

**WESTERN SYDNEY**  
UNIVERSITY



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International College

# **Student Handbook**



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Disclaimer:

Current Students must refer to current policies and procedures through the WSUIC's Website. WSUIC acknowledges that due to the review period of this Student Handbook, it may not include recent updates.



## ABOUT US

### About Western Sydney University International College

At Western Sydney University International College (WSUIC), we help you achieve your full potential and get the skills you need to succeed, no matter which path you choose.

Successfully complete our college pathway program and progress directly into your Western Sydney University degree. With access to university services and facilities, you will be considered a student of Western Sydney University from day one of your studies.

As a Student at Western Sydney University International College, you will:

- Experience exceptional standards of teaching with courses that are delivered by highly qualified academics and recognised globally;
- Learn in small classes with individual attention and receive first-rate academic support to fully develop your understanding of each course;
- Have access to Western Sydney University facilities and services including computer laboratories, recreation facilities, gymnasium and sport facilities, on-campus accommodation, as well as social and leisure activities;
- Be a part of a diverse student population at Western Sydney University, with international students from around the world and an amazing social experience on-campus;
- Have the opportunity to lead a vibrant social life on and off campus, leveraging the many unique opportunities the Parramatta area provides.

## STAFF AT WSUIC

WSUIC staff are committed to your success and are here to support your study journey and will strive to provide a student-centred educational environment that encourages all students to think critically and creatively. Staff will focus on creating a healthy, safe and enjoyable campus life where you can maximize your personal potential while pursuing your educational dreams.

Our academic staff are passionate, energetic and have extensive industry experience which will ensure high-quality and appropriate academic advice, monitoring, mentoring, nurturing and coaching to ensure your lectures are stimulating, engaging and relevant to the workplace.

### College Director and Principal

- Dr Jason McGovern

### Academic Staff

- Mr Christopher Sze (Academic Director)
- Dr. Preetinder Kaur (ICT & Engineering Course Convenor)
- Ms Maria Santiago-Jolley (Business & Arts Course Convenor)
- Ms Jayalakshmi Belle (Program Convenor – Foundation Studies)



### Marketing and Admissions Staff

- Mr Dimitrios Makris (Director of Marketing and Admissions)
- Ms Hannah Trinh (Admissions Manager)
- Ms Jingqian Guo (Admissions and Recruitment Officer)
- Mr Tao Yang (Marketing Manager)
- Ms Sasha Fennell (Marketing and Communications Manager)

### Student Services Staff

- Ms Thu Thuy Nguyen
- Ms Anju Pantia
- Ms Neha Manandhar

### Quality and Compliance

- Ms Rameela Rana (Quality and Compliance Manager)
- Ms Seema Khan (Academic Coordinator)

## COURSES

### Foundation Programs

#### **Foundation Studies Program in Business**

The Foundation Studies Program in Business is a university entry program designed for international students who have completed a minimum of Year 11 or equivalent. Whether you dream of being the CEO of your own company or the senior executive at a global enterprise, our business course will equip you with the knowledge and experience to get you on your way.

You can find more information about this Program on our website at: [Foundation Studies in Business Course Core Structure and Units](#)

#### **Foundation Studies Program in Health Science and Nursing**

The Foundation Studies Program in Health Science and Nursing is a university entry program designed for international students who have completed a minimum of year 11 or its equivalent. The course brings together a comprehensive introduction to health science, personal development, nursing fundamentals and interpersonal skills, and gets you on-track to your career in the health sector.

You can find more information about this Program on our website at: [Foundation Studies in Health Science & Nursing Course Core Structure and Units](#)

#### **Foundation Studies Program in Science**

The Foundation Studies Program in Science is a university entry program designed for international students who have completed a minimum of year 11 or its equivalent. Science programs combine advanced academic knowledge with practical real-life training.

You can find more information about this Program on our website at: [Foundation Studies in Science Course Core Structure and Units](#).



## Diploma Programs

### **Diploma in Arts**

The Diploma in Arts provides a pathway into the Bachelor of Arts degree. A qualification in the Arts can cover a broad range of humanities subjects from writing and literature, to studies of other cultures, religions and languages. It can also enable you to access a pathway to Teaching with up to one-years' equivalent advanced standing. Furthermore, this course offers a foundation unit in Academic English that provides an additional skills base for tertiary level study.

You can find more information about this Course on our website at: [Diploma in Arts Course Core Structure and Units](#).

### **Diploma in Business**

To succeed in business, you must possess both the knowledge and know-how to develop original and exciting initiatives and to build and implement the strategies that will make these initiatives successful. This course aims to harness your energy and passion for success by focussing on career and the future of enterprises in a range of contexts. Whether you wish to start your own business or pursue a corporate role in a global enterprise, this course provides the necessary skills.

You can find more information about this Course on our website at: [Diploma of Business Course Core Structure and Units](#).

### **Diploma in Engineering**

The Diploma in Engineering is designed to engage, and further prepare you for, tertiary study in Engineering / Engineering Science, developing core skills in mathematical and physics knowledge and skills. The Diploma incorporates units equivalent to the first year of the Bachelor of Engineering or Bachelor of Engineering Science degrees.

You can find more information about this Course on our website at: [Diploma in Engineering Course Core Structure and Units](#).

### **Diploma in Information and Communications Technology**

The Diploma in Information and Communications Technology is designed to provide a tertiary level foundation for further study in the Bachelor of Information and Communications Technology and Bachelor of Information Systems degrees. It has been developed to provide students with a base understanding of core information and communications technology theory and concepts.

You can find more information about this Course on our website at: [Diploma in ICT Core Structure and Units](#).



## FEES

### Tuition Fees

WSUIC tuition fees are cost-effective and many courses offer the choice of 2 or 3 term study options. More details for current course fees can be located at WSUIC's website:

<https://internationalcollege.westernsydney.edu.au/fees>

Students are required to pay all tuition fees due for a term prior to the commencement of classes. The class commencement date is published on the Academic Calendars. The only exception to this rule is if the student has an alternative payment plan pre-approved as part of a fee extension or their Student Enrolment Agreement.

### Student Services and Amenities Fees

The Australian Parliament passed legislation allowing universities and other higher education providers to charge a fee for student services and amenities of a non-academic nature. The fee may be spent by higher education providers on items such as sporting and recreational activities, employment and career advice, childcare, financial advice and food services.

#### What Will the Money Go Towards?

The Student Services and Amenities Fee (SSAF) contributes towards the funding for student services, support and facilities of a non-academic nature and of benefit to all students.

All of the income from the fee will be spent on services and amenities for students related to sporting and recreational activities, health and welfare, Student Orientation, overseas student services and food services.

### Refund Policy

If you are a new student and have been unable to start your studies (either in person or online), or commenced your studies but your circumstances have changed prior to the Census date of the commencing term, please e-mail us at [mypathway@westernsydney.edu.au](mailto:mypathway@westernsydney.edu.au) and we will advise you on next steps. One option may be to defer your studies. In cases where a deferral is approved, you will be able to utilise the paid amount for the new commencement date.

If you are a continuing student and are thinking of taking a leave of absence, please email: [wsuic@westernsydney.edu.au](mailto:wsuic@westernsydney.edu.au) and we will assist you with appropriate advice as these will be assessed on case-to-case basis. If a request for leave of absence is approved, you will be able to utilise the paid amount for the next term or will be able to request a refund.

The WSUIC [Student Fees and Refunds Policy can be found here.](#)

### Tuition Assurance

Under the provisions of the Higher Education Support Act 2003 (HESA), the associated Higher Education Provider (HEP) Guidelines, and the ESOS Act 2000, Western Sydney University International College (the First Provider) is required to provide a tuition assurance arrangement for international students who are enrolled in its higher education courses. This requirement is to protect students in the event that WSUIC ceases to provide a course of study in which a student is enrolled.



The WSUIC [Statement of Tuition Assurance Policy can be found here.](#)

## IMPORTANT DATES

### Census Date

Census Date is the official deadline for finalising enrolment for the teaching session including the payment of tuition fees. This excludes students withdrawing from their entire program of study – see the [Student Fees and Refunds Policy](#).

You may cancel your enrolment in a unit or program at any point in time. Depending on the timing of your request, you may be subject to a cancellation charge as outlined in the Student Fees and Refunds Policy. Notification of withdrawal from a course must be made in writing to WSUIC via submission of a completed [Discontinuation of Break from Studies Form](#).

Please see the Academic Calendars for the Census dates that apply to your course.

### Academic Calendar

To view the Academic Calendar for 2023, click [here](#).





Sample Timetable

Sample Timetable**						
	Monday	Tuesday	Wednesday	Thursday	Friday	
9am						
10am						
11am			Lecture			
12pm						
1pm		Lecture	Tutorial	Lecture		
2pm						
3pm			Lecture			
4pm	Lecture					
5pm		Tutorial		Tutorial		
6pm						
7pm						
8pm						
*Lectures are recorded and can be accessed anytime. Tutorials require mandatory attendance.						
**Timetable is subject to change.						

## ADMISSIONS

### General Information

Course admissions are conducted in an ethical and responsible manner and in accordance with the course requirements and WSUIC’s Admissions Policy & Procedures. Selection will be made on the basis of Academic and English criteria and in accordance with all relevant legislation and regulatory requirements.

Applicants for enrolment will be assessed by appropriately qualified staff to determine whether they are capable of achieving the stated course objectives. This assessment will be made on the basis of their qualifications and English proficiency.

### Advance Standing/ Credits or Recognition of Prior Learning (RPL)

Credit for Prior Learning is recognition of prior learning in terms of experience and/or studies. When you apply for Credit for Prior Learning, we will assess your prior learning and may award you Credit for Prior Learning in the program in which you are currently studying in recognition of what you have achieved. Certified copies of previous study transcripts are required for credit applications, while applications for RPL must be supported by documentary evidence of the learning outcomes claimed.

Where credit is granted to international students, it can shorten the time needed to complete the course. WSUIC is required to report the new course duration and end-date to the Department of Home Affairs through PRISMS. Your application will be assessed by relevant academic staff and processed accordingly.



If Credit for Prior Learning has been granted, your student record will be adjusted accordingly and if necessary, any fees will be adjusted. An email will be sent to your student email account notifying you of the outcome of your application.

To access the Recognition of Prior Learning and Awarding of Course Credit Policy , click [here](#)

To access the Recognition of Prior Learning form, click [here](#)

## ORIENTATION AND ENROLMENTS

### Orientation and Enrolment

Orientation is an opportunity to find out more about your course and the services and support available to assist you at WSUIC and at Western Sydney University. You will also have an opportunity to meet your teachers (academics) and fellow students. Orientation also known as 'O Week' is held during the week prior to formal class commencement, and is compulsory for all new students. It is a key step to successful integration into the student community. It is essential that students attend orientation to understand and become familiar with WSUIC's facilities, policies and procedures. Orientation is also designed to provide students with an understanding of what is required of them while studying and covers important information relating to course structure and timetables.

It is possible to make individual appointments with academic staff at Orientation to answer any additional questions you may have regarding unit selection. You will also arrange your timetable and enrol in new units as required for your course. We look forward to welcoming you!

### Deferral/Leave of Absence

Students currently undertaking a course of study who have been, or will be, absent from classes for a period of time that will impact on their capacity to complete the term should apply for an approved leave or suspension by completing the Student Request for Leave or Suspension of Enrolment Application Form. The form can be found [here](#).

Students must attach a medical certificate and/or other supporting evidence of compassionate or extenuating circumstances. Compassionate or extenuating circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing.

Where the reason for leave is not due to the student's own medical treatment in Australia, additional evidence may be requested such as proof of relationship, carer nomination and flight details. Periods of Leave or Suspension will be reported to the Australian Government Department of Home Affairs and may affect the student's visa. A student's request for suspension of studies will be considered in accordance with the Deferral, Suspension and Cancellation of Enrolment Policy, which can be found [here](#).

### Cancellation of Enrolment

Students wishing to withdraw from their course of study and/or cancel their enrolment, are required to inform WSUIC in writing. Students will also be asked to attend an exit interview to discuss their reasons for requesting the cancellation. When a request has been approved, the student's enrolment will be cancelled. The Australian Government Department of Home Affairs will be notified via the students electronic Confirmation of Enrolment (eCoE) as required by the ESOS Act, which may lead to



cancellation of the student's visa. The Deferral, Suspension and Cancellation of Enrolment Policy can be found [here](#).

## PROGRESSION

### Attendance

WSUIC requires attendance and active engagement with learning activities as an essential part of the learning process. As such, WSUIC expects all students to maintain a minimum overall attendance level of 80% or above for every term they are enrolled as a WSUIC student.

Under the provisions of the ESOS Act and the National Code, students enrolled in WSUIC Foundation Courses must, as a condition of their visa, maintain a minimum attendance rate of 80% in each session of study.

Attendance records will be maintained for all students. Those students who fail to meet satisfactory attendance requirements will be contacted by WSUIC Student Services and Course Convenors to provide an explanation for class absences and discuss support that can be provided to meet attendance requirements.

Please check your unit outlines carefully for attendance requirements for each unit to avoid incurring academic penalties.

The Attendance Policy can be found [here](#).

### Assessments

Assessment of student performance in any unit is continuous or progressive and is determined at the end of the term in which the unit is completed. The grade for that unit is based on the total marks gained. Coursework units are assessed based on varied tasks presented at different times during the semester. Assignments are assessed by the lecturer or supervisor and students are given detailed feedback. Students must make a reasonable attempt at ALL assessment tasks in order to qualify for a passing grade.

To view the Assessment and Moderation Policy, click [here](#)

To view the Examinations Policy, click [here](#)

### Grading

WSUIC ensures that assessment tasks and assessment requirements and processes adhere to the standards detailed in Western Sydney University assessment (WSU) policies. This is done to assure the quality and integrity of student assessment and that student learning outcomes are equivalent to those for the same course of study when delivered by Western Sydney University (WSU).

WSUIC uses the following final grades for Diploma courses:



**Table 1 – Diploma Courses**

Notation	Grade	Percentage or Descriptor
H	High Distinction	85 – 100
D	Distinction	75 – 84
C	Credit	65 – 74
P	Pass	50 – 64
F	Fail	0 – 49
CF	<b>Compulsory Fail</b> Student has failed a threshold requirement of the unit but has achieved a total mark of 50 or more for the unit. <b>Examples of application:</b> 1) Student fails a skills demonstration threshold but achieves 65 in theoretical work. 2) Student fails a clinical placement that is a threshold requirement.	
FNS	<b>Fail Non-Submission</b> Student has not officially withdrawn from the unit and has not completed one or more of the mandatory assessment requirements for the unit, as specified in the Learning Guide. Examples of application: 1) Student has not submitted any assessment tasks. 2) Student has not submitted all of the mandatory assessment tasks. 3) Student did not sit the final exam.	
W	<b>Withdrawn (without academic penalty)</b> Student provides evidence of serious illness or misadventure experienced after the relevant census date.	
Y	<b>Continuing Unit</b> Final assessment has not been made due to the unit continuing over more than one teaching term.	
E	<b>Fail – discontinued</b> <b>A student has withdrawn from the unit after the relevant census date without authorisation.</b>	



I	<b>Incomplete</b> Assessment tasks incomplete due to approved evidence of illness or misadventure, as defined in the Special Consideration Policy.
J	<b>Deferred Exam</b> A late alternative final exam approved by the Academic Director due to a student's successful application for special consideration.
N	<b>Result Pending Grade still to be finalised.</b>  Examples of application: 1) When it is not possible for the academic staff member to finalise the grade  2) When professional placement reports are not available for whatever reason.  3) Where an allegation of student academic misconduct is being investigated

WSUIC uses the following final grades for Foundation Studies courses:

<b>Table 2 - Foundation Studies</b>				
<b>Grade</b>	<b>Full Grade Name</b>	<b>Percentage</b>	<b>Grade Points</b>	<b>Included in GPA Calculation Y/N</b>
A	Excellent Pass	85-100	10	Y
B	Very Good Pass	70-84	8	Y
C+	Good Pass	60-69	7	Y
C	Satisfactory Pass	50-59	6	Y
D	Moderate Pass	40-49	4	Y
E	Marginal Fail	30-39	2	Y
F	Fail	0-29	0	Y
CF	Compulsory Fail		0	Y
W	Withdrawn (w/o Academic Penalty)			N
FNS	Fail Non Submission		0	Y
Y	Continuing			N
FD	Fail Discontinue		0	Y



I	Incomplete			N
Z	Aegrotat Pass <i>Awarded on compassionate grounds because of permanent inability to complete the unit (e.g. permanent disability, incapacity of a catastrophic nature or death of student while</i>			Y
R	Re-assessable Fail			N
J	Deferred Examination			N
X	Removed			N
N	Result Pending			N

### Submitting Assignments

Details of assessment tasks and due dates are published in the Unit Outlines, accessible through Moodle. Written assessments are expected to follow the style and referencing guidelines as stated in the Assessment zone in Moodle. Details on submission of assessments will also be provided in the Assessment zone in Moodle. WSUIC uses Turnitin for Assessment submission.

### Extensions to Submission Deadlines

WSUIC requires all students to complete scheduled unit assessment requirements by the due dates set. In general, extensions to submission deadlines are only granted for circumstances for which the student is not responsible, and which prevent the student from completing an assessment task by the due date. Such circumstances may be summarised under the following headings:

1. Serious illness;
2. Unavoidable commitments such as evidence of studies being significantly interrupted by court, jury duty, immigration requirements, or similar official business where the student has no control over the timing of the commitment;
3. Death or serious illness of immediate family member;
4. Substantial change to routine employment;
5. Selection to represent at International, National or State level in a sporting or cultural event; and
6. Crisis/Trauma.

Appropriate documentary evidence is required to support any extension to submission deadlines. The requirements and Special Consideration Form required for these circumstances can be found here <https://internationalcollege.westernsydney.edu.au/documents-forms>

A student may apply for an extension of the due date for an assessment task if there are extenuating circumstances outside their control, and sufficiently grave in nature or duration to cause significant disruption to their capacity to study effectively. To apply, complete the [Request for assessment](#)



[extension form](#) and submit it, with supporting documentation to WSUIC's Student Services Team (with a copy sent to your Teacher). This form can be lodged before, on or no later than 5.00pm two working days after the due date of the assessment task.

### Academic Progression

WSUIC ensures that once students enrol in a course of study, their progression through to graduation will be dependent upon meeting minimum academic requirements and correctly re-enrolling.

Students are responsible for maintaining satisfactory progress in the course. Academic staff are responsible for monitoring student progress in each unit during the semester and employing early intervention strategies if needed. Lecturers can identify and offer support to those at risk of not progressing satisfactorily.

Students are deemed as "At Risk" during a Study Term and require additional Academic Support Strategies when the student:

- Attends less than 80% of classes over a four-week period for that unit; and/or
- Fails to submit or fails an assessment item; and/or
- Is not sufficiently engaged in learning as observed by teachers in the classroom at any point during a study term.

WSUIC intervention strategies provide guidance to staff and students in relation to students "At Risk" in accordance with Standard 8 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 and the conditions for the responsible institute for reporting on PRISMS.

Students will be advised of visa implications if they do not meet the specified academic progress requirements. Standard 9 of the National Code requires a registered provider to inform the overseas student of the need to seek advice from Immigration on the potential impact of deferral, suspension or cancellation on an overseas student's enrolment.

To view the Attendance Policy, click [here](#)

To view the Academic Progress Policy, click [here](#)

### Intervention Strategies

WSUIC has strategies in place to identify "At Risk" students during various stages of their enrolment. Intervention strategies are put in place to provide support these students.

Students will be contacted via email and advised of the requirement to meet with their teacher to discuss any issues and develop a support plan.

To view the English Language Proficiency and Support Policy, click [here](#)

To view the Academic Progress Policy, click [here](#)

## RESULTS

### Transcripts and Results Summary

At the end of each study period, students will be able to access their results from *Axis>My Results*. This record includes the results for previous semesters, thereby providing a complete study record. Feedback for all the in-term assessment tasks is accessible via Moodle.

WSUIC is committed to ensuring the accuracy and authenticity of all WSUIC issued documents that record details of students' academic information, in the interests of WSUIC, its students and graduates.

## STUDENT REPRESENTATIVE COMMITTEE (SRC)

WSUIC recognises the crucial role students play in providing valuable insight into all aspects of student life.

You are represented!

WSUIC has an SRC consisting of students who have been nominated by their peers to represent them.

The SRC meet throughout the year to discuss student lead ideas and concerns. They organise student activities throughout the year and are key contacts for student advocacy by providing independent advice and referral for students. The SRC also provide feedback from students to the Student Representative on the Academic Board and Academic Quality Committee.

The SRC strive to ensure the student body is adequately represented and recognised to:

- Enhance the advancement of student life, quality education and student participation;
- Contribute to maintaining and enhancing student life in all the relevant aspects such as academic and social areas;
- Mediate the gap between students and management;
- Actively model an inclusive environment, ensuring that students from all cultural groups are recognised and have the opportunity for formal representation;
- Improve transparency through consistent communication with students; and
- Encourage and support active participation of all students in community engagement.

## STUDENT HEALTH AND WELLBEING SERVICES

It can be tough coming to a new country where you may not know anyone or speak the language. At Western Sydney University International College, we're dedicated to helping you succeed. We offer a range of student support services to ensure you get the education you deserve. Whether English is your second language, adjusting to life in Australia is challenging, or you face academic or personal obstacles, our committed team is here to help.

### Counselling and Welfare services

If you are experiencing challenging academic and/or personal circumstances, our highly-trained counsellors are available to help you find solutions and ease the pressure. Speak with Student Services





Officers for a deeper understanding of WSUIC policies and procedures like special consideration, review of grades, withdrawal without academic penalty, appeal against exclusion and conditional enrolment. The trained officers also provide support for academic, research and/or general misconduct hearings, financial hardship, and other matters such as accommodation, sexual health and welfare related concerns.

### Disability Support services

If you have a disability, chronic health condition or short-term injury, we can help you reach your full academic potential with our team of professional Disability Advisors. We can provide academic note-takers, transcription of videos/podcasts, training and access to assistive technology and pre-admission advice.

## GRADUATION

A student is eligible to graduate from the award in which they are enrolled if:

- all program requirements have been met, which may include a specified number of credit points, completion of particular core and elective units and requirements of a specialisation;
- no financial debt is owed to WSUIC;
- there is no current exclusion penalty on their record; and
- they have not already graduated from that award.

WSUIC will conduct two graduation ceremonies each year. All eligible WSUIC students must apply to attend the graduation ceremony.

Graduates receive a testamur certifying their completion of the award.

To view the Graduation Policy, click [here](#)

To view the Application to Graduate, click [here](#)

## LEARNING RESOURCES

### Learning Management System (LMS)

WSUIC provides course learning materials, tutorial exercises, assessments and other learning resources for the use of students via the College's LMS, Moodle.

Students are also provided with a WSUIC Office 365 account, which provides email, document creation and storage using Microsoft Office, for their use during their time at WSUIC.

Student Orientation will include a session on these features. It is expected that students will use their student email address for all communication with staff and fellow students during their study.

It is the student's responsibility to familiarise themselves with the IT Acceptable Use Policy.

The IT Acceptable Use Policy, can be found [here](#)

### Western Sydney University Library

WSUIC students are provided access to the Western Sydney University library resources and services including computer laboratories. Your WSUIC student card will allow access to the WSU campus. Online resources are also available 24 hours a day, 7 days a week.



## STUDENT CODE OF CONDUCT

Students are bound by a number of rules, by-laws and policies. You need to make sure you know and comply with the rules for students set out in WSUIC policies and keep up to date when policies change. Breaching these policies may lead to charges of academic, research and/or general misconduct and could seriously affect your course.

A list of the most accessed student-related policies is available on the policies and procedures webpage [here](#).

## SEXUAL ASSAULT AND SEXUAL HARASSMENT

### Critical Incidents

WSUIC has a zero-tolerance approach in the management of Sexual Assault and Sexual Harassment.

WSUIC is committed to creating a working and learning environment that is safe and free from all forms of sexual offences and unwanted sexual behaviours and where all members are treated with dignity, courtesy and respect. WSUIC recognises the right of all staff and students to work and study in an environment free from sexual assault and sexual harassment.

If you have experienced a sexual assault or sexual harassment incident, you can submit a Student Complaint form that can be located [here](#).

If you are experiencing challenging academic and/or personal situations, Student Services can connect you with highly trained counsellors.

### Safety and Security

Your safety is our highest priority. If you have immediate concerns for your personal safety at campus, please call Campus security on **1300 737 003**

#### Emergency contacts

- In an emergency, call 000 for ambulance, police and fire 24 hours a day.
- For non-emergencies, call the Police Assistance Line on 131 444.

Parramatta is a generally safe city to live in. However, as with anywhere, the following safety steps should be taken:

- always inform another person when going out, including information on destination, people to be met and expected time of return;
- avoid travelling alone at night;
- never leave personal belongings unattended;
- always carry either a mobile phone, change for a pay phone or a phone card;
- take note of any security guidelines provided by the university/college;
- avoid giving personal information to strangers; and
- lock all doors and windows before going out.



If faced with a life-threatening emergency, dial 000 on the telephone. The operator will ask if fire, police or ambulance services are required before transferring the call. For security and safety matters, please contact campus security on **0414 345 976** or **1300 737 003**.

## HELP DESK

### Academic Enquiries

If you have any queries regarding your studies or other academic queries, please speak with your lecturer in the first instance. Lecturer contact details can be found in Learning Guide for each subject, available in Moodle.

Course Convenors are also available to assist you with academic issues.

The Course Convenors contact details can be located [here](#)

### Student Services

At Western Sydney University International College, we're dedicated to your success. We offer a range of student support services to ensure you get the education you deserve.

WSUIC Student Services can assist you with.

- Student Counsellors
- Disability Support Services
- Welfare Services
- Academic Support Classes

To view the latest WSUIC Student Guide, click [here](#).

## CORONAVIRUS (COVID-19) INFORMATION

The WSUIC website contains the latest information about campus operations, class participation, managing your studies, and financial issues during the COVID pandemic.

Please check the website regularly to stay updated on WSUIC Coronavirus (COVID-19) operations.

The latest WSUIC information on COVID can be found [here](#).

## FACILITIES

### Campus information

WSUIC is at Western Sydney University's Parramatta City campus, located at 6 Hassall Street, Parramatta.

As an International College student, you will enjoy modern teaching and learning spaces along with breakout areas, computer facilities and extensive open space all located on campus.

The campus is conveniently located and easily accessible via public transport systems and has a free shuttle bus service nearby to the Western Sydney University Parramatta campus.



As a student at our Parramatta City campus, you can enjoy a range of food outlets, recreation areas, entertainment venues and shopping centres at your doorstep, as well as a short walk from the Parramatta Transport Interchange.

### CONTACT DETAILS:

Western Sydney University International College

Levels 6, 6 Hassall Street, Parramatta 2150

Opening Hours (Monday to Friday): 9.00am to 5.00pm

Admissions: [mypathway@westernsydney.edu.au](mailto:mypathway@westernsydney.edu.au)

Student Services: [wsuic@westernsydney.edu.au](mailto:wsuic@westernsydney.edu.au)

Academic Enquiries: [academicstaff.wsuic@westernsydney.edu.au](mailto:academicstaff.wsuic@westernsydney.edu.au)