



POLICIES & SERVICES | UNIVERSITY / FACULTY / SCHOOL

It is University policy that a subject outline sheet be written and distributed for every subject. In the School of Mathematics and Applied Statistics, a subject outline sheet mainly gives subject-specific information. However, there is a background of general information, at University, Faculty and School level, applying uniformly across all subjects in the School, of which students need to be aware. This document outlines or gives on-line references (correct at time of printing) to this general information and you should read every subject outline you receive from the School in conjunction with this document. For the most update version please refer to: eis.uow.edu.au/current-students/student-support.

You should keep in mind that in some cases general University policies are supplemented by more specific Faculty and School policies. Please read through this whole document so that you are aware of such cases and have a general understanding of what the policies are on various matters and where you can find further information. You are in any case welcome to ask staff in the School for help with any of the matters covered by this document.

EMAIL AND INTERNET

The University provides Email and Internet access for all students. This access is for academic purposes only. You are expected to use SOLSMail and the free email account provided by the University as subject coordinators may need to contact you concerning your studies. Messages regarding unavoidable assessment changes and other important matters will be sent to SOLSMail (and your University email address) and are deemed to have been read. **YOU SHOULD CHECK YOUR SOLSMAIL AND EMAIL ACCOUNTS AT LEAST TWICE A WEEK.**

You should also be aware that internet quotas are strictly enforced. Be warned that use of Hotmail (and other non-UOW web mail accounts) consumes quota at a high rate. Quotas will not be renewed for students using their access for non-academic purposes such as downloading music, or for entertainment, recreation or access to other mail accounts such as Hotmail. Details of the University policy and guidelines for email and internet access, along with more information regarding the use of computer facilities on campus, are available at uow.edu.au/about/policy/it/index.html

GRADES

The approved grades of performance in all subjects and associated ranges of marks are:

SATISFACTORY COMPLETION:

High Distinction	85% – 100%
Distinction	75% – 84%
Credit	65% – 74%
Pass	50% – 64%

UNSATISFACTORY COMPLETION:

Fail	0% – 49%
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Note: Students whose final mark is 48-49% may be offered supplementary assessment at the discretion of the Assessment Committee, under the conditions set out in the Supplementary Assessment Guidelines
uow.edu.au/about/policy/UOW116801.html Check individual subject handouts for more details.

MINIMUM WEEKLY WORKLOAD

Most subjects in the School are worth 6 credit points. This indicates that a student of average ability would be expected to work 12 hours per week (2 hours per credit point) in the subject to achieve an average result. A student who is below average in ability or wishes to achieve an above average result should expect to work more than 12 hours per week. This figure of 12 hours *includes* the hours taken up with formal classes. For example, if there are 2 hours of lectures, 1 hour of tutorial and 2 hours of labs for the subject each week, then an average student would be expected to work at least 7 hours per week on the subject outside of class. Similarly for subjects worth other than 6 credit points.

ACADEMIC CONSIDERATION

If you believe **any** aspect of your performance in a subject is affected in any way by substantial medical, compassionate or other circumstances (such as absences on religious grounds or for participation in state, national or international cultural or sporting events), you may apply for academic consideration. The application must be made via SOLS before or on the day of the event or problem, and medical certificates or other substantiating documentation submitted to the University Administration within three working days. The medical certificate or other official documentation must stipulate precisely and legibly the degree to which the event has affected, or is likely to affect, your performance, and the exact period of time of the incapacity. You must also contact the subject coordinator on or before the day to discuss the effect of the problem on your performance, and to make any special arrangements that are necessary.

For further information, please refer to the section in the University Undergraduate Handbook entitled “Student Academic Consideration Policy”, or visit the following web site.

uow.edu.au/about/policy/UOW060110

REGARDING TESTS AND EXAMINATIONS

You are strongly advised to attempt all School of Mathematics and Applied Statistics tests and exams at the prescribed time, as the School offers supplementary tests and exams only under extraordinary circumstances. If special circumstances exist at the time you attempt a test or exam (for example substantial medical or compassionate circumstances) that you would like to be taken into account when the paper is assessed, you are advised to notify the subject coordinator by email, phone or in person **immediately** after the test or exam. Further, make sure you provide adequate written information in your official documentation or you will forfeit your claim for academic consideration.

If you miss a test or exam in a subject, you are not guaranteed a special test or exam, even with reasonable documentation for medical or other misadventure. Your attendance at classes and performance in other assessment tasks will be taken into account, and a special test or exam is unlikely unless such attendance and performance has reached a level found acceptable by the subject coordinator. This principle applies, in general, to students who request any form of academic consideration.

If you are granted a special “in-session” test after applying for academic consideration, this will normally be held within 7 days of the original test date. In the case that you are granted a special final exam, this will be held during the official supplementary exam period scheduled by the University after the normal exam period. Further, any special test or exam may involve an oral component.

For further information regarding academic consideration for late assignments and other work, you are referred to the individual subject handout.

WITHDRAWAL

University regulations allow you to withdraw from an Autumn Session or Spring Session subject until the end of Week 9. Withdrawal from a subject after the University's withdrawal deadline (without substantial medical, compassionate or other reason) will result in a Fail grade being recorded. Note that the HECS payment is calculated based on your enrolment at the earlier dates of 31 March for Autumn Session subjects and 31 August for Spring Session subjects.

When considering withdrawal, you should be aware of the University's Minimum Rate of Progress (MRP) rules, which require a student to pass more than 50% of the credit points in which they are enrolled each semester. If you are struggling in a subject, you may be wise to withdraw by the due date to eliminate a possible failure, and to minimise the risk of being caught by the MRP rules. (Subjects awarded a "technical fail", that is, a Fail grade incurred through failure to complete a subject, are included in the MRP calculations.) Refer to the University's Course Progress Policy: uow.edu.au/about/policy/UOW058679.html

If you wish to withdraw from a subject in the School of Mathematics and Applied Statistics, you should first consult the subject coordinator, and then perhaps an academic adviser in your own faculty or school.

START SMART

The University has a requirement that all students complete "Start Smart", a program designed to develop information literacy skills. You should complete the Start Smart program within the first 6 weeks of your first session of study at the University. At the end of that session, if you have not satisfied the requirements your results will be withheld until the requirements are met.

For details regarding the program, visit
uow.edu.au/student/services/fye/resources/startsmart

STUDENT SERVICES

The Student Services web site at
uow.edu.au/student/services

provides information on a range of services and programs and how they can assist you during your time at the University. These include Careers Services, Counselling Services, Peer Assisted Study Sessions, and International Student Advisers.

Other important services are

DISABILITY SERVICES

uow.edu.au/student/services/ds

To contact the Disability Liaison Officer, phone (02) 4221 3445 or call into the office on the third floor of the UniCentre building.

LEARNING DEVELOPMENT SERVICES

uow.edu.au/student/services/ld/

WOOLYUNGAH INDIGENOUS CENTRE

uow.edu.au/wic/

FACULTY LIBRARIAN

Rachel Carr: (02) 4221 5016

EIS CENTRAL

The Faculty of Engineering and Information Sciences has a “one-stop” shop for all student enquiries, providing basic assistance and advice to students regarding the Faculty of Engineering and Information Sciences, including appropriate referral to general and academic staff within the Faculty.

Location: Building 4, Level G12

Phone: (02) 4221 3491

Email: eis@uow.edu.au

Web Site: eis.uow.edu.au/current-students

Note: Enquiries about a particular subject should be directed to the lecturer or tutor in the first instance.

FACULTY STUDENT REPRESENTATIVES

Details of Student representatives on Faculty of Engineering and Information Sciences administrative committees can be found at <http://eis.uow.edu.au/current-students/get-involved/studentreps/index.html>

POLICIES AND PROCEDURES

Student Academic Complaints Policy

The University has a Complaints Policy for when a student has a complaint about a decision, act or omission of a member of University staff or committee which affects the student's academic experience. This policy must be followed and can be found at uow.edu.au/about/policy/UOW058653

Appropriate Language

Staff at the University of Wollongong are committed to the use of non-sexist and non-racist language in all work submitted for assessment. For more information visit uow.edu.au/about/policy/diversity/UOW140611.html

MORE INFORMATION

A listing of the University's educational and student support policies can be found at uow.edu.au/about/policy/learning

You are referred specifically to the following policies.

“Teaching and Assessment: Code of Practice - Teaching”

uow.edu.au/about/policy/UOW058666

“Teaching and Assessment: Assessment and Feedback Policy”

uow.edu.au/about/policy/alphalisting/UOW222905.html

“Teaching and Assessment: Subject Delivery Policy”

uow.edu.au/about/policy/alphalisting/UOW222906.html

“Academic Integrity Policy”

uow.edu.au/about/policy/UOW058648.html

STUDENT CHARTER

uow.edu.au/student/charter

You are specifically referred to the following policies.

“Student Conduct Rules and related policies and procedures”

uow.edu.au/about/policy/rules/UOW060095.html

“Occupational Health and Safety Policy”

staff.uow.edu.au/ohs/commitment

“Intellectual Property Policy”

uow.edu.au/about/policy/UOW058689

There is a listing of over 100 policies, procedures and guidelines pertaining to the whole University at

uow.edu.au/about/policy/