fail a course. Where a substantial piece of work submitted during the teaching of a course is judged below pass standard, students should have the opportunity of submitting another piece of work for assessment.
- *Note: please see Supplementary Assessment below.
- 7 Departments are required to inform all students in writing, either before or within the first two weeks of the teaching of each course, precisely what its assessment requirements are, including any choices, deadlines, opportunity for re-submission or supplementary assessment etc. Opportunity should be given for students to ask questions and discuss the modes of assessment.
- 8 Where practicable, assessment procedures should be designed to allow for the participation of more than one assessor for each student. (It is recognised that many specialist courses in the later years of programs are taught and assessed by one person. Departmental moderation of standards is advisable to ensure maintenance of comparability.)
- 9 Departments should take steps to ensure accuracy and to guard against bias. Checking of additions, and of the assessment of students with marks at the borderline between assessment grades, should be standard procedure. Anonymity of work submitted may be desirable as a protection against bias.

Grading Schemes

There shall normally be four classifications of pass in courses for Ordinary and Master degrees, Graduate Certificates and Graduate Diplomas:

- Pass with High Distinction
- Pass with Distinction
- Pass with Credit
- Pass.

If the list of candidates who pass is published in two divisions, a pass in the higher division may be prescribed in the syllabus as a prerequisite for admission to another course.

There is also a classification of Conceded Pass. In some Faculties a candidate may present for an Ordinary degree only a limited number of courses for which a Conceded Pass has been awarded - see the Academic Program Rules for details.

If marks are to be recorded on the academic transcript, then the range of marks for each classification of Pass is as follows:

High Distinction	85-100
Distinction	75-84
Credit	65-74
Pass	50-64
Conceded Pass	45-49.

For certain courses the grade of Pass is unclassified as either Non-Graded Pass or Satisfactory.

The grading scheme for Honours degrees is listed in the Academic Program Rules for each academic program.

Assessment Procedures and Appeals

1 Introduction

- a This section contains a statement of the rules and procedures under which:
- i Departments conduct assessment of students' work
 - ii students may claim a review of assessment

- iii students may seek resolution of a grievance to do with those aspects of the operation of the University which may affect adversely their work within the University, including policies and procedures governing academic programs and the recognition of prior learning (status or transfer of credit)
 - iv students may take unresolved grievances to a higher authority.
- b These rules apply generally to all students of the University - undergraduate (including Honours students) and postgraduate (including research and coursework students), national and international.

2 Definition of key terms

The term *grievance* is used throughout this statement to describe any serious concern that a student may wish to raise at least at an informal and oral level about some aspect of the operation of the University as defined according to the types of grievance described in clause 3 below.

The term *complaint* is used throughout this statement to describe the stage in a student's pursuit of a grievance against the University where the student, having raised a concern at an informal and oral level without achieving resolution of the grievance to his or her satisfaction, wishes to take the matter to a formal and written level.

The term *appeal* is used throughout this statement to describe the stage in a student's pursuit of a grievance with the University, where the student, after his or her complaint has been heard at the local level without achieving resolution of the grievance to his or her satisfaction, wishes to take the matter further.

3 Types of Grievance

Grievances that students may pursue against the University include those relating to general assessment, the grading of

assessed work, final grades in courses, supplementary examinations and/or resubmissions, recognition of prior learning (status or credit transfer), the structure of programs and courses and the means of assessing them, exemption from prerequisites, and other aspects of the organisation and operation of academic programs.

4 General policy and procedures applying to all forms of student grievance against the University

- a Students are expected to raise grievances responsibly, and not frivolously. Students raising vexatious grievances will be subject to University student disciplinary procedures (see Section 5.8 of Student Complaints Policy below). The University will treat grievances seriously and with due regard to the rights of all parties.
- b In its response to grievances raised by students, the University will at all times act expeditiously, with due regard to the need for confidentiality and use its best endeavours to obtain a resolution which is fair to all parties.
- c Wherever possible and consistent with Section 4(a) above, grievances will be resolved by informal means.

5 Assistance, Mediation and Advocacy

- a These procedures recognise that students who have grievances against the University may require the assistance of others in their dealings with the matter. The three main types of support available as follows:
 - b Assistance with information and with understanding and following the appropriate rules:
 - i The full version of the Student Complaints Policy is included in the section on Administrative Policies and Procedures below. Further information on this policy and on the

procedures followed in the complaints process are available to both students and staff from Policy and Appeals staff.

- ii Students may consult the Students Association, a Union Education and Welfare Officer, the Student Centre, the International Student Centre, the Course Coordinator or the Head of the relevant Department/School, the Faculty Program or Student Adviser, the appropriate Faculty Registrar or Area Administrator, or a Student Counsellor from the University Counselling Service for assistance and advice.
- iii Postgraduate students may also consult the Postgraduate Students Association, or the Departmental Postgraduate Coordinator.
- d Mediation by a disinterested third party during informal and oral consideration of a grievance:

The student/s and staff member/s involved in a grievance may enlist the aid of a disinterested third party to assist with consultation or negotiation, with a view to resolving the grievance at the initial, informal stage and in confidence.
- e Advocacy on behalf of the student during the processing of an informal or formal written complaint, or during the hearing of an appeal:
 - i All persons named in Section 5(b) above may also be support persons or advocates for students or staff members, as appropriate
 - ii Notwithstanding the general practice of the Student Appeals Committee to consider and determine appeals on the basis of written submissions, a student may seek the help of another person in presenting his or her case for appeal to this Committee, including advocacy on

behalf of the student subject to the Committee's agreement.

- f Staff members responsible for dealing with grievances will advise the students concerned that they may seek assistance from persons listed in Section 5(b) above.

6 *Victimisation*

- a Victimisation of students who lodge complaints is prohibited.
- b If students fear they may be victimised, they may request the person to whom their complaint is addressed to make arrangements to protect their interests, including allocating them to other classes, moderating their assessment, or assigning administrative dealings to another officer.
- c Students who fear victimisation are encouraged to contact the staff of Policy and Appeals who may advise both students and staff on appropriate arrangements.

7 *Initial Informal, Oral Consideration*

Students who wish to raise a grievance against the University are encouraged to do so informally and orally in the first instance by consultation with the appropriate member of the academic or general staff. In most assessment grievances, this will be the assessor or the lecturer in charge of the course. Staff approached in this spirit are expected to give their best endeavours to resolving the grievances in a timely manner and without recourse to formal procedures. Many grievances can be resolved quickly by direct discussion between the individual student/s and the staff member concerned.

For academic grievances the program coordinator or Head of Department/School will often be the most able to resolve or clarify the issues involved.

8 *Formal, Written Complaints*

- a If a student's grievance is not resolved to his or her satisfaction by informal and oral consultation or negotiation, and the student decides that it is appropriate to raise the issue as a formal complaint, he/she is required to submit the complaint in writing in the first instance to the appropriate local level staff member or officer.
- b Students lodging complaints are expected to prepare clear and appropriately detailed submissions, and in particular to specify the type of grievance to which the complaint belongs, the grounds on which the complaint is lodged, and the steps which have been taken previously but unsuccessfully to resolve the grievance.

9 *Efficient Processing*

Grievances shall be dealt with diligently and expeditiously by the staff members to whom they are addressed. The staff member receiving a formal complaint in writing from the student should normally acknowledge within 5 University working days such receipt in writing and indicate who will process the application. Generally, the student will be informed in writing within 20 University working days of the outcome of the complaint. Where this cannot be achieved for whatever reason the student shall be informed in writing of the reasons for the delay and given a time-line for processing the application.

10 *Informing Students and Staff about Progress and Outcome*

- a Students who lodge complaints shall be kept informed about the progress and outcome of their complaint.

The final decision shall be notified in writing.
- b Where a complaint has particular implications for an individual staff

member(s) in a Department/School or Faculty, such staff member(s) shall be kept informed about the lodging, progress and outcome of the complaint.

11 *Right of Appeal*

If the complaint is not resolved by the due process to the satisfaction of the student making the complaint, the student may appeal to the Student Appeals Committee.

12 *Confidentiality*

- a Whether the grievance be raised informally and orally by, or on behalf of, the student, or formally and in writing by the student as a complaint, the staff member responsible for dealing with the grievance must ask whether the student wishes his or her identity to remain confidential from any individual staff member involved. It must be understood that both resolution of a complaint, and fair practice with respect to the staff member, often require that the staff member who is the subject of the complaint be informed of the name of the complainant.
 - i If the student wishes confidentiality to be maintained from the staff member concerned, all activities and proceedings of the person involved in resolving the grievance shall maintain the confidentiality.
 - ii Where the matter cannot be resolved while maintaining confidentiality from the staff member concerned, the matter should be clarified with the appropriate officer.

13 *Consequential Changes in the Operation of the University*

Where other students' interests are likely to be affected by the issue raised by the complaining student, the staff member receiving the complaint will take whatever steps are practicable to

ensure equitable treatment for all students who may be concerned. Any recommendations for changes to University procedures should be transmitted through the Faculty or Administration Branch concerned.

14 Keeping of Records

- a Where grievances are resolved satisfactorily through informal discussion, and without recourse to writing, no records need be kept.
- b Where formal, written complaints are proceeding but not yet resolved, the person responsible for dealing with the complaint will keep written records. These may be required if the case proceeds to Appeal.
- c For formal, written complaints where the final outcome reflects adversely on the performance of any individual staff member and the staff member has been involved in the resolution process, a record of the complaint and outcome will be placed on the staff member's personal file, and the staff member shall be given a copy of the record in full and shall be entitled to attach his or her own comments about them to the personal file.
- d Apart from the records defined in Section 13 (b) and (c) above, no other records identifying either the student or the staff member will be kept.

15 Assessment Advice to be given to Students

- a Heads of Department/School will be responsible for ensuring that all students are informed in writing, either before or within the first two weeks of the teaching of each course, precisely what its assessment requirements are, and what arrangements will be provided for students to access their marked scripts.
- b Students will be given opportunity within the first two weeks of the

teaching of each course in which they are enrolled to clarify and discuss changes to the assessment requirements for the course.

- c Students will be responsible for becoming aware of the assessment requirements in each of the courses in which they are enrolled.
- d Honours students will be provided by their supervisors with guidelines on the requirements governing the preparation and submission of their theses or dissertations, which may be based upon the guidelines for higher degree students contained in the Code of Practice.
- e All Departments/Schools will, as part of their informing students of assessment requirements and procedures, inform them of the University-wide prohibition against plagiarism and related types of academic cheating. (see Assessment - Section 7 above.)
- f Staff will inform each student who indicates dissatisfaction with the assessment of his or her particular work about the time lines and procedures for dealing with grievances and complaints, or where to find such information.
- g Postgraduate Coordinators in each Department/School shall ensure that higher degree students in the Department are provided with a copy of the Code of Practice at the commencement of their candidature.

16 Assessment Committee

- a All Departments/Schools will have an Assessment Committee, or an equivalent body, consisting of both staff and student members, together with the Head of Department/School, which will give advice to the Head of Department/School with respect to assessment procedures within the Department/School.

- b The Assessment Committee will discuss relevant matters with the student, staff who have participated in assessing the course, and the Head of Department/School, and the Committee may seek advice from other persons as it sees fit or requires.
- c Assessment committees will keep under review, and publicise annually, the assessment procedures used for each course offered by the Department/School, and the name and location of the convener, to whom complaints will be addressed.

17 *General Assessment Complaints*

- a Departmental Assessment Committees will consider oral or written complaints arising from any aspect of assessments by staff or students and advise the Head of Department/School.
- b Any student who, after discussion of the result with the lecturer in charge, is still dissatisfied with the final grade awarded for a course, or with the mark awarded for a particular piece of assessment work, and who has specific grounds for objecting to the grade/mark, may lodge, a written request for a review of the result or an independent second assessment with the Convener of the Assessment Committee within 10 University working days from the date of notification of the result. Such a written request must contain details of the grounds on which the objection is based.
- c The Head of Department/School, after seeking the advice of the Departmental Assessment Committee, will make a determination on review or second assessment, and inform the student of his or her decision in writing within 10 University working days of receiving the request. In the case of a review or second assessment, this shall be completed, where possible, within a further 10 University working days and

the result notified to the student in writing.

- d The mark awarded to a piece of work following review or second assessment as provided for in these rules or as a consequence of appeal to the Student Appeals Committee will normally stand as the final mark for the work, regardless of whether this mark is higher or lower than the mark originally awarded. However the Convener of the Departmental Assessment Committee or Student Appeals Committee will have the discretion to vary this requirement if the particular circumstances of the case warrant it.
- e A student who believes his or her request for a review of a final grade has not been justly dealt with by the Head of Department/School may appeal to the Student Appeals Committee. Such appeals need to be lodged within not more than 20 University working days from the date on which the student received notification of the decision. (See Student Complaints Policy below.)

18 *Assessment of Higher Degrees*

- a The responsibilities of the University, of Departments/Schools, of supervisors and of students with regard to assessment and other aspects of higher degrees and honours degrees are as defined in the Code of Practice. However, in common with all other awards, student complaints related to higher and Honours degrees that remain unresolved at the local level can be appealed through the Student Appeals Committee.

Supplementary Assessment

A candidate may be granted supplementary assessment in a course only in circumstances approved by the Head of Department or Centre administering such course and consistent with any expressed University policy.

- 1 No student is automatically entitled to supplementary assessment, and the University is under no obligation to offer supplementary assessment in any form.

Supplementary assessment may be granted at the discretion of the examiner/s and Head of Department responsible for the course.

- 2 Supplementary assessment may be awarded on academic grounds, as well as on medical and compassionate grounds.

- 3 Each Department is responsible for defining its policy on academic supplementary assessment and this be made available to students at the commencement of teaching of each course.

- 4 All students will receive a single final result for each course, regardless of whether some supplementary or redemption work was necessary to achieve that result.

The results of supplementary assessment granted on medical, compassionate and mixed grounds will be classified.

- 5 The results of supplementary assessment granted on academic grounds shall not be classified above the level of 50 Pass, except where a higher division pass is required to proceed to the next level in a course. In courses with two Divisions of Pass, the Pass result after the supplementary assessment on academic grounds shall be either 50 Pass Division II or 55 Pass Division I.

- 6 The medical conditions of students who apply for supplementary assessment on medical grounds shall be confidential and medical information from a student's private doctor shall be forwarded to the appropriate Faculty office for an assessment of the applicant's fitness to prepare for and/or

undertake examinations, or such other redemption work as required.

- 7 The opportunity to undertake supplementary assessment on medical or compassionate grounds shall be granted not only to students who have failed courses, but also to those who have passed but wish to upgrade their results.
- 8 A candidate who has failed in only one full-year course or one or two semester courses which would complete his or her program for a degree may be granted a supplementary assessment in the course/s concerned.
- 9 Supplementary assessment may be held over a one week period in July or December. A Department may also, at its discretion, organise supplementary assessment at any other mutually convenient time during the academic year.
- 10
 - i students should lodge applications for supplementary assessment on medical and compassionate grounds with their Faculty Registrar within seven days of the corresponding primary examinations *and*
 - ii applications for medical and compassionate supplementary assessment and the granting of discretionary supplementary assessment on academic grounds shall be considered by a committee of Departmental examiners* *and*
 - iii students must confirm their intention to sit for supplementary examinations *and*
 - iv the above procedures shall be widely publicised for the information of students.

Students considering supplementary assessment may wish to consult the Examinations Policy, the Reasonable Adjustments to Teaching and Assessment for Students with a Disability Policy, and the

Special Circumstances Examinations (non-medical) Policy included above, as well as the Examinations Office Website at www.adelaide.edu.au/student/current/exams.html

* The term 'Departmental examiners' encompasses faculty examiners.

Notes

- 1 The maximum result to be recorded on the academic transcript shall be the minimum results which will allow a student to pass to the next level in a course: namely, a Pass mark of 50 shall be awarded for those courses with a grading scheme of HD, D, C, P (CP), and F, or a Pass Division 1 mark of 55 for those courses with a grading scheme HD, D, C, P1, P2, F.

For courses with a grading scheme of HD, D, C, P1, P2, F, a result of 50 Pass Division 2 may also be recorded on the transcript. That is, the student can achieve the minimum Pass result in the course but cannot proceed to the next level in the discipline if a Pass Division 1 is required for enrolment. For example, a final mark of 53 after a supplementary examination in Biology I will be recorded on the transcript as 50 P2. This would allow the course to be counted towards the student's degree but would not permit the student to enrol in Botany 2 or any other course for which Biology I is a prerequisite.

Review of academic progress

Students whose academic progress is considered to be unsatisfactory may be precluded from taking further studies in the program for which they are enrolled; or further enrolment in that program may not be permitted for one academic year; or they may be permitted to re-enrol, but with a restricted program of study. Information on academic progress procedures is available from Faculty/School offices.

Reasonable Adjustments to Teaching and Assessment for Students with a Disability Policy

1 Overview

Any person who requires further information on any aspect of this policy should contact the Student Services Policy Branch on (08) 8303 3341.

This Policy should be read in conjunction with the University's Disability Action Plan available through the University website at www.adelaide.edu.au/EO/dis_intro.htm

The University is subject to the provisions of State and Commonwealth Equal Opportunity and Anti-Discrimination legislation. The Disability Discrimination Act, 1992 (DDA, 1992) deems that people with a disability have a right to equal participation in all aspects of life enjoyed by the broader community. It is unlawful to discriminate against a person on the grounds that he or she has a disability.

2 Scope

This Policy applies to students who identify as having a disability and who provide the University with a verification statement from a health professional, and to academic and general staff who deal with students with disabilities over teaching and assessment.

3 Definitions

3.1 *Special Circumstances Examinations (medical)* refers to examinations arranged for students on an individual basis where a variation to standard times and/or conditions is necessary to accommodate functional limitations resulting from a disability.

This Policy uses the following definitions from the DDA, 1992.

3.2 *Disability* in relation to a person means:

- a Total or partial loss of the person's bodily or mental functions or

- b Total or partial loss of a part of the body
or
- c The presence in the body of organisms causing disease or illness *or*
- d The presence in the body of organisms capable of causing disease or illness *or*
- e The malfunction, malformation or disfigurement of a part of the person's body *or*
- f A disorder or malfunction that results in the person learning differently from a person without the disorder of malfunction *or*
- g A disorder, illness or disease that affects the person's thought processes, perception of reality, emotions or judgement that results in disturbed behaviour;
and includes a disability that:
 - h Presently exists *or*
 - i Previously existed but no longer exists *or*
 - j May exist in the future *or*
 - k Is imputed to a person.

3.3 *Direct discrimination* is where people with a disability are treated less favourably because of their disability.

3.4 *Indirect discrimination* is where a policy or practice that appears neutral has an unequal or disproportionate effect on people with disabilities.

3.5 *Special measures* permit the implementation of affirmative action programs or measures on the basis that treatment of students with disabilities identical to those students without a disability does not ensure equity.

3.6 *Reasonable adjustments to teaching* are variations in course delivery including audio or video recording of lectures, provision of personal notes or copies of overheads to students, provision of sign language interpreters, and using accessible venues.

3.7 *Reasonable adjustments to assessment* are variations to assessment tasks including additional time in examinations, providing examination questions in alternative formats, (e.g. audio-tape, Braille), extending due dates for assignments, double loan periods for library items, provision of specialised equipment, substitution of one assessment task for another of equivalent academic merit, and provision of support personnel (e.g. readers for blind students).

3.8 *Unjustifiable hardship*: If a person with a disability can satisfy the inherent requirements of a course, reasonable adjustments must be made unless they impose unjustifiable hardship on the University. An assessment of unjustifiable hardship must consider (a) the nature of the benefit or detriment likely to accrue to or be suffered by any persons concerned; (b) the effect of the disability on the person concerned; (c) the financial circumstances and the estimated expenditure required by the University to make the required reasonable adjustments.

4 Policy

4.1 Students with disabilities should have the opportunity to realise their individual capabilities and gain access to and participate fully in university life.

4.2 Students are not required to disclose the name of their disability.

4.3 Reasonable adjustments are made to accommodate students with disabilities without compromising the academic standard or essential nature of the course:

- a Students with disabilities are subject to standard rules and procedures regarding assessment and teaching. Variations are only available where the student can demonstrate disadvantage as a result of disability.
- b Adjustments are intended to minimise any competitive disadvantage that a person experiences as a result of their

disability, rather than provide a competitive advantage.

4.4 All agreed adjustments are to be recorded in a Learning and Assessment Agreement.

4.5 Where a student with a disability fails to meet the course objectives (with appropriate reasonable adjustments in place), a Fail grade will be recorded.

4.6 If a staff member believes a student cannot meet the inherent requirements of a course due to a disability, he or she must inform the relevant Head of Department/School for referral to the appropriate Executive Dean and Deputy Vice-Chancellor (Education).

5 Responsibilities and Procedures

5.1 It is the responsibility of the student with a disability to:

- a Identify as a student with a disability and request information on services and support.
- b Provide a verification statement of disability from an authorised assessing professional (e.g. medical specialist, GP, physiotherapist, psychologist or audiologist). Students are advised to consult the Disability Liaison Officer (DLO) before having an alternative practitioner complete a verification statement.
- c Specify to the DLO who may have reasonable access to the information provided in his or her verification statement.
- d Contact relevant academics, directly or through the DLO, to negotiate Learning and Assessment Agreements.
- e Advise relevant academic staff personally or through an impact statement completed by a health professional or the DLO of the functional limitations resulting from his or her disability.

- f Lodge copies of Learning and Assessment Agreements with the DLO.
- g Fulfil the personal responsibilities agreed to in the Learning and Assessment Agreement.
- h Where appropriate, lodge with the DLO no later than 4 weeks before the beginning of the examination period the Special Arrangements For Examinations notice of the Learning and Assessment Agreement.
- i Where appropriate, confirm attendance and requirements with the Examinations Office upon receipt of Examinations Office notification.
- j Consult the University's Policy and Procedures for the Prevention, Handling and Resolution of Student Complaints through the University's Centralised Library of Online Documents at <http://online.adelaide.edu.au/doclib.nsf/> if dissatisfied with any aspect of the process.

5.2 It is the responsibility of the Academic Staff member to:

- a Ensure that reasonable adjustments are consistent with the functional impact of the disability.
- b Ensure that the agreed reasonable adjustments do not compromise academic integrity.
- c Determine what print materials are required in alternative formats.
- d Document agreed reasonable adjustments on the Learning and Assessment Agreement.
- e Fulfil the personal responsibilities agreed to in the Learning and Assessment Agreement.
- f Request the DLO participate in negotiations if required.
- g Provide to the DLO examination papers that need to be produced in alternative formats a minimum of 2 weeks prior to the scheduled examination

- h Ensure reasonable adjustments are made for in-department examinations
- i Consult the DLO, the Language and Learning Advisers in the ACUE, or the Counselling Service if further advice is required.

5.3 It is the responsibility of the Disability Liaison Officer to:

- a Provide all departments with copies of the Learning and Assessment Agreement, including guidelines for use, a verification statement, an impact statement, a confidentiality agreement and an advice form to the Examinations Office.
- b Distribute Information Kits for Students with Disabilities to students who request them at enrolment, and make them available on request throughout the year.
- c Request, file and manage documentation verifying a student's disability.
- d Discuss support measures and reasonable adjustments at the request of a student or academic.
- e coordinate the provision of all specialised equipment (e.g. print in alternative formats, ergonomic furniture, arm chairs and participation assistants).
- f Provide the Examinations Office with alternative format versions of examinations at least 1 week before the scheduled examination.
- g Inform the Examinations Office of the variations required for central examinations at least 2 weeks before the scheduled examination.
- h Where appropriate, coordinate additional expert advice.
- i Where appropriate, ensure Special Arrangements for Examinations are consistent with Learning and Assessment Agreements, then forward notice of Special Arrangements to the Examinations Office.

- j Evaluate services and procedures through questionnaires, focus groups and telephone surveys of students with disabilities and relevant academics and to report the outcomes to the Executive Director, Student and Staff Services (ED/SSS).

5.4 It is the responsibility of the Head of Department/School to:

- a Develop a process for storing departmental copies of Learning and Assessment Agreements.
- b Act as a point of contact for students who are dissatisfied with any aspect of the process.
- c Ensure that course handbooks detail the process for negotiating Learning and Assessment Agreements.
- d Contact the DLO if departmental resources cannot support a student's needs.

5.5 It is the responsibility of the Executive Director, Student and Staff Services to:

- a Apply to the Human Rights and Equal Opportunity Commission for exemption from the provisions of the DDA, 1992 where reasonable adjustments for a student's disability would impose unjustifiable hardship on the University.
- b Monitor and evaluate outcomes in accordance with the Disability Action Plan.

5.6 It is the responsibility of the Examinations Officer to:

- a Provide required accommodation and supervision in alternative examination venues.
- b Inform supervisors of the student's procedural variations within the examination.
- c Inform the student in writing of the arrangements and venue for examinations.

- d Ensure that where a significant amount of extra time is allocated, the examination begins at 9.20am and includes a compulsory supervised lunch break between 12pm and 12.30pm.
- e Ensure that after an examination where a computer is used, the examination paper is printed and signed by the student and both the hard copy and disc are collected by the supervisor and returned to the Examinations Office for return to the relevant department.

5.7 It is the responsibility of all staff and student of the University to ensure that interactions with students with disabilities respect their right to dignity, privacy, confidentiality and equality.

Class Attendance

Students are normally required to attend lectures, tutorials, laboratory/other practical work, and/or field work associated with each course. However, as departments and schools vary in their emphasis on attendance at classes, students are advised to check with the relevant areas about requirements at the beginning of the year.

Students who are not permitted to sit an examination for assessment in a course because of unsatisfactory attendance or unsatisfactory work will have a 'Fail' grade recorded for that course.

Students are advised to check the relevant academic program rules in the University Calendar, since attendance requirements may vary from program to program.

Deferrals

If you have accepted an offer of study through SATAC, but you wish to defer your studies for a year or longer, you must immediately notify SATAC.

Please note that not all programs allow deferral. You should check procedures for future enrolment with your School or Faculty Office.

If you commence studies and then wish to defer/ withdraw you need to follow the procedure and meet the deadlines outlined under Amendment to Enrolment, and Withdrawal Dates (see pages 104).

Gene Technology

New legislation came into force in June 2001 that could have significant implications for students involved in research or teaching practicals in gene technology.

Students involved in gene technology work that is neither exempt nor licensed could find themselves facing substantial penalties.

A website *Gene Technology Resources* has been set up to help students cope with the new regulations and can be located at www.adelaide.edu.au/VCO/staff/genetech/

Transferring Programs

Undergraduate students wishing to transfer from one program to another at the University of Adelaide, or from one institution to another within South Australia, must lodge an application form with the South Australian Tertiary Admissions Centre (SATAC) by the normal closing date (usually the end of September). Late applications may be accepted for some programs on payment of a late fee.

Administrative Policies and Procedures

The University maintains a register of policies and procedures for students related to the administration of academic programs. The policies and procedures cover areas including:

- Admission
- Examinations and Assessment
- Fees
- Privacy
- Student Complaints and Grievances.

Students may consult the register of policies at the University's Centralised Library of Online Documents (CLOUD) available at:

www.online.adelaide.edu.au

Most of the relevant policies are available under the headings of Student Administration and Information Management. Students may contact Policy and Appeals ((08) 8303 7503) for further information. Students are advised to familiarise themselves with the administrative policies and procedures.

Admission Policy

Any person who requires further information on any aspect of this policy should contact Policy and Appeals, Administrative Services Branch on (08) 8303 7503.

1 Overview

This policy outlines the principles and procedures applying to admission into the University's undergraduate program offerings.

2 Scope

The policy applies to all domestic and international applicants for admission into the University's undergraduate programs.

3 Definitions

Academic Program: The primary award in which students are enrolled for study, eg

Bachelor of Arts, Bachelor of Science, Diploma in Agricultural Production. 'Academic program' is synonymous with 'course' in the old University of Adelaide terminology.

Australian Qualifications Framework (AQF): national system for standardising the relativities between TAFE and private education providers' awards and university-level awards.

Concurrent English Program (CEP): An English language program that is undertaken at the same time as an academic program.

Course: A syllabus item offered by the University - usually owned by Departments, and assigned a specific Unit value. 'Course' is synonymous with 'subject' in the old University of Adelaide terminology, eg, History I, Biostatistics III.

Department of Education, Science and Training (DEST): The Australian Government's administrative arm for higher education matters.

Department of Immigration and Multicultural and Indigenous Affairs (DIMIA):

The Australian Government's administrative arm for immigration and visa matters.

Domestic applicant: An applicant for admission to an undergraduate academic program who is an Australian or New Zealand citizen, or who holds Permanent Residency status in Australia.

Equivalent Full-time Student Unit (EFTSU):

Unit of measurement of student load

English Language Centre (ELC): Conducts the University's Pre-enrolment English programs for international students

Foundation Studies Program (FSP): Program of study aimed at providing the academic skills required for undertaking university-level studies, and which may be used to satisfy University admission requirements.

Grade Point Average (GPA): Average of grades achieved for university-level studies, taking into account the unit value of each course/subject, reported on a scale of 0-7.

Higher Education Contribution Scheme (HECS): Under which DEST funds places for domestic and New Zealand students in academic programs in all Australian universities.

Higher Education Selection Subject (HESS): A Stage 2 SACE subject designated by the University as appropriate preparation for a University academic program, scores from which may be used in the calculation of an applicant's University Aggregate.

HESS General: Category of undergraduate academic program in which the four HESS are all HESS General subjects (formerly PES or PAS subjects). The majority of Adelaide's programs are HESS General.

HESS Restricted: Category of undergraduate academic program in which the four HESS may be any HESS General (formerly PES or PAS), or HESS Restricted (formerly SAS) subjects.

Higher Education Sub-quota: Body of students whose basis of admission into a particular program is a higher education qualification, such as incomplete university level studies (minimum of half a year full-time equivalent), or completed awards. Sometimes referred to as the Tertiary Transfer Sub-quota.

International English Language Testing System (IELTS): An English language proficiency test.

International Applicant: An applicant who is not a citizen of Australia or New Zealand or who does not hold Permanent Residency status in Australia.

Language Other Than English subject (LOTE): A category of SACE Stage 2 subject.

Non-Award Study: University study undertaken for personal interest or professional development, in which the

courses completed do not count towards a specific academic program or award.

Northern Territory Certificate of Education (NTCE): Formal Year 12 secondary school award recognising completion of stated requirements awarded by SSABSA, and interchangeable with the SACE.

Publicly Assessed Subject (PAS): HESS General subject, previously known as Publicly Assessed Subject - a SACE Stage 2 subject that includes a public assessment component (30%).

Pre-Enrolment English Program (PEP): An intensive English language program for international students conducted by the University's English Language Centre, of either 10 weeks' or 20 weeks' duration.

Publicly Examined Subject (PES): HESS General subject, previously known as Publicly Examined Subject - a SACE Stage 2 subject that includes a public examination component (50%).

Prerequisite: Subject or course that must have been successfully completed for student to be eligible to apply for admission into a particular academic program (program prerequisite) or course (course prerequisite).

Quota: Designated maximum number of commencing or continuing students permitted in an annual University intake, or maximum number of commencing students permitted to enter an academic program or course, usually expressed in EFTSUs.

Recorded Achievement: SACE Subject achievement score in the range 3-9 on a 0-20 scale.

South Australian Certificate of Education (SACE): The formal Year 12 secondary school award recognising completion of stated requirements awarded by SSABSA

School Assessed Subject (SAS): HESS Restricted subject, previously known as School Assessed Subject - a SACE Stage 2 subject that is wholly school assessed.

South Australian Tertiary Admissions Centre (SATAC): Processes applications for undergraduate (and some postgraduate coursework) programs on behalf of the three South Australian universities and TAFE Institutes.

Scaled Score: Score for a SACE Stage 2 subject after automatic adjustment of the raw score by the South Australian Logistical Procedure for inter-subject scaling, which provides a basis for comparing Year 12 student performance across different subjects.

Special Entry Sub-quota: Body of students whose basis of admission into a particular program is a special entry qualification, such as STAT results.

Senior Secondary Assessment Board of South Australia (SSABSA): An independent authority of the South Australian government which administers the SACE.

Special Tertiary Admissions Test (STAT):

An academic aptitude test used in the ranking of applicants competing for entry under the Special Entry Sub-quota.

Student: A person legitimately enrolled in an academic program of study.

Stage 2 Subject: A full-year or semester-length subject taken within the second year of the SACE.

Subject Achievement Score: Score for a SACE Stage 2 subject after manual adjustment of the raw score by SSABSA without moderation between subjects.

Successful Achievement: SACE Subject achievement score in the range 10-20 on a 0-20 scale.

Technical and Further Education (TAFE):

National system of vocational and technical training colleges.

TAFE Sub-quota: Body of students whose basis of admission into a particular program is a TAFE qualification or equivalent.

Tertiary Entrance Rank (TER): A numerical rank indicating how well each domestic Year 12 student has performed relative to

all other Year 12 students who have qualified for a TER in the same year.

Test of English as a Foreign Language (TOEFL): An English language proficiency test.

University Aggregate: Aggregate of SACE Stage 2 subject scores used for selection into university programs. It is the total number of points achieved in the four best subjects (maximum 20 points each), plus half the number of points achieved in the fifth best subject (maximum 10 points)

Year 12 Sub-quota: Body of students whose basis of admission into a particular program is a Year 12 school-leaver qualification.

4 Policy

4.1 University Undergraduate Entry Committee (UUEC)

4.1.1 The UUEC is a sub-committee of Academic Board, and is constituted as follows:

- a The DVCE is Convenor of the UUEC, ex officio.
- b A Deputy-Convenor of Academic Board, selected by the Convenor of Academic Board, is the Deputy Convenor of the UUEC, ex officio.
- c The Executive Director, Student and Staff Services, or nominee, ex officio.
- d Each Executive Dean selects one member of the Faculty's academic staff to serve for a term of two years (maximum of two consecutive terms permitted).
- e An undergraduate student member of Academic Board, selected by and from the undergraduate student members of Academic Board, for a term of one year (maximum of two consecutive terms permitted).
- f The Convenor of the UUEC may co-opt up to three additional members with relevant expertise for a term of one year (maximum of two consecutive terms permitted).

g Additional members may be co-opted from Academic Board.

4.1.2 In addition, the UUEC makes recommendations to the DVCE on routine and on special or unusual cases.

4.1.3 The UUEC reports to Academic Board at least every six months on:

- a Undergraduate entry policy and practice for local and international admissions.
- b Related matters, as determined by the Convenor.

4.2 Policy Changes

4.2.1 Existing Academic Programs

Changes to this policy for domestic Year 12 applicants for existing academic programs generally become operative two and a half years from the date of decision, unless otherwise specified by the DVCE, taking into account the need for domestic school students to have early notification of changes for curriculum planning purposes.

4.2.2 New Academic Programs

The Vice-Chancellor, on the recommendation of the Academic Program Accreditation and Review Panel (APARP), approves the entry requirements, Higher Education Selection Subjects (HESS, see 4.7.3 below) and any prerequisites (see 4.6.4 below), for all new undergraduate programs introduced by the University.

4.3 Variations in the Operation of this Policy

On the recommendation of the University Undergraduate Entry Committee, the DVCE may authorise variations in the operation of this policy as he or she deems fit for any person.

4.4 Entrance Examinations

The University reserves the right to set entrance examinations, which may include aptitude tests, interviews or auditions, for any academic program or course.

4.5 Quotas

4.5.1 In each year, within guidelines agreed by the Vice-Chancellor, the DVCE shall consult with the Faculties before determining the total number (quota) of commencing domestic HECS-funded students to be admitted to each undergraduate academic program.

4.5.2 In order to group and rank applicants with different types of qualifications, the DVCE may determine sub-quotas of the quotas in 4.5.1 in each year, such as the Year 12, Higher Education, TAFE and Special Entry Sub-quotas.

4.5.3 Eligibility for one sub-quota of an academic program does not necessarily make an applicant ineligible for another, and applicants with more than one type of qualification may be eligible for two or more sub-quotas at the same time.

4.5.4 In order to better match the actual commencing student intake with the set quota, the DVCE may authorise a mid-year intake for selected programs.

4.5.5 Faculties may set quotas for enrolment in individual courses, and shall determine and publish the selection criteria for the filling of these quotas.

4.6 General Admission Requirements: Domestic Applicants

4.6.1 Applications

- a Unless otherwise prescribed in this policy, domestic applications for the University's undergraduate academic programs must be made through the South Australian Tertiary Admissions Centre (SATAC), and offers of admission shall be made only through SATAC or by an officer of the University authorised by the DVCE to do so.
- b Domestic applications for Honours programs must be made through individual Departments or Schools.

4.6.2 Degrees, Diplomas, Advanced Diplomas

The University may admit to an undergraduate program leading to the award of a degree, diploma or advanced diploma a domestic applicant who:

- a Has satisfied the University's requirements under the South Australian Certificate of Education (SACE) or the Northern Territory Certificate of Education (NTCE) *or*
- b Holds an interstate or international Year 12 level qualification deemed to be equivalent to 4.6.2a *and/or*
- c has done previous study at a recognised university or higher education provider and is eligible in the Higher Education Sub-quota (see 4.8 below) *and/or*
- d Holds from TAFE or a recognised private tertiary education provider a completed AQF Diploma or above in the case of HESS General programs, or a Certificate IV or above in the case of HESS Restricted programs, and is eligible in the TAFE Sub-quota (see 4.9 below) *or*
- e Is eligible for admission through the domestic Special Entry Sub-quota (see 4.10 below *and*
- f Has satisfied any additional admission requirements for individual academic programs established by the DVCE, including academic program prerequisites as defined in 4.6.4 below, or their equivalent for non-SACE qualifications, as listed in the Admissions section of the University's Website, and published each year in the SATAC Guide.

4.6.3 Certificate III and IV Awards

The University may admit to an academic program leading to the award of a Certificate III or Certificate IV a person who meets the entry requirements determined by the Faculty administering the program,

and who meets any additional entry requirements approved by the DVCE, as listed in the Admissions section of the University's Website, and published each year in the SATAC Guide.

4.6.4 Prerequisites

- a Some undergraduate academic programs have prerequisite requirements. To be eligible for admission into these programs, applicants require a SACE Subject Achievement Score in the range 10-20 (on a scale of 0-20) in certain HESS General subjects, as listed in the Admissions section of the University's Website, and published each year in the SATAC Guide and the SATAC Tertiary Entrance booklet, or a recognised interstate, international or tertiary equivalent.
- b The DVCE may waive an academic program prerequisite on the recommendation of the relevant Executive Dean.
- c Some Level I undergraduate courses have prerequisite requirements. To be eligible for admission into these courses, an applicant must have a SACE Subject Achievement Score in the range 10-20 in certain HESS General subjects, as listed in the Admissions section of the University's Website, and published each year in the SATAC Guide, or its interstate, international or tertiary equivalent.
- d Such Level I course prerequisites must be approved by the DVCE on the recommendation of Academic Board through the UUEC.

4.7 Admission Requirements for Domestic Applicants: Year 12 Sub-quota

4.7.1 Admission Requirements Under SACE

To be considered for admission under the Year 12 Sub-quota, an applicant must have:

- a Qualified for the SACE or NTCE and been issued with a Tertiary Entrance Rank (TER) by SSABSA *and*
- b Recorded achievement in five Stage 2 subjects over three attempts, not necessarily in consecutive years *and*
- c Included at least four HESS in the five Stage 2 subjects (see 4.7.3 below), as listed in the Admissions section of the University's Website, and published each year in the SATAC Guide *and*
- d Satisfied any other specific academic program requirements, such as the satisfactory completion of prerequisite SACE subjects (see 4.6.4 above), or the limitations on previous Higher Education study, as listed in the Admissions section of the University's website.

4.7.2 Admission Requirements for Previous SA/NT Year 12 Qualifications

- a Applicants who, on or before 31 July 1993, had fulfilled the educational requirements for matriculation under any Statutes of the University shall be eligible to apply for admission and shall have their matriculation scores converted by SATAC to the equivalent scores gained under SACE. Details regarding the rules governing pre-SACE year 12 studies and University entry may be found in detail in Chapter IX of the Statutes - of Matriculation, in Volume I of the University Calendar, prior to 1993.
- b Details on the eligibility, ranking and HESS status of South Australian and Northern Territory Year 12 qualifications awarded before 1993 are published each year in the SATAC Guide.

4.7.3 HESS, and HESS General and HESS Restricted Programs

- a Each Stage 2 SACE subject is considered by the DVCE, in consultation with the relevant discipline area, for acceptability as a Higher Education

Selection Subject (HESS) for each of the University's undergraduate academic programs.

- b The DVCE is an ex officio member of the HESS Committee, with representatives from all three South Australian universities. The HESS HESS Committee may:
 - i designate subjects as HESS for appropriate University programs
 - ii approve combinations of HESS that may not be both counted in the calculation of a University Aggregate
 - iii approve restricted numbers of units in the same subject area that may be counted in the calculation of a University Aggregate.
- c To meet HESS General requirements, the four HESS may be any HESS General subjects (formerly SACE PES and/or SACE PAS). To meet HESS Restricted requirements, the four HESS may be any HESS Restricted subjects (formerly SACE PES and/or SACE PAS and/or SACE 2-unit SAS, excluding Community Studies).
- d Applicants holding the recognised interstate or overseas Year 12 qualifications in 4.7.7 and 4.7.9 below, or the International Baccalaureate in 4.7.8 below, are deemed to have satisfied HESS General requirements.
- e The HESS requirements for current University academic programs (4.7.3c) are provided in the Admissions section of the University's Website, and published each year in the SATAC Guide and the SATAC Tertiary Entrance booklet.
- f Current proscribed SACE subject combinations [4.7.3b (ii)], current restrictions on the number of units which may be presented in certain SACE subject areas [4.7.3b (iii)], and the HESS status of each SACE Stage 2

subject, are published each year in the SATAC Tertiary Entrance booklet.

4.7.4 University Aggregate and Tertiary Entrance Rank (TER)

- a The University Aggregate is a numerical score indicating how well each Year 12 student has performed in his/her Stage 2 SACE subjects. It is the total number of points achieved in the best four scalable Stage 2 SACE subjects (maximum 20 points each), plus half the number of points achieved in the fifth best scalable subject (maximum 10 points). It is reported in the range 0-90 points, at intervals of 0.25, and is used as the basis for calculating the TER of students who have completed the requirements of the SACE.
- b The Tertiary Entrance Rank, or TER, is a numerical rank indicating how well each Year 12 student has performed in his/her Stage 2 SACE subjects relative to all other Year 12 students who have qualified for a TER in the same year. It is reported on a percentile scale of 0-99.95, at intervals of 0.05. For a given year, the University Aggregate to TER conversion will take into account the participation rate for that year's Year 12 cohort.
- c The Senior Secondary Assessment Board of South Australia (SSABSA), in consultation with the three universities in South Australia, shall determine how the University Aggregate and the TER is calculated each year.
- d The TER is the final measure used to determine entrance to the University for applicants in the Year 12 Sub-quota.
- e Details on the calculation of the University Aggregate (4.7.4a) and its conversion to a TER (4.7.4b) are published in the annual edition of the SATAC Guide and the SATAC Tertiary Entrance booklet.

4.7.5 The Fairway Scheme

- a The Fairway Scheme is designed to increase access to the University's programs for domestic applicants from secondary schools that do not traditionally have a strong culture of progression to university-level studies. Such schools are designated as Fairway schools.
- b Fairway schools include all South Australian country schools, all Northern Territory schools, and schools in the greater Metropolitan Adelaide area and some rural areas of Victoria and New South Wales that are under-represented in terms of progression to university studies.
- c Each year, the degree to which schools are under-represented in higher education is determined on the basis of the participation rates of school-leavers from each school in higher education programs offered by the three South Australian universities, averaged over the previous three years.
- d Applicants who graduate from a Fairway school with the SACE/NTCE, and are eligible for the Year-12 Sub-quota in the academic program(s) of their choice, are allocated Fairway bonus points which are added to their University Aggregate and then converted by SATAC into a new TER. This new TER can be used as the basis for selection into any of the University's undergraduate programs.
- e Applicants who graduate from a Fairway school with the Victorian or NSW equivalent of the SACE/NTCE, or the International Baccalaureate, and are eligible for the Year-12 Sub-quota in the academic program(s) of their choice, are given an artificial University Aggregate based on their original TER. Fairway bonus points are added to the Aggregate and then converted by SATAC into a new TER, which can be used as the

basis for selection into any of the University's undergraduate programs.

- f Applicants receiving bonus points under both the Fairway Scheme and the Bonus Points Scheme (see 4.7.6 below) will have the total of those points added to their University Aggregate (or artificial University Aggregate) before conversion to a new TER, which can then be used as the basis for selection into any of the University's undergraduate programs.
- g Applicants under the Fairway Scheme must satisfy all published entry requirements to be eligible for selection to the University's undergraduate programs.
- h Applicants from a school with a three-year average participation rate that moves from below the Fairway threshold in the previous year to above it in the current year receive half the standard number of Fairway points. If the school's average participation rate remains above the threshold the following year, no Fairway points are allocated. If the school's average participation rate drops back below the threshold the following year, full Fairway points are reinstated.
- i The DVCE approves the list of Fairway schools each year, based on participation rates data provided by the Admissions Office, as well as the number of points added to Fairway applicants' university aggregates and the quota of applicants admitted to each academic program under the Fairway Scheme.
- j The DVCE shall approve the rules governing the operation of the Fairway Scheme.

4.7.6 Bonus Points Scheme

- a The Bonus Points Scheme is designed to encourage domestic applicants to include Mathematics 2 and Language Other Than English (LOTE) subjects in their Year 12 studies.

- b The Scheme covers domestic applicants holding the SACE/NTCE, an equivalent Australian Year 12 qualification, or the International Baccalaureate undertaken in Australia, awarded in 1999 or later. The Scheme does not cover applicants with overseas Year 12 qualifications.
- c For applicants presenting one of the qualifications in 4.7.6b, two bonus points are awarded for SACE Stage 2 Mathematics 2 or a recognised equivalent subject, and two for a SACE Stage 2 LOTE subject or equivalent, for a maximum of four bonus points. Bonus points are not awarded for more than one LOTE subject.
- d The bonus points are added to the University Aggregate, and then converted by SATAC into a new TER. This new TER will be used as the basis for selection in all of the University's academic programs.
- e Applicants receiving additional points under both the Bonus Points Scheme and the Fairway Scheme (see 4.7.5 above) will have the total of those points added to their University Aggregate before conversion to a new TER, which can then be used as the basis for selection into all of the University's undergraduate programs.
- f Council shall, on the recommendation of the Academic Board, approve the rules governing the operation of the Bonus Points Scheme.

4.7.7 Interstate Year 12 Qualifications

- a Domestic holders of recognised interstate Year 12 qualifications awarded in 1996 or later, are eligible to apply for admission through the University's Year 12 Sub-quota, and are deemed to have met HESS General requirements.
- b For interstate applicants, selection is based on the TER provided with the Year 12 awards in 4.7.7a.

- c Program prerequisite subject equivalents for interstate Year 12 awards are approved by the DVCE in consultation with the other two SA universities and SATAC, and are published each year in the University's Undergraduate Programs prospectus.
- d The eligibility, ranking and HESS status of major interstate Year 12 qualifications awarded in 1995 or earlier are assessed by SATAC according to guidelines provided by the three South Australian universities.

4.7.8 International Baccalaureate (IB)

- a Domestic holders of the International Baccalaureate Diploma (IB) are eligible to apply for admission through the Year 12 Sub-quota, and are deemed to have met HESS General requirements.
- b Selection and ranking are based on the full IB score (maximum 45 points) in accordance with the IB-to-TER conversion table developed by SATAC in consultation with the three South Australian universities.
- c. Program prerequisite subjects must be passed at Grade 5 Standard Level or Grade 4 Higher Level or higher.
- d The IB-to-TER conversion table (4.7.8b) and the list of IB equivalents to SACE prerequisite subjects (4.7.8c) are published each year in the University's Undergraduate Programs prospectus and the SATAC IB and Tertiary Entrance in SA booklet.

4.7.9 Overseas Year 12 Qualifications

- a For university entry purposes, British GCE 'A' Levels, Scottish Highers and New Zealand Bursary Examinations are deemed to be at least the equivalent of the SACE, and to meet HESS General requirements.
- b The eligibility, ranking and HESS status of other overseas Year 12 level qualifications, including those

from New Zealand awarded in 1998 or earlier, are assessed by SATAC according to guidelines provided by the three South Australian universities.

4.8 Admission Requirements for Domestic Applicants: Higher Education Sub-quota

4.8.1 Domestic applicants who have satisfactorily completed at least 12 units (or one Semester of full-time studies) of an undergraduate degree program at the University as defined in the relevant Specific Program Rules, or the equivalent at another Australian university, or the equivalent at an overseas tertiary education provider recognised by the University, may be eligible to compete in the Higher Education Sub-quota.

4.8.2 There is no Higher Education Sub-quota for admission to the Bachelor of Medicine, Bachelor of Surgery award.

4.8.3 For applicants with partially completed tertiary qualifications other than those in 4.8.1, eligibility for admission and ranking within academic programs are individually assessed by SATAC on the basis of guidelines developed in consultation with the University.

4.8.4 Applicants eligible to compete in the Higher Education Sub-quota are normally ranked on the basis of the Grade Point Average (GPA) of their previous tertiary studies.

4.8.5 Applicants in the Higher Education Sub-quota are required to meet any additional admission requirements specified for individual academic programs, including prerequisites.

4.8.6 Details of requirements for the Higher Education Sub-quota for each academic program are provided in the Admissions section of the University's Website.

4.9 Admission Requirements for Domestic Applicants: TAFE Sub-quota

4.9.1 Domestic applicants who have satisfactorily completed the requirements of an AQF award at Diploma level or higher (previously Associate Diploma) from TAFE, or the equivalent from a private AQF or overseas tertiary education provider recognised by the University, may be eligible to compete in the TAFE Sub-quota for undergraduate Bachelor level programs.

4.9.2 For some programs there may be no TAFE Sub-quota established, as listed in the Admissions section of the University's Website.

4.9.3 Domestic applicants who have satisfactorily completed the requirements of an AQF award at Certificate IV level or higher from TAFE, or from a private AQF tertiary education provider recognised by the University, are eligible to compete in the TAFE Sub-quota for all HESS Restricted academic programs.

4.9.4 For applicants with TAFE awards pre-dating the AQF system of classifying awards, and for those holding AQF awards from private tertiary education providers, eligibility for admission and ranking within academic programs are individually assessed by SATAC on the basis of guidelines developed in consultation with the University.

4.9.5 Applicants eligible to compete in the TAFE Sub-quota are normally ranked according to the level of their completed tertiary award.

4.9.6 Applicants in the TAFE Sub-quota are required to meet any additional admission requirements specified for individual academic programs, including prerequisites, auditions and interviews.

4.10 Admission Requirements for Domestic Applicants: Special Entry Sub-quota

Domestic applicants not eligible or competitive under the Year 12, Higher Education or TAFE Sub-quota may be eligible to compete in the Special Entry Sub-quota under the Special Entry Scheme.

4.10.1 Special Entry Scheme

The Special Entry Scheme is designed to make entry to undergraduate academic programs available to applicants who do not have qualifications that meet the University's minimum entry requirements, or whose existing qualifications are not competitive enough for them to gain admission through any of the other entry sub-quotas. Eligibility and application requirements for the Special Entry Scheme vary according to the category of academic program.

- a Category 1 Academic Programs
Special Entry applicants for Category 1 programs are required to:
 - i be 21 years old or over by 1 January of the year in which they wish to be admitted into a University program *and*
 - ii not hold a completed higher education award *and*
 - iii not have been enrolled in an academic program leading to a higher education award for the previous three years *and*
 - iv sit the Special Tertiary Admissions Test (STAT) *and*
 - v for the Bachelor of Dental Surgery or the Bachelor of Medicine, Bachelor of Surgery program, have undertaken no study towards a higher education award.
- b Category 2 Academic Programs
Special Entry applicants for Category 2 programs are required to:

- i be 21 years old or over by 1 January of the year in which they wish to be admitted into a University program *and*
- ii sit the STAT.
- c Category 3 Academic Programs
Special Entry applicants for Category 3 programs are required to:
 - i be 21 years old or over by 1 January of the year in which they wish to be admitted into a University program *and either*
 - ii sit the STAT *or*
 - iii submit a Personal competencies statement (see 4.10.1e and 4.10.1f below).
- d Applicants under the Special Entry Sub-quota are required to meet any additional admission requirements specified for individual academic programs, including prerequisites, auditions or interviews.
- e For some programs, applicants can submit Personal Competencies statements and/or Employment Experience statements, which will be used in the calculation of their final ranking in the Special Entry Sub-quota.
- f The Special Entry Scheme category of each academic program (4.10.1a, 4.10.1b, 4.10.1c), any additional admission requirements (4.10.1d), details on the required content and format for Personal Competencies and Employment Experience statements (4.10.1e) and the list of programs using such statements in the calculation of rankings are published each year in the Special Entry section of the SATAC Guide.
- g The DVCE, on the recommendation of UUEC, approves the criteria for eligibility, selection and ranking in the operation of the Special Entry Scheme for each of the University's academic programs.

4.11 Alternative Admission Pathways for Domestic Students

4.11.1 Full Fee-Paying Places

- a For each intake where the HECS-funded quota has been filled, the DVCE may make available a limited number of full fee-paying places in any undergraduate program except the Bachelor of Medicine, Bachelor of Surgery.
- b For each academic program, the admission requirements for full fee-paying places are the same as for HECS-funded places, except that the minimum required cut-off rank will be up to 5 points lower in all sub-quotas.
- c Domestic full fee-paying applicants are not subject to the quota restrictions in 4.5.1 and 4.5.2 above, but remain subject to the DEST-imposed limit of no more than 25% of the HECS-funded quota for each academic program.
- d The Tuition fees applicable to each eligible program are recommended by the Faculties each year, and approved by the Executive Director, Student and Staff Services.
- e Applications for full fee-paying places are lodged with SATAC in the same way as are applications for HECS-funded places. However, offers for full fee-paying places are made directly by the University.
- f Students who have completed one year Full-Time Equivalent (FTE) of full fee-paying studies in an academic program are eligible to apply through SATAC for a HECS-funded place.

4.11.2 Aboriginal and Torres Strait Islander Access Scheme

- a The Aboriginal and Torres Strait Islander Access Scheme is intended to increase access to undergraduate programs for Aboriginal and Torres Strait Islander people who do not have qualifications that meet the University's minimum

entry requirements, or whose qualifications are not competitive enough for them to gain admission.

- b In the first instance, applications are made directly to Wilto Yerlo, the University's centre for Aboriginal and Torres Strait Islander students. Applicants who satisfy Wilto Yerlo's assessment requirements must then lodge an application with SATAC.
- c All applicants under this scheme are required to confirm their Aboriginality, and to be 17 years old or over by 1 January of the year in which they wish to enrol in a University program.
- d All applicants are required to sit a literacy test and to attend an interview.
- e Applicants seeking entry to a mathematics/science-based program are required to undertake mathematics/science-based assessment, and applicants seeking entry to Music programs are required to attend an audition.
- f Applicants are selected by a combination of the results of Wilto Yerlo testing, auditions (if applicable), interview, past educational history, work or other experience and other general factors indicating a capacity for successfully undertaking tertiary studies.
- g Applicants who do not receive an offer of a place in a Bachelor's program may be offered a place in the Humanities and Social Sciences Foundation Studies Program.

4.11.3 *Special Consideration*

- a The DVCE may, on the advice of the UUEC or the Admissions Office, grant an applicant an exemption or partial exemption from specified admission requirements in the case of chronic illness or recognised disability and/or circumstances that have seriously interrupted or impeded the applicant's previous studies.

- b The primary consideration informing the assessment of such cases is the overall probability of the applicant successfully undertaking university level studies in the program of their choice.
- c Applicants seeking special consideration must indicate so in the Special Consideration section of their SATAC application, and supply all of the specified documentary evidence.
- d Special consideration will not be given by the University where allowances or adjustments have been made in the applicant's results for previous studies or qualifications.

4.11.4 *Provisional Admission*

- a In exceptional circumstances the DVCE may, on the recommendation of a Faculty, approve provisional admission for a period of twelve months for an applicant who does not meet the minimum entry requirements for the relevant program, but who has demonstrated fitness to undertake studies in the program.
- b Applicants granted provisional admission will be required to achieve a minimum academic standard in the program pre-determined by the Faculty and approved by the DVCE within a period of twelve months. Applicants who satisfactorily achieve this standard will be formally admitted as students of the University and will be eligible to re-enrol in the program. Applicants who do not achieve this standard will not be eligible to re-enrol in the program and must re-apply through SATAC for entry to that program in any subsequent year.
- c Any recommendation from a Faculty to the DVCE for the provisional admission of an applicant to a program must be accompanied by:
 - (i) evidence of the applicant's fitness to undertake studies in the program
and

- (ii) details of the pre-determined academic standard which the student will be required to achieve within the period of provisional admission.

4.12 Admission Requirements for International Applicants

4.12.1 Applications

- a International applicants are required to apply for admission directly to the University's International Admissions Office, or through one of the University's designated overseas representatives, or through an IDP Education Australia Office. Application forms and contact details of overseas representatives and IDP Offices are included in the University's Undergraduate International Student Guide published each year, and in the International Students section of the University's Website.
- b Onshore international students completing the Year 12 SACE or equivalent Australian qualification at a domestic secondary school, may apply for admission directly to the University's International Admissions Office, or through SATAC.
- c International applicants who are seeking Australian Permanent Residency status shall be deemed international applicants until permanent residency has been granted.
- d An offer made to an international applicant shall lapse if the applicant, prior to taking up the offer, obtains Permanent Residency status. The applicant must then apply to SATAC as a domestic applicant. Any resulting refund of tuition fees shall be made in accordance with the University's Refund Policy for International Students.
- e To comply with Australian Government policy, international applicants are

required to apply for admission as full-time students and remain full-time students for the duration of their academic programs. Full-time status applies to students with course enrolments totalling at least 75% of a standard full-time study load of 12 units per semester.

- f All international applications must meet Commonwealth Department of Immigration and Multicultural and Indigenous Affairs' (DIMIA) visa security conditions and requirements for each country of origin, which may vary from the University's admission requirements.

4.12.2 Quotas and Cut-off Scores

- a International applicants are not subject to the quota restrictions in 4.5.1 and 4.5.2 above, but the DVCE may impose an upper limit on the number of international applicants admitted to any academic program or course.
- b In any year the entry cut-off score for international applicants shall not be lower than the cut-off score in the same program in the previous year for domestic applicants, unless specifically approved by the DVCE. Entry cut-off scores for each program for the previous year are included in the University's annual Undergraduate International Student Guide.

4.12.3 English Language Requirements

- a For admission into any undergraduate academic program at the University of Adelaide, international applicants are required to be proficient in speaking, reading, listening to and writing in English.
- b The standard minimum English proficiency requirements can be satisfied by any of the following:

- i IELTS score of 6.0, except for entry to the Bachelor of Laws program, which requires an IELTS score of 7.0
 - ii TOEFL score of 550, except for entry to the Bachelor of Laws program, which requires a TOEFL score of 640
 - iii electronic TOEFL score of 213, except for entry to the Bachelor of Laws program, which requires an Electronic TOEFL score of 273
 - iv successful completion of a recognised Australian Year 12 award, such as the SACE, the New South Wales High School Certificate (HSC) or the Victorian Certificate of Education (VCE)
 - v successful completion of a recognised overseas Year 12 award in which the language of instruction is English, such as the International Baccalaureate (IB), General Certificate of Education (GCE) A Levels, New Zealand Bursary Examinations or the Indian High School Certificate (HSC)
 - vi completion of General Certificate of Education (GCE) 'Ordinary' Level English subject at Grade C3 or above, or 'Advanced' Level English subject at Grade C or above
 - vii completion of University of Cambridge Certificate of Proficiency in English at Grade C or above
 - viii completion of English subject in Sepang Institute of Technology (SIT) Foundation Studies course at Grade C or above
 - ix successful completion of two years of full-time post-secondary studies in an accredited tertiary institution with English as the language of instruction, in a country that meets the Commonwealth Department of Immigration and Multicultural and Indigenous Affairs (DIMIA) visa security requirements
 - x recognised equivalent English language qualification.
- c The test scores and academic results in 4.12.3b (i) - (viii) above are valid for meeting the University's English language proficiency requirements for up to two years from the date of issue. Those in 4.12.3b (ix) remain valid where the studies were commenced and completed within a period of five years prior to application.
 - d Applicants who do not meet the English language requirements in 4.12.3 b – c above are required to complete a course in English language to attain the required proficiency level prior to admission. Providing they meet the other admission requirements for their particular academic program, such applicants will receive an offer of entry conditional on their successfully completing the appropriate Pre-Enrolment English Program (PEP) conducted by the University's English Language Centre (ELC).
 - e The minimum English language proficiency requirements for entry into the 10-week PEP are as follows:
 - i IELTS score of 5.5 *or*
 - ii TOEFL score of 527 *or*
 - iii Electronic TOEFL score of 197 *or*
 - iv GCE O Level English subject at Grade C6 *or*
 - v GCE A Level English subject at Grade D *or*
 - vi recognised equivalent English language qualification.
 - f The minimum proficiency requirements for entry into the 20-week PEP are as follows:
 - i IELTS score of 5.0 *or*
 - ii TOEFL score of 500 *or*
 - iii electronic TOEFL score of 173 *or*

- iv GCE O Level English subject at Grade D7 *or*
 - v GCE A Level English subject at Grade E *or*
 - vi recognised equivalent English language qualification.
- g An applicant with an exceptionally strong academic background and/or suitability for a particular academic program, may, with the support of the relevant department, gain entry to study with an appropriate Concurrent English Program (CEP), and in conjunction with a PEP, with the following minimum English language proficiency requirements:
- i IELTS score of 5.5 *or*
 - ii TOEFL score of 527 *or*
 - iii Electronic TOEFL score of 197 *or*
 - iv GCE O Level English subject at Grade C6 *or*
 - v GCE A Level English subject at Grade D *or*
 - vi recognised equivalent English language qualification,
- with the exception of entry to the Bachelor of Laws program, which has a minimum proficiency requirement of an IELTS score of 6.5, or equivalent.
- h English language proficiency requirements may vary for undergraduate students transferring from nominated courses at affiliated offshore provider institutions such as the Sepang Institute of Technology and INTI College Malaysia to the corresponding program at the University of Adelaide, as provided for in the Memorandum of Understanding between the University and each offshore institution.
- i English language proficiency levels required by DIMIA for the issuing of visas for study in Australia may vary from those required by the University for eligibility as an applicant.

4.12.4 Foundation Studies Programs

- a International applicants may be required to enrol as a Non-Award student in a Foundation Studies Program (FSP) prior to taking up an offer of admission to an academic program.
- b International applicants who have successfully completed the one-year full-time FSP offered by the South Australian universities in co-operation with Eynesbury College, the FSP offered by the Sepang Institute of Technology, or the FSP offered by Bradford College will be considered to have met the minimum requirements for entry to undergraduate programs at the University.
- c The University will also consider for admission purposes FSPs used for entry pathways to other Australian universities, subject to assessment and approval by the Pro Vice-Chancellor (International) (PVCI).
- d The DVCE may approve, on the recommendation of the UUEC, rules governing the minimum achievements required in the FSP for entry to the University's programs, the equivalence of scores gained in the FSP and the SACE, the suitability for admission purposes of FSPs offered by other Australian universities or recognised education providers, and the equivalence of prerequisite studies between the SACE and the Foundation Studies Programs.

4.12.5 Overseas Qualifications

The UUEC shall have the authority to determine the equivalence of entry requirements and prerequisite studies between the SACE and overseas secondary school studies, and to individually assess tertiary or higher education qualifications from overseas for admission purposes. The Committee shall have the authority to delegate the assessment of overseas

qualifications to the International Admissions Office, as appropriate.

4.12.6 Exchange/Study Abroad Applicants

Exchange Students or Study Abroad students wishing to enrol on a Non-Award basis must, in addition to the provisions of Section 4.13 below:

- a Have successfully completed at least 4 semesters of study at their home institution *and*
- b Have a GPA of at least 3.0 on a 0 to 4.0 scale, or the equivalent *and*
- c Be accepted by, and fulfil any additional requirements that may be specified by, the individual Faculty in which they wish to study.

4.13 Non-Award Study

Individual academic courses can be studied for personal interest, for professional development or as preparatory studies outside the requirements of a university degree. Non-Award students undertake the same studies and assessment as award students. Most undergraduate academic programs offered by the University are available through Non-Award Study.

- a Non-Award students are subject to the same Statutes, Regulations and rules as apply to students enrolled in award programs.
- b Applications for Non-Award Study are assessed by the relevant Faculty/ School.
- c Subject to the normal conditions, Non-Award students may be admitted to examinations; results will be recorded on the student's academic transcript.
- d Tuition fees apply to Non-Award Study. For domestic students the fees are equal to or greater than the HECS liability for the same course. International students pay pro-rata according to the standard annual international tuition fees applying to the relevant program. See Student Tuition Fees Policy.

- e Non-Award students are required to pay the appropriate Union services fee appropriate to their student load.
- f International applicants for Non-Award study must meet the standard English language proficiency requirements set out in Section 4.12 above.
- g Some academic courses have quotas, and selection is based solely on academic merit.
- h Non-Award studies in some courses may be subsequently credited to an award academic program, within unit limits set by the relevant Faculty or School, and published each year in the Specific Program Rules in the University Calendar.
- i For some academic programs, Non-Award studies may be assessed for entry under the Higher Education Sub-quota.

4.14 Cross-Institutional Study

Students enrolled in a program of study at one higher education institution who want to count courses or topics offered at one (or more) of the other institutions as part of their award may be admitted to such courses as Cross-Institutional Students.

- a The institution at which the award is to be completed is referred to as the 'home institution'. The institution at which cross enrolment in courses is sought is referred to as the 'other institution'.
- b Normal quotas on admission to award programs do not apply. However, the other institution may not admit Cross-Institutional students in courses where insufficient places are available for its own students.
- c Cross-Institutional students are subject to the same Statutes, Regulations and rules as apply to students enrolled in an award program at the other institution at which they are allowed to enrol.

- d If a Cross-Institutional student is subsequently admitted to a program leading to an award at the other institution at which they have been allowed cross-institutional enrolment, courses or topics passed while enrolled on a cross-institutional basis may only be counted towards an award of the other institution if specific approval is granted by the other institution.
- e Cross-Institutional students are required to pay the appropriate Union services fee at the home institution and may be required to pay a statutory fee at the other institution.

- f Council has delegated the authority to grant approval to students wishing to count cross-institutional courses towards an award to the Dean of the Faculty concerned.

4.15 Status/Credit Transfer

A candidate who has passed courses in other faculties or tertiary institutions or who has other qualifications may, on written application to the Faculty, be granted such status in those courses or exemption from the relevant program or course requirements as the Faculty may determine, provided that the candidate produces sufficient evidence of their status to satisfy the Faculty.

5 Responsibilities

Position/Area	Responsibilities
The Admissions Office is responsible for coordinating domestic undergraduate admissions.	<ul style="list-style-type: none"> ◆ Liaise with SATAC on the processing of applications ◆ Ensure that the selection principles and procedures for all of the University's program offerings are incorporated into SATAC's processing systems ◆ Respond to domestic admissions inquiries ◆ Provide administrative support to the UUEC ◆ Provide admissions data and reports to the DVC(E) as required ◆ Update admissions information in relevant annual publications such as the Undergraduate Programs prospectus and the SATAC Guide, and in the Admissions section of the University's Website ◆ Liaise with the Prospective Students Office (PSO) and Faculties on changes to undergraduate program offerings and admissions procedures and information.
The International Admissions Office is responsible for coordinating international undergraduate admissions.	<ul style="list-style-type: none"> ◆ Process and assess all international applications for admission ◆ Respond to international admissions inquiries ◆ Update admissions information in relevant annual publications such as the SATAC Guide and Undergraduate Program Information for International Students, and in the International Admissions section of the University's Website ◆ Liaise with the PSO and Faculties on changes to undergraduate program offerings and admissions procedures and information.

5 Responsibilities - cont'd

Position/Area	Responsibilities
<p>The Prospective Students Office is responsible for disseminating admissions information to prospective applicants.</p>	<ul style="list-style-type: none"> ♦ Liaise with the Admissions Office and the International Admissions Office on changes to undergraduate program offerings and admissions procedures and information for incorporation into PSO publications such as the Undergraduate Programs prospectus and Undergraduate Program Information for International Students, and in the PSO section of the University's Website ♦ Liaise with, update and promote to local, regional and interstate secondary schools the University's program offerings, and all admissions processes, changes and information ♦ Liaise with, update and promote to international higher educational markets and agents the University's program offerings, and all international admissions processes, changes and information.

Complaints and Grievances:

Student Complaints Policy*

Any staff member or student who requires assistance or advice relating to any aspect of this policy can contact Policy and Appeals on 8303 7503.

1 Overview

The University encourages feedback on all aspects of University life. It recognises students' right to express dissatisfaction or make complaints about services provided by the University, and monitors the nature, progress and outcome of complaints.

Complaints, comments and expressions of concern are analysed to identify problems and improve academic and other services.

The University's procedures for handling complaints comply with Standards Australia's Guide to the Prevention, Handling and Resolution of Disputes (AS4608-1999) and Complaints Handling (AS4269-1995), and with the requirements of the Education Services for Overseas Students Act 2000.

* This policy is under review.

2 Scope

This policy is for any student who has a complaint about a decision, service, facility or process provided by the University while they are or were undertaking an Adelaide University program or course. It covers all persons who are, at the time of the decision or incident triggering the complaint, enrolled at the University as an internal, external, undergraduate, postgraduate, Award, Non-Award, Not Award, domestic or international student.

This policy covers complaints relating to:

- ♦ The delivery of academic or administrative services,
- ♦ The provision of support services or facilities *and*
- ♦ Discrimination on equal opportunity grounds.

This policy does not cover complaints:

- ♦ Being actively investigated or determined by any external agency under legislation outside the University or under common law in civil courts.

- Relating to sexual harassment (which are covered by the University's Sexual Harassment Policy).
 - Relating to staff or student misconduct (which are covered by the Enterprise Certified Agreement and the Rules for Student Conduct, respectively).
 - Relating to appeals against preclusion proceedings, which are handled exclusively by the University's Academic Progress Appeals Committee.
 - About illegal or criminal activity (which may be referred to the Police or other relevant external body). The University may take action if the health, safety or welfare of staff or students is at risk.
 - About individuals who are not members of staff or enrolled students of the University*.
- * Some of the people who provide students with clinical teaching services, placements or field trip supervision are not formally University staff members. If a problem occurs with such a service provider, students are encouraged to inform a relevant University staff member (eg, the person responsible for organising the placement or activity), who may be able to resolve the issue; or students may be able to complain directly to the service provider's home organisation.

3 Definitions

In this policy the following definitions apply:

A complaint is a written notice of dissatisfaction with any service offered by the University that makes clear to the recipient that a direct, personal response has been requested.

Natural justice is general procedural fairness in the handling of a complaint, and involves all of the following elements:

- a The right to a fair hearing.
- b The right to attend hearings with an advocate, representative, friend or support person, if required.

- c The opportunity for all parties involved to openly present their case.
- d The subject of the complaint having full knowledge of the nature and substance of all allegations.
- e The person laying the charge not determining the charge.
- f The right to an independent, unbiased decision-maker.
- g A final decision that is based solely on the relevant evidence.

4 Policy

4.1 Types of Complaint

A student may have a complaint about an individual action or decision that affects only them, or a service or process that also affects other students. Students may be dissatisfied with such issues as:

- a *Academic or administrative services*: refusal of an application for supplementary assessment, the administration of their enrolment, the mark received for an assignment.
- b *Support services or facilities*: services offered by the Student Centre, the International Student Centre or the Counselling Centre; IT or Library services; building structures that appear dangerous, inadequate or unsuitable.
- c *Discrimination on equal opportunity grounds*: denial of full participation in University life on the basis of sex, sexuality, marital status, pregnancy, race, religion, ethnicity, physical or intellectual impairment, or age.

4.2 Limitations of Complaints Resolution

When considering whether or not to proceed with a complaint, students may need to consider a range of factors and circumstances that can impose practical limitations on the potential scope and effectiveness of resolution processes. For example:

- a Disagreements: Having an objection to or disagreeing with a particular University process or decision does not necessarily mean it is unreasonable or unfair, and does not by itself constitute sufficient grounds for having it changed.
- b Resources: Resource considerations may significantly affect the feasibility of complaint resolutions. For example, staff and students may agree that smaller tutorial classes or more computer facilities are desirable, but neither may be possible within current budgetary restrictions.
- c Academic Judgements: A student may believe that a particular assignment warrants a high mark, but if two academics agree that a lesser mark is appropriate, and the general processes involved in the marking and re-marking are fair and reasonable, then a University committee or other staff member is not in a position to overrule the academic judgement determining the mark.

4.3 Overview of Student Complaints System

4.3.1 Underlying Principles

- a *Natural Justice*: Student complaints and grievances are handled according to the principles of natural justice (see 3. Definitions, above).
- b *Transparency*: The processes for handling student complaints aim to be easily accessible to all staff and students, with transparent operation and outcomes, and capable of resolving complaints in a timely manner with clear deadlines for each stage of resolution. Reasons for each decision are provided to all parties concerned, and are fair to and cognisant of the interests of both students and staff.
- c *Confidentiality*: All information provided in the complaints process is strictly confidential and can be used only for the

purposes for which it was collected, unless:

- i the express consent of the individual/s concerned is obtained *or*
 - ii the University has reasonable grounds for believing that the use of the information will reduce a threat to the life or health of any person *or*
 - iii the use is specifically required by law.
- d *Equity*: Complaints are dealt with in an equitable and culturally sensitive manner, and are judged on their merits, irrespective of the presentation of the complainant or the complaint.
 - e *Representation/Support*: Students should have the option of attending meetings to discuss complaints and review decisions in the company of a designated advocate, representative, friend or support person.
 - f *Individual Rights*: This policy does not derogate the private or public rights of an individual under State and Federal law to make or pursue a complaint through an external agency.

4.3.2 Procedural Elements

- a *Local Handling*: Complaints are initially handled locally - that is, in the area providing the service or process that is the subject of the complaint - with the fewest people possible involved. Complaints addressed to the University or directly to the Vice-Chancellor are referred to the appropriate local area. (See 5.2 Stage 1 and 5.3 Stage 2 below.)
- b *Local Review*: Complaints are reviewed locally. (See 5.4 Stage 3)
- c *Student Appeals Committee*: Students not satisfied with the outcome of a local-level review can appeal to the Student Appeals Committee, the highest complaints authority within the University. (See 5.5 Stage 4)

- d *Mediation:* The University has made arrangements for students and staff involved in a complaint to have access to an independent mediation service in appropriate cases. (See 5.7).
- e *Brokering:* In some cases, Policy and Appeals staff may be able to investigate and negotiate a settlement acceptable to all parties before the Student Appeals Committee is convened. (See 5.6).

5 Procedures

5.1 Summary of Complaints Process

Stage 1: Informal discussion with the person who made the decision or provides the service.

Stage 2: Written complaint to the person who made the decision or provides the service.

Stage 3: Review of resolution offered by a more senior person in the area, or committee.

Stage 4: Student Appeals Committee for a final determination.

5.2 Stage 1: Informal Discussion

- a Students who are not satisfied with a particular University service can raise their concerns with the person or area responsible for providing it. This does not constitute a formal complaint. The vast majority of issues are resolved at this stage.
- b A Student Union employee or representative or other advocate or support person may assist a student to express a concern. A University staff member may raise a particular issue with a colleague as a "case in principle" without naming the student.
- c Staff approached by a student with concerns about a University service, decision or process will:
 - i listen to the student and make genuine efforts to understand the nature, extent, context and implications of the issues raised.

- ii explore all options and possible implications for resolving the issue
- iii avoid any behaviour or language that might reasonably be interpreted as interrogative, judgemental or intimidating.
- d After informal discussion, the student may:
 - i take no further action *or*
 - ii lodge an expression of concern on a suggestion form available at any University or student association office or via email to suggestions@adelaide.edu.au if they do not require a direct response *or*
 - iii lodge a formal, written complaint if they require a direct response.

5.3 Stage 2: Formal Written Complaints

5.3.1 Making a Complaint

- a A student who is not satisfied with any University service, decision or process can make a formal written complaint to the person or area responsible for providing it. The student must make clear that it is a complaint, as opposed to comments, feedback or a suggestion, to alert the staff member to the fact that a direct response is required.
- b Students are normally required to initiate the formal complaint process within 10 weeks of the specific incident or decision that forms the substance of the complaint. They may make a complaint about an on-going service or process at any time during their enrolment/attendance. Students are advised to keep notes of any incidents or actions that form part of their complaint.
- c No person or agency may complain on behalf of a student, or appear at a hearing instead of a student, except in special circumstances with the permission of the person conducting the hearing.

- d Students who lodge a formal complaint must provide their full names. A group of students may lodge one complaint, but must each provide their full name. The group may nominate a member as spokesperson, but any party to the complaint can be required to attend any hearing or provide individual testimony or evidence.

5.3.2 Acknowledging Complaints

Staff members who receive a formal student complaint must take reasonable and prompt action to try to resolve the complaint. Staff will acknowledge receipt of the complaint in writing to the student within 5 University working days. The acknowledgment will include:

- a The name and contact details of the staff member handling the complaint *and*
- b An outline of the process being used to resolve the complaint *and*
- c The estimated time frame for resolving the complaint.

If special circumstances (for example, staff absence) delay or prevent the provision of the above details, the acknowledgment will explain the delay and indicate when a detailed response will be sent.

5.3.3 Investigating Complaints

In addition to acknowledging it (5.3.2 above), staff members receiving a formal student complaint must also investigate it, using their personal and professional judgement to offer a resolution within the framework of guidelines in this policy.

- a The staff member may consult with and seek advice from any appropriate University committee or staff member, discussing the complaint as a "case in principle" where possible. However, the name of the student may need to be revealed in order to fully investigate and resolve the complaint; or the identity of the student may become obvious in

describing the nature and/or circumstances of the complaint. Any staff member consulted regarding the complaint will be advised of the confidential nature of the information provided.

- b The staff member may request a formal meeting with the student and any other staff member. Students should be advised at this point that they may bring a support person with them to such a meeting.
- c The student has the right to either attend or make a written submission to any committee or hearing considering their complaint. If the student brings a support person who is a lawyer, he or she must follow the University's procedures rather than legal system procedures, and the Rules of Evidence under common law and other legal conventions do not apply.

5.3.4 Decision/Resolution

- a The resolution offered will depend on the nature of the complaint and any special circumstances that exist, but will normally include at least one of the following components:
 - i providing more detailed information on why the original decision was made or process was used
 - ii remedying an identified mistake
 - iii revoking an initial decision
 - iv changing a policy or procedure
 - v waiving a debt or charge
 - vi retraining staff.

A resolution will normally not be offered where:

- i there are no or insufficient grounds for the complaint *and/or*
- ii the student is unable to provide sufficient evidence to support their complaint *and/or*

- iii The resolution sought is not practicable or could only be provided through amounts of resources considerably above those available *and/or*
 - iv the complaint is vexatious (see 5.8).
- c Regardless of the outcome, the staff member(s) involved should consider whether the service or process in question could be improved as a result of information received in the complaint or revealed by the investigation, with a view to preventing or minimising further complaints in that area. Staff should oversee the implementation of the necessary changes as appropriate.

5.3.5 Notification of Decision/Resolution

- a The final details of the decision must be sent to the student in writing in a timely manner. The actual time will depend on the nature and circumstances of the complaint and the complexity of the investigation, but will normally be within 15 University working days of receiving the complaint. The notification will include:
 - i details of the decision
 - ii summary of the reasons for the decision
 - iii information on the most appropriate person or committee the student can approach to review the decision.
- b The acknowledgment and the offer of resolution may be provided to the student at the same time if the complaint is received, investigated and decided on within 5 University working days.

5.3.6 Recording Complaints

Records that identify a complainant should be stored in secure files. When a decision has been made about a complaint, or a resolution offered to the complainant, both the staff member and student are encouraged to lodge with Policy and

Appeals a Summary and Evaluation Form (Appendix A and Appendix B, respectively) that records the type of complaint and the resolution offered, and an evaluation of the complaint handling process. Information collected is used to review services and processes.

5.4 Stage 3: Review

- a A student who is not satisfied with the resolution offered may request in writing, within 20 University working days of receipt of written notice of the resolution, that a more senior staff member or committee review the case. A waiver of this timeline may be granted in special circumstances at the discretion of the person responsible for conducting the review.
- b A Head of Department or Branch Manager will usually conduct the review, but a Registrar, Dean, Executive Dean or an established committee may be appropriate, depending on the case and the area. Students are advised to consult the Faculty Office or administrative area regarding the appropriate person or committee before applying for a review. If the appropriate person was involved in the initial resolution or has a perceived or actual conflict of interest, the review will be referred to another senior staff member. If the chair or a member of the appropriate committee was involved in the initial resolution or has a perceived or actual conflict of interest, he or she should be absent while the committee discusses that item.
- c The person or committee undertaking the review may ask any student or staff member for an account of the initial attempt to resolve the complaint, and will then independently review the complaint according to 5.3.2 - 5.3.6 above. They may refer the complaint to a higher committee for advice or a decision.

- d The person or committee will either support the original resolution or offer an alternative resolution according to 5.3.4 above.

5.5 Stage 4: Student Appeals Committee

All students who have followed the procedures in 5.2 - 5.4 above have the right to appeal the outcome of local resolution and review, regardless of the details of the case. The Student Appeals Committee is the final point of appeal within the University.

5.5.1 Composition of Student Appeals Committee

- a Policy and Appeals will provide Secretariat services for the Student Appeals Committee.
- b Each Committee will consist of no less than three and no more than five members (including the Chair), who are not located in or associated with the area concerned in the appeal, nor were involved in previous attempts to resolve the complaint.
- c Within 5 University working days of the receipt of the notice of appeal, the Secretary will nominate the persons, including the Chair, to hear the appeal. In selecting the members, the Secretary will have regard to the nature of the appeal. Every Student Appeal Committee will have one currently enrolled undergraduate or postgraduate student member, and at least one male and one female member.
- d The Appellant may object to any one member of the Committee within 3 University working days of the date of notification in writing of the composition of the Committee, in which event that person will be replaced by a further nominee of the Secretary.
- e The Respondent may be represented at the hearing by a nominated employee

of the University area responsible for the action or decision that is the subject of the appeal.

- f The Appellant and Respondent must direct all appeal correspondence to Policy and Appeals and may not contact, directly or indirectly, any Committee member regarding any aspect of the appeal before or after the hearing. Failure to comply with this rule may result in disciplinary action being taken under the University's Rules for Student Conduct, or the Enterprise Certified Agreement.

5.5.2 Lodging an Appeal

- a No appeal will be instituted unless the appellant has sought local resolution, and requested a review of the initial resolution according to 5.2 - 5.4 above.
- b A written appeal must be lodged with Policy and Appeals using the Student Appeal Form (Appendix C) within 20 University working days of the date of written notification of the outcome of the local-level review.
- c Within 5 University working days of receipt of the Appeal Form, the Secretary will notify the Appellant and the Respondent of the composition of the Committee and the date and place of the hearing. Except with the express consent of both parties to the appeal, the hearing will be held on a weekday within a term within 15 University working days of receipt of the Student Appeal Form.
- d At least 5 University working days before the scheduled date of the hearing, the Respondent may lodge with the Secretary a written response to the Appellant's submission. The Secretary will distribute the response to all parties. In the event of the scheduled date for the hearing not allowing 5 clear working days, the Secretary will liaise with the Committee, the Appellant and

the Respondent to make distribution arrangements that are satisfactory to all parties.

- e Before the hearing, the Secretary will bind all papers relevant to the appeal and distribute copies to the Appellant, the Appellant's nominated advocate/support person, if applicable, the Respondent and each of the Committee members.

5.5.3 *Hearing an Appeal*

- a The Appellant will appear at the hearing in person unless the Chair exempts him or her from personal attendance before or at the hearing.
- b An Appellant formally exempted from personal attendance may select any other person to represent him or her at the hearing, or may be represented only by his or her written submission.
- c Both students and staff have the option of attending Student Appeals Committee hearings in the company of their nominated advocate, representative, friend or support person.
- d The hearing is to proceed without undue formality, and the Committee is to act according to equity, good conscience, the principles of natural justice and the substantial merits of the case, without regard to legal technicalities or forms.
- e The Rules of Evidence under common law and other legal conventions do not apply and the Committee may inform itself of any matter relevant to the determination of the appeal by whatever means it chooses, provided that all material taken into account in determining the appeal is made available to both parties to the appeal.
- f The Chair, in consultation with the other members of the Committee, will give directions as may be necessary during the hearing and determination of the appeal regarding the provision of evidence, the making of written or verbal submissions, and any other relevant matter. The Chair's rulings will be final and binding.
- g Either party may avail themselves of the services of an interpreter during the hearing of the appeal, and may call any witnesses.
- h No witness will be sworn, but both parties to the appeal will be at liberty to question any witness in accordance with procedures that may be laid down by the Chair.
- i The hearing of the appeal will be in camera unless, with the express consent of both parties, the Committee decides otherwise.
- j The Committee may adjourn a hearing to another date within 20 University working days. Every appeal will be completed as quickly as possible without prejudicing the ability of both parties to have a reasonable opportunity to present their case.
- k Upon the completion of the hearing, the Committee will consider its ruling in private.
- l The ruling will be made without any further hearing and the Chair will notify both parties to the appeal and the Vice-Chancellor in writing of the ruling and the grounds on which the ruling was made within 5 University working days of the hearing.
- m Appeal notices will normally be dispatched by post to the most recent home or mailing address recorded by the University. For Australian postal addresses, notices will be considered received 3 working days after they were recorded as sent. For international addresses, notices will be considered received 8 working days after they were recorded as sent.

- n The decision of the Committee carries the full authority of the Vice-Chancellor of the University, and will be effective upon its written notification, and no further formal order or direction will be necessary for it to become operative.
- o The notification of the outcome of the appeal and the materials generated during its lodgement and hearing will be retained in a separate confidential University file for 24 months. Access to the file will only be given to a University staff member upon good cause being demonstrated to and formally recorded by the Manager, Records Management Office.

5.5.4 Outcomes of Student Appeals Committee Hearings

- a) The Committee's determination will be based on one or more of the following possible outcomes:
 - i endorse the original findings on the complaint
 - ii determine an alternative resolution according to 5.3.4 above
 - iii adjourn pending further investigation based on evidence not available at the time of the initial appeal hearing.
 - iii adjourn pending further investigation based on evidence that formal procedures were not adhered to.
 - iv recommend a review of certain procedures
 - v recommend changes to program rules, academic or administrative policies or procedure.
 - vi dismiss the appeal on the grounds that it is vexatious. (See 5.8 below).
- b The Vice-Chancellor may give directions and perform any acts necessary to ensure full and effective compliance with any direction or decision of the Student Appeals Committee.

5.6 Brokering a Settlement

- a When a student lodges an appeal with Policy and Appeals, or has indicated a strong intention of doing so, and only in those cases where there appears to be a reasonable chance of success, Policy and Appeals staff may, with the approval of the Manager, ASB, further investigate the complaint and negotiate with both Appellant and Respondent in an attempt to broker an agreed settlement before the Student Appeals Committee is convened.
- b If a written appeal has been lodged with Policy and Appeals before such an investigation commences, the timelines relating to correspondence with the Appellant and Respondent and the convening of the Committee will be temporarily suspended. They will be re-instituted if and when it is clear to all parties that:
 - i attempts at negotiating a settlement have been completed *and*
 - ii an agreed settlement cannot be reached *and*
 - iii the Appellant wishes his or her complaint to proceed to a full Student Appeals Committee hearing.
- c The length of the investigation and negotiations will depend on the circumstances and complexity of each case, but will normally be completed within 15 University working days.
- d If the Appellant and Respondent agree to the resolution negotiated at this stage, the University will take no further action and the appeal process will be terminated. However, should the Appellant later conclude that the terms of the settlement have not been fully honoured by the Respondent, he or she may choose to re-institute the appeal.

5.7 Independent Mediation Service

To maximise the number of grievances that can be resolved before reaching the Student Appeals Committee stage, the University provides access to an independent, external mediation service for complaint resolution, free of charge to both the student(s) and staff involved.

- a) When the attempts at local resolution outlined in 5.4 to 5.6 above have failed or stalled, and both parties agree, students or staff can consider engaging the services of an independent mediation agency.
- b) Policy and Appeals staff will handle initial inquiries about mediation and will liaise with the mediation agency to make any necessary arrangements for the mediation process. The Manager, ASB, will make the final decision on whether or not mediation seems appropriate or feasible in individual cases.
- c) If mediation is agreed to after a written appeal has been lodged with Policy and Appeals, the timelines relating to correspondence with the Appellant and Respondent and the convening of the Committee will be temporarily suspended. They will be re-instituted if and when it is clear to all parties that mediation has not produced an agreed resolution and that the Appellant wishes his or her complaint to proceed to a full Committee hearing.
- d) If the Appellant and Respondent reach a mutually satisfactory agreement through mediation, no further action will be taken and the appeal process will be terminated. However, should the Appellant later conclude that the terms of the agreement have not been fully honoured by the Respondent, he or she may choose to re-institute the appeal.

5.8 Vexatious Complaints

- a) Vexatious complaints are those deemed to be mischievous, frivolous, malicious, misconceived, lacking in substance, not made in good faith or containing spurious information, and predominantly aimed at annoying, harassing and/or intimidating staff members. If a staff member handling a complaint believes the complaint to be vexatious, he or she should provide any relevant documents and a short explanatory statement to the Manager, Administrative Services Branch (ASB) within 10 University working days of receiving the complaint.
- b) The Manager or a nominated representative will investigate and assess the situation, provide both the complainant and the respondent with the opportunity to freely present their case, and submit a finding to the Executive Director, Student and Staff Services for approval. If the complaint is not found to be vexatious, then the normal complaint procedures will be resumed. Complaints found to be vexatious will be immediately terminated.
- c) The student(s) and staff involved will be notified in writing of the outcome of the investigation, and provided with the reasons on which the outcome is based.
- d) Students making vexatious complaints may be subject to disciplinary action under the University's Rules for Student Conduct.

5.9 Withdrawing a Complaint

Students may withdraw a complaint at any stage in the process by writing to the person handling the complaint, who will notify relevant parties in writing that the complaint is concluded. If the complaint was against another person, that person may address a written statement to the person handling the complaint for circulation to staff involved in the case.

5.10 Victimisation and Harassment

A student or staff member who attempts to victimise or harass any party to a complaint, or influence a witness, will be subject to the University's disciplinary procedures. Any instances of such behaviour should be reported to Policy and Appeals.

5.11 Assistance with Complaints

Any student who is dissatisfied with a University service or decision is advised to consult one of the Adelaide University Union's Education and Welfare Officers (Student Care). Advice and assistance is also available from the following staff and organisations:

University Services

- Teaching staff (lecturers, tutors, supervisors)
- Faculty/school/department administrative staff
- Postgraduate coordinators
- Student Centre staff
- International Student Centre staff
- Counselling Centre staff
- Wilto Yerlo student support officers.

Student Union Services

- Adelaide University Union (AUU)
- Students' Association of the University of Adelaide (SAUA)
- Waite Institute Students' Association (WISA),
- Roseworthy Agricultural Campus Student Union Council (RACSUC)
- Overseas Students' Association (OSA)
- Postgraduate Students' Association (PGSA).

Policy and Appeals staff members are available to discuss the workings of the Policy and Procedures for the Prevention, Handling and Resolution of Student Complaints, and the procedural

requirements for lodging an appeal to the Student Appeals Committee.

5.12 Offshore and External Students

Where an offshore or external student makes a complaint, a fair, modified complaints process will be implemented. This process will take into account all relevant circumstances applying to the particular situation and must not create any substantial advantage or disadvantage compared to the standard process for onshore students. Staff may consult Policy and Appeals on the development of a fair process, and must advise all parties to the complaint of any significant changes to the standard process.

5.13 Student Feedback

- a Students are encouraged to comment on any University process or service via email to suggestions@adelaide.edu.au or a Suggestion Form available from any University office or students' association office. They will not receive a direct personal response and do not need to take any further action. A summary of the comments (with any information indicating the identity of the student removed) will be sent to the relevant area for a response.
- b The information collected from complaints and suggestions is used to identify problems and review services. A summary of feedback and responses is published annually at the Complaints and Suggestions Webpage: www.adelaide.edu.au/student/current/complaint.html

6 Responsibilities

All University staff and students have a responsibility to contribute to a teaching, learning and working environment characterised by mutual respect and open communication. This includes making and resolving complaints in a constructive and cooperative manner. In addition:

Position/Area	Responsibilities
Vice-Chancellor	<ul style="list-style-type: none"> ♦ Ensure senior managers understand the University's commitment to the satisfactory resolution of complaints ♦ Ensure the full and effective implementation of any decision of the Student Appeals Committee.
Executive Director, Student and Staff Services	<ul style="list-style-type: none"> ♦ Ensure effective mechanisms are used to resolve complaints ♦ Ensure this policy is well publicised ♦ Report annually to the Vice-Chancellor on complaint resolution ♦ Make the report available to University staff and students.
Executive Deans and Executive Directors	<ul style="list-style-type: none"> ♦ Ensure complaint processes are promoted and followed ♦ Ensure staff have support for complaint resolution ♦ Implement corrective actions arising from complaints ♦ Monitor work and study environments to prevent victimisation.
Academic and General Staff	<ul style="list-style-type: none"> ♦ Resolve and review complaints according to this Policy ♦ Take action necessary to try and prevent similar complaints ♦ Be familiar with relevant University regulations and awards, policies, guidelines and complaint resolution procedures ♦ Take action to maintain a safe work and study environment.
Policy and Appeals	<ul style="list-style-type: none"> ♦ Provide Secretariat to the Student Appeals Committee ♦ Provide advice to staff and students on this policy ♦ Collect data and publish regular reports on the operation of this policy.
Students	<ul style="list-style-type: none"> ♦ Adhere to the rules and code of conduct outlined in the Calendar, Student Guide and course guides ♦ Provide feedback to improve policy and procedures ♦ Offer timely and accurate information regarding complaints ♦ Not make frivolous or vexatious complaints.

Enrolment

The following information is provided for student guidance. Procedures for enrolment, the enrolment timetable and faculty/school enrolment information are provided in the Enrolment Guide.

Approval of program of study at enrolment

Each student's program of study shall be approved by the Executive Dean of Faculty (or nominee) at enrolment each year, unless otherwise stated in the Academic Program Rules pertaining to the student's program/s. Amendments to enrolment are possible (see pages 45-46 for details).

Availability of courses

If in any year/semester the student enrolment for a particular course offered by the Faculty is less than the minimum specified by the Faculty, the Faculty shall not be bound to offer that course.

The availability of any course is also conditional upon the availability of staff and resources.

Compliance with rules

On each enrolment a student shall complete the following declaration: 'I agree to be bound by the Statutes, Regulations, Rules and such other conditions as may be stipulated by the University from time to time'.

Program overloads

The following statements of principle and suggestions for practical implementation have been approved by Council in regard to students wishing to undertake program work study which constitutes more than a normal year's workload:

- 1 The problem of program overloads does not lie in the freedom of students to overload, since many students attempting more than a normal workload encounter no difficulties doing

so. The problem lies with students who, in exercising their right of choice, make bad or ill-informed decisions. The University seeks therefore to assist the decision making capabilities of a student rather than to limit the choices available to all.

- 2 All students seeking to enrol with overload must be identified and interviewed by a Program Adviser. Program Advisers should have available to them the previous academic record of the student, and both Adviser and student should be informed about the problems which may be associated with overload.
- 3 If the student after a full discussion and despite advice from the Program Adviser persists with the overload enrolment, it should not be prevented.
- 4 In the case of all overloads by students the Dean/Program Adviser should periodically consider the progress of the student concerned so that in the case where the student appeared not likely to be successful in his or her work, advice could be given for withdrawal from a course prior to the scheduled last date of withdrawal.
- 5 In the case of a student wishing to take an overload, the Program Adviser should put his or her advice to the student in writing.
- 6 If a student declines the advice of a Program Adviser he or she risks the possibility in some Faculties of exclusion provisions being applied in the event of failure.

Enrolment by prescribed date and payment of fees

Further to Chapter 9 of the Statutes,

- 1 An applicant may enrol in the University only if the applicant has:
 - a satisfied the requirements for admission under the Rules approved

by Council and, in the case of undergraduates, the Undergraduate Admissions Policy *and*

- b been offered a place in a program of study or course in accordance with the selection criteria and procedures approved by Council *and*
 - c lodged a completed enrolment form (paper or electronic) and has paid or made satisfactory arrangements for payment of prescribed fees and charges.
- 2 A candidate shall normally enrol for the year's work not later than the official prescribed enrolment date. An enrolment submitted after that date shall not necessarily be accepted, and if accepted may incur a late enrolment fee. Application for remission of the late fee must be made in writing.
- 3
- a subject to subsections (b) and (c) of this clause, all fees and charges in any academic year shall be paid by the prescribed dates (see Critical Dates, pages 20-21).
 - b a student shall be liable for any increase, or entitled to refund of any decrease, in the total fee so paid that may arise through variation of enrolment during the year.
 - c an extension of time for payment of fees may be allowed. A student who fails to pay fees as prescribed in sub-section (a) of this clause or within such extended time as may have been allowed may incur an additional fee.

See Tuition Fees and Refunds, pages 104-114, for further details.

Prerequisite and Corequisite Studies

Except by permission of the relevant Faculty, a student shall not enrol in any course for which the prerequisite or corequisite requirements prescribed in the

syllabus have not been met. Prerequisites must be passed at the minimum level prescribed by the Faculty.

Prior knowledge

A course designed for students with no prior knowledge of it need not be made available to students who have such knowledge. A Faculty may refuse to allow a student to enrol in a course if, after receiving advice from the Head of the department which teaches the course, it considers that the student's background and qualifications are fully adequate for another course which is taught in that department and which is available as an alternative.

Quotas

Clause 3 of University Statute Chapter 9: *Of Admission and Enrolment*, states: With due regard to the resources and educational objectives of the University, the Council may place quotas on programs and courses.

Repeating a course

No student shall repeat a course already passed except where:

- a A higher classification of pass is necessary to enable the student to satisfy prerequisite course requirements for a higher level course.
- b A student needs to convert a conceded pass to a higher level pass in order to qualify for an award.
- c Academic Program Rules for an award provide for the repeating of a course, notwithstanding that it may have been previously passed, or for the possibility of it in respect to special features of the structure or process of the award *or*
- d There are sound academic reasons for the Council to permit it.

For rules on such matters as exemptions available or enrolment restrictions, please refer to the relevant Academic Program Rules.

Repeal or Alterations of Programs of Study

In all cases where rules affecting the program of study for any award of the University have been or shall be repealed or altered, the Faculty may nevertheless allow candidates who have previously entered under the rules repealed or altered to complete their program thereunder, but may impose such conditions or modifications as may seem academically appropriate to the Faculty in each individual case.

Withdrawal dates

The date on which you officially withdraw from a course can affect the way the withdrawal is permanently recorded on your academic transcript. In general, a withdrawal can be

- Completely deleted from your transcript
or
- Recorded as Withdraw Not Fail (WNF)
or
- Recorded as Withdraw Fail (WF).

If you withdraw from a Semester 1 or Semester 2 Course:

- Before the HECS Census date (31 March, 31 August, respectively): Deletion.
- By the end of the 8th teaching week (excluding mid-semester break): WNF
- After the end of the 8th teaching week (excluding mid-semester break): WF.

If you withdraw from a Full-Year Course:

- Before 31 March HECS Census date: Deletion of Part 1 and Part 2.
- Before 31 August HECS Census date: WNF for Part 1, Deletion for Part 2.
- After 31 August HECS Census date: Continuing (CN) for Part 1, WF for Part 2.

For details of withdrawal dates for summer semester, trimester and quadmester courses, contact the Student Centre or the relevant Faculty.

Fees and Refunds

- 1a The Council may impose fees in respect of tuition, instruction, applications for award, or any other matters.
- 1b An extension of time for payment of fees may be allowed. A student who fails to pay the prescribed fees by the due date or within such extended time as may have been allowed may incur an additional fee.
- 2a Every student proceeding to a degree, diploma or certificate of the University, and students in Non-award programs, shall pay an entrance fee and an annual student services fee.
- 2b The Council shall from time to time prescribe the entrance fee and the student services fee. The entrance fee shall be the same for all classes of student, but the student services fee may vary for different classes of students depending on student load and/or study location.
- 2c The Council may, in consultation with the Adelaide University Union, determine whether any individual student or any class of student may be exempted from payment of either the entrance fee or the annual fee or both.
- 3 When it deems there are adequate reasons for so doing the Council may:
 - i reduce any fee payable by a student
or
 - ii exempt a student from liability to pay any fee.
- 4 Subject to Clause 3 above, a student may not re-enrol in the University and, notwithstanding the provisions of the separate degree, diploma or certificate regulations applicable, shall not be admitted to a degree, diploma or certificate of the University unless all outstanding fees and all other financial obligations due to the University have

been discharged or arrangements for their discharge have been approved.

National Students (citizens and permanent residents) enrolled in fee paying programs are exempt from the Higher Education Contribution Scheme (HECS) and are instead required to pay the University the prescribed tuition fee up front.

Local undergraduate tuition fee paying students are required to pay a non-refundable deposit of \$1000 (for full time students) prior to enrolment. The balance of the fees are invoiced for semester 1 in February (due 14 March 2003) and semester 2 in July (due 15 August 2003).

International students are required to pay international student fees for their respective programs of study. An advance payment of \$6000 is due when a student accepts the offer of admission. The payment is credited towards the first semester fees.. The outstanding balance of the first semester's tuition fees will be due on the first day of the semester. Fees for subsequent semesters will be due at the beginning of each semester. If fees are not paid when they are due, the University applies a late fee of \$100 and places the student in 'bad financial standing'.

Non-Award tuition fee paying students will be invoiced for their tuition fee based on the courses they have chosen.

Students undertaking postgraduate coursework programs may apply for a loan to pay their fees through the Postgraduate Education Loans Scheme (PELS). Further information is available in the publication PELS, Your questions answered, which is available from the Student Centre.

Student Tuition Fees Policy

Any person who requires assistance in understanding any aspect of this document should contact the Policy and Appeals on (08) 8303 7503.

1 Overview

This Policy recognises the need for consistency across the University on the setting of tuition fees and the introduction of changes to tuition fees.

This Policy should be read in conjunction with the University's Refund Of Up Front HECS Contributions /Tuition Fees In Special Circumstances Policy (see below).

2 Scope

This Policy applies to undergraduate and postgraduate, domestic and international fee-paying students. It is applied consistently to students, except where legal requirements necessitate different arrangements for international students.

The Policy does not apply to Higher Education Contribution Scheme (HECS)-liable and non-fee-paying, HECS-exempt students.

3 Definitions

The definition of *Fees* has the same meaning as in the Higher Education Funding (HEF) Act. It covers tuition, examination or other fees payable by an enrolled or prospective student to the University in connection with a course of study. It does not cover:

- a Voluntary fees.
- b The Student Services Fee payable to the Student Union for amenities and services.
- c Fees for residential accommodation.
- d Fees payable by overseas students and students who are New Zealand citizens.
- e Fees payable for Non-award studies (other than bridging and preparatory studies).
- f Fees payable by persons who attend but do not enrol for particular courses.
- g Ancillary fees.
- h HECS payments.
- i Fees payable by domestic students under section 13 of the HEF Act.

4 Policy

4.1 Undergraduate Fees

4.1.1 Undergraduate tuition fees are set on a cohort basis

- a Tuition fees for academic programs are set on a cohort basis so that students pay the same tuition fee for each year of enrolment in any given academic program, regardless of the length of time it takes them to complete the academic program, and regardless of changes that occur in the program fee or structure of the academic program during their period of enrolment.
- b The University annually reviews the tuition fees for commencing undergraduate students to each academic program to reflect changes in the Consumer Price Index or the direct costs of the provision of programs.

4.1.2 Undergraduate tuition fees are charged according to a band structure. Tuition fees are charged according to a 'band structure' whereby each academic discipline is allocated a fee rate, and the fee for each course is calculated according to its discipline. Tuition fees are calculated according to the discipline of the actual courses students undertake, not the academic program in which they are enrolled. Students:

- a Are charged the same amount for any given course, regardless of their academic program.
- b In the same academic program may pay a different tuition fee according to the actual courses they undertake, and the official program fee only applies to students who do not undertake elective or other courses from a discipline in a different band.
- c Are charged according to their exact study load, so those who overload and complete in less than the usual minimum time pay the full fee for their academic program.

4.1.3 Undergraduate tuition fees cover tuition only

The academic program tuition fees cover the cost of tuition only. From 2003 students will be liable for an entry fee in their first year, and a Student Services Fee, Goods and Services Tax (GST), and ancillary fees each year of enrolment. Details of ancillary fees are available in the Student Ancillary Fees and Charges Policy. International students are also required to take out Overseas Student Health Cover.

4.1.4 Undergraduate enrolment deposits

- a Commencing undergraduate international students pay an enrolment deposit of \$6 000. This payment is due with the acceptance of an offer of admission, and is credited toward their tuition fees for semester 1. Semester 2 tuition fees are adjusted accordingly if the semester 1 fee liability is greater or less than \$6 000. Continuing students do not pay an enrolment deposit. Students who have previously enrolled at the University and are commencing a new program are considered continuing students and are not charged an enrolment deposit.
- b Commencing undergraduate domestic fee-paying students pay an enrolment deposit of \$1 000. This payment is due with the acceptance of an offer of admission, and is credited toward their tuition fees for semester 1. They are billed for the balance of their semester 1 tuition fees at the beginning of semester 1.

4.1.5 Refund of tuition fees for undergraduate students

- a International undergraduate students are covered by the Refund Policy for International Students.
- b Commencing undergraduate domestic fee-paying students who withdraw from an academic program before the HECS Census Date are eligible for a refund of

their tuition fees, minus their enrolment deposit.

- c Continuing undergraduate domestic fee-paying students who withdraw from an academic program before the HECS Census Date are eligible for a refund of their tuition fees minus a \$100 administration charge.
- d Undergraduate domestic fee-paying students who withdraw from an academic program after the HECS Census Date are not usually eligible for a refund of their tuition fees. They should consult the University's Refund Of Up Front HECS Contributions /Tuition Fees In Special Circumstances Policy for information on circumstances in which refunds may be offered.

4.1.6 Reduction of undergraduate tuition fees on account of status and exemption

If an undergraduate student is granted status for or exemption from a component of a course, his or her tuition fees for the course are reduced on a pro-rata basis. The student is charged only for the components of the course for which he or she receives tuition.

4.1.7 Undergraduate tuition fees for international and domestic students

Where possible international and domestic students pay the same tuition fees.

4.1.8 Undergraduate tuition fees for distance education courses

Tuition fees for courses offered through distance education mode are charged at the same rate as internal courses in that discipline band.

4.2 Postgraduate Fees

4.2.1 Postgraduate tuition fees are set on a cohort basis

- a Tuition fees are set on a cohort basis as per 4.1.1 (a) above.

- b The University annually reviews the tuition fees for commencing postgraduate students to each academic program as per 4.1.1 (b) above.

4.2.2 Postgraduate tuition fees are charged according to a band structure

Tuition fees are charged according to a 'band structure' as per 4.1.2 (a), (b) and (c) above.

4.2.3 Postgraduate tuition fees cover tuition only

The academic program tuition fees cover the cost of tuition only as per 4.1.3 above.

4.2.4 Postgraduate enrolment deposits

- a Commencing postgraduate international students pay an enrolment deposit of \$6 000 as per 4.1.4 above.
- b Commencing postgraduate domestic fee-paying students do not pay an enrolment deposit. They are billed for the balance of their semester 1 tuition fees at the beginning of semester 1.

4.2.5 Refund of tuition fees for postgraduate domestic students

- a International postgraduate students are covered by the Refund Policy for International Students.
- b Postgraduate domestic fee-paying students who withdraw from an academic program before the HECS Census Date are eligible for a refund of their tuition fees, minus a \$100 administration charge.
- c Postgraduate domestic fee-paying students who withdraw from an academic program after the HECS Census Date are not usually eligible for a refund of their tuition fees. They should consult the University's Refund Of Up Front HECS Contributions /Tuition Fees In Special Circumstances Policy for information on circumstances in which refunds may be offered.

4.2.6 *Reduction of tuition fees on account of status and exemptions*

If a postgraduate student is granted status for or exemption from a component of a course, his or her tuition fees for the course are reduced as per 4.1.6 above.

4.2.7 *Postgraduate tuition fees for international and domestic students*

Tuition fees reflect student demand and competition. Due to the different markets, tuition fees for international and domestic postgraduate students are charged at different rates.

4.2.8 *Postgraduate tuition fees for distance education courses*

Tuition fees for courses offered through distance education mode will be charged at the same rate as internal courses in that discipline band, except where students are covered by the provisions of the Tuition Fees for International Remote PhD Candidates and External Masters Degree by Research Candidates Policy or where the academic area and the Executive Director, Student and Staff Services determine that a reduced fee is appropriate for a particular course.

4.2.9 *Postgraduate tuition fees for joint academic programs*

Tuition fees for courses taught as part of programs offered jointly with other institutions will be set according to the provisions of 4.2.1-4.2.3 above, even if the courses offered by the other institution are charged at a different rate.

4.3 Fees for Non-Award Study

Non-award study involves undertaking courses on an individual basis, rather than toward any academic program. The University charges students a fee for undertaking non-award study. The non-award fee for any course will be equal to or greater than the HECS liability for the same course.

4.4 Fees for Summer Semester Courses

The University academic year incorporates a 6-week summer semester. During this period the University may offer professional education courses, summer schools and certificate courses, postgraduate courses and repeat undergraduate courses.

- a Fees for postgraduate courses and repeat undergraduate courses are charged at the same rate as courses within that discipline band that are offered during semester 1 or semester 2. Students enrolled in HECS programs may repeat failed semester 1 and semester 2 courses in the summer semester on a fee-paying basis.
- b Professional education courses, summer schools, certificate courses are charged according to the cost of delivery of the academic content and market demand for the course.

4.5 Fee Waivers and Faculty Sponsorships

Fee waivers may be granted in exceptional circumstances and according to the following guidelines:

4.5.1 *Scholarships*

To recipients of the twelve main undergraduate scholarships. These students are enrolled in DETYA-funded places and have their upfront HECS liability waived.

4.5.2 *Administrative or academic*

In exceptional circumstances a student may be judged to have been disadvantaged by the actions of the University. His or her progress may have been impeded through circumstances related to the administration of his or her enrolment or candidature, or through academic circumstances such as the protracted absence of a supervisor. In such cases the faculty may offer a sponsorship or grant to cover all or part of the student's tuition fees for a specified period. The sponsorship might be

recommended by the faculty, requested by the student, or recommended as the resolution to a student complaint.

Faculties may apply in writing to the Executive Director, Student and Staff Services, for the central component of the tuition fee to be waived on administrative or academic grounds.

4.5.3 *Compassionate*

In exceptional circumstances where the progress of a student is impeded by personal, medical or other special circumstances beyond his or her control, the faculty may offer a sponsorship or grant to cover all or part of the student's tuition fees for a specified period. The sponsorship might be recommended by the faculty, requested by the student, or recommended as the resolution to a student complaint.

Faculties may apply in writing to the Executive Director, Student and Staff Services, for the central component of the tuition fee to be waived on compassionate grounds.

4.6 Payment of Tuition Fees

4.6.1 *Late tuition fees*

- a Domestic students are charged a flat late fee of \$100 for all late tuition fees. In accordance with debt collection guidelines the students will remain enrolled, but be placed in bad financial standing. A debt collector is engaged if the debt is not settled.
- b International students have their enrolment cancelled for non-payment of tuition fees, and the Department of Immigration and Multicultural Affairs is notified to cancel their student visas. The Administrative Services Branch will notify faculties when any student is in danger of having their enrolment cancelled for non-payment of fees.

4.6.2 *Payment Plans*

Students may pay tuition fees in 3 instalments per semester, or 2 instalments per trimester. They will be notified in writing of the payment dates at the beginning of the teaching period, and will receive a reminder statement and remittance advice for payment 2 weeks before each instalment is due.

A \$100 late fee will apply to each instalment not paid by the due date. Students who add courses after the beginning of the teaching period, outside the main billing cycle, will have the additional payment added to their third instalment.

4.7 Setting of Tuition Fees

- a recommendations from Executive Deans regarding the tuition fees for new academic programs must be included with the proposal for a new academic program proforma submitted to the Academic Program Accreditation and Review Panel (APARP).
- b the Executive Director, Student and Staff Services (ED/SSS) must approve all changes to tuition fees for existing programs. The Manager, Administrative Services Branch, will invite Executive Deans to propose changes to tuition fees for all academic programs and non-award and summer semester courses on an annual basis.

5 Responsibilities

Position/Area	Responsibilities
Executive Director, Student & Staff Services	<ul style="list-style-type: none"> ♦ set the tuition fees for all academic programs and non-award and summer semester courses on an annual basis.
Executive Deans	<ul style="list-style-type: none"> ♦ propose changes to tuition fees for existing programs and non-award and summer semester courses to ED/SSS. ♦ include proposed tuition fees in new academic program proposals. ♦ advise Student Finance through PeopleSoft or other method if required, of students granted status or exemption, and of the percentage of the course for which status or exemption was granted.
Manager, Administrative Services Branch	<ul style="list-style-type: none"> ♦ request from Executive Deans, on behalf of ED/SSS, proposed tuition fees for all academic programs and non-award and summer semester courses on an annual basis.
Prospective Students Office	<ul style="list-style-type: none"> ♦ promote in University publications the tuition fees for academic programs, and make clear that any academic program fee might vary according to electives undertaken.
Professional and Continuing Education	<ul style="list-style-type: none"> ♦ promote the University's non-award study and summer semester courses on request.

Ancillary Fees Policy

Any person who requires assistance in understanding any aspect of this policy should contact Policy and Appeals on (08) 8303 7503.

1 Overview

Under the Higher Education Funding Act 1988 (the HEF Act), it is a condition of receiving Commonwealth grants for operating purposes that the University does not charge Higher Education Contribution Scheme (HECS)-liable and non-fee-paying HECS exempt students (except Commonwealth-funded research students who have exhausted their maximum entitlement) for essential components of a course or its assessment and award.

This Policy complies with the HEF Act and with the Commonwealth Department of Education, Science and Training's (DEST)

Advice to Higher Education Institutions on Fees for Ancillary or Additional Services available at www.hecs.gov.au/manual/03/htm/guidelines.htm

2 Scope

This Policy applies to all potential students and to domestic and international fee-paying students, HECS-liable and HECS-exempt students.

3 Definitions

The definition of *Fees* has the same meaning as in the HEF Act. It covers tuition, examination or other fees payable by an enrolled or prospective student to the University in connection with a course of study. It does not cover:

- a Voluntary fees.
- b The Student Services Fee payable to the Student Union.
- c Fees for residential accommodation.

- d Fees payable by overseas students and students who are New Zealand citizens.
- e Fees payable for non-award studies (other than bridging and preparatory studies).
- f Fees payable by persons who attend but do not enrol for particular courses.
- g Ancillary fees.
- h HECS payments.
- i Fees payable by domestic students under section 13 of the HEF Act.

4 Policy

4.1 Principles

- a Ancillary fees, once established, are applied consistently to fee-paying, HECS-liable and HECS-exempt students. HECS and tuition fees both cover the cost of tuition only.
- b Under the Disability Discrimination Act 1992, the University must not charge fees for goods or services provided as a reasonable accommodation for students with disabilities.
- c The University will not charge additional fees for examinations or other core services provided for distance education students.
- d An ancillary fee may be waived in an individual case where its application would result in genuine hardship.
- e Only the manager or delegate of the area that has imposed a fee may grant a waiver. All applications for waivers should be made in writing to the appropriate manager.
- f Any student who wishes to contest the application of an ancillary fee or the refusal of a fee waiver may make a complaint according to the University's Policy for the Prevention, Handling and Resolution of Student Complaints.

4.2 Fees and Charges

4.2.1 Basic course materials

- a Students must be provided with or have free access to essential course material including:
 - i course outlines, reading lists, tutorial or seminar topics and problems
 - ii requirements for assessment and guidelines for the presentation of work
 - iii manuals and workbooks for use in clinics, laboratories, workshops or practicals
 - iv library books, periodicals and manuals.
- b Hard or repeat copies of course pack material may be sold, if free access is also available e.g. on audio or videotape, the Internet, or loan from the department or the University libraries. The number of free hard copies should be based on 5% of the number of students in the course.
- c Under copyright legislation, the sale of course pack material must:
 - i be of non-compulsory readings only
 - ii not include a commercial mark-up (only production costs may be recouped)
 - iii be to University of Adelaide students only in reliance on the Part VB licence
 - iv be a maximum of 10% or 1 chapter of a book, or 1 journal article
 - v honour the moral right of the author to be credited for the work, and to have the work issued without distortion or modification.
- d Most course pack material is GST-exempt. However, faculties selling material must consider GST implications. Information on the GST status of materials is available in the University's Finance Manuals at

www.adelaide.edu.au/finance/docs/#GST

Faculty Finance Managers should be contacted if a particular item is not covered on this website.

4.2.2 Clinical, laboratory or workshop materials, and training equipment

Students must be provided with or have free access to basic materials, protective safety equipment and/or consumables that are essential for the practical component of a course e.g. rubber gloves, chemicals, fuel, filters, artificial teeth, anaesthetics, animal feed, crops and seeds. Consumables do not include personal stationery.

- a A charge for materials may be made if they are:
 - i necessary to produce items that become the physical property of the student; including model building materials for Architecture students;
 - ii deemed 'tools of the trade' that students retain after graduation, and that a working professional would normally own e.g. musical instruments, protective clothing, saddlery, personal medical equipment, dancing shoes, sheet music, reference texts;
 - iii personal occupational health and safety equipment and/or clothing that a professional working in the field would be expected to own e.g. clinical or laboratory coats or safety glasses, or items required for a work placement or clinical training.
- b Access to essential training equipment not falling into the categories above, including fixtures in clinics/laboratories/workshops, computing equipment in teaching suites, and major musical instruments (e.g. pianos), retained and managed by the University for continual use, should normally be provided without charge.

- c The University cannot require any items to be purchased from the University. It must maintain a range of items to loan to students to ensure equity and duty of care issues are addressed. It may charge hire fees, deposits and bonds if students choose not to purchase consumables, and may charge a refundable bond to cover minor damage to fixtures.

4.2.3 Internet access, printing, access to computers and other online resources

Students must be provided with or have free access to computing resources that are essential components of a course. The University may charge for access where resources are not essential, provided the charge does not exceed the cost of providing the service.

The University:

- i Will provide free Internet access for learning purposes through the Student Internet Chargeback Scheme. Students are allocated a quota for free Internet access, which can be increased by lecturers on request and may purchase additional quota for personal use at a rate that recognises the cost of infrastructure to support Internet access.
- ii May charge for printing.
- iii May make textbooks with an electronic component compulsory to a course if appropriate software is available for free in local computing suites and/or the Barr Smith Library (BSL). Lecturers must liaise with the library and local computing officers and allow a generous lead-time for negotiating:
 - Licensing and access (negotiated on a case by case basis with publishers according to the Digital Agenda amendments to the Copyright Act)
 - Suitable secure storage and access (usually AV or Reserve in the BSL)

- Equipment and software to read electronic exercises (dedicated PCs and appropriate software for each electronic text).

4.2.4 Field trips

Travel and basic accommodation must be provided free for students who attend excursions or field trips as an essential component of a course. Students may be charged or required to provide their own food, personal transport and alternative accommodation of choice.

4.2.5 Musical accompanists

A musical accompanist shall be provided free to music students for an essential part of a course e.g. performance majors. A charge may be levied for non-essential accompanying, and practice or additional rehearsal sessions.

4.2.6 Administrative services

The University may charge fees for certain administrative services provided the charges are levied principally as a

disincentive and not in order to raise revenue or cover administrative costs. The University may waive an ancillary fee in cases of administrative error.

- It may charge for:
 - late fees e.g. for late applications, late enrolments, late amendments to enrolment
 - reinstatement of enrolment fees
 - graduation ceremonies if the student does not have to attend the ceremony to graduate.
- It may not charge for:
 - examinations or assessment, including practical assessment, or reassessment
 - admissions services for HECS-based academic programs (application fees may be applied to international and domestic fee-paying students)
 - assessment of prior learning if the person has applied for entry to the University.

5 Responsibilities

Position/Area	Responsibilities
Vice-Chancellor	<ul style="list-style-type: none"> • approve any fee that the University seeks to have notified by the Minister under paragraph (g) Section 3 of the HEF Act, to legalise fees currently in breach of the HEF Act.
Executive Director, Student & Staff Services	<ul style="list-style-type: none"> • review all existing and proposed central and faculty ancillary fees annually to ensure compliance with the HEF Act and this Policy.
Executive Deans, Branch Managers	<ul style="list-style-type: none"> • ensure local ancillary fees comply with this Policy • propose new fees and fee increases to Executive Director, Student and Staff Services annually on request.
Policy and Appeals	<ul style="list-style-type: none"> • review Student Ancillary Fees and Charges Policy and schedules of fees and charges annually.
Prospective Students Office	<ul style="list-style-type: none"> • advise students and potential students of ancillary fees prior to enrolment in the Student Guide and Timetable or other appropriate publication.

Ancillary Charges

The following are the University's ancillary fees and charges for 2003:

Academic transcript	20.00
(for up to 4 copies minimum - \$2 each additional copy beyond 4 requested simultaneously)	
Lamination of transcript	3.00*
Late enrolment fee	75.00
Notification of results (repeat) (per request/year of enrolment)	5.00
Reinstatement of enrolment	50.00
Student Guide (free to new students)	2.00
Student Services Fee - late fee	30.00*
Graduations:	
Overseas gown hire (including refundable deposit)	100.00
Parchment Postage (Australia)	15.00
Parchment postage (overseas)	20.00
Replacement parchment	100.00
Postgraduate Students :	
Late scholarship application	50.00
Late re-enrolment	75.00
Resubmission fee 2 years after expiry of candidature - Ph.D	500.00
- Masters	200.00
International Students:	
Application fee	50.00
Late charge for fee payment (fee applies to each late instalment)	100.00
Charge for refund of fees after accepting an offer of enrolment: 10%* of annual program fee	
International student withdrawal before Census date: 66% of fee paid for the semester is refunded.	

* Plus GST

Note: fees quoted are correct at the time of printing, but may be subject to change.

Faculties,/departments/schools may also charge fees to students for ancillary services such as non-compulsory lecture

notes, books of tutorial readings and photocopy cards.

Statutory Fees

Membership of the Adelaide University Union is compulsory for every student and involves payment of a prescribed Student Services Fee. This fee is in addition to the HECS or tuition fee liability. It is used to fund support services and social and cultural events for students. Student Services Fees are generally invoiced approximately six weeks before commencement of semester 1 or 2 and must be paid by the due date stipulated on the invoice.

Students who withdraw from a program during the year may be entitled to a partial or full refund of Student Services Fee already paid depending on the date of withdrawal. Applications for refunds of service fees should be made to the education and welfare officers (ph: (08) 8303 5430 or (08) 8303 5915).

Students with outstanding statutory fees may be charged a late fee and will be placed in bad financial standing.

Refund Policies

Refund Policy for National Students (Citizens and Permanent Residents)

Please refer to sections 4.1.5 and 4.2.5 in Student Tuition Fees Policy above.

Refund of Up-front HECS Contributions/Tuition Fees in Special Circumstance Policy

Any person who requires assistance in understanding any aspect of this policy should contact Policy and Appeals on (08) 8303 3341.

This Policy should be read in conjunction with the University's Student Tuition Fees Policy (see above or www.adelaide.edu.au) or with *HECS: Your Questions Answered* (available at the Student Centre or the Department of Education, Training and

Youth Affairs (DETYA) website at www.hecs.gov.au/hecs.htm.

If a student has deferred all or part of his or her Higher Education Contribution Scheme (HECS) contribution he or she has a debt with the Commonwealth for that amount. The student needs to apply to the Secretary, DETYA, for its remission. Instructions and forms for applying for remission of HECS debt in special circumstances are available from the Student Centre or the DETYA website at www.hecs.gov.au/forms&feedback.htm

1 Overview

In general, if a student withdraws from any course after the HECS census date he or she is liable for the full tuition fee or HECS liability for that course for that study period. This Policy recognises that students who discontinue their studies for medical, personal, employment or academic program-related reasons are eligible to apply for the refund of all or part of any up front HECS contributions or tuition fees paid to the University for that course.

Tuition fee-paying students who withdraw from a course before the HECS census date are covered by the University's Refund of Student Tuition Fees Policy (see above). HECS-liable students who pay their HECS contribution up front and withdraw from a course before the HECS census date are covered by the Higher Education Funding Act 1988 available in the HECS and Fees Manual 2001 at www.hecs.gov.au/manual/index.htm

2 Scope

The University's Refund of Up Front HECS Contributions/Tuition Fees in Special Circumstances Policy applies to students who paid tuition fees or paid all or part of their HECS liability up front and who seek, after the HECS census date, a refund of all or part of the amount paid because special circumstances prevented them completing the requirements of their course of study.

3 Definitions

In this Policy, the expression *Academic Program* (formerly referred to as course) refers to the program or award into which a student has been admitted, e.g. BA.

In this Policy, the expression *Course* (formerly referred to as subject) refers to any syllabus item offered by the University.

4 Policy

In accordance with section 106L of the Higher Education Funding Act 1988, the University may refund the whole or a part of a person's up front HECS or tuition fees for a course of a study if:

- a The person has not completed the course requirements during the semester or the study period *and*
- b The University is satisfied that special circumstances apply *and*
- c The person applies in writing to the University within 12 months of the date of withdrawal from the course of study, or if he or she did not withdraw, within 12 months of the last day of the semester or study period in which he or she was enrolled.

4.1 Special Circumstances

The University will deem that special circumstances apply where the circumstances:

- a Are beyond the person's control and not due to the person's action or inaction *and*
- b Do not occur, or do not make their full impact on the person known, until on or after the census date for the semester or study period *and*
- c Make it impracticable for the person to meet the attendance and/or assessment requirements of the course of study during the semester or study period during the year in which he or she was enrolled.

5 Responsibilities

The SSPB is responsible for ensuring that instructions and applications for refunds in special circumstances are available to staff and students.

The Administrative Services Branch (ASB) is responsible for ensuring that applications for refunds of up front HECS contributions or tuition fees are assessed according to the Policy.

6 Procedures

Students should lodge an Application for Refund of Up Front HECS/Tuition Fees with the Manager, ASB. The application form and instructions are available from the Student Centre or the SSPB website at www.adelaide.edu.au/

Applications MUST be lodged within 12 months of the date that the student withdrew from the course(s). If the student did not withdraw, the application must be lodged within 12 months of the last day of the semester in which he or she was enrolled in the course(s).

The Manager, ASB, will consider the application according to the criteria defined in the Policy, and in consultation with the Executive Dean of the relevant faculty.

The Manager, ASB, will advise the student in writing of the outcome of his or her application. The notice of the decision will include a statement of the reasons for the decision.

If the application is successful, the Manager, ASB, will authorise a HECS and FEES Officer to remit a refund to the student.

If a student wishes to appeal the outcome of his or her application, he or she should lodge an appeal in writing to the Executive Director, Student and Staff Services, within twenty-eight (28) days of receipt of notification from the Manager, ASB. The appeal should contain information additional to that included in the original application.

Refund Policy for International Students

Any person who requires assistance in understanding any aspect of this document should contact Policy and Appeals on (08) 8303 3341.

This Policy should be read in conjunction with the University's Student Tuition Fee Policy.

1 Overview

Adelaide University recognises its obligation under the Education Services For Overseas Students (ESOS) Act 2000 to offer refunds of tuition fees to international students in certain circumstances, and to make these provisions clear to potential and enrolled students.

2 Scope

This Policy applies to all tuition fee-paying international students regardless of who pays their fees. The Student Tuition Fee Policy covers provisions for refunds for domestic tuition fee-paying students, as there are no issues relating to visa or permanent residency requirements.

3 Definitions

There are no definitions specific to this Policy.

4 Policy

The University offers refunds of tuition fees to international students in the following circumstances:

4.1 Full Refunds

A student is eligible to receive a full refund of tuition fees paid for an academic program if:

- a The University is unable to provide the academic program.
- b The University withdraws an offer of enrolment for reasons other than that stipulated under Partial Refunds (a) below.

- c An application for a student visa to attend the University is denied.
- d The student obtains Australian Permanent Resident status and officially informs the University before the HECS Census date (31 March for semester 1 and 31 August for semester 2) of the term.
- e The student's academic progress is considered to be unsatisfactory under General Academic Program Rule 6.5, and the student is precluded from their academic program and their enrolment is cancelled.

4.2 Partial Refunds

A student is eligible to receive a partial refund of tuition fees paid if:

- a The University withdraws an offer of enrolment that was based on incorrect and/or incomplete information provided by the student. The refund will be the amount paid, less a \$100 (+GST) administration charge.
- b The student does not enrol after accepting an offer of enrolment. The refund will be the amount paid, less a \$100 (+GST) administration charge.
- c The student has paid the full term fee or one or two instalments of the term fee and withdraws from the academic program, and informs the University before the HECS census date of the term. The refund will be the amount paid, less a \$1000 (+GST) administration charge.

4.3 No Refund

A student is not eligible to receive any refund of tuition fees paid if:

- a The student withdraws from an academic program after the HECS Census date of the term.
- b The student obtains Permanent Resident status and informs the University after the HECS Census date of the term.

4.4 Payment of Refunds

Refunds will:

- a Be made payable to the student or to the student's sponsor, as necessary.
- b Be transferred to another institution if authorised by the student or the student's sponsor.
- c Normally be made in Australian dollars.

5. Procedures

5.1 Automatic refunds

A student will automatically be provided with a total or partial refund as appropriate if:

- a Where the student has a credit balance with the University when he or she graduates.
- b The University withdraws an offer of enrolment or cancels an enrolment according to 4.1 (a), (b), (c), (e) or 4.2 (a) above.
- c The student withdraws an acceptance of enrolment or cancels an enrolment according to 4.1 (d), 4.2 (a) (b) or (c) above.

5.2 Applying for variations to the Refund Policy

A student may apply for a partial or total refund in circumstances not stipulated above:

- a According to the University's Refund of Up Front HECS Contributions/Tuition Fees In Special Circumstances Policy.
- b If a student withdraws after the HECS census date and applies in writing to the Manager, Administrative Services Branch, to have the fees paid credited to the next semester.
- c According to the University's Policy and Procedures for the Prevention, Handling and Resolution of Student Complaints if the student is dissatisfied with a decision related to the refund of fees.

Note: A student who obtains Permanent Resident status is no longer eligible to hold an international student place and has to apply

for a place in their academic program as a domestic student.

If Permanent Resident status is obtained after the census date, the student will be classified as an international student for the remainder of that semester

Fee Payment Dates

Fees for semester 1 and full year (semester 1 component) courses are payable by 14 March, 2003. Fees for semester 2 and full year (semester 2 component) courses are payable by 15 August, 2003.

Fees for trimester based programs (such as Graduate Diploma in Management and Master of Business Administration) have different due dates. Students enrolled in these programs should refer to the individual program handbooks for details.

In most cases an invoice will be sent to the student prior to the relevant due date. If the student has not received an invoice prior to these due dates they should contact the Student Centre prior to the due date and arrange a replacement invoice. All fees must be paid on or before the due date. Students with outstanding fees will be placed in bad financial standing and may be subject to late fees.

In order to avoid fee liability for any enrolment, students must have withdrawn from the relevant course (using an Amendment to Enrolment form lodged with the Student Centre) before the census date, ie 31 March for semester 1 or 31 August for semester 2.

Note: these dates are earlier than the Withdraw Not Fail dates in each semester/ trimester.

Further information regarding tuition fees is available from the Student Centre.

Payment of Fees

Fees are payable to any branch of the Bank of South Australia (BankSA), using Bpay, or at the Student Centre.

Students who are planning for their employer to pay their fees are responsible for settling their account before the due date. You can advise the University of a separate billing address for your invoice.

Privacy Policy and Privacy Management Plan for Personal Information

The University has a Privacy Policy and a Privacy Management Plan for Personal Information that explain the kinds of student personal information that the University collects and holds, and how, why and when it uses that personal information. Further information is available online at <http://online.adelaide.edu.au/> (click on CLOUD, then policy).

Tape Recording Lectures

The University's policy is that, in general, permission for students to use a tape-recorder at University lectures will not be granted. In special cases, however, such permission may be given, but only:

- If both the lecturer concerned, and the relevant Head of Department, approve *and*
- If the student gives a written undertaking that the recording will be for his/her own exclusive use, and will not be played to any other person *and*
- The recording will be destroyed as soon as possible after it has served its purpose.

Students who feel that in their case there are good reasons why they should be permitted to use a tape-recorder at lectures are advised to consult, in the first instance, the appropriate Head of Department. If medical considerations are involved they would also find it helpful to consult the Disability Liaison Officer, and in other cases, the University's Student Counselling Service.

Work and Study Environment

Students and staff members of the University are expected to behave in a manner that allows University other staff members, students and visitors to pursue academic, scholarly and recreational activities in a safe and supportive environment. The University issues a number of statements and policies to implement this aim.

Students may consult the university website at www.adelaide.edu.au/student/current/policies.html for more information on policies related to conduct, but are asked to make note of the following:

Computing Facilities

Computing facilities provided by the University for students are primarily for use in association with a program of study and activities related to that program. It is expected that all students will make use of University computing facilities in a manner which is ethical, legal and does not interfere with use by others. .

Failure to abide by the following rules will be treated as misconduct and may result in disciplinary action.

Rules for students

Students may:

- a Use only those facilities which have been authorised for your use. If access is protected by a password, you may not make this password available to others. You may not use any account set up for another user, nor may you attempt to find out the password of another user.
- b Only use authorised facilities for authorised purposes. For example, facilities made available for learning and teaching may not be used for private purposes.

Students may not:

- c Copy any software unless it is your own, or it is public domain software, or the copying has been authorised by the University. In practice, there will be very few situations in which it is permitted to copy software. If in doubt, do not copy!
- d Attempt to copy information belonging to other users (whether they be staff, students or others) without their express permission.
- e Attempt to interfere with the operation of computing facilities.
- f Attempt to subvert the security of any of the University's computing facilities.
- g Use the University's computing facilities to send obscene, offensive or harassing messages.

Breach of rules

- a Failure to observe these requirements could mean that an action for misconduct will be brought against you. The University's Board of Conduct has the power to impose a fine of up to \$100 or suspend a student's right to use any University facility for up to one year. It can also recommend to Council that a student be suspended or expelled from the University.
- b Misconduct that amounts to sexual harassment may be dealt with by the University's Sexual Harassment Committee. Some types of harassment or offensive conduct may be in breach of the Equal Opportunities Act.
- c Some forms of conduct may be criminal offences. These include hacking, theft, and unauthorised copying. Using a password protected computer system without authority could result in a fine of up to \$2000 and imprisonment. Sending an offensive message may also be a criminal offence.

- d Some conduct, in particular unauthorised copying, could result in civil legal action being taken against you.
- e Academic staff have a general power to dismiss students from their classes if they consider the student is disrupting the class; and a Head of department may exclude any student from any class in that department 'for any cause he or she shall deem sufficient'. (Such exclusion may be reversed, varied or confirmed by University Council).
- f Breaches or suspected breaches of the rules should be reported to a supervisor, the Chair of the relevant Local Management Group, or the Director, University Computing Services.

Note: It is expected that the above Rules will change during 2003. Up-to-date copies of the above Rules, as well as other policies and guidelines relevant to student use of University computing facilities, are available on the University's web site at:

www.adelaide.edu.au/ITS/student_services/

User Guidelines to Email Practice

- Email is easily forwarded and its security cannot always be guaranteed. Therefore, never send anything that you would not want to become public knowledge.
- Do not send threatening, abusive or bigoted messages. All email can be traced and the University's Board of Conduct has the power to impose a fine. The Crimes Act (1914) Part VIIB prohibits offensive or harassing behaviour in this arena. For this and other reasons, do not give another person access to your email account.
- Email lacks the cues of body language and intonation which are present in verbal communication, yet it is often used as an immediate form of correspondence. Therefore, take care with sarcasm and humour so that you are not misinterpreted.

- Take time to consider your message before sending it. Do not reply in the 'heat of the moment' as a message cannot be recalled!
- Cite all references, quotes and sources used. Plagiarism applies to email as much as other documentation.
- Do not use the University email system for advertising or commercial gain.
- Upper case letters are generally viewed as shouting. Use them only for emphasis. Similarly, do not use bold or italics as the mail may end up being read on a system which cannot display them.
- When sending attached files such as spread-sheets or word processed documents, use a version which is likely to be supported by the recipient.

For detailed information on the University's Computer Network Access and Usage Policy see www.adelaide.edu.au/ITS/pol-pracs/access.html

Conduct

The University believes that although an education institution is necessarily challenging and competitive, a comfortable, supportive and tolerant atmosphere is vital.

The University of Adelaide expects all students and staff of the University to:

- Treat each other with respect.
- Treat the University environment and property with care.
- Become familiar with and to follow all University policies and practices that are relevant to their field of study or work.
- Observe their colleagues' right to work and study in an environment free from harassment in the form of intimidation, threat and humiliation.

The University recognises that academics have a duty of care to their students. Academics have an obligation to diligently teach and assess students. Academic and

general staff are expected to respond to the diversity of students' needs and to pay due attention to student feedback.

Actions which take the form of harassment or assault or which are coercive, including those which are justified on the basis of being an initiation into, or punishment within, a group, club or residential college, are unacceptable.

The University expects staff, students and affiliate bodies to take reasonable steps to ensure that discrimination and harassment does not take place.

Who is covered by this statement?

All members of the University, academic staff, general staff, students (award, non-award and continuing education), contractors and visitors are expected to observe the guidelines described in this document.

What is the statement for?

Its purpose is to establish and communicate the standards of behaviour expected at this university.

This document exists separately to University policies, as it is a general guide of what the University recognises as appropriate behaviour.

What if the guidelines are ignored?

If you believe that you have suffered as a result of someone behaving outside these stated expectations, contact the offices listed below to discuss the best way to deal with the issue. There are processes for dealing with general misconduct. The people below can advise on the specific application of these procedures in an individual case.

Misconduct

Misconduct by a student is an offence as defined in Chapter 12 of the Statutes: Of Conduct of Students in the University.

Misconduct means:

- Any act or omission of a student prohibited by a Statute, regulation, rule or by-law of the University.
- Any other unjustified act or omission of a student which adversely affects the University or any member of the University in his/her capacity as such.
- Student means any person who is enrolled as a candidate for an award, or for any program of study offered by the University for an award.
- Unless another Statute, regulation, rule or by-law provides another process, any complaint of misconduct made by a member of the University against a student shall be dealt with in accordance with the rules made pursuant to this statute.

Contact Details

For further information please contact:

For advocacy and advice for students

Education and Welfare Officers:

Chris Gent (08) 8303 5430

Vicki McCoy (08) 8303 5915

Kylie Aitken (08) 8303 5430

Students' Association of the University of
Adelaide - Office (08) 8303 5406

*For advice on the student complaints
process*

Policy and Appeals

Peter Backhouse (08) 8303 7503

*For issues associated with behaviour in
Residential Colleges*

Rector, Aquinas College (08) 8334 5000

Master,
Kathleen Lumley College (08) 8267 3270

Principal, Lincoln College (08) 8290 6000

Principal, St Ann's College (08) 8239 8600

Master, St Mark's College (08) 8334 5600

The Principal, Roseworthy (08) 8303 7940

* The procedures for handing student misconduct are currently under review.

HIV/Hepatitis B Policy

The University's policy on AIDS and Hepatitis B provides that all students, staff and visitors are guaranteed the following protection

- The right to confidentiality.
- A study or work environment free from discrimination and harassment.
- Access to clearly defined grievance procedures.

Information is provided by the University Health Service, the Counselling Centre and the Education and Welfare Officers.

The Faculty of Health Sciences requires all undergraduate and postgraduate students entering the Faculty for the first time to attend the University Health Service within four weeks of their initial enrolment for advice regarding investigation of their Hepatitis B status and subsequent Hepatitis B immunisation. Counselling on 'duty of care' in relation to infectious diseases is provided.

All clinical students are required to abide by those hygiene rules laid down by the clinics and hospitals at which they attend.

For further details please refer to the current Academic Program Rules* governing programs in the Dental School and the Medical School.

*As the nature of blood borne viruses including Hepatitis B, Hepatitis C and HIV/AIDS is better understood and as the trends in the incidence of these diseases are further documented, guidelines for persons affected by these conditions undertaking clinical practice continue to evolve. Accordingly, the Academic Program Rules governing programs in the Dental School and Medical School will change from time to time, reflecting changes in accepted clinical practice

Safety Procedures

Under the South Australian Occupational Health, Safety and Welfare Act, 1986, students have a responsibility to work safely, taking reasonable care to protect their own health and safety and that of other students and staff.

Laboratory conduct procedures

These procedures have been developed from information supplied by the Standards Association of Australia Standard AS2243, 'Safety in Laboratories'.

The University of Adelaide recognises its obligation to take all reasonable precautions to safeguard the health, safety and welfare of its employees and students while they are at work.

The University of Adelaide also believes that students leaving this University must take with them an attitude which accepts good health and safety practice as normal.

Persons who fail to comply with these procedures will not be allowed to work in the laboratory.

1 General safety rules

- 1.1 Eating, drinking and the application of cosmetics in laboratories is prohibited. (Wine tasting, which occurs as part of the Wine Science and Wine Marketing programs at Roseworthy Campus is permitted in designated laboratories only.)
- 1.2 Do not store food and/or drink in laboratory refrigerators or laboratory storage units.
- 1.3 Do not run or indulge in horseplay.

2 Fire prevention

- 2.1 No smoking in buildings.
- 2.2 No open flames should be left unattended and no open flames should be used near any flammable solvents.
- 2.3 Chemical waste should not be disposed of via sinks, drains or stormwater

channels. Departments must provide suitable waste disposal containers and are responsible for removal by an approved waste disposal contractor.

- 2.4 Keep fire escape routes clear at all times.
- 2.5 Be familiar with fire procedures within the laboratory.

3 Personal protection

- 3.1 Approved safety spectacles, goggles or safety shields must be worn in all areas where tools or substances such as chemicals, liquids, UV light or radiation may cause eye injury.
- 3.2 Laboratory coats, or gowns tied at the back, must be worn. Gloves should be worn at the discretion of the supervisor.
- 3.3 Wear closed-in footwear at all times. Bare feet, thongs and sandals are prohibited.
- 3.4 Cover all open wounds when handling chemicals and animals.
- 3.5 Wash hands after work and before leaving the laboratory.
- 3.6 Use disinfectants after handling suspected infectious materials.
- 3.7 Do not pipette by mouth, use mechanical pipetting devices.
- 3.8 Avoid lifting heavy objects - use trolleys where appropriate. Where lifting is unavoidable, seek assistance (share the load).
- 3.9 Do not use any machines or laboratory apparatus without prior instruction by the supervisor on safe work procedures and practices.
- 3.10 Button loose clothing and tie back long hair. When using machinery, remove jewellery, rings etc should the possibility exist for such items to be caught in moving parts.

4 Housekeeping

- 4.1 Keep floors tidy and dry.
- 4.2 Keep benches clean and free from chemicals and apparatus that are not being used.
- 4.3 Keep aisles free from obstructions.
- 4.4 Clean working area and equipment thoroughly after use.
- 4.5 If last to leave the laboratory, make sure equipment is turned off, flames are extinguished etc.
- 4.6 Keep the interior of fume cupboards and nearby areas clean and clear.
- 4.7 Observe safety signs at all times.
- 4.8 All apparatus left running overnight should be shielded and labelled with name and telephone number of person to be contacted, and the Security Office notified.
- 4.9 If contractors are working in your area, make known to them any hazards which may exist in your area, ie flammable liquids.

5 Chemicals

- 5.1 Clearly label all containers in use within the laboratory.
- 5.2 Always use safety carriers for transporting glass or plastic containers with a capacity of 2 litres or greater.
- 5.3 Read the Material Safety Data Sheet before commencing work.
- 5.4 Regard all substances as hazardous unless there is definite information to the contrary.
- 5.5 Carry out work in fume cupboards if material is likely to give off toxic or unpleasant odours.
- 5.6 Keep fume cupboard sashes closed whenever practicable.
- 5.7 Do not place objects near fume cupboard baffles so that airflow is prevented.

- 5.8 Do not allow flammable materials to accumulate in the laboratory.
- 5.9 Use the correct containers provided to dispose of glass, sharps, metal, paper, infectious waste etc.
- 5.10 Wash hands frequently and upon completion of work.

6 *Electrical equipment*

- 6.1 The use of electric open bar radiators or any fan heaters is prohibited.
- 6.2 Switch off all electrical appliances when equipment is not in use.
- 6.3 Display a 'LEAVE ON' sign on any equipment required to be left on for an extended period.
- 6.4 Use Residual Current Devices (RCDs) for all hand held electrical appliances.

7 *Emergency/First Aid*

- 7.1 It is the responsibility of all supervisors to ensure that persons working in a laboratory know the location of:
 - a the nearest fire extinguishers
 - b first aid box
 - c isolation devices for gas, water and power (where fitted)
 - e emergency spill containment equipment and procedures
 - f emergency personal protective equipment
 - g fire/emergency escape exits.
- 7.2 Wash skin immediately with plenty of water if contaminated with acids and alkalis.
- 7.3 Eyes splashed with any chemical must be washed with water and medical advice obtained immediately.
- 7.4 All breakages and spills must be reported to the supervisor and dealt with immediately. Materials should be cleaned up and a bin provided for broken glass and materials etc.

8 *After hours working in laboratories*

- 8.1 Work outside of core hours 8am to 6pm, or at weekends, is regarded as after hours.
- 8.2 There is an extra danger in laboratory work after hours, when your supervisor may not be present, and it is particularly dangerous to work alone in a building or even far removed from other people.
- 8.3 Personnel of departments who wish to work outside normal hours are required to get permission from their supervisor and may be required to fill in a form on arrival and again on leaving the building. This form requires personnel to write their name, indicate the room/s they are working in, indicate the times they commence and finish, and notify the last person in the building that they are leaving.

Note: work by undergraduate students can only be performed when supervised by an academic staff member (or nominee) during or outside core hours.

Please note: For work involving gene technology refer to your supervisor and Departmental Safety Officer, and see: www.adelaide.edu.au/research/genetech

For work with radioactive substances, refer to rules available from the OH&S Unit.

For work involving human subjects, see: www.adelaide.edu.au/secretary/staff/ethics/human

For work involving animal subjects, see: www.adelaide.edu.au/secretary/staff/ethics/animal

These procedures shall be read in conjunction with the School/Department's Health and Safety Manual and Australian Standard 2243, 'Safety in Laboratories', Parts 1 to 10 inclusive.

Sexual Harassment

Policy Statement

The University of Adelaide is committed to providing a work and study environment which is free from sexual harassment for all members of the University community. Sexual harassment is unlawful and unacceptable within the University, and:

- ♦ Individual staff and students are responsible for ensuring that they do not subject other staff or students to sexual harassment while involved in any University activity.
- ♦ Staff supervisors and managers must ensure that, as far as practicable, the work and study environment for which they are responsible is free from sexual harassment.
- ♦ Staff who conduct teaching and learning activities for students must ensure that, as far as practicable, the study environment is free from sexual harassment.

Defining Sexual Harassment

Sexual harassment consists of unwelcome sexual advances, unsolicited acts of physical intimacy, unwelcome requests for sexual favours or other unwelcome conduct of a sexual nature. Sexual harassment is defined by law from the perspective of the recipient and it occurs if the recipient feels offended, humiliated or intimidated by the conduct and it is reasonable, in all the circumstances, that the recipient would feel offended, humiliated or intimidated.

Seeking Advice

A person may wish to seek advice about sexual harassment without necessarily wishing to pursue a complaint. Some wish to make a statement of their concern about a situation, but not a complaint.

Resolution Procedures

The University recognises its responsibility to take prompt and effective action to deal with complaints of sexual harassment.

The University's Sexual Harassment Complaint Resolution Procedures are summarised as follows:

- ♦ Advice and support.
- ♦ Complaint resolution through facilitation.
- ♦ Complaint resolution through investigation.

Complaint resolution procedures include:

- ♦ A network of Contact Officers
- ♦ A group of University Facilitators.
- ♦ Sexual Harassment Panels to investigate formal complaints of sexual harassment.

Resolution through Facilitation

Complainants may choose this option if they decide that they cannot resolve the matter themselves and they want a third party to facilitate a resolution of the complaint.

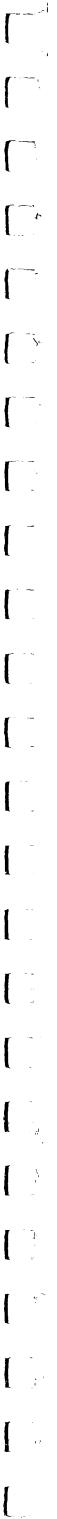
Resolution through Investigation

Any person who feels that she/he has been sexually harassed may choose other options than using the complaint resolution procedures. These options include:

- ♦ Discussing the matter directly with the person causing the concern.
- ♦ Pursuing the complaint through another representative body such as a relevant industrial or student union.
- ♦ Pursuing the complaint outside the University under equal opportunity or sex discrimination legislation.
- ♦ Taking the complaint to the police, where the behaviour is thought to constitute criminal behaviour, such as sexual violence, obscene communications and stalking.

Students seeking advice or assistance may contact any of the following:

- ♦ Student Centre
- ♦ Postgraduate Students' Association (PGSA)
- ♦ Students' Association (SAUA)
- ♦ Student Counsellors
- ♦ Education and Welfare Officers.





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