



# Help Book

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# Introduction

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Welcome to the University of New England. The University is committed to providing all of our students, whether studying on campus or off campus, with a high quality learning experience and we have developed effective support structures and procedures to assist you throughout the course of your studies. The students of UNE consistently indicate that they are among the most satisfied of any students in Australia with the quality of their experiences as a student.

This *Help Book* is designed to provide you with a user-friendly reference manual, encompassing information about studying at UNE and the many support services available to assist you. It is intended to save you time and frustration by explaining key processes and directing you to the most appropriate contact person who will be able to assist you.

We suggest you familiarise yourself with the information in this book and keep it as a reference for when you need to contact particular sections of the University. The book summarises information that can also be found on the [University's website](#), and contains references to specific web pages where further information can be found.

We hope that you find this book useful in settling in to your studies at UNE, and that your time with us is stimulating, enjoyable and fulfilling.

# Studying at UNE

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## Background Information

### Your responsibilities as a student

1. To respond within a reasonable time to any correspondence from the University that requires a reply or some action to be taken.
2. To be aware of the [Principal Dates](#) for the year of your enrolment and their impact on any enrolment variations you may request.
3. To be conversant with the rules governing the requirements of your degree/diploma/certificate and complete your enrolment accordingly.
4. To enrol by the specified date(s) for the year(s) of your enrolment.
5. To ensure that all monies due to the University are paid and received by the University by the specified dates.
6. If a change of address is required, to update online by using the student portal, [myUNE](#), or by completing a [Personal Details](#) form available on the Student Centre website.
7. If enrolled in off-campus units, to contact the University if you have not received your learning materials within one week of the commencement of the semester (see [Learning Materials](#) below).
8. To check your compulsory/mandatory residential school dates and to be in attendance for these schools.
9. To check the dates, times and venues of any examinations set down for your enrolment and to be present for the examination as prescribed.
10. To be aware of assignment due/post by date(s) for your unit(s) and to submit assignments in accordance with these dates.

11. To ensure that all administration relating to the submission of assignments is adhered to including the signing of the Plagiarism Declaration.
12. To check your UNE email account at least once a week for important notices from the University.
13. To have access to a computer capable of sending and receiving emails, accessing the Internet, and playing CD-ROMs.

## Student number

At the time of your initial enrolment you are allocated a unique student number. That number remains the same indefinitely regardless of breaks in your study or course changes. In any communication with the University please quote your student number to enable staff to access your records quickly. This also applies when you visit the Student Centre at UNE.

## Student ID card

The University ID card is a photo identification card used to identify you as a student of UNE. It may be used for a variety of purposes on campus, including library borrowing, photocopying and after hours access to some secure areas (e.g. computing labs in the IT Building). Students are supplied with one ID card for the duration of their degree; if a card is lost or damaged a replacement card (\$10) must be applied for. You will need your ID card when attending residential schools and examinations.

For up-to-date information on the Student ID Card, please see the [ID Card website](#).

## How do I apply?

**New off-campus students** must complete and return an ID card application form which will be sent to you with your admission and enrolment information. Attach a passport-size photo and 100 points of identification. The 100 point check is a government requirement to ensure that no one else obtains photo identification in your name. Information on this check is provided on the application form. Your ID card will be posted to your semester address after your enrolment has been finalised.

**Note:** ID cards cannot be produced whilst attending residential schools.

**New on-campus students** will have an ID card application form included with their letter of offer. You may post this form back to the Student Centre before arriving in Armidale or you can hand it in during Orientation Week. Please ensure you have stated your Armidale residential or college address clearly on the form as the card will be forwarded to this address.

**Continuing on- and off-campus** students will be sent renewal stickers for their existing cards in early March.

**Note:** The ID card is not a transport concession card. On-campus, full-time students may apply for a State Rail sticker by going, in person, to the Student Centre. The State Rail sticker is not available to off-campus students. Full-time, on- and off-campus students may apply for an International Student Identity Card by contacting [Services UNE](#).

## Replacement cards

If your card has been lost or damaged and you require a replacement card you must complete the relevant form available from [myUNE](#).

Further information can be obtained from the [ID Cards website](#) or by emailing [idcards@une.edu.au](mailto:idcards@une.edu.au) or phoning the Student Centre on (02) 6773 4444.

# Contact with the University

The University's main means of contact with you will be via email. It is therefore important that you check your UNE email account at least once a week.

## myUNE

Many student services are now available online through the student portal [myUNE](#). You will need to register for a UNE username before being able to use this service. Instructions for registration appear on the login page to myUNE.

myUNE contains key areas of student-related data to assist you in self-managing your personal and enrolment details. It provides links to course information, past examination papers, course textbooks, ID card information and much more.

Accessing the 'myInfo' tab within the portal allows you to view your personal details, including your UNE email account (which will be used for official correspondence) and also allows you to check and/or update your address and telephone contact details. The 'myInfo' tab directs you to your course and unit-related information so that you can print an unofficial confirmation of enrolment. Information displayed within the portal includes current and prior enrolment details, credit points, study load, grades, examination location, progression details and approved advanced standing.

Accessing the 'myStudy' tab allows you to log in to your online units, download learning materials and listen to podcasts of lectures (if available). It also allows you to request the format of your learning resources (where available), track your assignment submission, check the despatch status of your learning materials (for off-campus enrolment) and download your assignment coversheets (if you require replacements).

myUNE is continually being updated with increased functionality to assist students with online services. For example, development is currently underway to allow students to access an electronic Statement of Account (E-SOA).

## Student Centre

### Contact details

- Location:** 1st floor, TC Lamble Building  
**Hours:** 8.30 am – 4.30 pm, Monday to Friday  
**Phone:** (02) 6773 4444  
**Fax:** (02) 6773 4400  
**Contact:** <http://www.une.edu.au/contact-us>  
**Web:** <http://www.une.edu.au/studentcentre>

The University of New England Student Centre provides a single point of contact for all administrative information, and supports academic progression from admission through to graduation for students enrolled in the University's two faculties: Arts and Sciences; and The Professions.

Examples of matters and queries the Student Centre handles include:

- enrolment, re-enrolment
- requests for a change of enrolment
- address changes
- advanced standing, permission to enrol elsewhere
- degree patterns, transfers, rules
- information about unit requirements
- procedures for appeal
- residential schools – attendance, exemption
- special examinations, special extensions of time
- application for special consideration (where available)
- complaints, comments, suggestions
- personal matters adversely affecting study
- administration of graduation ceremonies.

You are welcome to call in to the Student Centre at any time during opening hours. If you are an off-campus student, use any free time you have during residential schools to discuss your degree pattern and choice of units with Student Centre staff, or to obtain information and any other assistance you may require.

## Teaching and Learning Centre

### Contact details

- Location:** TLC Building (opposite Dixson Library)  
**Hours:** 8.30 am – 4.30 pm, Monday to Friday  
**Phone:** (02) 6773 2999  
**Email:** [tlc@une.edu.au](mailto:tlc@une.edu.au)  
**Web:** <http://www.une.edu.au/tlc/students/>

Activities of the Teaching and Learning Centre relevant to students include:

- coordinating the preparation and despatch of learning materials for off-campus students
- receiving and returning off-campus student assignments
- publishing information and support materials for students
- providing academic skills support and programs for on- and off-campus students
- providing an independent service for academic staff to evaluate their teaching and units.

## Course Requirements

Authoritative versions of the requirements for courses of study are provided in the [Course and Unit Catalogue](#).

### Unit requirements

To complete a unit, you must:

- attend any lectures, tutorials, residential schools, seminars and practical classes scheduled
- complete any fieldwork, examination or other activities prescribed
- submit essays and assignments as are required
- in satisfying the requirements for written assignments and practical work, submit the required work by the dates specified. In the case of units extending over two semesters which are formally examined, all work due shall normally be submitted no later than 31 October; in all other units work shall be submitted by the day before the beginning of the examination period of the semester in which the unit ends.

### Enrolment variations

#### Adding or changing a unit

All requests to add or change a unit must be completed online via [myUNE](#) at the earliest opportunity. Such requests must be finalised according to the deadlines set out in the [Principal Dates](#). Only in exceptional circumstances will requests for an enrolment variation be permitted after the deadlines.

Before requesting a change, off-campus students should bear in mind that the unit may have a residential school, and that the despatch of learning materials may be delayed.

### Mode of study

It is possible to transfer from off-campus study to on-campus study, and vice versa. Students wishing to change study mode at the end of the academic year will need to meet the prescribed closing dates. The closing date for transferring from on-campus to off-campus

study is normally 30 November for most courses. For off-campus to on-campus transfers, the closing date is 26 February.

Transfers during the academic year are possible but not automatic. For example, transferring from on-campus to off-campus mode in a unit may not be possible because of quota restrictions or non-availability of learning materials.

**Students contemplating a change of study mode should consult the [Student Centre](#) at the earliest opportunity.**

## Permission to enrol elsewhere

Students are expected to complete their UNE course with units studied at UNE. Students who wish to study a particular unit(s) not offered by UNE but available at another institution should apply, through the [Student Centre](#), for permission to enrol elsewhere and to have the unit(s) counted towards their UNE course. A number of requirements are needed to be met for permission to be granted.

Students who apply for and are granted permission to enrol elsewhere will:

- be enrolled concurrently at UNE during the period of their study elsewhere
- be liable for all normal fees charged by the cross-institution, such as transcript fees
- be liable for tuition fees or student contribution charges as determined by the cross-institution
- remain subject to UNE disciplinary rules and codes of conduct as well as to the corresponding requirements of the cross-institution
- remain subject to UNE rules governing advanced standing which include permission to enrol elsewhere.

Requests for permission to enrol elsewhere must:

- be received by 31 October in the year preceding the intended enrolment in first semester units, and by 31 May for second semester enrolments. Late requests may not be considered in time for enrolment
- be sought on a year-by-year basis. Retrospective permission will not be given.

Advanced standing will be granted only for passing grades which are equivalent to those of UNE, that is, Pass, Credit, Distinction, High Distinction. Conceded Pass results will not attract advanced standing.

## Grounds for not approving permission to enrol elsewhere

Applications to enrol elsewhere will not be approved in the following circumstances:

- where an equivalent unit is available at UNE
- for reasons of inability to attend a compulsory/mandatory residential school
- for reasons of 'inconvenience' or preference not to travel to Armidale
- for units that are not approved for the degree program

- where the limit upon units credited through the advanced standing process has already been reached
- for reasons of accelerated degree progression where an equivalent unit is available at UNE within the ensuing academic year (including the summer semester).

## Advanced standing

Advanced standing is the recognition of prior studies taken at other institutions that have equivalence to similar studies at UNE. This means that once advanced standing is granted, you are not required to study those UNE units. Advanced standing may also be called Recognition of Prior Learning or Credit Transfer.

The assessment standard for advanced standing is:

- equivalency in level, content and rigour (the units are as demanding as UNE units)
- previous studies must be less than 10 years old (there are a few exceptions to this such as mathematics)
- previous studies are equivalent to UNE units and are approved for your UNE degree.

Applications for advanced standing must be submitted to the [UNE Student Centre](#). Strict deadlines apply.

Applications are referred to the academic staff in the disciplines closest to the area of previous studies for assessment.

If your enrolment is dependent upon advanced standing (e.g. seeking enrolment in higher level French after completing first year French elsewhere), then your enrolment form should be completed as if you will obtain advanced standing. However, list alternative units on the enrolment form in case the advanced standing you expect is not granted.

For further information, see the University's [Policy on Advanced Standing](#) or contact the [Student Centre](#).

## Unsatisfactory progress

A student who fails to meet all the unit requirements cannot complete a unit. If students do not submit written assignments or do not fulfil unit requirements to the satisfaction of the Head of School, they may be withdrawn from the unit by the faculty concerned with a fail-incomplete (NI) result.

Student progress is monitored according to the University's [Academic Progress](#) rules. Each student's progress is checked against the rules after the end-of-year examination results are available and, in some faculties, after the mid-year examination results. Students who are making unsatisfactory progress may be asked to show cause why they should be granted further enrolment. Students are always given the opportunity to show cause as to why they should not be excluded from their course.

It is most important for students to reply by the due date to any letter they may receive about this matter – failure to respond may mean automatic exclusion.

## Withdrawal from units

Some students enrol in two or more units in a semester only to find they cannot handle the workload. A common trap is to apply for an extension on assignments where it may be safer to withdraw from one or more units entirely and concentrate on finishing the remaining units. Provided that an application for withdrawal is received prior to the last date to receive such applications, students can withdraw without penalty.

If you withdraw from a first semester unit that is a prerequisite for a second semester unit you will not be able to proceed with the latter. In withdrawing you need to be aware of the census dates. If you withdraw before 31 March (first semester) or 31 August (second semester) you are not liable for that semester's Student Contribution Charge. If you withdraw after that date but before the date specified in the [Principal Dates](#) as the last date for withdrawal without failure, you will not be penalised academically but will still be liable for the Student Contribution Charge for the semester concerned. If you withdraw from all units in any semester before the census date you are not liable for the Student Contribution Charge for that semester.

It is important to realise that if you withdraw from first semester units you will still be regarded as enrolled in any second semester units that you indicated on your enrolment form. If you do not intend to proceed with second semester units (or cannot because of prerequisites), you should withdraw from these units as well. If you remain enrolled and do not submit work, you will receive a fail grade at the end of semester and will have to pay the Student Contribution Charge. Alternatively, if you know before a semester that you will not be undertaking any study at all, you may apply for Suspension of Candidature. The semester(s) will then not be counted towards your period of candidature in a course (subject to course rules). Requests for withdrawal from a unit or for Suspension of Candidature can be made in writing or completed online on the appropriate form via the [Student Centre website](#). These forms can be submitted directly, or downloaded, printed and submitted in person or by mail.

Withdrawal from a unit will take effect from the date on which the written advice is received by the University.

Withdrawals are always confirmed by letter. If you do not receive written confirmation, contact the Student Centre or check via [myUNE](#) as soon as possible as you may still be enrolled in the unit.

## Re-enrolment

Enrolment kits for the next year of study are sent to all continuing students in October. This kit contains the appropriate information and guidance on re-enrolling online. Other faculty-specific information may also be included. Up-to-date versions of any course information are posted on the [Student Centre website](#), where you can also find degree planners.

## Timetables

The UNE Internal Class Timetable, the UNE Residential School Timetable and the Exams Timetable can be accessed from [myUNE](#) or directly from the [Timetables website](#).

## Student Appeals Policy

For information regarding student appeals in relation to unit assessment, special examinations, special extensions of time, exclusion, practical and/or professional work experience, against faculty policies etc., see the University's [Student Appeals Policy](#) (see also [Student Equity](#) and [Ombudsmen](#) below).

# Fees and Student Assistance

## Fee payments

A Tax Invoice will be produced and sent to you at your registered mailing address and/or emailed to your UNE email address after you have been enrolled. This Tax Invoice will include:

- your Student Contribution Charge and, if you are paying up-front, the amount of payment
- any tuition fees for fee-paying students
- the final date for payment of the fees
- the course/units in which you are enrolled.

Check your unit enrolment carefully and, if there are any errors, contact the [Student Centre](#) immediately. You must pay by the final date specified on the Tax Invoice.

**If the required payment is not made by the due date, or your Tax File Number has not been supplied, the University is required under HESA 2003 legislation to cancel your enrolment.**

For further information see '[Going to Uni](#)' or check [Student Fees](#) on the UNE website.

## Commonwealth supported students and HECS-HELP

To hold a Commonwealth Supported Place you must:

- be either an Australian citizen, or a New Zealand citizen, or a holder of an Australian permanent humanitarian visa who will be resident in Australia for the duration of enrolment in a unit of study (refer to the HECS-HELP booklet)
- complete a Request for Commonwealth Support and HECS-HELP form
- have sufficient Student Learning Entitlement to undertake the units of study within the offered course (see [Student Learning Entitlement](#) below).

As a Commonwealth supported student, the Australian government will contribute towards your study costs. Students who are offered a Commonwealth Supported Place are usually required to pay a Student Contribution Charge.

## FEE-HELP

FEE-HELP is a loan program that assists eligible fee-paying students to pay their tuition fees. It provides assistance to students studying with eligible public and private providers and students studying through Open Learning Australia. Australian citizens and holders of an Australian permanent humanitarian visa are eligible for FEE-HELP. Holders of other permanent visas are also eligible for FEE-HELP if they are undertaking a bridging course for overseas trained professionals.

Students may obtain FEE-HELP for the following types of courses of study:

- accredited undergraduate course programs (incurs a 20% loan fee)
- accredited postgraduate course programs including higher degrees by research
- bridging courses for overseas trained professionals to enable them to meet the requirements for entry into their profession in Australia
- courses enabling students to meet the requirements for entry into an award program
- units of study made available by providers, access to which is provided by Open Learning Australia.

For further information on FEE-HELP refer to '[Going to Uni](#)'.

## How can I pay my Student Contribution Charge?

All Australian citizens and holders of permanent humanitarian visas who hold a Commonwealth Supported Place may choose one of the following methods to pay their Student Contribution Charge:

- pay the full Student Contribution Charge up-front or make a partial payment (\$500 or more) and receive a 20% discount on the amount paid
- or**
- defer the Student Contribution Charge by taking out a HECS-HELP or FEE-HELP debt, which will be repaid via the Australian Taxation Office when the student's income reaches the thresholds set by the government.

New Zealand citizens and permanent residents (other than holders of an Australian permanent humanitarian visa) can also access Commonwealth Supported Places, however, they must pay the full Student Contribution Charge up-front without any discount.

## Student Learning Entitlement (SLE)

If you are an Australian citizen, New Zealand citizen or a holder of an Australian permanent visa (including an Australian permanent humanitarian visa) you will receive a Student Learning Entitlement (SLE) giving you access to seven full-time years or part-time equivalent as a Commonwealth supported student. Additional SLE is allocated in specific circumstances, for example, if you are enrolled in an undergraduate course that is longer than six years. SLE

is consumed as the student enrolment is finalised after each census date. Students are responsible for monitoring their SLE remaining balance.

## Commonwealth Higher Education Student Support Number (CHESSN)

Each student receiving Commonwealth higher education assistance through a Commonwealth Supported Place will be allocated a CHESSN. This number will stay with the student throughout their academic life, allowing eligibility for Commonwealth support. Students will be advised of their CHESSN when they receive their Commonwealth Assistance Notice after the first census date.

The Department of Education, Science and Training will be responsible for allocating a CHESSN or to return an existing CHESSN for the Commonwealth Supported Place applicant, which will be forwarded to the institution by the relevant Tertiary Admissions Centre.

## Full-fee payment

If you are enrolling in a full-fee course, the details of fees to be paid will be given on the Tax Invoice and must be paid by the final date specified on the Tax Invoice.

If the required payment is not made by the due date, the University will place restrictions on your enrolment or cancel your enrolment.

## Youth Allowance

The Federal government's Youth Allowance is available to full-time students aged 16–24; full-time students aged 25 or over who were receiving Youth Allowance before they turned 25 and are still doing the same course; and other young people up to age 21 who are looking for work full-time, combining part-time job search and part-time study, doing other approved activities (including voluntary work), or who are ill. Students who are either physically or intellectually disabled may qualify for benefits through this scheme even though not undertaking full-time study. All students of the University of New England should direct enquiries to Centrelink on 13 23 17.

## ABSTUDY

ABSTUDY provides means-tested financial assistance to Aboriginal or Torres Strait Islander students who study full-time (see the [definition of full-time workload](#) below). Off-campus students who are enrolled in a full-time load may be eligible for a living allowance and incidentals through ABSTUDY. Part-time students may be entitled to an incidentals allowance.

Full-time and part-time students may also be eligible for assistance with accommodation, transport and meal costs associated with attendance at compulsory/mandatory residential schools. All University of New England students should direct enquiries to Centrelink on 13 23 17 (see also [Ooral Centre](#) below).

## Scholarships

The University offers a number of scholarships for Australian citizens and permanent residents (as defined by the Commonwealth). For further information on scholarships see [Scholarships at UNE](#) or contact the [Student Centre](#).

## Definition of full-time workload

To be considered full-time for Youth Allowance, ABSTUDY or Austudy purposes, a student must be undertaking 75% of the normal full-time workload for a course (24 credit points in a semester is a full-time workload, 18 credit points in one semester is 75% of a full-time load). If the course is Commonwealth supported, then a student must have an EFTSL (Equivalent Full-Time Student Load) of 0.375 or greater per semester. In many cases the Austudy and UNE definitions of full-time differ. If you are in any doubt about your full-time status, contact Centrelink on 13 23 17.

## Enrolment confirmation

Enrolment is complete only after the payment of fees and submission of all relevant documentation to the appropriate University personnel.

In late April (for first semester) and late September (for second semester), students will receive a Commonwealth Assistance Notice which contains all enrolment and financial liability details for the semester. If anything is incorrect, students must make immediate contact (following the instructions given with the notice) to resolve the issue. Under the Higher Education Information Management System legislation, failure to ensure that all details are complete and correct may lead to serious academic and financial penalties. It is essential for students to monitor their own enrolment.

# Learning Materials

On-campus students will receive learning materials directly from their lecturers. These materials may be in hard copy (paper) or CD-ROM format.

## Distribution for off-campus students

Learning materials, whether CD, print, audio or video etc., are usually despatched to off-campus students each teaching period by the Teaching and Learning Centre. Some units have more than one mailing. (If you are enrolled in an online unit please see [Online Learning](#) below.)

You can check the despatch status of your learning materials by logging into [myUNE](#) and selecting the 'myStudy' tab where you will find a list of the units you are enrolled in and their despatch status.

As soon as you receive a package of learning materials you should check that every item listed on the packing slip has been included. If this is not the case, contact the Learning Materials Officers at the Teaching and Learning Centre on (02) 6773 2999 or email [tlc@une.edu.au](mailto:tlc@une.edu.au).

## Format of learning materials

Some learning materials may be available in different formats. Once your enrolment has been processed, you will be able to access information about the format of your learning materials through [myUNE](#). By selecting 'Request the format of your learning materials for this unit' under the 'myStudy' tab, you will be able to request your preferred format of materials.

## Delays

Learning materials will be sent progressively during January/February for first semester units, May/June/July for second semester units and early November for summer semester units. If you are worried about the late arrival of learning materials you should check with your local Australia Post Office before contacting the Learning Materials Officers at the TLC. If your enrolment is held up for any reason your learning materials will be delayed. Some learning materials will be available for download via [myUNE](#) by accessing the 'myStudy' tab and selecting 'Download your Learning Materials'.

A list of packages that have been posted to you can be viewed via [myUNE](#). This information, which also includes the despatch dates and the package contents, can be accessed by clicking on 'Materials Despatch' under the 'myStudy' tab.

If you have not received your learning materials by the first week of the semester in which the unit(s) is taught or one week before your summer semester unit commences, please call the Learning Materials Officers on (02) 6773 2999 or email [tlc@une.edu.au](mailto:tlc@une.edu.au).

## Learning materials for early residential schools

If you are attending a residential school in January/February or July, your learning materials will be mailed to you prior to the school unless the unit coordinator chooses to hand the materials out at the start of the residential school. If you have not received the materials one week before your school commences, please contact the Learning Materials Officers on (02) 6773 2999 or email [tlc@une.edu.au](mailto:tlc@une.edu.au).

## Ownership of learning materials

Most learning materials become the property of students once they are distributed: they do not need to be returned. If you lose items from your learning materials, you can make arrangements to obtain replacements by contacting the Learning Materials Officers on (02) 6773 2999 or emailing [tlc@une.edu.au](mailto:tlc@une.edu.au). The University retains copyright of learning materials and, as a consequence, the materials are subject to normal copyright restrictions. If you wish to use learning materials for some purpose other than your own studies you should first write to the unit coordinator to obtain permission.

## Purchase of resource materials

Some schools produce 'non-essential' resource materials which are available for purchase or loan. If additional materials are available for purchase for your unit, please follow the procedures indicated in your unit materials.

## Audiovisual materials

Many units use recorded audiovisual materials such as CDs, DVDs or videos in addition to other materials. Please remember that all such materials sent to you are subject to copyright regulations and may not be reproduced in whole or in part except for your private study.

# Textbooks

Prescribed books are the textbooks you will need to study in detail and which you are expected to possess. It is not recommended that you borrow them from Dixson Library. In fact, it would be unwise to borrow them from any source if you could not be certain of keeping them for the duration of the unit.

You should obtain your textbooks as soon as possible after you have been advised of your enrolment in a unit so that you can start reading before the unit begins. You should not wait for learning materials to arrive or for the academic year to commence.

You can check the prescribed books you will need for the units you are enrolled in by going to the [Online Textbook List](#). It is also accessible via [myUNE](#).

You may buy your books from any source. There are two bookshops on campus: the [United Campus Bookshop](#) which carries stocks of prescribed and recommended texts, and the [Services UNE Secondhand Bookshop](#) which sells used textbooks.

# Online Learning

Many units at UNE are designed to be studied partially or completely online through an application called UNEonline. You must be a currently enrolled UNE student and have registered your UNE username and password to access UNEonline units.

## UNEonline

UNEonline is the generic name for the Learning Management System application used by the University to develop integrated coursework for delivery via the Web. The application includes tools which allow communication with your fellow students and your coordinator via a computer and the Internet, as well as many other tools (quizzes, student presentations, self-assessment activities, other media, etc.), which allow for other forms of engagement with the unit content.

## Hardware and software requirements

Off-campus students will need regular access to a computer (Mac or PC) which can be connected to the Internet via a modem or broadband. A printer is also useful though not essential. Installed on your computer, you will need a Web browser (e.g. Netscape 6.2 or Internet Explorer 5.1 or better) to view your UNEonline unit and other pages on the World Wide Web. Earlier versions of Netscape or Internet Explorer will not allow you to run some features of UNEonline, such as Chat. A sound card and speakers are also useful as some units may have audio content.

## Access to the Internet

There are two ways you can access the Internet:

1. You can connect to the Internet via your own subscription to a local ISP (Internet Service Provider). By connecting locally to the Internet, you can minimise telephone charges, paying local rather than STD rates. However, you do have to pay subscription fees to the ISP. Check the pricing arrangements of the ISPs operating in your area to find a package that suits you. It is also a good idea to check how much support they provide, as the Service Desk at the Information Technology Directorate at UNE cannot assist with setting up your Internet connection through another ISP.
2. On-campus students undertaking online units can connect to the Internet from any computer laboratory.

## Online units

Units offered in an online format or including online teaching support services are indicated in the [Course and Unit Catalogue](#) by the following letters:

- A** No online component.
- B** Computer access may be useful but is not necessary to successfully complete the unit and no aspect of the online component is assessable.
- C** Computer and Internet access is expected and will assist the student to successfully complete the unit and some aspects of the online component may be assessable.
- D** Computer and Internet access is essential to successfully complete the unit as major elements of the content and learning activities are delivered online. Some aspects of the online component are assessable.
- E** Computer and Internet access is essential to successfully complete the unit as all content and learning and assessment activities are delivered online.

## UNE username and password

All enrolled students of UNE are allocated a username for computer access. Once your enrolment has been processed you need to register for your UNE username and password. Your username will give you access to [myUNE](#), your online units, electronic resources in the

Library and many other online facilities, such as Results Online or electronic copies of old examination papers. It will also give you access to your UNE email account, which UNE uses to communicate with you on important issues.

If you already have a current UNE username and password there is no need to register.

## To register

You can register online for your UNE username and password by going to [myUNE](#). You can also register in person by calling at the IT Service Desk on the ground floor of the IT Building.

You will need your enrolment details. Take care to remember the password you create. Your login details take effect within three hours and you can access your online units from the first day of teaching.

Any problems with registration should be directed to the IT Service Desk:

**Phone:** (02) 6773 5000

**Email:** [servicedesk@une.edu.au](mailto:servicedesk@une.edu.au)

## To access your online units

Units are available on the first day of teaching. To access your online units:

- Go to the [UNEonline home page](#).
- Beneath **Log in to my units**, enter your username and password and click **Log in**.

After you log in, a personalised page will open. It will list all the units in which you are currently enrolled. Online units have an active title link. Enter these units by clicking **once** on the title.

Any problems with registration and initial online unit access should be directed to the IT Service Desk:

**Phone:** (02) 6773 5000

**Email:** [servicedesk@une.edu.au](mailto:servicedesk@une.edu.au)

For more detailed information, please refer to [Student Help](#) on the UNEonline home page.

# Assignments

The learning materials you receive will normally contain the assignment details for the unit. The type, length and frequency of these assignments will vary with the unit you are studying and the method of teaching. Usually your completed assignments will be returned to you with a mark and comments, where appropriate. If, however, an assignment constitutes the only basis of assessment for the unit, or forms a very substantial part of the final assessment, it may not be returned to you.

If you are enrolled in an online unit, the mode of assessment and other unit-related information will be provided on the online unit information page. Please read this information

carefully so that you understand the relevant information provided when you first log in. If any of the information is unclear, please contact the unit coordinator immediately for clarification.

## Plagiarism

Plagiarism is the action or practice of taking and using as one's own the thoughts or writings of another without acknowledgment.

The University policy on plagiarism and academic misconduct is available on the Web. The two documents which you should familiarise yourself with, to ensure you understand your rights and responsibilities in relation to plagiarism and academic misconduct, are [University of New England Academic Board Policy on Plagiarism and Academic Misconduct: Coursework](#) and [Avoiding Plagiarism and Academic Misconduct \(Coursework\): Information for Students](#).

The following practices constitute acts of plagiarism and are a major infringement of UNE's academic values:

- where paragraphs, sentences, a single sentence or significant parts of a sentence are copied directly, are not enclosed in quotation marks and appropriately referenced
- where direct quotations are not used, but are paraphrased or summarised, and the source of the material is not referenced within the text of the paper
- where an idea which appears elsewhere in any form\* is used or developed without reference being made to the author or the source of that idea.

\*Some examples of this are books, journals, WWW material, theses, computer stored data and software, lecture notes or tapes.

## Your responsibility

You need to:

- read, understand and respect the policy on plagiarism and academic misconduct found at the website above
- familiarise yourself with the conventions of referencing for your discipline(s)
- avoid all acts which could be considered plagiarism
- seek assistance from appropriate sources with any academic writing areas where you are aware you need more knowledge and skills
- submit a separate signed and dated Plagiarism Declaration form with every task, report, dissertation or thesis submitted for assessment or examination:
  - for off-campus students, the pre-printed assignment cover sheet includes this declaration which must be signed before submission
  - for on-campus students, the declaration form can be obtained from the relevant school or downloaded from [myUNE](#) (click on 'Assignment List' for the particular unit under the 'myStudy' tab) and must be signed and submitted with the assignment

- if the unit provides for electronic submission of assignments, hitting the 'Send' or 'Submit' button to submit the assignment electronically means you are deemed, in effect, to have signed the declaration.

## Avoiding plagiarism and academic misconduct

You should refer to the following sites or to academic units for further advice and assistance:

- [eSKILLS UNE Keeping Track](#)
- [Avoiding Plagiarism and Academic Misconduct \(Coursework\): Information for Students](#)

## Assignment extensions

If circumstances prevent you from completing an assignment by the specified date, you should follow the directions in your learning materials regarding procedures for assignment extensions for that unit, as each unit can have varying requirements. This should occur well before the due date/post by date (see [Assignment Dates](#) below).

Sympathetic consideration is given to any reasonable request for an extension of time but you may be asked to submit a medical certificate if ill health seriously delays your work.

Normal occupational commitments and extracurricular activities are not accepted as grounds for granting extra time because you are expected to plan ahead. Also, extensions are not usually granted where requests are received after the due date/post by date.

Please note that Teaching and Learning Centre staff are not responsible for granting extensions.

## Special extensions of time

In meeting the requirements of a unit, a student must submit the required work by the date specified by the unit coordinator. (The exception to this is where students require extensions of time for units which would entail extensions to periods of candidature, for example, postgraduate research students.)

A student who has been prevented through illness or other unavoidable circumstances from completing an assignment or other assessable work and submitting it prior to the commencement of the examination period in the relevant semester may seek from the Student Centre

### **either**

- (i) a special extension of time

### **or**

- (ii) withdrawal without failure (by making a documented case).

Students need to be aware that special extensions of time do not exceed 10 weeks: the deadline for submission of work for first semester units is 31 August, 31 January for second semester units, and 31 March for summer semester units.

In seeking a special extension of time, a student must have complied with the late assignment policy of the relevant school/faculty and must apply in writing, or download and complete the application form available on the Student Centre website, attach all documentation and forward it to the Student Centre. Applications must be received **NO LATER THAN** five working days after the student's final examination in that examination period and must be accompanied by a medical certificate or other relevant independent evidence.

Full details are set out in the [Special Assessment Policy](#).

## Assignment process for on-campus students

On-campus students normally deliver their assignments to the school offering the unit. Assignment deposit boxes are usually provided and are located in prominent positions. Some units allow electronic submission through email, e-submission or online. Your unit coordinator will advise if this is available for your unit and the process to follow.

## Assignment process for off-campus students

### Assignment dates

Check your learning materials for specific details on whether your assignment date is:

- the final date for posting (post by date)
- or
- the final date for receipt at UNE (due date).

Do not assume that only one system applies: different schools have different requirements.

### Cover sheets

A computer system is used to record the receipt and return of assignments for off-campus students. A set of individually produced 'assignment cover sheets' will be supplied with your learning materials. Each cover sheet is bar-coded to identify the student, unit, assignment number etc. Each cover sheet uniquely identifies an assignment.

Please ensure that you keep your assignment cover sheets in a safe place and, when submitting an assignment, **use the correct one**. You will easily be able to identify the correct cover sheet from the printed information even though the information is also bar-coded.

Please do not fold the cover sheet on the bar code as it will make it difficult to check in. If you are submitting an assignment on cassette, wrap the cover sheet around the cassette with the bar-code label on the outside.

For each assignment submitted you must sign the Plagiarism Declaration at the bottom of the cover sheet.

If you lose your assignment cover sheet or have elected to receive your learning materials by downloading them from myUNE, you can print an assignment cover sheet yourself through [myUNE](#) (click on 'Assignment List' for the particular unit under the 'myStudy' tab).

Do NOT modify another cover sheet (your own or another student's) as the bar code is unique to your assignment.

If you are e-submitting an assignment, the cover sheet will be produced automatically by the Teaching and Learning Centre upon receipt of the assignment.

## Preparing assignments for submission

To avoid assignment submission problems, please note the following:

- Assignments should be typed or clearly written on A4 white paper (one side only). For marking purposes, you are asked to leave a good margin on the left side of each sheet.
- Always keep a duplicate copy of your assignment so that you will not have to rewrite it if your original is lost in the mail or in the system.
- Ensure that your assignment is securely fastened to the appropriate assignment cover sheet.
- Package cassette tapes well to prevent breakage during transit.
- If you are submitting an oral assignment, label it clearly and ensure that the assignment cover sheet is wrapped around the cassette tape.
- If you are required to submit practical books and/or collections during the year, please place the assignment cover sheet inside the collection.

## Submitting assignments

Unless directed otherwise, students enrolled in off-campus units must submit all assignments via the Teaching and Learning Centre. You may do this in person or by post, e-submission, email or online (TLC will not accept faxed assignments).

### In person

Deliver to the Teaching and Learning Centre contact desk, ground floor, TLC Building. For after hours delivery, there is a box marked 'Assignments' at the eastern ground floor entrance to the building. Assignments left in this box are collected by **8.00 am each day** and are date stamped as being received on the previous working day.

### Post

Assignment Section  
Teaching and Learning Centre  
University of New England  
Armidale NSW 2351

### e-Submission

Some units allow electronic submission of assignments to the Teaching and Learning Centre via the 'e-submission' process. Check your learning materials to see if this is available for your unit and the process to follow.

## Email

Some unit coordinators are happy to have assignments submitted directly to them via email. Please check in your learning materials or with your unit coordinator.

## Online

Some units offered via UNEonline require online submission through UNEonline. Please check your unit information for acceptable forms of submission if your unit has an online component.

## Fax

**TLC will not accept faxed assignments.**

Very few schools allow assignments to be faxed directly to them. Information on this will be provided by your unit coordinator.

## Confirmation of receipt of assignments

If you want assurance that the Teaching and Learning Centre has received your assignment, you can check through [myUNE](#). Enter your username and password to access the portal, click on the 'myStudy' tab and follow the links.

## Return of assignments

Once assignments are assessed and returned to the Teaching and Learning Centre by the marker, they are posted back to students within one working day. You can check through [myUNE](#) to find out if your assignment has been returned to you by TLC. The average time taken to mark and return assignments is between four and five weeks. If you experience difficulties with the return of assignments, please contact your unit coordinator or the school administrative assistant.

# Examinations

The Examinations team in the [Student Centre](#) provides the following services to all students:

- preparation of examination timetables
- arranging examination supervision
- arranging and establishing external examination centres
- conducting examinations for other institutions
- arranging special conditions and alternative venues, where necessary, for students with special needs.

## On-campus students

All on-campus students must sit their examinations in Armidale. Exemptions may be possible on medical grounds or in the case of some students undertaking practice teaching off campus during the examination period.

## Off-campus students

Your learning materials will indicate whether an examination is a part of the assessment for your unit. If so, you can expect the unit coordinator to advise you of the general format of the examination paper.

Approximately six weeks before the examination period starts, you will be sent an Examination Centre form which provides advice on the location, date, time and supervision arrangements for your examination. It is essential that you read the form carefully.

If you have not received your notification two weeks before the examination period begins, or if you have any queries regarding the timetable or examination centre, please contact the Student Centre on (02) 6773 4444.

## Examination dates and times

For block examination dates, please refer to the [Principal Dates](#). All candidates, regardless of their commitments, are required to sit their examinations at the dates and times specified on the Examination Centre form.

Special arrangements will be made for candidates who cannot sit on certain days because of religious convictions. If this applies to you, you should contact the Student Centre immediately.

## Timetables

Timetables are displayed at the TC Lamble Building and can be accessed via [myUNE](#).

## Examination venues and supervision

Exams are held in major centres throughout the country and overseas so that no student is required to travel an unreasonable distance. Students are expected to travel up to 120 km to an established centre within Australia and, if overseas, up to 300 km to a centre. If the nearest listed centre is outside this range, please contact Examinations on (02) 6773 4444.

The responsibility of ensuring that you are at the most appropriate examination centre lies with you. You may telephone the Student Centre on (02) 6773 4444 to check your allocation at any time or to discuss alternative locations. Please advise the Student Centre immediately if you need to change your examination centre (e.g. due to a move to another town) as your location details will not be changed automatically.

Students wishing to change their examination centre within Australia must give the Student Centre a minimum of three weeks notice before the examination period begins.

If you are residing overseas, the Student Centre requires a minimum of six weeks' notice before the examination period starts to make the appropriate arrangements, and longer for remote locations. In some cases, it may not be possible to make arrangements and you may have to apply for a special examination. Early contact with the Student Centre is therefore essential.

When sitting your examinations overseas, you will be charged a fee which includes courier, administration and supervision costs incurred by the University in conducting your examinations. (See [Examinations](#) for details of costs.)

## Students with a disability

Special provision can be made during examinations for students with a disability. If you have a disability, you will be given the opportunity to request assistance on a special form supplied early in the year. This form will be sent to you automatically if you indicated on your Student Enrolment form that you have a disability.

If you become incapacitated to such an extent that your ability to sit an examination is impaired, you should contact the Student Centre promptly.

## Special examination

Students who have been prevented through illness or other unavoidable circumstances from attending or satisfactorily completing an examination may, at the discretion of the faculty's Board of Examiners, be granted a special examination.

A special examination may also be granted where the student has sat the examination and it is clear to the Board of Examiners that their performance in the examination was affected by ill health or some other relevant circumstance during or immediately before the day of the examination.

**Misreading the examination timetable or sitting consecutive examinations is not a sufficient reason to apply for a special examination.**

A student seeking a special examination must apply in writing, or download and complete the application form available on the Student Centre website, attach all documentation and forward it to the Student Centre. Applications must be received by the Student Centre NO LATER THAN five working days after the student's final examination in that examination period and must be accompanied by a medical certificate or other relevant independent evidence. Where a student is unable to personally state a case in writing, an application may be made on their behalf by a parent, guardian, spouse, immediate family member, or by the candidate's Head of College, or relevant Head of School.

Full details are set out in the [Special Assessment Policy](#).

## Special consideration

If your examination performance was adversely affected by any factor operating at the time of, or in the period immediately before, your examination, you may apply for special consideration.

Requests for special consideration are taken into account when examination results are decided. If you have performed badly in an examination for a unit and have applied for special consideration, the school concerned can recommend that a special examination be granted if the circumstances and supporting documentation warrant it.

You must contact the Student Centre if you wish to apply for special consideration. An [application form](#) is available online.

Full details are set out in the [Special Assessment Policy](#).

## Grading system

The University uses a grading system common to the majority of Australian tertiary institutions. The standard grades and their percentages are:

High Distinction (HD)	85% and above
Distinction (D)	75–84%
Credit (C)	65–74%
Pass (P)	50–64%
Fail (N)	Less than 50%

## Examination results

The Student Centre makes every effort to send results by mail as soon as possible after they have been confirmed at the appropriate Board of Examiners meeting.

For reasons of confidentiality and clarity, results will not be given over the telephone.

Results are available on [myUNE](#) via a link to 'Results online'. Your UNE username and password are required to view your results. If you have not arranged a log in, or have forgotten your password, please contact the IT Service Desk on (02) 6773 5000 or email [servicedesk@une.edu.au](mailto:servicedesk@une.edu.au).

## Academic records

Official transcripts are available from the Student Centre on request. The cost is \$15.00 for the first copy and \$5.00 for each additional copy at the time of the original request. A free copy will be issued to students at the graduation ceremony and will accompany each graduate's testamur.

When you wish to obtain an academic record, provide all relevant details including:

- student number
- degree/diploma
- year last enrolled
- former name (if applicable)
- date of birth
- postal address.

Academic records may be paid for by credit card when ordering by phone, email or online. To order a transcript online, fill out and submit a [Request for Academic Record form](#). The minimum fee for transcripts when paying by credit card is \$20.00.

To order transcripts by post, address your letter to the Student Centre, and clearly mark the letter 'Request for Academic Record'. If paying by cheque, make it payable to the University of New England.

## Residential Schools

### Contact details

**Phone:** (02) 6773 4444

**Web:** <http://www.une.edu.au/tlc/students/resschools/>

**Timetables:** <http://www.une.edu.au/timetable/>

Many off-campus (distance education) units require attendance at residential schools. Some are held in January/February and April/May, some in July and some in September/October. Residential schools are classified as 'optional', 'compulsory' or 'mandatory'. Students are advised to carefully consider residential school requirements when selecting their course/units. Information on residential schools is provided in your learning materials.

Timetables for residential schools are finalised close to the time of the school, and are available from the [Timetabling website](#) at least two weeks before the beginning of the residential school period.

### Optional schools

Most residential schools are optional, but you are advised to attend if at all possible. These schools give you the opportunity to meet your lecturers and other students for discussion and advice. **Please advise your unit coordinator if you are attending the schools.** If not enough students are able to attend an optional school, it is cancelled, and those students who have notified their intention to attend are advised of the cancellation. You may, however, find out if an optional school has been cancelled by contacting your unit coordinator.

## Compulsory and mandatory schools

Exemption from attendance at **compulsory** residential schools may be granted in exceptional circumstances. If unusual and unforeseen circumstances arise at or immediately before the date of the compulsory residential school, students may apply for exemption by writing, with appropriate supporting documentation, to the Student Centre. However, exemption is not to be taken for granted and you should attend as much of your school as you are able to, even if only for one or two days.

Where exemption from a **compulsory** residential school is granted, the student may be required to attend the University at an alternative time, or submit an alternative assessment task.

For guidelines regarding exemption from **compulsory** residential schools see [Exemptions](#).

Exemption from attendance at **mandatory** residential schools is **impossible**. Students who do not attend mandatory residential schools will be withdrawn from the unit. Withdrawals after the census date or after the last date for withdrawal without academic penalty (see [Principal Dates](#)) will incur a HECS liability and/or academic penalty (withdrawn with failure).

Students **repeating** a unit in which they have previously attended the **mandatory** residential school should contact the unit coordinator regarding attendance requirements. If exemption is granted it is the student's responsibility to notify the Student Centre. Failure to do so will result in the student being recorded as not having fulfilled their residential school attendance requirement.

**All requests for exemption from a residential school must be sent to the Student Centre with supporting documentation.**

## Dates and locations

Information on residential school dates can be found in the [Course and Unit Catalogue](#). Check the dates for your residential school and make a note to arrange travel reservations in good time.

Most residential schools are conducted in the teaching area, which is approximately one kilometre from the main college accommodation area. However, some schools may be conducted in a residential college, and arrangements are made beforehand for students in those units to be lodged in that college if they wish. [Maps](#) of the UNE campus and the residential colleges are also available.

## Attendance registers

For **compulsory/mandatory** schools, you must register your attendance at each residential school by signing the unit register at the beginning and conclusion of the school, and you must attend all formal sessions as specified or programmed. The attendance register will be available at your first session and again in the lecture room for signing off following the final session for your school. Your signature is a formal record of your attendance at a school and is therefore a compulsory requirement.

Optional schools do not have attendance registers.

**NB:** 'Signing on' at a residential college for your accommodation does not constitute signing the attendance register for your residential school.

## Unexplained absence

If you do not attend a **compulsory/mandatory** residential school, or do not sign the attendance register at the beginning and at the end of the school, you will be sent a letter asking to explain your absence. Please respond to this letter as soon as possible. If a reply is not received, you may be withdrawn from the unit with failure for not meeting a compulsory requirement.

## Students with a disability

Special facilities are available to assist students with a disability in meeting residential school requirements. In exceptional circumstances students with a disability may be considered for exemption where their condition is such that they cannot meet school requirements.

## Residential school accommodation

Students attending residential schools in Armidale may choose to stay on campus, in one of the University's residential colleges, or arrange their own accommodation in Armidale.

### On campus

There are many advantages to staying at one of UNE's seven residential colleges. Apart from being an ideal learning environment, every University facility is right at your fingertips. Being a residential college guest not only offers a range of accommodation and catering choices, but also creates the opportunity for you to network and share experiences with other off-campus students.

UNE's residential colleges offer accommodation in serviced single study bedrooms with shared facilities and telephone access. All rooms are centrally heated and contain:

- linen (pillow, sheets, blankets)
- towel
- writing desk, chair and desk light
- bookcase and cupboard
- central heating
- adequate ventilation and natural lighting
- telephone access.

Mary White College includes three meals per day in its tariff. The other colleges offer two meals per day (breakfast and dinner).

For laundry, there are washing machines and dryers available, as well as irons and ironing boards in each residential building.

You will find everything you need already located on campus at UNE. There is a newsagent, indoor heated pool, modern fitness gym, hairdresser, coffee shop, student cafeteria, licensed restaurant, post office, ATMs, bookshops and specialty shops.

Buses run regularly between the campus, the colleges and the city centre of Armidale (minimal charge).

Students attending residential schools can purchase either a \$4 daily parking coupon or a parking coupon valid for seven days for \$10.00. The coupons cover parking at the colleges as well as the main campus.

## How to book your residential school accommodation

You need to book your residential college accommodation [online](#). For useful information about campus accommodation, go to the [Accommodation website](#).

A Tax Invoice, which will also confirm your booking, will be emailed to you by the relevant college. You will then be able to pay that Tax Invoice by a range of methods (BPay or PostPay are preferred).

### External Students' Accommodation Office

<b>Location:</b>	Between Robb College and the Wright Centre
<b>Hours:</b>	9.00 am – 5.00 pm, Monday to Friday
<b>Phone:</b>	(02) 6773 3370
<b>Fax:</b>	(02) 6773 3535
<b>Email:</b>	<a href="mailto:eao@une.edu.au">eao@une.edu.au</a>
<b>Web:</b>	<a href="http://www.une.edu.au/accommodation/externals.php">http://www.une.edu.au/accommodation/externals.php</a>
<b>Mail:</b>	External Students' Accommodation Office, UNE, Armidale NSW 2351

### Off campus

For accommodation in Armidale go to the [Armidale Visitor Information Centre](#) and follow the links to accommodation at hotels, motels, caravan parks, and bed and breakfasts.

See also the [New England Bed and Breakfast and Farmstay Association](#).

## Weekend Schools

Lecturers in some units conduct an intensive series of lectures, tutorials and discussions over a weekend. These schools are usually held at one of the tertiary institutions in Sydney or Brisbane, but may occasionally be held in country centres.

Attendance may be voluntary or compulsory. Attendance at compulsory weekend schools is considered to be part of formal unit or award requirements and is subject to those rules applying to residential schools in Armidale.

Throughout the year, a number of voluntary weekend schools may be arranged for specific units or awards. You are advised to attend weekend schools in your units if at all possible, as they give you the opportunity to meet your lecturers for informal discussion and advice.

When schools are held away from Armidale, students are responsible for organising their own accommodation.

## Notifying UNE of attendance

Notification of attendance is a wise precaution. When a weekend school is planned in your unit or award, you will be told the proposed date and venue for the school and you will be asked to notify your unit coordinator if you are planning to attend.

## Notification of cancelled schools

If too few students are able to attend a weekend school, it is cancelled. If a school has to be cancelled, those students who have notified their intention to attend are advised of the cancellation.

You may, however, find out if a weekend school has been cancelled by contacting your unit coordinator.

# Peer Support

## Off campus

### Class lists

Off-campus students who indicate on their Student Enrolment form that they wish to have their names included on class lists will be listed on a web-based class list accessible by their UNE username and password.

Class lists include student names, telephone numbers and email addresses, and are continually updated from the student database. This information will help you to establish contact with other students with whom you may have common interests.

**Students who do not have their names included on a class list will not be able to access the web page.**

You can use the class lists to make arrangements to share transport to attend residential and weekend schools.

Class lists are only to be used for purposes associated with your study. Failure to observe this requirement may result in serious consequences.

You can access the Correspondence Class List via [myUNE](#).

## Study groups

Although external study is essentially an independent activity, much can be derived from regular contact with other students. You are urged to form discussion groups if you can, as they provide a helpful complement to your independent study.

It is often practicable to form self-help groups which meet in private houses or at convenient local institutions, with the leadership of enthusiastic members. For many students the informal group which meets irregularly, contacting two or three others by telephone as the need arises, has been found to be a most popular method of keeping in touch.

**See also** [UNEin@distance Peer Support Program](#)

# University Library

The Dixson Library and the Law Library Branch provide access to information for the entire UNE community. The Library provides on- and off-campus students with access to books, articles and library resources, both electronically and in print, as well as information about its other services.

Library tours are available during O-Week for on-campus students.

Explore the rich resources available on the Library website. It includes guides on how to use the Library and links to the online catalogue and electronic databases. Use these to find details of books and journal articles as well as to directly access full-text online journal articles and electronic books.

From the Library page you can link to e-reserve where many of the articles referred to in your learning materials are available online. Past examination papers are also available from the Library page. You will need a UNE username and password to access these resources.

## Contact details

**Information Desk:** (02) 6773 2458

**Off Campus Students' HelpLine:** (02) 6773 3124

**Library page:** <http://www.une.edu.au/library/>

**Full opening hours:** <http://www.une.edu.au/library/about/hours.php>

### Dixson Library

9.00 am – 5.00 pm, Monday to Friday over summer break

8.30 am – 9.00 pm, during major residential schools

### Law Library

9.00 am – 5.00 pm, Monday to Friday over summer break

8.30 am – 8.00 pm, during major residential schools

## Inter library loans

If you are enrolled at honours, graduate or higher degree level you are eligible for the inter library loan service which provides loans and copies of items from other libraries. The standard charge for an inter library loan is \$12.00. Further details appear on the [Inter Library Loans page](#).

Currently, core service inter library loans/document delivery for postgraduate research students is free. This category includes PhD, Professional Doctorate and Research Masters candidates whose programs have a research component of not less than two-thirds. For more information including eligibility criteria see [Inter Library Loans for Higher Degree Research Students](#).

If you wish to use the inter library loan service please complete the [Registration form](#).

## Library services for external students

These services are for off-campus students living outside the Armidale local 2350, 2351 and 2358 postcode areas.

As a UNE off-campus student you are already registered with the Library and can begin using our services straightaway.

### Contact details

**Phone:** (02) 6773 3124

**Fax:** (02) 6773 3273

**Email:** [offcamp@une.edu.au](mailto:offcamp@une.edu.au)

**Web:** <http://www.une.edu.au/library/services/external/>

**HelpLine hours:** <http://www.une.edu.au/library/services/external/phone.php>

## What can the Library Services do for you?

The Library services can provide you with books, articles and other library resources and services, both electronic and in print.

## How do I request material from the University Library?

The Library works with your lecturers to ensure that the books and photocopies you require for your assignments and tutorials are available. Here's how to ask for books and copies.

### Phone

**(02) 6773 3124**

The Off Campus Students' Library HelpLine is a very popular service. You will talk with friendly Library staff who will advise you on the availability of material and delivery times, and arrange for books and copies to be sent to you.

## Email

To access this service, send an email to [offcamp@une.edu.au](mailto:offcamp@une.edu.au) starting your message with *OCS email forms please*. You will automatically receive, via return email, instructions on using this service to its best advantage, together with email forms which you can use straightaway to request books and copies.

## Online

As an off-campus student, your best first point of call is the [Library services for external students page](#).

Here you will find everything you need to know about using the Library as an off-campus student. This page will connect you to secure online request forms which reduce the work for you in placing your request.

## Mail

Document Services  
UNE University Library  
PO Box U246  
UNE NSW 2351

You can send requests through the ordinary mail but they do need to be on the Library's Document Request forms. To obtain request forms, just phone, email or write to the Library.

## Fax

**(02) 6773 3273**

Requests can be faxed to the Library using the Document Request form. Make photocopies of the request form, fill them out and fax. Again, in order to provide a streamlined operation the Library asks that you send **one request per form**.

## What sort of library material is available to off-campus students?

You can borrow the same material as on-campus students, but Reserve Room items cannot be sent to you. Instead, you can request photocopies of this material or visit the [e-reserve website](#) which is available 24 hours a day, 7 days a week. Recommended readings from your learning materials are important items which can also be supplied. However, please do not rely on the Library to supply your prescribed texts – you should buy these books for your personal use. While the Library usually holds one or two copies of prescribed texts, there will not be enough to go around everybody enrolled in your unit.

Undergraduate off-campus students can borrow up to 12 items for 21 days and renew each of those loans twice, so long as no other student has asked to see those items. This loan period is longer than that available to on-campus students to allow for mailing time. Postgraduate students can borrow more items for a longer period of time.

When you are referred to articles in journals, the Library can supply the articles as copies for you to keep. The Library will provide copies from just about anything in their collections.

Copyright law often applies so there are some limitations. Remember, too, that the Library's expanding electronic/online resources are immediately available through the Internet.

Your learning materials will usually provide plenty of references, but occasionally you may want more information about a topic. You can send a 'subject search' request to ask for advice from librarians on the best information tools and search strategies to try. These tactics will enable you to undertake your own subject searches at home using the University Library's online resources.

If you do not have Internet access, then you can use the [Request form](#) to ask staff to do a subject search for you. Please provide as much information as possible, including a daytime contact number. It may take a few working days for your subject request to be completed and returned to you. Once you have your list of search results you can use the request forms to have materials posted out to you.

## So what does it cost?

There is no charge for copies from the University Library collections which are supplied by mail or email, unless you want large quantities. While there is no charge for loans from the Library's collections, you pay the return postage. Subject searches are free. Postgraduate students are entitled to use the inter library loan service, for which a charge may be made. Payment, where required (e.g. for inter library loans, etc.), may be made by credit card (Bankcard, MasterCard and Visa only).

## Borrowing from other libraries

As a UNE off-campus student you can borrow from the libraries of most other Australian universities. To register for reciprocal borrowing, simply go to the university library you are interested in, taking with you proof of your current enrolment with UNE and a photo ID card (driver licence or your Student ID card). If an Australian university requires you to pay a fee to become a borrower, a 50% (up to a maximum of \$25.00) refund, **for each such fee paid**, is available from the UNE University Library. Simply send the original/s of the fee receipt/s to the Loans Coordinator, Dixon Library, UNE, NSW 2351 to get your refund.

See [Borrowing from other Australian university libraries](#) for further information.

# Computing Services

The provision of computing services at UNE is the responsibility of the Information Technology Directorate. For up-to-date information on Computing Services, please see the [Computing website](#).

## How do I sign up for computer access?

All students have access to the computing facilities at UNE. The first step to take to gain access to computing facilities is to register for your UNE username and password account. You can do this from home before you arrive for first semester or residential school. Simply

go to [myUNE](#), click on the registration link 'Register for your UNE username' and type in your student number.

Fill out the form located there and within three hours you will be granted access. Take note of the username given to you on this page, as this, together with the password you typed in, will become your electronic signature whilst studying at UNE. Your electronic signature gives you access to the Internet, Dixson Library, UNE online units and the computer labs.

## Computer laboratories

The Information Technology Directorate maintains two computer laboratories for general student use. From the laboratories, students can access their UNE accounts, email, the Internet and a number of standard and specialist software packages. These laboratories may also be used for staff and student training and for teaching during the day.

The laboratories are located on Level 2 of the IT Building and are open 24 hours a day, seven days a week. All computers have Microsoft Word and Excel programs as well as a variety of specific research and teaching programs. Access to the laboratories outside normal business hours is via a swipe card system; you must have your Student ID card to enter the building and the individual laboratories. All new on- and off-campus students automatically have access on their Student ID cards.

Self-service printing is available in all labs. Payment for printing is made via the [U-Swipe system](#).

There are also many other places on campus where students can use computers. Most of these have restrictions: they may be open for certain hours only or they may be available only to postgraduate students or to students studying a particular course. Individual faculties have details of these.

See [The Computer Labs](#) for further information.

## IT Service Desk

The IT Service Desk is the first point of call for anyone, staff or student, with a computing problem. It is open from 8.30 am to 5.00 pm every working day. You can call in, phone or email. The Service Desk also provides IT support for hardware in both Apple and Windows environments, as well as printers and other peripherals. Please note a fee is charged for hardware repairs.

### Contact details

- Location:** Ground floor, IT Building
- Hours:** 8.30 am – 5.00 pm, Monday to Friday  
1.00 pm – 5.00 pm, Saturday and Sunday (term and residential school weekends only)
- Phone:** (02) 6773 5000
- Fax:** (02) 6773 3100
- Email:** [servicedesk@une.edu.au](mailto:servicedesk@une.edu.au)
- Web:** <http://www.une.edu.au/it-services/students/>

## Evaluation and Review

Every so often, whether you are studying on campus or off campus, you will be asked to complete an evaluation survey. This may be a paper survey handed out in class, or an online survey accessible through your MyUnits page. The information from the surveys is used to improve the quality of units and teaching or to check that quality is being maintained.

There are two basic sets of survey questions – a set relating to an individual teacher, and a set relating to the unit overall. Surveys about teachers are conducted only when the teacher requests it and may happen at any time. Surveys about a unit overall are conducted as frequently as required by UNE's quality assurance processes, and as close as practical to the end of a unit.

When paper surveys are handed out in class the lecturer must leave the room while students complete their forms. An appointed student representative collects the forms and seals them in an envelope which is forwarded to the Evaluation Office for processing.

Participation in evaluation surveys is voluntary. If you do not wish to participate in any particular survey, you can either not complete the online survey, or leave blank the paper form handed to you in class.

Survey responses are collated by the Evaluation Office, and comments on paper forms transcribed. Summary reports of the rating data and a printed list of comments only are sent to the staff member concerned. In this way all survey data is presented anonymously.

The Head of School is also sent copies of unit reports to oversee the quality of units offered within the School. Unit survey reports are sent only after results are declared. Teaching survey reports may be sent during the semester so teachers can use the feedback to improve their teaching.

Should you have any queries about evaluation please visit our [website](#) or contact the Evaluation and Review Officer directly at the Teaching and Learning Centre on (02) 6773 3480 or email [evaluation@une.edu.au](mailto:evaluation@une.edu.au).

## Graduate Attributes

UNE's goal is to ensure that its graduates will be able to demonstrate the command of a significant body of knowledge of sufficient depth, to demonstrate an understanding of one or many disciplines or professional areas, to apply that knowledge in a range of circumstances and to recognise the social and historical context of that knowledge within those disciplines or professional areas.

However, when you graduate you will move into a world of constant change with strong competition for employment. The University of New England takes seriously its commitment to prepare you for this world of change. In the context of the learning experiences at UNE, graduates will also be expected to have developed a range of attributes that will enable them to meet future challenges.

*Attributes of a UNE Graduate* is a statement of skills and values UNE considers important for its students, namely, communication skills, a global perspective, information literacy, lifelong learning, problem solving, social responsibility and teamwork. You will acquire the skills through each of your subjects, although different disciplines will emphasise different skills and may introduce additional ones.

The graduate attributes provide you with a useful framework for describing the knowledge, skills, abilities and personal qualities that you develop through your course and from your other life experiences. This framework can be used to produce a portfolio that will be invaluable when you apply for jobs.

To learn how you can improve your skills and find out more about the attributes, see [Resources for Students](#) on the Graduate Attributes website.

## Graduation

UNE conducts graduation ceremonies twice a year, in March/April and in October.

The March/April graduation is conducted over two weekends (Friday and Saturday) while the October graduation ceremonies are held over two consecutive days (Friday and Saturday). Check the [Principal Dates](#) for details.

Ceremonies are usually outdoors and held on the southern lawns of Booloominbah. If the weather is wet, the ceremonies will take place in Lazenby Hall in two sessions, 10.30 am and 2.30 pm, and will be split alphabetically. The decision for an indoor ceremony due to wet weather is made at 8.00 am on the morning of the ceremony.

**Please always allow the whole day for your ceremony.**

Eligible students are sent a booklet *Things You Must do for Your Graduation* approximately six weeks before the graduation ceremony. This booklet provides all the information needed for your graduation ceremony and includes forms to complete and return, telling us if you are attending the ceremony or if you would like to receive your testamur (degree) in the mail. The booklet also contains forms for the hire and/or purchase of academic dress and information on any functions held by Services UNE on graduation day.

Graduation is a great day for you and your family and friends to visit UNE and enjoy the success you have achieved.

For further information regarding graduation, go to the [Graduation website](#).

# Support Services

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## Academic Skills Office

The objectives of the Academic Skills Office (ASO) are:

- to help students enrolled at UNE to succeed in their studies through the provision of appropriate group and individual programs which address general and course-specific needs
- to promote the development of all students' learning skills
- to enhance students' autonomous learning ability.

To meet these objectives the ASO coordinates a range of academic/study skills support services and programs for both on- and off-campus students.

ASO services include:

- individual consultations on campus or via phone, fax, email or online discussion
- a range of stand-alone learning support resources in print, on CD-ROM, audiotape and the Web
- web-based interactive activities and Discussion Board where academic skills related issues can be addressed
- study skills workshops via UNE Access Centres
- *tUNEin* Peer Support Program
- *tUNEin@distance* Peer Support Program.

Information on services, workshop dates, application forms and resources is available on the [ASO home page](#).

## Workshops/programs

### 'tUNEup from Home' Online Preparation Program

Our 'tUNEup from Home' online preparation program is designed as an optional, flexible program for students who wish to tune up their academic skills before commencing their undergraduate studies. The three week online program is offered before the commencement of first and second semester each year. The program usually runs in early/mid January for Semester 1, and late June/early July for Semester 2, but timing depends to some extent on demand. The program includes:

- academic writing
- study skills
- library and information technology skills
- online learning skills.

Offered mainly by ASO and other Teaching and Learning Centre staff, the program also includes input from Dixson Library and Student Assist.

Further information is available by phoning (02) 6773 3600 or from the [Workshops page](#) on the ASO website.

### Study skills workshops at UNE Access Centres

Staff at the UNE Access Centres present periodic study skills workshops for off-campus students. These cover academic writing and reading, referencing, study skills and avoiding plagiarism. More information and contact details can be found under [Access Centres](#).

## Individual support

Feel free to make an appointment to discuss any academic/study skills related issues when you are on campus. This includes basic mathematics and statistics for non-maths students who experience problems with the maths/stats components of their courses. To make an appointment simply contact the Academic Skills Office on (02) 6773 3600. Alternatively, ASO staff are happy to assist you from a distance via phone (02) 6773 3600, in the first instance; email [asohelp@une.edu.au](mailto:asohelp@une.edu.au); or online [Access ASO Discussion Board](#). The latter links you to an online study skills adviser from the ASO who will address specific study skills enquiries on the ASO Discussion Board. You can also read responses to other students' queries and contribute to online discussions of study skills issues.

## Resources

The [ASO home page](#) has links to the functions and resources of the Academic Skills Office and to study skills sites that cover those basic skills that are fundamental to the development of academic literacy. You can link from the home page to a collection of sites in the four core areas:

- Study skills
- Academic writing

- Academic reading
- Oral presentations.

Each of these areas contains a selection of core topics. Some offer the opportunity to participate in comprehensive interactive workshops while others deliver information on the selected topic. There is also a faculty specific writing section. To help you make an appropriate choice for your needs and learning style, each site is supported by a short commentary.

## ASO fact sheets

The ASO fact sheets address a wide range of academic skills related issues including:

- Study skills
- Referencing
- Writing essays, reviews and reports
- Writing different paragraph types
- Writing sentences.

The [fact sheets](#) are available from the ASO home page or you can contact the Academic Skills Office on (02) 6773 3600 and request that they be mailed to you.

## Referencing guide

The [UNE Referencing Guide](#) is a handy summary of the basic guidelines of the author-date referencing system (the most commonly used at UNE).

## Peer support

### ***t*UNEin Peer Support Program (for on-campus students)**

The *t*UNEin Peer Support Program has been developed to provide additional support and encouragement to first year students, particularly those living in town, to assist them to make a successful transition to university study. As a faculty-based program, first year students are matched with supportive senior students from the same or similar degree program.

University study and life are very different from high school, and sometimes it is hard for new students to work out what is expected of them, how they are going to cope with the need to be more self-directed than at high school, and to find out who to go to for guidance. *t*UNEin Peer Supporters provide friendship and moral support, and play an important role in keeping first year students aware of and in touch with the many support services UNE has in place.

During Orientation Week, students are linked with their *t*UNEin Peer Supporter. Students unable to attend Orientation Week can request a *t*UNEin Peer Supporter by calling the program coordinator at the Academic Skills Office on (02) 6773 3600 or by emailing [peer.support@une.edu.au](mailto:peer.support@une.edu.au).

## ***t*UNEin@distance Peer Support Program (for off-campus students)**

The *t*UNEin@distance Peer Support Program aims to assist newly enrolled off-campus students to settle into studying at a distance with greater ease. The program matches graduates of UNE, all of whom completed their study in the external mode, with a small group of new off-campus students. Where possible, students will be matched with a supporter living in the same area.

University study can be a challenge, particularly when studying at a distance. Off-campus students invariably have other commitments and may find it difficult fitting their study into already busy lives. *t*UNEin@distance Peer Supporters can provide advice and encouragement to new students studying at a distance and are there as a point of contact for students who feel the need to discuss a problem with someone who has 'been through it all'. Supporters will not be able to help with course advice and academic content queries, but will be able to refer students to relevant UNE support services. In some cases, supporters can also arrange group meetings with other students or arrange to put students in touch with others studying the same unit.

If you would like a supporter to contact you, complete and return the *t*UNEin@distance Peer Support Program Registration form in your admission offer pack or complete the [online form](#).

You can contact the Academic Skills Office by phoning (02) 6773 3600 or emailing [peer.support@une.edu.au](mailto:peer.support@une.edu.au).

## **Alumni Relations**

Former students (alumni) are encouraged to continue their links with UNE. As an enrolled on- or off-campus student, you are invited to become involved with alumni activities and with UNE chapters throughout Australia and internationally. This is one way you can feel connected to current and past students while you study.

This year, we have launched a new [website](#) and you are invited to register. Amongst other activities, it is possible for you to post your CV and establish connections with alumni while you are still studying.

If you would like to know how you can become involved as a volunteer and help improve communication between current students, graduates and the University, please let the Alumni Relations Officer know – we would welcome your involvement.

As a volunteer your help will be most welcome in many areas, including:

- major events such as graduation and reunions
- hospitality
- fundraising
- student recruitment
- advocacy
- all aspects of the social life of UNE, both on and off campus.

Among the benefits you will receive will be:

- establishing and maintaining contact with your peers
- enhancing your organisational skills
- developing professional networks with alumni and other off-campus students
- keeping in touch with the latest developments in various fields of study
- recognition.

Depending on your level of involvement, it may be possible to count this towards your New England Award.

### Contact details

**Location:** Alumni Relations, Ground floor, TC Lamble Building

**Hours:** 9.00 am – 5.00 pm, Monday to Friday

**Phone:** (02) 6773 3365

**Fax:** (02) 6773 3285

**Email:** [alumni@une.edu.au](mailto:alumni@une.edu.au)

**Web:** <http://alumni.une.edu.au>

## Bookshops

### Services UNE Secondhand Bookshop

The bookshop provides students with the opportunity to buy and sell textbooks at reasonable prices and returns.

You may purchase in person from the shop or by phone, mail or email. The bookshop has facilities to process mail orders by cheque or credit card (Bankcard, Visa and MasterCard).

You can do an [online search](#) of the bookshop's stock to see if the text you require is available. If you find something you want, email or call the bookshop with the details and make arrangements for the purchase.

See the [terms and conditions](#) for selling your books through the Services UNE Secondhand Bookshop.

If you are sending in your current textbooks for sale, you can download the [contract form](#) from our website and include this with the books when you post or bring them in.

### Contact details

**Location:** Union Arcade, UNE, Armidale NSW 2351

**Hours:** 9.00 am – 3.00 pm, Monday to Friday

**Phone:** (02) 6773 5106

**Fax:** (02) 6773 5223

**Email:** [bookshop@services.une.edu.au](mailto:bookshop@services.une.edu.au)

**Web:** <http://www.servicesune.com.au/support/bookshop.htm>

## United Campus Bookshop

The United Campus Bookshop is the University of New England's on-campus bookshop for all student requirements. We hold prescribed, reference and additional readings, as well as printed notes, dictionaries, electronic CDs and more. Special orders are able to be sourced by our trained bookshop staff. Our highly efficient mail order service despatches Monday to Friday to national and international destinations.

There are no joining fees at UCB. Students receive 10% discount for cash sales (including direct deposit to UCB's bank) and 8% discount for all other purchases (**there is no discount on postage**). Business account customers are welcome. Overseas clients may pay via the Swift International payment system.

Books can be ordered by telephone, fax, email, mail or online.

### Ordering textbooks online

To order your textbooks online:

- go to <http://www.ucb.net.au/>
- click on the UNE logo.

To find the relevant textbook(s) you can:

**either**

- enter your course code and use the mouse to activate 'Search', then click on the course link

**or**

- scroll down until you find your course code, and click directly on the link.

This will take you to your Course Requirements list. Ensure you enter the correct number of items you wish to purchase. Most will be Quantity '1'. If you do not wish to purchase an item listed then insert '0' in the Quantity field.

Click on 'Add to Shopping Basket'. This will take you back to the Course list where you can select another course.

Once you have selected all your textbooks:

- go to your Shopping Basket
- enter your student number (this enables you to be supplied with resource materials GST-free and also have the student discount applied to your order)
- fill out the form to complete your order. (Don't forget to check and select the postage options.) Input any special instructions in the 'Comments' field.

### Postage

#### In Australia

Postage costs are charged to your account upon processing. ALL items addressed within Australia are despatched by Registered Post unless you request Standard Post. Non-registered parcels lost in transit are NOT replaced free of charge. You can also request despatch by Express Post. Express Post parcels 3 kg and over are charged at Australia Post rates plus the standard handling fee.

## Outside Australia

Overseas orders are despatched by Airmail or by Express Courier International and are charged at Australia Post rates. Emails confirming the address and postage method are sent to all overseas students. Please respond as soon as possible to facilitate the despatch of your books.

## Back orders

UCB @ UNE endeavours to supply all textbooks when ordered. Occasionally, delays out of UCB's control do occur. Should texts be unavailable when you first order, we will place the orders on back order and they will be despatched separately as soon as the books come into the store. Postage will be charged on each parcel despatched. Textbooks are charged just prior to despatch. Back orders will be despatched by Registered Post and an additional \$2 per parcel will be charged.

## Cancellations

If you need to cancel books from your order, please contact us as soon as possible and we will endeavour to retrieve your order and cancel the requested item. There are no cancellation fees on prescribed texts, however, we are unable to cancel 'special orders' where we have had to purchase a textbook on your behalf.

## Contact Details

<b>Hours:</b>	9.00 am – 5.00 pm, Monday to Friday all year except public holidays and between Christmas and New Year; 8.00 am – 7.00 pm for the first three weeks of each semester
<b>Phone:</b>	(02) 6772 3468      International +61 2 6772 3468
<b>Fax:</b>	(02) 6772 3469      International +61 2 6772 3469
<b>Email:</b>	<a href="mailto:armidale@ucb.net.au">armidale@ucb.net.au</a>
<b>Web:</b>	<a href="http://www.ucb.net.au">http://www.ucb.net.au</a>
<b>Mail:</b>	PO Box U60, UNE, Armidale NSW 2351
<b>Payment:</b>	Cash, cheque, money order, bank deposit or credit card (Visa, MasterCard and American Express)

# Childcare Facilities

## On campus

### Yarm Gwanga

Yarm Gwanga is a long day care centre providing care for 56 children aged 8 weeks to 5 years. The Centre, licensed through the Department of Community Services, provides care for children of staff and students at the University. Care is also provided for the children of off-campus students during residential schools.

A vacation care program for school age children is also available during residential school periods.

The aim of the Centre is to provide a happy and harmonious atmosphere in which the children learn as they play. Children's total needs are catered for by the Centre's program, which includes a wide variety of activities and experiences.

Full day care is available as well as sessional care, morning and afternoon. Applications for enrolment must be made to the Director of the Centre. Parents are advised to contact the Director regarding enrolments as there are long waiting lists for all age groups.

## Contact details

**Location:** Between the School of Education Building and the Union Building

**Hours:** 8.30 am – 5.30 pm, Monday to Friday

**Phone:** (02) 6773 3173

**Email:** [yarm@une.edu.au](mailto:yarm@une.edu.au)

**Web:** <http://www.une.edu.au/campus/yarmgwanga/yarm.html>

## Off campus

There may be some places available at the following child-minding centres for the children of students attending residential schools, or for the children of on-campus students. If you wish to make enquiries regarding these facilities, you should contact the organisations.

## Child-minding centres

### ABC Armidale

11 Samuelson Street, Armidale 2350

Phone: (02) 6772 7810

### Adventureland Preschool

81 Butler Street, Armidale 2350

Phone: (02) 6772 7927

### Armidale Community Pre-School Inc

127 Allingham Street, Armidale 2350

Phone: (02) 6772 2695

### Armidale and District Family Day Care

169 Miller Street, Armidale 2350

Phone: (02) 6772 5300

### Armidale Montessori Pre-School Inc

1 West Avenue, Armidale 2350

Phone: (02) 6772 3628

### **Boongaiai Pre-School**

278 Rockvale Road, Armidale 2350

Phone: (02) 6772 0028

### **Drummond Park Pre-School**

11 Carey Avenue, Armidale 2350

Phone: (02) 6772 5566

### **Galloway Childrens Centre**

90 Galloway Street, Armidale 2350

Phone: (02) 6772 8600

Fax: (02) 6772 8610

Email: [galloway@northnet.com.au](mailto:galloway@northnet.com.au)

### **Hobbit New England Preschool and Childcare Centre Inc**

44 Martin Street, Armidale 2350

Phone: (02) 6772 4746

Email: [admin@hobbitpreschool.ngo.org.au](mailto:admin@hobbitpreschool.ngo.org.au)

### **Little Bear Child Care Cottage**

86 Taylor Street, Armidale 2350

Phone: (02) 6772 1651

Fax: (02) 6772 1650

### **St Peters Pre School Ltd**

87 O'Dell Street, Armidale 2350

Phone: (02) 6772 4421

### **Tiny Town Pre School and Long Day Care**

Cnr Kirkwood and Douglas Sts, Armidale 2350

Phone: (02) 6771 4373

Email: [tinytown@northnet.com.au](mailto:tinytown@northnet.com.au)

### **Uralla Pre-School**

5 Hill St, Uralla 2358

Phone: (02) 6778 4510

## **Commercial Services on Campus**

The following services are provided on the campus of the University of New England:

- Commonwealth Bank (ATM only)
- National Australia Bank (ATM only)
- Westpac (ATM only)
- New England Credit Union

- Campus Essentials (newsagent, stationery, telephony, basic groceries and souvenirs)
- Australia Post (located at Campus Essentials)
- Services UNE Secondhand Bookshop
- United Campus Bookshop
- EBL Café
- Booloominbah Brasserie, Limerick Bar, Sandwich Bar and Courtyard Coffee Shop (all within the Booloominbah homestead)
- Deli Café (Cafeteria)
- Mac1 Shop
- Sleek Hair Studio.

All the above services are located in the central precinct of the teaching area of the campus. Most are open during normal business hours. The Campus Essentials shop, Services UNE Secondhand Bookshop and Deli Café are also open for limited hours on major residential school weekends.

# International Computer Driving Licence

## Course materials online free for UNE students

The International Computer Driving Licence (ICDL) is internationally recognised (in over 135 countries) as the global benchmark for end-user computer skills and is the leading certification to be adopted by governments, international organisations and corporations alike. UNE provides free access to the course material online for every student wishing to gain these vital skills. Students can also receive the ICDL accreditation for a small charge.

Access the [course](#) online and follow the simple instructions. Please note that you will be asked to supply your UNE username and password.

For further enquiries regarding the course or for help gaining access to the course online, contact Organisational Development.

## Contact details

### Organisational Development

**Phone:** (02) 6773 3583

**Fax:** (02) 6773 2755

**Email:** [od@une.edu.au](mailto:od@une.edu.au)

**Web:** <http://www.une.edu.au/od>

# International Services

International Services provides assistance to all international students in areas such as:

- enquiries and applications
- welfare and study support
- orientation to UNE and the community
- visa and medical insurance advice
- assistance with accommodation on arrival
- airport reception for new arrivals.

## Contact details

<b>Location:</b>	International Precinct, Booloominbah Drive
<b>Hours:</b>	9.00 am – 5.00 pm, Monday to Friday
<b>Phone:</b>	+61 2 6773 3192
<b>Fax:</b>	+61 2 6773 3325
<b>Email:</b>	<a href="mailto:ioserv@une.edu.au">ioserv@une.edu.au</a>
<b>Web:</b>	<a href="http://www.une.edu.au/for/international-students/">http://www.une.edu.au/for/international-students/</a>

# Learning Network Queensland

Learning Network Queensland (LNQ) has 50 centres located throughout Queensland which are available for UNE students to use. You can locate your [nearest centre](#) or visit the [Learning Network Queensland website](#) for further information about LNQ.

## Services to students

- Course and career information
- Orientation activities
- 24 hours access (in most centres)
- Computer facilities and Internet access
- Quiet study facilities and student amenities
- Local tutorial space (visiting lecturers)
- Audio and audiographic conferencing facilities
- Videoconferencing facilities
- Examination facilities
- Local community graduation events

## Brisbane Head Office facilities

- Four tutorial rooms (approx 10–15 students) that can be reconfigured to one large room (up to 100 people)
- Computer lab (ten PCs)
- Access to fax, audio and audiographic conferencing, and data projection facilities

## Contact details

**Location:** 52–54 Manning St, South Brisbane Qld 4101

**Phone:** (07) 3225 8888

**Free call:** 1800 177 189

**Fax:** (07) 3224 4608

**Email:** [services@LNQ.net.au](mailto:services@LNQ.net.au)

**Web:** <http://www.lnq.net.au/>

# Medical Centre

The University Medical Centre doctors, assisted by a qualified registered nurse, provide a clinical service to students, staff and the broader community. Services include:

- primary health care for acute and ongoing medical problems
- preventive health care
- sexual health and contraceptive advice
- pap smears
- travel advice and immunisation
- specialist referral, if required
- health education.

Consultations are by appointment and eligible full-time students are bulk billed through the Medicare system. A current Medicare Card must be presented by full-time students at the time of consultation. Overseas students are billed through Medibank Private. Staff and private patients are asked to pay at the time of consultation.

## Contact details

**Location:** Claude Street, adjacent to Wright Village

**Hours:** 9.00 am – 4.00 pm, Monday to Friday

**Phone:** (02) 6773 2916

**Fax:** (02) 6773 3686

**Email:** [imyhill@une.edu.au](mailto:imyhill@une.edu.au)

**Web:** <http://www.une.edu.au/finance/mc2.htm>

# Oorala Aboriginal Centre

## 'A place where people come together'

The Oorala Aboriginal Centre assists Aboriginal and Torres Strait Islander students. It is a study and educational advisory centre offering the following services to on- and off-campus students:

- the Indigenous Tutorial Assistance Scheme (ITAS)
- a student resource facility which provides access to the computer lab, kitchen area and tutorial rooms
- information on where to seek appropriate academic advice
- information on ABSTUDY assistance, for example, to attend a residential school or practicum
- support and advice on University policy and procedures regarding your studies
- assistance with enquiries to the UNE Student Centre about admissions and enrolment applications.

Any time you are at UNE, please call in and use these services. The Centre is located on Booloominbah Drive.

## Indigenous Tutorial Assistance Scheme

The Indigenous Tutorial Assistance Scheme (ITAS) is a Department of Education, Science and Training (DEST) funded program designed to assist Aboriginal and Torres Strait Islander tertiary students to participate successfully in their studies. The program offers individual and group tutorials to students who are studying either on or off campus. You may be eligible for two hours tutoring in each of your subjects per week during semester.

If you are studying off campus you can find a suitably qualified tutor in your area. If you are unable to locate a tutor in your town, Oorala will help you find someone.

The first step is to complete the student application form and return it to the ITAS Coordinator, Oorala Centre, UNE 2351. The form can be obtained by contacting the ITAS Coordinator on (02) 6773 3474.

## Residential schools

While you are at UNE for your residential school, please drop in to Oorala and use the facilities in the student resource area, such as the computer lab. You can also talk to the staff regarding any questions you have about studying at UNE, or request help to arrange extra tutorial assistance.

## ABSTUDY

The Student Support Officer can provide information about your eligibility for ABSTUDY assistance which is available for Aboriginal and Torres Strait Islander students enrolled in

approved courses. ABSTUDY payments can assist with covering some study material costs as well as some travel, meal and accommodation allowances for approved study purposes.

If you are a student requiring assistance from ABSTUDY for travel and accommodation to attend a residential school, practicum or field study activity, you must contact Oorala eight weeks prior to the date of the activity. This will allow time for Oorala to initiate the process and for Centrelink to receive, process and approve your application for Away From Base Activity Funding.

### Contact details

**Location:** Booloominbah Drive  
**Hours:** 9.00 am – 5.00 pm, Monday to Friday  
**Phone:** (02) 6773 3034  
**Fax:** (02) 6773 3379  
**Email:** [oorala@une.edu.au](mailto:oorala@une.edu.au)  
**Web:** <http://www.une.edu.au/oorala>

## Parking at UNE

The University operates a Restricted Parking Scheme between the hours of 8.00 am and 4.30 pm, Monday to Friday excluding public holidays. Under this scheme persons wishing to bring vehicles onto campus must purchase and clearly display either an annual permit, a semester permit, or a half day (\$2), full day (\$4) or 7 day (\$10) coupon. Please note that coupon holders are permitted to park in Blue permit bays if Lime coupon bays are unavailable. Disabled parking and timed parking areas are also available on campus. These bays are not subject to the purchase of either a Blue permit or Lime coupon.

As you drive around campus, you will find parking areas clearly marked with either a Blue colour patch to match permits or a Lime colour patch to match coupons. Parking coupons can be purchased from any of the ticketing machines located in the main car parks. Please note that the parking machines only accept coins and as such it is advisable to bring enough change with you to purchase a coupon, as there are limited venues on campus to obtain change. Parking permits can be purchased from the cashier in the Finance Directorate which is located on the ground floor of the TC Lamble Building.

Please contact Parking Administration if you have any questions about parking at UNE.

### Contact details

**Phone:** (02) 6773 3485  
**Email:** [parking@une.edu.au](mailto:parking@une.edu.au)

# Religious Support at UNE

## Catholic Chaplaincy

A Catholic Chaplaincy team is available to assist UNE staff members and students, regardless of their religious background.

Members of the team are the University Catholic Chaplain, Fr Simon Leworthy, and Sr Cath Duxbury from the Ursuline Community. They are happy to offer ministry and whatever pastoral care they can to students and the University's professional staff. Discussion and retreat programs are available.

You are welcome to contact them at the Chaplaincy Office or on the numbers provided below.

**Sunday Mass** is celebrated at:

St Albert's College Chapel: 11.30 am

Also at:

The Armidale Cathedral: 6.00 pm, Saturday evening Mass

8.00 am, 10.00 am and 5.30 pm, Sunday

**The Sacrament of Reconciliation** is available in:

The Chapel at St Albert's College: 11.00 am on Sundays (other times by arrangement)

The Armidale Cathedral: 5.00 pm – 5.30 pm, Friday

11.30 am – 12 noon, 4.30 pm – 5.30 pm, Saturday

## Contact details

### Chaplaincy Office

**Location:** The Old Lodge, Booloominbah Drive (adj. to the International Precinct)

**NB:** Entrance is through the International Precinct reception area

**Phone:** (02) 6773 2858

**Web:** <http://www.une.edu.au/campus/chaplaincy/catholic>

### Catholic Chaplaincy Team

Father Leworthy

**Location:** St Mary of the Angels Presbytery, Guyra

**Phone:** (02) 6779 1036

**Email:** [sleworth@une.edu.au](mailto:sleworth@une.edu.au)

Sister Cath

**Location:** Ursuline Convent, Armidale

**Phone:** (02) 6772 3631

**Email:** [c.duxbury@arm.catholic.edu.au](mailto:c.duxbury@arm.catholic.edu.au)

## St Mark's Chapel and Anglican Chaplaincy

St Mark's Chapel and the Anglican Chaplaincy conduct a wide ranging Bible-based ministry program on campus. People with any or no religious background are welcome. Church services are held all year round at St Mark's at 6.00 pm on Saturday, and at 9.30 am and 7.00 pm on Sunday. These services provide relevant and credible Bible teaching in a relaxed and friendly atmosphere.

St Mark's has seven staff members – Ven. Martin Trotman (Chaplain), Rev. David Morgan, Rev. Julie Cook, David and Steph Fisher, Verni Kumar and Ross Hazelton (Assistant Chaplains) – who are available to offer personal support and encouragement to students. They can be contacted on the phone numbers listed below.

St Mark's looks forward to helping students get the most out of their time in Armidale.

### Contact details

**Location:** Chaplaincy Office, The Old Lodge, Booloominbah Drive (adj. to the International Precinct)  
St Mark's Chapel itself is on Trevenna Road, adjacent to the Faculty of The Professions

**Office hours:** 8.30 am – 12 noon weekdays

**Phone:** (02) 6773 2029, (02) 6772 4339, (02) 6772 1372

**Web:** <http://www.stmarks.net.au/>

## Uniting Church Chaplaincy

Rev. Judy Redman is the full-time Uniting Church Chaplain to the University. She is available to any member of the University community, regardless of their religious background.

Judy is available for pastoral care and counselling and individual faith-based discussions. She also coordinates a variety of activities on campus including Bible studies, discussion groups and forums.

Uniting Church worship on campus only happens on special occasions, but Judy is able to arrange transport to services at the Armidale Uniting Church for those who are interested in attending worship whilst at residential schools.

Armidale Uniting Church currently conducts worship at 8.00 am, 9.30 am and 11.00 am on Sunday each week with an additional worship at 7.00 pm on the third Sunday of each month. Judy is also happy to help those who are affiliated with other churches or religions to make contact with their own church locally.

The Uniting Church has a particular focus on issues of justice, social responsibility and ecumenical relations and Judy can help you access resources in these areas. She has particular interest and expertise in:

- the Internet and how faith is presented on the Web
- Christian ethics, especially bioethics
- ecotheology

- the place of women in the church
- interfaith relationships
- the interface between faith, science and technology.

### Contact details

**Location:** Chaplaincy Office, The Old Lodge, Booloominbah Drive (adj. to the International Precinct)

**Hours:** 9.00 am – 5.00 pm, Monday to Friday (other times by arrangement)

**Phone:** (02) 6773 3739

**Fax:** (02) 6773 3749

**Email:** [jredman@une.edu.au](mailto:jredman@une.edu.au)

**Web:** <http://www.une.edu.au/chaplaincy/uniting>

## UNE International Muslim Students' Association and Mosque

The UNE International Muslim Students' Association (UNE-IMSA) is an organisation of international Muslim students. All international Muslim students officially enrolled at the UNE are eligible to be general members of the UNE-IMSA. All other Muslim students, Muslim academic staff and local Muslim residents are eligible to be associate members.

The main activities of UNE-IMSA involve:

- the organisation of prayers, especially Friday prayer and special prayer (Tarawih) during Ramadan
- the supply of halal meat
- the collection of alm and shodaqoh (donations) to be distributed among disadvantaged people
- the celebration of Islamic festivals such as Eid-ul-Fitr and Eid-ul-Adha and other Muslim festivals.

In addition, the UNE-IMSA organises a range of social and educational activities, including Arabic language and religious classes for children, and social gatherings on different occasions, such as welcoming and farewell parties, Iftar parties and birthday parties.

Friday prayers normally begin at 1.15 pm and finish at 2.00 pm. For information about using the Mosque for prayer at other times, contact Dr Fakhrul Islam.

Halal food (beef, lamb, chicken and others) is available on Friday between 1.00 pm and 2.15 pm and Sunday from 11.00 am to 2.00 pm.

Arabic and Qura'n courses are held on Sundays for children, but anybody interested can join them.

## Contact details

Dr Fakhrul Islam

**Location:** UNE-IMSA Office and UNE-Mosque, Booloominbah Drive, beside the deer park at the main entrance to the University

## UNE-Mosque management

**Phone:** (02) 6773 5151

(02) 6772 2463

**Email:** [Mosque@une.edu.au](mailto:Mosque@une.edu.au)

**Web:** <http://www.une.edu.au/mosque/>

# Safety and Security

The UNE Safety and Security team offers a support service which assists the UNE community in protecting life and property, and in the control of traffic and parking on campus. The Safety and Security team consists of well-trained, customer-oriented security personnel, who are responsible for an access control/alarm monitoring facility. All Safety and Security staff are Advanced First Aid trained.

Services provided by the Safety and Security team include:

- uniformed safety and security patrols of the campus
- a night-ride service which operates during the academic term. It leaves from the Dixon Library (7.00 pm, 8.00 pm, 9.00 pm and 10.00 pm) and the Law Library (7.05 pm, 8.05 pm, 9.05 pm and 10.05 pm) then to the college residences to drop off students. Note that the 8.00 pm service also goes into town and drops off and picks up students from the Post Office
- alarm monitoring and response
- emergency assistance
- care of lost property
- traffic control and parking administration for vehicles on campus
- personal/property safety awareness programs
- visitor assistance.

**Within the University, dial 81 for non life-threatening emergencies.**

## Contact details

**Location:** Shop 4, UNE Union Arcade

**Hours:** 24 hours a day, 365 days a year

**Phone:** (02) 6773 2099

**Email:** [security@une.edu.au](mailto:security@une.edu.au)

**Web:** <http://www.une.edu.au/fms/campus-services/security>

# Services UNE

[Services UNE](#) provides a range of commercial retail outlets, cultural activities and student support services in all areas of students' social and academic activities.

The facilities and services include:

- food and beverage outlets at the EBL Café and at the Booloominbah Brasserie, Sandwich Bar, Courtyard Coffee Shop and Limerick Bar (all located within the Booloominbah homestead)
- the Campus Essentials retail shop and post office located in the Union Arcade which provide a wide range of stationary, newspapers, magazines, gifts and UNE souvenirs, essential grocery and chemist lines, digital photo print, mobile phone recharge, ID photos and assignment centre, academic gown hire and purchase as well as a full service Australia Post office
- Sleek Hair Studio, offering attractive prices to students
- the Secondhand Bookshop where students can buy or sell a wide range of textbooks at competitive prices
- TUNE 106.9 FM Radio Station, where volunteer students gain hands-on radio training and experience
- the Breather and Postgraduate Centre
- support for on-campus clubs and societies, plus student competitions such as short story, photography, band and DJ competitions
- a range of support services for students including off-campus accommodation and employment services, legal and tax help, and a general information service
- providing guidance and advice, support and referrals relating to students' academic and/or welfare matters including Austudy/youth allowance and other Centrelink payments, legal matters, health and education
- providing access to independent, non-judgmental, non-university staff with expertise in assisting students to resolve student issues – phone (02) 6773 3116 or external students phone toll free 1800 627 541 or email [info@services.une.edu.au](mailto:info@services.une.edu.au)
- support for undergraduate and postgraduate representation through student elected Advisory and Representative Committees. The directly elected presidents of these committees are also members of the Services UNE Board.

Off campus, Services UNE operates the Belgrave Twin Cinema, located in Dumaresq Street, Armidale. The Belgrave provides a regular discount to students on screenings of the latest mainstream, arthouse and alternative films. The cinema includes two auditoriums, featuring the latest state-of-the-art facilities in sound and vision and a coffee shop operating until late most evenings. Check out the [website](#) or sign up for email notification of 'What's On' or the 'Cinema Guide'.

## Student representation

students@une – By Students For Students!

students@une, the voice between the students and the University, represents and safeguards the academic and social welfare of all UNE students. students@une is composed of postgrads@une and undergrads@une.

Student representatives are elected yearly and all enrolled students are able to run, nominate and hold office depending on their enrolment status. The presidents of students@une are also directors of Services UNE.

## Postgraduate Centre

The Postgraduate Centre is located in the Black Rose building and accommodates a computer centre, AUSTAR and tea room facilities. This centre has 24 hour, 7 days a week access and security.

### Contact details

**Location:** Postgraduate Centre, Black Rose Building

**Hours:** (02) 6773 3419

**Email:** [president.postgrads@une.edu.au](mailto:president.postgrads@une.edu.au)

**Web:** <http://www.une.edu.au/students@une>

## Undergraduate Centre

The undergraduate student centre is located in the mezzanine level of the Bistro. Here students are welcome to relax, help themselves to a cup of coffee or tea and meet up with their friends.

### Contact details

**Location:** Mezzanine level of the Bistro, back of the Services UNE Office

**Hours:** 9.00 am – 4.00 pm, Monday to Friday

**Phone:** (02) 6773 2593

**Email:** [president.undergrads@une.edu.au](mailto:president.undergrads@une.edu.au)

**Web:** <http://www.une.edu.au/students@une>

## Sport UNE

Sport UNE is responsible for the provision and management of sport and recreational facilities, services and programs at UNE.

UNE's sporting facilities are recognised as being amongst the finest in all Australian universities and include:

- a 25 m heated indoor pool
- a two court basketball stadium

- a climbing wall
- six floodlit tennis courts
- six squash courts
- modern weights gym and cardio suite
- fifteen hectares of playing fields.

Fitness classes and club programs are conducted seven days a week. Sport UNE provides facilities and services aimed at encouraging students to enjoy the benefits of regular physical activity. To help in this regard, Sport UNE's facility charges are amongst the lowest in Australian universities.

UNE's 23 sports clubs provide plenty of opportunities for competition, from the friendly social level to the serious business of representing the University at the Australian Universities Championships.

Sport UNE's Sports Store stocks a wide range of equipment, clothing and quality footwear.

Other services provided include:

- health and fitness testing
- personal training
- locker hire
- coaching, first aid and accreditation courses
- sports scholarships.

## Contact details

**Location:** Indoor Recreation Centre

### Open 7 days:

6.10 am – 9.00 pm, Monday to Friday

(**NB:** Pool opens at 7.00 am)

8.00 am – 6.00 pm, Saturday

1.00 pm – 6.00 pm, Sunday

### Office hours:

9.00 am – 5.00 pm, Monday to Friday

### Facility bookings:

**Phone:** (02) 6773 3856

### Office enquiries:

**Phone:** (02) 6773 5181

**Fax:** (02) 6773 2190

**Email:** [kbell24@une.edu.au](mailto:kbell24@une.edu.au)

**Web:** <http://www.une.edu.au/sportune>

# Student Assist

Student Assist is an integrated service with staff who work together, when necessary, to ensure you have as smooth a passage as possible through your degree and into future employment. All students of UNE are entitled to use the services offered through Student Assist. These services include:

- Access Centres
- Career development
- Counselling
- Disability and special needs support
- Service Quality Unit
- Student Equity.

## Contact details

**Web:** <http://www.une.edu.au/student-assist>

## Access Centres

The University of New England currently has nine access centres in the New England and North West of NSW. These are located in Tamworth, Coonabarabran, Narrabri, Moree, Inverell, Tenterfield, Glen Innes, Gunnedah and Quirindi and provide UNE students with access to flexible learning technologies. The University also has a centre in Taree. All centres, except for Taree, have videoconferencing facilities. The University of New England has approximately 14,000 off-campus students as well as on-campus students, and is conscious of supporting and serving these students.

Each facility is unique to its region and their needs, and Tamworth and Taree have staff on site to assist with enquiries relating to degree patterns and all other queries relating to studying at UNE.

Workshops on study skills, essay writing techniques, exam anxiety, time management, interview skills, resumé writing and study methods are held via videoconference in all centres except Taree. The Taree Office holds face-to-face workshops each semester.

For details on any of UNE's access centres please contact Frances Munro.

## Contact details

Frances Munro  
Student Support Project Officer  
Student Administration and Services  
University of New England NSW 2351

**Phone:** (02) 6773 4439  
**Mobile:** 0417 678 144  
**Fax:** (02) 6773 3753  
**Email:** [frances.munro@une.edu.au](mailto:frances.munro@une.edu.au)  
**Web:** <http://www.une.edu.au/ac>

## UNE Tamworth Centre

The UNE Centre in Tamworth offers advice and assistance to students from the Tamworth region. It offers three PC labs – all with printers, quiet study rooms, photocopying facilities, courier service for return of library books to campus, meeting rooms for students wishing to form study groups, and advice and assistance from a full-time staff member. Computers offer full Internet access, connection to printers and all relevant applications required to complete coursework. You will need to provide your own paper for printing.

If you are interested in attending any of the videoconference workshops, contact the centre coordinator for workshop dates. Videoconference and face-to-face tutorials for a number of units are also held at the UNE Tamworth Centre, and students enrolled in those units will be contacted with dates and times.

The centre coordinator is a Justice of the Peace should you require one.

### Contact details

Margaret Keane  
Centre Coordinator  
Peel House  
24 Fitzroy Street (or PO Box 591)  
Tamworth NSW 2340  
**Phone:** (02) 6766 3860  
**Fax:** (02) 6766 2283  
**Email:** [Tamworthcentre@une.edu.au](mailto:Tamworthcentre@une.edu.au)

## UNE Manning Valley Centre

The UNE Manning Valley Centre in Taree offers advice and assistance to students from the Manning Valley region, as well as providing three computers connected to a printer. It has full Internet access along with appropriate applications for completion of assignments etc. You will need to contact the centre to make a booking to use the computers and you will need to provide your own paper for printing. The Manning Valley Centre offers photocopying facilities to UNE students.

If you are interested in attending either the study skills or examination preparation workshops contact the centre coordinator for workshop dates.

The centre coordinator is a Justice of the Peace should you require one.

## Contact details

Yves Byers

Centre Coordinator

Shop 4, 91 Manning St (or PO Box 1375)

Taree NSW 2430

**Phone:** (02) 6557 7190

**Fax:** (02) 6557 7191

**Email:** [MVC@une.edu.au](mailto:MVC@une.edu.au)

## Career development

The careers staff can give advice regarding:

- choosing courses relevant to your chosen career
- resumé preparation
- interview preparation and job search skills
- employer visits and web links to appropriate graduate recruitment sites
- the WorkReady Scheme which is a formal program for UNE students to undertake work placement with employers. It provides a structured program for you to spend time with employers, applying 'hands on' the knowledge, skills and competencies learnt during your degree course.

## Contact details

**Email:** [careers.service@une.edu.au](mailto:careers.service@une.edu.au)

**Web:** <http://www.une.edu.au/student-assist>

## Counselling

The counsellors are prepared to talk with you about any issues. Typical examples of issues that students contact them about are:

- managing study and other commitments
- concerns about a relationship
- advice regarding support for special consideration
- grief and loss
- stress management
- coping with depression or anxiety etc.

## Studying off campus

If you are studying at a distance you can access Student Assist by phone during normal office hours. If staff are not available to speak with you, the administrative staff will arrange a time for you to call back for a telephone session. Student Assist can also send you their pamphlets, recommend books, CDs and videotapes, and suggest local agencies in your area that may be

able to help. Their [web page](#) is full of helpful information including fact sheets and podcasts on topics such as surviving off campus study; stress management; meditation; improving concentration and memory; overcoming procrastination; enhancing self-esteem; sleeping with ease; healing and pain management; and exam anxiety to name a few.

## Attending residential schools

Usually students at residential schools have limited free time, so if you would like a face-to-face consultation, it helps to make an appointment before you come to Armidale. During the residential school times, appointments are available during lunch times and after hours if necessary.

**Appointments are limited so make a booking before your residential school to secure a suitable time.**

## Studying off campus but living locally

If you live locally you can access the Service as any on-campus student would do. You can arrange face-to-face interviews, attend workshops, pick up pamphlets and use the facilities for job search etc. As an on-campus client, you can borrow any useful resources that are available.

## Confidentiality

Student Assist treats all student contact confidentially. The counselling component of the Service is completely confidential in that the counsellors are bound by their professional code of conduct. This means that the counsellors will not talk about you outside the Service unless you have given your written permission. It is only under very extreme circumstances, and in accordance with legal requirements (e.g. to protect the personal safety of someone), that the counsellors may be required to break confidentiality. All other staff have signed a confidentiality agreement.

## Contact details

**Email:** [counselling.service@une.edu.au](mailto:counselling.service@une.edu.au)

**Web:** <http://www.une.edu.au/student-assist>

## Disability and special needs support

The Disability Adviser facilitates special needs support, and the Student Access and Equity Officer is available to discuss issues relating to course or facilities access, discrimination or harassment.

Support and assistance are available for students with temporary or ongoing disabilities who may require support or special consideration during their studies. Support includes provision of note-taking assistance, alternative formats for examinations and adaptation of learning materials. This support is also available to students with temporary disabilities arising from accidents and illnesses which may occur during the year. Students with special needs are encouraged to register with the Disability Adviser at the earliest opportunity so that appropriate support can be arranged.

## Contact details

**Email:** [disability.unit@une.edu.au](mailto:disability.unit@une.edu.au)

**Web:** <http://www.une.edu.au/student-assist>

## Service Quality Unit

An independent body, the Service Quality Unit, monitors the quality of the service provided by the University's student related administrative activities. The mission of the unit is to ensure quality service to all students, staff and other users of the services provided by the University's administrative units. This is done by resolving complaints from students or on behalf of students.

## Contact details

**Email:** [servicequality@une.edu.au](mailto:servicequality@une.edu.au)

**Web:** <http://www.une.edu.au/student-assist>

## Student Equity

The University provides support for students belonging to equity groups. They may be students with a disability, students from low socioeconomic sectors, those from non-English speaking backgrounds, from rural and/or remote areas, or students with an educational disadvantage associated with gender.

Support for Indigenous students is also provided by the [Oorala Centre](#).

## Equal Opportunity Advisers

The Equal Opportunity Adviser team consists of people representing a broad cross-section of the University (staff and students) who are trained in all aspects of equal opportunity, including current legislation, mediation, affirmative action, diversity issues and conflict resolution. They are available as points of first contact and can advise on sexual and racial harassment, or discrimination, act as mediators in disputes and provide referral information on avenues available to those seeking advice and support.

The team supports the work of the Employment Equity and Diversity Unit and Student Assist and provides a crucial link in the maintenance of the University's internal procedures. It is coordinated by the Employment Equity and Diversity Officer. An [updated list](#) of the University's Equal Opportunity Advisers is available from the Employment Equity and Diversity website.

## The UNE Ally Network

The UNE Ally Network is an informal network of staff and students who, after training, identify as ALLIES and provide support to gay, lesbian, bisexual, transgender and intersex (GLBTI) people. An Ally is someone (staff or student) who is informed about, is sensitive toward, and understanding of, GLBTI people and their issues, and affirms the experience and

rights of GLBTI people. An [updated list](#) of University Allies is available from the Employment Equity and Diversity website.

## Dispute Resolution

The University provides a number of avenues for resolution of grievances or disputes relating to discrimination or harassment. The Student Access and Equity Officer is available to provide advice on whether a complaint constitutes harassment or discrimination. Equal Opportunity Advisers (EOAs) are available for confidential discussions in relation to alleged harassment or discrimination and can provide an explanation of available options. EOAs can facilitate informal discussions between the parties to a dispute or, where requested, can provide mediation. An officer with the delegated authority of the Vice-Chancellor will investigate formal complaints in line with current policies and procedures. Students are encouraged to familiarise themselves with current policies. Whether or not the harassment/discrimination policies and procedures that exist within the University are used, students or staff members may take a complaint of harassment/discrimination directly to the Anti-Discrimination Board of NSW and/or the Human Rights and Equal Opportunity Commission. The [Student Equity website](#) can provide relevant contact details.

### Contact details

**Email:** [student.equity@une.edu.au](mailto:student.equity@une.edu.au)

**Web:** <http://www.une.edu.au/student-equity/index.php>

# Travel

## Transport to Armidale

Armidale is serviced by QantasLink, interstate bus lines and CountryLink (train and bus).

### Air

#### QantasLink

QantasLink conducts approximately 32 return flights a week between Sydney and Armidale. For further information, contact QantasLink on 13 13 13 or see the [Qantas website](#).

### Bus

[Greyhound Australia](#) and [Keans Travel Express](#) buses connect with Armidale. The CountryLink bus (operated by [Edwards Coaches](#)) transports passengers from Tenterfield to Armidale daily to connect with the train service to Sydney (and returns in the evening). Contact your travel agent or the CountryLink Travel Centre on (02) 6774 8630 for details.

### Train

CountryLink provides a daily service to and from Sydney, and also offers a daily coach service to Tenterfield. For reservations phone 13 22 32 or book online at [CountryLink](#). The

CountryLink Travel Centre is located at the Railway Station in Brown Street, Armidale, and is a ticketing agent for most domestic coach companies. Business hours are 8.15 am – 5.00 pm.

Full-time, off-campus students holding an International Student Identity Card (supplied by [Services UNE](#)) receive a 50% discount on rail travel. Adult fares are now seasonal, broken up into peak, shoulder (20% discount) and low (40% discount) season.

Please contact the Armidale Railway Station for more details.

## Contact details

**Location:** CountryLink Travel Centre, Armidale Railway Station, Brown Street

**Hours:** 8.15 am – 5.00 pm

**Phone:** (02) 6774 8630

**Reservations:** 13 22 32

## Car pooling

As an off-campus student you can also use your [class list](#) to contact students with whom you may share car travel.

You can access the Correspondence Class List via [myUNE](#).

## Transport in and around Armidale

An independent bus operator provides transport between UNE's academic area, the colleges and the city at least once every hour throughout the year (minimal charge). Bus timetables and routes are available from the Armidale Visitor Information Centre and Services UNE or you can check the [Edwards Coaches website](#). A 24-hour taxi service is also available. The average cost to travel from town to UNE by taxi is approximately \$15.00.

# UNE Ombudsmen

If you feel that you have been unfairly treated by the University – by individuals, offices, committees, boards or any other group within the University – you can turn to a University Ombudsman for assistance. However, our approach is to encourage people to try firstly to resolve their grievances directly with the individual or area concerned.

Approaching a UNE Ombudsman should normally be considered a last resort. When all other avenues appear to have failed, or you are not clear what your options are, or you wish to discuss your concerns in confidence, a UNE Ombudsman may be able to assist you.

An Ombudsman may also be able to help if you have good reasons for not using the established appeals procedures that are in place.

**Note:** As a matter of policy an Ombudsman will not deal with complaints from their own school and will normally avoid dealing with complaints from their own faculty.

For further information and contact details, see the [UNE Ombudsmen website](#).