At the University of Adelaide, each student can expect:

- To receive a high quality and intellectually stimulating education, informed and enriched by research, and imparted by academics who want to share their passion for their discipline.

- To receive timely and accurate information in your dealings with the University, through a variety of means and in manner that is responsive to students’ needs.

- To be respected and treated fairly and equitably, without prejudice, bias or discrimination on the basis of gender, race, religion, disability or social background.

- To study in a safe and supportive environment that is conducive to learning, including space, staff and systems.

In return, each student of the University of Adelaide must commit to:

- Be honest, work hard and treat others with courtesy and respect at all times, by engaging fully into the courses you study and by participating into the life of the university.

- Be aware of, and comply with, all policies and procedures, including all rules governing student requirements and behaviour.

- Keep informed, and keep your University informed of any change by updating your profile, and asking for help when you need it.

- Represent your University with integrity and professionalism, by acting as a responsible and positive ambassador for the university.

See the full Student Charter at:
https://www.adelaide.edu.au/student/affairs/charter/
The University of Adelaide – a place to be proud of!

The University of Adelaide was founded with a noble goal: to prepare for South Australia young leaders shaped by education rather than birth or wealth in a settlement free of old world social and religious inequalities. The University was established in 1874 and teaching began in 1876. The first official lecture was in Latin and the Bachelor of Arts the first degree offered.

The University’s first Vice-Chancellor, Dr Augustus Short, had a vision for a university open to investigate new fields such as the sciences, modern literature, art and moral philosophy. This vision would be realised in 1882 when the University became the first in Australia to grant degrees in science. Before reaching the 1900s the University offered degrees in arts, science, law, medicine and music. Additionally mathematics, philosophy, languages and mining engineering were taught. These flagship degrees and disciplines continue at the University today.
The University became the first university in Australia, and only the second in the world, to admit women to academic courses (in 1881) and the University’s first science graduate was also its first women graduate, Edith Emily Dornwell who graduated in 1885. The University also graduated the remarkable Dame Roma Mitchell who went on to become the first female Queen’s Counsel, Supreme Court Judge and Governor of an Australian state (SA). The University soon established a reputation for excellence in education and research and attracted leading academics of international distinction. An early Professor of Mathematics and Physics, Sir William Bragg, won the prestigious Nobel Prize in Physics (1915) together with his son and University of Adelaide graduate, Sir William Lawrence Bragg. Renowned Antarctic explorer Sir Douglas Mawson had a long association with the University that included 31 years as Professor of Geology and Mineralogy. Graduate, Lord Howard Florey was honoured with a Nobel Prize in 1945 for his ground-breaking work in the application and manufacture of penicillin.

We continue to embrace a student body of democratic breadth, attract staff of international distinction, instil a spirit of freedom to investigate new fields and believe in our value to the community. We are earnest in our goal to prepare the educated leaders of tomorrow.

With an international reputation for conducting world-leading research across a wide spectrum of areas, we are consistently ranked in the top 1% of universities worldwide. We are a member of the Group of Eight, a coalition of Australia’s foremost research-intensive universities. The University constitutes a vibrant and diverse community with over 26,000 students and over 3,400 members of staff across our three main campuses.

**University structure**

The University is divided into faculties and divisions, each with responsibilities structured around learning and teaching, research, and services and resources. Within each faculty are a number of schools. You don’t need to worry too much about this, but just be aware that the degree you have been admitted to (such as the Bachelor of Food and Nutrition Science) sits within a School (such as the School of Agriculture, Food and Wine), which in turn is part of a Faculty (in this case the Faculty of Sciences). Generally this is the same whichever degree you are in, but sometimes there are administrative or rule differences between different faculties and different schools. Whenever you get stuck, ask the crew at Ask Adelaide or speak with your faculty. You can see the different structures at adelaide.edu.au/departments.

**Getting around campus**

North Terrace is a pretty small campus, but it’s still easy to get lost. Depending on what you are studying, there may be occasions when you need to travel to our other campuses (Roseworthy and Waite or to other buildings away from the main North Terrace campus). You can access campus maps at adelaide.edu.au/campuses or by using the UA Student app.

There are some key places you need to know about: Hub Central is the heart of student activity on campus. It has computers, food and drink and lots of study space. It’s accessible 24/7 for your convenience and is the home of Ask Adelaide. The Hub is connected to the Barr Smith Library and its wonderful collection of resources, as well as being a great place for quiet study. Student Hubs are also located at Waite campus, Roseworthy campus, and at the Adelaide Health and Medical Sciences (AHMS) building on North Terrace.
You can find your Faculty Office at:

- Faculty of the Professions, Professions Support Hub, Level 1, Nexus 10 building (corner of North Terrace and Pulteney Street)
- Faculty of Engineering, Computer and Mathematical Sciences, Level 1 of Ingkarni Wardli;
- Faculty of Sciences, Sciences Service Hub, Ground floor, Darling building;
- Faculty of Health and Medical Sciences, Ground floor, Helen Mayo North building, Frome Road
- Faculty of Arts, Ground floor, Napier building.

It’s a beautiful campus so make sure you spend some time outdoors, studying, relaxing or catching up with new friends. The best places on campus are the Barr Smith Lawns (there’s nearly always something happening), the Maths Lawns, the Cloisters in Union House, Goodman Crescent, and Pfitzner Court. Walk around and explore.

**Food on campus**

There are a number of great food outlets on campus with varying menus and prices, plus you can always bring your own. So here’s what you need to know.

In Hub Central, you will find Taste Baguette, Grind & Press, Penang Hawkers, The General and other options.

When you venture outside Hub Central there is also quality food and coffee from Grind & Press at Nexus 10, and Bean Bar at AHMS. All around campus there are vending machines run by the Student Union, including one with noodles and curries in the Hub Central student kitchen.

Let’s talk about the student kitchen. There are a number of little places dotted around campus that you may find on your travels, but the main kitchen is in Hub Central. There are microwaves, toasters, chilled and boiling water, and washing up facilities. It’s busy and there is often a queue at lunchtimes, but it moves pretty quickly. Bring in a sandwich and toast it, or microwave last night’s leftover dinner.

**Special facilities on campus**

There are a range of special facilities on campus for students. The Adelaide University Union (AUU) is the student union (more about that later) and they provide additional facilities such as prayer rooms, women’s and queer rooms. All are currently located within Union House and offer like-minded people a respite from the day-to-day life on campus. More details at [www.auu.org.au](http://www.auu.org.au). A shuttle bus operates between the Waite, Roseworthy and North Terrace campuses and to the residential accommodation around town. You can get the most up-to-date details at [adelaide.edu.au/infrastructure/campus-services/transport](http://adelaide.edu.au/infrastructure/campus-services/transport).
Doing the basics

Once you have received your offer letter from the University there are a number of key things you need to do to get started. These are important as getting the administration right at the beginning will save you from potential issues later on. It is a good idea to bookmark the Current Students website, adelaide.edu.au/student, which is the starting point that will enable you to access all the University services.

ID number and password

You will use your student ID number (also known as your username) and your password all the time to access university services and to access your learning tools. Your ID number was included in your welcome letter and you can choose your own password. Start by going to Password Manager and activating your account. The University’s Password Manager is available online anywhere at any time, providing quick access to change your password, reset your forgotten password and update your personal email/mobile number (used to reset your forgotten password). To reset your forgotten password, your profile must contain the correct information. Please ensure you register and update your profile online as soon as possible. Do not share your password with anyone. Your account is unique to you and should not be shared.

Click on the Password Manager link at adelaide.edu.au/student.
EnrolMe

Now you have your ID number and password sorted out, you can access EnrolMe, the University’s guide to help you through the process of setting up everything else and completing your enrolment. EnrolMe will guide you through the steps and you can come and go as often as you please. The progress bar in EnrolMe will show you how much you have done and the menu bar on the left will show you all the steps – both completed and still to do.

Access EnrolMe at EnrolMe.adelaide.edu.au.

We recommend you complete the first few steps as soon as you can. Please note, though, that when it comes time to enrol in your classes, you might need to wait until they’re open for enrolment.

Email

Your email account is integral to everyday life at the University – everything from enrolment and course information to general university updates are sent via your email account. It’s also a great place to keep in touch with staff and fellow students. Even if you live most of your life on social media and rarely use email, you still need to ensure you set up and then monitor your university email account. If you don’t, it is likely you will miss vital information that may affect your study, your enrolment and your finances. To get started, activate your email via EnrolMe at EnrolMe.adelaide.edu.au.

UA Student

UA Student is the University’s student app, which is available free for iOS and Android devices. Download it now to keep yourself informed on or off campus. Once you have enrolled, your timetable is displayed through the app, and your results will also be published through UA Student. It gives you a daily newsfeed, access to key dates and access to Ask ADEL for up to date questions and answers. Search ‘UA student’ in the App Store or Google Play.

MyUni Apps

While you’re there, also download the key learning and teaching apps you will need. Search ‘Canvas Student’ and ‘Echo360’.

Learning the lingo!

Before we start, let’s clear up some terminology.

Program is the word we use to describe your degree. So a program is something like a Bachelor of Arts.

Major (or specialisation) is the word to describe a field of study within a program. So you may have a major in English within a Bachelor of Arts, or a major in Chemistry within a Bachelor of Science. Not all programs have a major.

Course is the word to describe the individual subjects within a program. So ENGL1101 Introduction to English is an example of a course within the English major within the Bachelor of Arts.

Subject/Catalogue is the code that sits in front of a course name to help identify that course. So ENGL1101 is the code from the example above. Generally the letters describe the area, so ENGL for English, and the first of the numbers describes the level, so 1 for Level 1 – i.e. first year. But this is not always the case, so there will be a few exceptions to this.

Units describe the total value or size of the course. Most undergraduate courses are 3 units, and you will usually study 8 courses in a full-time year. As always, there are exceptions, so you will need to pay attention when you get course advice (more on that later).

Class within each course there are classes that students enrol into. These are identified by the class number. Examples include lectures, tutorials or practicals.

Enrolment

Having now navigated the basics you need to start thinking about your enrolment. So far you have just been admitted to a program, but you are not actually in any classes yet. The key parts of the enrolment process that you need to work through include making your course selection (deciding what you are going to study), planning your timetable (working out when you need to be at university and how you are going to blend your study and personal life) and then enrolling in classes (actually completing the enrolment process). For enrolment support visit adelaide.edu.au/orientation.
What to choose and where to get advice

Your faculty has all the information you need to choose your courses. Some programs have set courses and others have a lot of choice, so follow the guidance you are given. Some programs run face-to-face information sessions and one-on-one interviews – do your best to attend if these are offered in your program. Other areas may provide information online. For information sessions and study plans visit adelaide.edu.au/orientation.

Planning your timetable

There is an online timetable planning tool that will help you plan your actual timetable. You need to have worked out what you are going to study before you start planning the actual timetable. The tool enables you to block out days or times where you may have other commitments and then will do its best to plan your timetable around these things. However not every option can be accommodated so you will need to be prepared to compromise on either the courses you select or the days and times of your other commitments. You can access the tool through EnrolMe at EnrolMe.adelaide.edu.au.

Getting the checklist done and completing your enrolment online

Once you know what courses you are going to study and when you want to study them you need to complete your actual enrolment. You do this via EnrolMe at EnrolMe.adelaide.edu.au.

There are two parts to the process. The first is completing your checklist that gives the University all your information. Most importantly this is also where you make selections on how you will pay your fees. You can do this checklist any time leading up to enrolment. The second stage is the actual enrolment. Enrolments open at certain times so you need to check when your particular enrolment will open. You can do this at adelaide.edu.au/enrol. You can enrol any time after your particular enrolment opening time. However, be warned that many classes fill quickly. So if you want the Monday 3pm tutorial, or particularly want to avoid the Friday 5pm tutorial, you will need to get in quickly.

Enrolment for student visa holders

If you’ve come to Australia on a student visa, it’s a good idea to make sure you’re familiar with the conditions set by this visa. Generally, as a student visa holder, you are more restricted in terms of what you need to enrol in, and when. There are some conditions surrounding working while studying and there are only limited circumstances under which you can extend your student visa.

For more information, visit the International Student Support website at international.adelaide.edu.au/life-on-campus/support-services.

Remember that you can also check your own visa conditions at the Department of Home Affairs’ Visa Verification Entitlement Online website: immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/check-conditions-online.

Important reminder

If you hold a student visa and you change your address, your visa conditions require you to update the University with your new address details within seven days of this change. You can update your address details through your Access Adelaide account at access.adelaide.edu.au.

Where to get help

Ask Adelaide will support you through the enrolment process. You can come in to Hub Central where there will be an enrolment support centre available on level 4, or you can contact them by phone, email or chat at adelaide.edu.au/ask-adelaide.

Coursework Scholarships

The University of Adelaide manages a number of scholarships sponsored by the University, Commonwealth, private donors and other external agencies, which provide assistance for students undertaking study at University.

Scholarships are available to students who have demonstrated academic merit, are in financial need, have relocated from rural, regional or remote areas to undertake study or identify as Aboriginal and Torres Strait Islander.

For further information and to apply please visit adelaide.edu.au/scholarships.
ID card

Your ID card is a critical tool that you will need with you every day on campus. It gives you access to buildings, enables you to borrow from the Library and lets you access printers. It is required for exams, and will be asked for when you complete transactions with Ask Adelaide. It is free and you need to get it from Ask Adelaide after you have completed your enrolment. Your ID card will last through your time at University. However, if you lose it or simply want a replacement you will need to order and pay for a replacement card online. Your ID card will also be required by Adelaide Metro staff to validate your status at University if you are travelling on a concession fare. More information is available at adelaide.edu.au/ask-adelaide/services/id-cards/students.

Key dates

There are a number of key dates that you need to be aware of when studying at university. For example, the last day to enrol online is usually at the end of week two.

At this point you will still be able to withdraw from classes but won’t be able to add any new ones without faculty approval. Then comes census date. This is a critical date because you will be charged for whatever you are enrolled in at that point. You can still withdraw after census date, but you cannot avoid having to pay for the course, even if you don’t complete it. Then comes the last day to withdraw no fail (WNF). If you withdraw up to this point you can avoid having a fail recorded on your academic record and therefore counted in your Grade Point Average (GPA). Finally, there is the last day to withdraw fail (WF), which again means you have withdrawn but this time a fail is recorded on your academic record.

You can check out these dates at adelaide.edu.au/student/dates/critical. You will also find exam dates here and in your Access Adelaide account.
Fees

Yes, we know, fees and finances are boring. But they’re also important and there are unpleasant consequences for not dealing with them. So here’s some things you need to know.

If you’re a local (domestic) student, you have three simple choices for your fees:

1. Defer your fees to HECS-HELP (you will apply for HECS-HELP in the enrolment checklist) which means the Government pays the fees for eligible students, and you will have a HELP loan recorded with the ATO, and you will have to pay it back later. You can get information on HECS-HELP and government support at www.studyassist.gov.au. Not everyone is eligible to defer their fees through HECS-HELP, so you can check out your eligibility at www.studyassist.gov.au.

2. Pay your fees up front – when you get your invoice on Access Adelaide you can use one of the payment methods to pay the fees before census date.

3. Ignore your fees completely – and if you’re Commonwealth supported, you’ll find that your enrolment will be cancelled after the census date entirely, and if you’re a feepaying student your enrolment will be cancelled too – but you’ll still have to pay your fees.

We recommend choosing option 1 or 2. It’s much easier.

If you choose option 2 but you’ve never paid a bill in your life because someone else in the family has always done this for you, that’s okay. Just get your invoice from Access Adelaide and give it to them to pay. If you are going to defer your fees through HECS-HELP you will need a Tax File Number (TFN). If you already have a job you probably have one of these, so just add your TFN when you come to that section in the enrolment checklist. If you do not have a TFN get on to the Tax Office and apply for one. It’s free and easy to do. Go to www.ato.gov.au and click on the ‘Apply for a TFN’ link.

If you are an international student, you are not eligible for HECS-HELP, and so you are required to pay your fees. To do this, you can go to Access Adelaide to get your invoice, and follow one of the payment options listed at the bottom of the invoice. If you don’t pay before the census date, your grades will change to Withdraw No Fail (WNF), which may have consequences for your CoE and student visa, and critically you’ll still be liable for ALL outstanding tuition fees. There are always slight variations based on slightly different student types, but the message here should be clear. You have to deal with your fees in some way – don’t ignore them. There’s a lot more information on this if you search ‘fees’ in Ask ADEL student.ask.adelaide.edu.au, or you can get more detailed information on the Student Finance web page at Adelaide.edu.au/student/finance. Being unaware is not a defence for not dealing with your fees, so have a look at the website for the most up-to-date information. If you need to talk to someone about your fees, call in to Ask Adelaide or contact them on 8313 5208.

Parents/Guardians

One of the biggest changes within a family is when a son/daughter starts university. Once at university, students have to take responsibility for their own learning and their own management of the day-to-day administration that goes with that learning. Parents may have to let go of making those choices on behalf of their son or daughter.

This means that parents will not be able to contact the University to get their son’s or daughter’s academic results, and will not be able to speak with lecturers or tutors about those results. There is no such thing as a parent/teacher interview at university. It also means that tuition invoices will not be sent to parents. All invoices are posted online at Access Adelaide and reminders are sent by email to students. If a parent is planning to pay an invoice on behalf of a student, the onus is on the student to access the invoice and provide it to the parent. You can access the Guide for Parents at Adelaide.edu.au/orientation/information-for-parents.
Study options

The majority of students study full-time at the University. Generally full-time means you are doing four courses per semester (courses are usually 3 units each), for example you are completing 12 units per semester, which is 24 units per year, so you will finish a standard program with 72 units in three years. However there are always exceptions to these rules and some programs are longer than 72 units and therefore take longer than three years to complete. Some students will have a study plan that is based on trimesters or terms rather than semesters. For more information and to have a good look at your program, see our Degree Finder: adelaide.edu.au/degree-finder. You can also search detailed program rules in the University Calendar, which is published each year and available at calendar.adelaide.edu.au.

In most programs you can study part-time. Unless you have any additional restrictions (e.g. visa, scholarship), if there are other exceptions to this it will be explained in the program rules. So if you have a lot of commitments outside university then you may want to consider part-time study. It is generally better to do well when studying part-time than to push yourself to do full-time study and risk failing because you have too many other commitments. As with most things in life, it is about balance.
You need to make yourself aware of the consequences of studying part-time. Firstly, if you are an international student studying on a student visa, you generally cannot study part-time. See the team at International Student Support to help you understand this. If you are a domestic student and you receive or hope to receive benefits through Centrelink then these may be affected by part-time study choices. You can see an Education Welfare Office (EWO) at Student Care auu.org.au/student-care about this or speak with an education adviser in your faculty.

Overloading, that is doing more than 12 units in a semester, may be allowed but you will normally need approval from your faculty. If it’s your first year here at Adelaide you will probably not be allowed to overload, and we certainly recommend you seek advice if you’re even thinking about it. Remember, adding an extra course to the four you are already doing will mean 25% more reading, 25% more assignments and maybe even 25% more exams.

If you are an international student studying on a student visa, we strongly recommend you study a full-time load. For student visa holders, you need to finish your study within the period indicated in your Confirmation of Enrolment (CoE)—meaning that if you study part time, you might not be able to finish on time. If you’re thinking about studying less than a full-time load, we recommend you speak to International Student Support to make sure everything will be OK with your student visa. More information can be found at international.adelaide.edu.au/life-on-campus/support-services.

Textbooks and readers

If you check your course details on Course Outlines (adelaide.edu.au/course-outlines) it should tell you about any required textbooks. You can also look up your course on the Booktopia website (www.booktopia.com.au) to see required textbooks. If you are not totally sure about the courses you have enrolled in, and there is some chance you may want to change courses after you’ve attended the first week, then we recommend you wait until this point to buy your textbooks.

The Library will also have at least one copy of each required textbook, but remember it may not always be available when you need it.

Many undergraduate courses have course readers. These are a compilation of readings put together by the lecturer and are referred to throughout the course. You need to purchase these through the University of Adelaide online shop at shop.adelaide.edu.au. You can search your course on the shop and see the readers you may need.

And don’t be afraid to start reading. If you are sure about your course selection and have time in January and February it doesn’t hurt to get your books and start looking through them. Maybe even borrow a copy from the Library. The reading load can build up once semester starts so if you can get yourself a bit of a head start it can really pay off for you.

Student Charter

The University of Adelaide has a student charter that sets out what we expect from you as a student and what you can expect from us. The Vice-Chancellor will refer to this in his welcome address in O’Week but have a look for yourself at adelaide.edu.au/student/affairs/charter. No matter what life has thrown at you in the past, you are likely to encounter different people and different experiences here at university. You will certainly encounter people with different views and they will often be views that challenge the way you think and the way you perceive the world. This is one of the great things about a university education. However, whether you agree with people or not, and whether you change your own views or not, the debate should be marked by civility and respect. Treat others in a fair and non-discriminatory manner and always act with consideration for others.

Where to study?

Different people have different preferences on the best places to study on campus. Some have a favourite spot and use that place all the time. Others will use different spaces at different times depending on the type of study they are doing at that time. There are plenty of options. Just find the one that works best for you.

As an example, students who use the main Hub Central/Barr Smith Library precinct are able to choose space depending on how interactive or how much noise they want to make – and have around them. Level 4 of Hub Central is very open and can be quite noisy, but is great for group work, and for those who want to be part of campus activity.
Level 3 of Hub Central gets a bit quieter, but is still based around collaborative study. In the Barr Smith Library, Levels 1 and 2 have individual study cubicles which are great for quiet study.

And if you want silence – and a bit of history – the Barr Smith Reading Room is the perfect place. But choose wisely – don’t expect to hold a group discussion in the Reading Room and don’t expect quiet study sitting outside a food outlet on Level 4 of the Hub.

There are also smaller study places in many buildings, usually with a strong association with the local faculty or school. These are quiet and sometimes out of the way spaces. Explore the campus over your first few weeks and see what you can find.

If you are planning on studying late into the evening, then Hub Central with its 24 hour access is the place. Its high use and added security also make it the safest place on campus at night.

For students not studying at the North Terrace campus check your local area for similar study options.

**Technology on campus**

Much of your activity in and around campus will be based on technology. If you have your own device, be it smartphone, tablet or laptop, you will need to get it connected to the university Wi-Fi and to the Internet. Access to the Internet is free for students.

Wi-Fi connection is critical. Regardless of the type of device you have, you can find out how to connect at [adelaide.edu.au/technology/ourservices/network/wireless/uofa-network](http://adelaide.edu.au/technology/ourservices/network/wireless/uofa-network). If you get stuck, call in to Ask Adelaide on Level 3 of Hub Central and either the Hub Crew or the Tech Crew will be able to assist you.

Computers are available in various parts of the University, with the biggest setup available in Hub Central and the Barr Smith Library. The computers in Hub Central are accessible 24/7, whereas other locations may close each night.

ADAPT is Any Device Any Place or Time. ADAPT gives you access to some software through the University servers whether you are on campus, at home, or anywhere in the world. This means that the software you need to complete your assignments will be accessible to you without the need for you to purchase the software yourself. There’s lots of information available at [adelaide.edu.au/technology/ourservices/learning-teaching/adapt](http://adelaide.edu.au/technology/ourservices/learning-teaching/adapt), including a full list of all the software that is available.
Again, let’s explain some terminology.

- **Portal** is the main student page at [adelaide.edu.au/student](http://adelaide.edu.au/student) and is your main access point to log in to all University systems.

- **Access Adelaide** is the student-facing part of our online student system. It is where you enrol, maintain your personal details, see your results and get your invoices. [access.adelaide.edu.au](http://access.adelaide.edu.au)

- **MyUni** is the online learning management system. This is where you will find all your learning materials, submit assignments and interact with your teachers and classmates.

Once you have enrolled in a course, you should see it appear in the All Courses list within MyUni. Your courses will appear on the Dashboard within MyUni once published by your teacher.

You can access MyUni through the main student page: [adelaide.edu.au/student](http://adelaide.edu.au/student). For mobile access to MyUni download Canvas Student app and Echo360 app for access to lecture recordings.

Help is available 24/7 within MyUni, just select the help icon from the main menu.

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**Oops – wrong choice!**

Choosing the right choice for you is often very difficult if you have come straight from high school, but that isn’t a problem. If you feel you may have made the wrong choice, start by talking with the student advisers in your faculty. They can help you understand the options you have. Remember, dropping out of university is often the least favourable choice to make as you may find yourself outside the system and needing to reapply from scratch.

Not all students graduate from the program in which they first enrolled. A change of career goals, or finding a degree that better matches these, may lead you to seek a transfer. Other students may have a second try at getting into a program that they missed out on the first time round.

Or you may decide you want to add a program to your current study load and get a double degree! Whatever your situation, it’s not unusual to consider a change. Make the change that’s right for you by talking to the university and faculty advisers on Transfer Advice Day. Transfer Advice Day is held twice a year and brings all the advisers together in one place to help you talk to the right people. You can find the next date at [adelaide.edu.au/student/internal-transfers](http://adelaide.edu.au/student/internal-transfers).

If you are an international student then you need to be aware that transferring to a different program may have an impact on your Confirmation of Enrolment (CoE) and visa. However this doesn’t mean that you can’t transfer. Once you have spoken to your faculty or school office and decided on the program you would like to transfer to, speak to an International Adviser at Transfer Advice Day or visit the team at International Student Support before actioning any transfer plans: [international.adelaide.edu.au/life-on-campus/support-services](http://international.adelaide.edu.au/life-on-campus/support-services).

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**Course grading and GPA**

Course results are generally graded on a scale from High Distinction through to Fail. The Grade Point Average (GPA) is a numerical index that summarises academic performance, and ranges from a minimum of zero to a maximum of 7. The program GPA is the average of the grades obtained in all courses in the program, weighted by the unit value of each course. Students enrolled in more than one program will have a separate GPA for each, calculated using the final grades of the courses associated with each program.

You can check out the grading scale and see more detail on how your GPA is calculated at: [adelaide.edu.au/enrol/gpa](http://adelaide.edu.au/enrol/gpa).
Ask Adelaide

Ask Adelaide is the front line of student support for the University. The team will either find a solution to your questions, or find the right person to give you an answer. They are located at the southern end of Hub Central. There are a number of ways you can interact with Ask Adelaide:

- **Ask Adelaide in person** – you can talk with the Hub Crew. Check out locations and opening times at adelaide.edu.au/ask-adelaide/contact.
- **Ask Adelaide on Chat** – click on the ‘Chat with a Service Agent’ link Monday to Friday at adelaide.edu.au/ask-adelaide.
- **Ask Adelaide on the phone** – call us Monday to Friday on 8313 5208
- **Ask Adelaide online** – you can submit a question at student.ask.adelaide.edu.au/app/ask. You will receive an answer in your email inbox.
- **Ask ADEL** is available 24/7 online, and has over 1,200 common questions and answers. Check it out from the Ask Adelaide tab on UA Student or online at student.ask.adelaide.edu.au. It is a valuable tool for answers to the most common student questions, so check there before you ask in person.

Academic Support

There is a lot of support and advice available for all students during their time at university. However it is different to a high school setting where that support may be given to you automatically. At university you are an adult learner and there is an expectation that you will be responsible for your own learning. This means that you will need to ask for support or seek out the support that is most appropriate for you. If you’re completely lost, start at Ask Adelaide. They will help you decide on the most appropriate support for you and put you in touch with that support service.

Lecturer/tutor/course coordinator

Start with your tutor or lecturer. Catch them after a tutorial or practical session or make an appointment to see them. Most academic staff will have times that they are available to see students. These are normally identified at the beginning of your course or are sometimes posted on the academic’s office door. The people who teach you are experts on the course detail, so take advantage of their knowledge to get the support you need. All faculties also have Student Advisers who can help you to navigate the program and see the people you need.
Peer Assisted Study Sessions (PASS)
These are semi-formal study sessions organised around a course. PASS is an internationally accredited program. The aim of PASS is to enable students to understand the key concepts of their study courses and to achieve their best possible results. Weekly 50-minute group work PASS sessions are facilitated by students who have mastered the respective PASS courses and want to help students succeed. PASS is for all students, whether to improve from a distinction to a high distinction; a pass to a credit or even just to obtain a pass. You don’t have to enrol or register, just find the class time that suits you and come along. You can check out all the details at adelaide.edu.au/pass.

Maths Learning Centre (MLC)
Located on Level 3 of Hub Central the MLC exists to help all coursework students learn and use mathematics and mathematical skills in order to succeed at university, especially if they are meeting maths for the first time. The MLC drop-in space is a relaxed place where you can come to talk with friendly tutors about learning and using maths for your coursework. It is available for all students, regardless of the course you are studying. You don’t need an appointment, just drop in! The MLC aims to help you develop the confidence and skills to learn new maths concepts on your own, to solve new maths problems on your own, to communicate maths clearly on your own and to gain the appropriate maths background knowledge for your university study. More details and online resources are available at adelaide.edu.au/mathslearning.

Writing Centre (WC)
Also located on Level 3 of Hub Central adjacent to the MLC, the Writing Centre provides academic learning and language support and resources for local, international, undergraduate and postgraduate coursework students enrolled at the University of Adelaide. It offers practical advice and strategies for students to master reading, writing, note taking, and referencing techniques for success at university. Please note, the staff won’t check your work for grammatical errors for you, or edit your work for you, but they can help you learn skills to do this yourself. More details and resources are available at adelaide.edu.au/writingcentre.

Succeed@Adelaide
Succeed@Adelaide is part of the First Year at Adelaide program designed to help you through the transition into university. It is an extension of the orientation program and is where the University provides a range of services that will assist you in adjusting to university life and help you become a successful student. During your first semester we may contact you to provide details of the support available to you. Emails to you about the services and support will be signed Succeed@Adelaide. Get all the essential information you need to equip yourself for a successful first year at university at adelaide.edu.au/orientation/first-year-at-adelaide.

Accommodation Service
The University of Adelaide understands that accommodation plays an important part in building a solid foundation for academic success for students. Students can enjoy the benefits of access to quality accommodation options across the city, at various price points, when they seek assistance from the Accommodation Service. Accommodation options in Adelaide include:
- University Managed
- Residential Colleges
- Commercially Managed
- Private Rental Accommodation

University-managed student accommodation brings like-minded students together, in a residential environment, where students can form new friendships and share the experience of transition into university life together. You can access the service in person through the team on Level 4 of Hub Central, by phone at 8313 5220 or online at adelaide.edu.au/accommodation.
It is good to know that there is support available – whether you need to talk through a personal issue, are an international student having trouble settling into life in Adelaide, have specific health or disability needs, or you need help to balance elite sporting commitments and your studies. The Student Life professional support team is here to help. Student Life support is free and available to all enrolled students, adelaide.edu.au/student/life.

Counselling Support

Sometimes problems can get in the way of achieving your goals and enjoying your time at University. At these times it can be helpful to talk with a counsellor. Students can come to Counselling Support to talk about a wide range of issues, it does not matter how big or small these concerns may be. Counsellors can help students to manage stress, deal with family issues, and develop strategies to cope with mental health conditions such as depression, panic and anxiety. A specialised counsellor is also available who can help to manage the effects of sexual violence. We also assist students work through relationship issues, or struggling with grief and loss, or simply help you regain that motivation that can often wane mid semester. All our counsellors are experienced in working with students from diverse backgrounds including our students from overseas, our Aboriginal and Torres Strait Islander students and students who identify as LGBTI.

Our counsellors are all professionally trained social workers or psychologists with significant counselling experience and an understanding of how university works. Your counsellor will treat you with respect and take your concerns seriously. Whatever you and your counsellor discuss will be treated with professional confidence - even the fact that you have attended Counselling Support is treated confidentially.

In addition to providing individual counselling support, Counselling offers:

- workshops designed to meet the needs of students
- immediate support when critical issues arise
- online interactive resources

More information is available on the Counselling Support webpage: adelaide.edu.au/counselling.

You can book an appointment in person on the Ground Floor of the Horace Lamb building, by phoning +61 8 8313 5663 or by filling in our online form, where this is indicated to be appropriate.
International Student Support (ISS)

Being an international student living in Adelaide, it can sometimes feel like you’re on your own. But if something does go wrong here or back in your home country – or if you’re just confused about who to talk with about an issue – ISS can help.

We offer one-on-one support for all current international students of the University, and our knowledgeable staff will be able to help with just about any issue you have during your time here – be it personal, financial or academic. You can book a private appointment to see an international student advisor by phoning or emailing our office. For contact details visit international.adelaide.edu.au/life-on-campus/support-services.

ISS also runs the Welcome program for all new international students, which includes information about settling into Adelaide, successful study behaviours, and Australian culture. While you’re still getting adjusted to life here, it’s a good idea to check out the ISS website, at international.adelaide.edu.au/life-on-campus, to get an idea of the ways in which we can help. An online Orientation program is also available on this website to help you get started.

ISS offers the following services to all current international students at the University:

• One-on-one, specialised advisory services for international students, including Australia Awards and home government sponsored students
• Advice and support relating to enrolment and Confirmation of Enrolment (CoE)
• Support in understanding student visa compliance
• Social programs to help international students make friends and mix with local students at the University. You can check out more info at international.adelaide.edu.au/life-on-campus/social-programs-clubs-and-sports.

Every Friday during the semester teaching periods, ISS hosts a free morning tea for all current students of the University. Both international and domestic students are welcome to come along. It’s a great chance to make friends and meet other students, as well as grab a coffee, tea, and snack.

Morning tea runs from 10.30am – 11.30am each Friday during the semester, outside the Old Classics Wing building.

All international students are automatically signed up to the weekly ISS newsletter, which is delivered to your student email address each Thursday.

Language and Cultural Engagement (LCE)

The Language and Cultural Engagement (LCE) program is a free program for all current students of the University of Adelaide with opportunities for social interaction through language and cultural networking. Both domestic and international students are welcome to join. The program is fun and rewarding and many long-lasting friendships have developed between international and local students participating in the program.

The program offers students two distinct streams of engagement:

• Language partnerships – practice learning and speaking a language of your choice, develop friendships and improve your intercultural communication through a pair or group match.
• Social events on campus – regular themed social evenings (LCE nights) run entirely by university students are scheduled throughout the semester and are a great way to make new friends and learn about different cultures while participating in activities and sharing in regional cuisine. For more information visit: international.adelaide.edu.au/life-on-campus/social-programs-clubs-and-sports/language-and-cultural-engagement-program.

Talking with Aussies

A volunteer program designed to help international students improve their English conversation skills, Talking with Aussies links international students with local volunteers to give them an opportunity to practice their spoken English. Local students can volunteer their time to chat in English with international students, and make new friends from around the world. Participants in the program meet for an hour each week for an informal, one-to-one conversation.

Talking with Aussies is open to all current students of the University who are studying a Bachelor, Masters, PhD, Study Abroad, or Exchange program. Unfortunately, PEP (Pre-Enrolment English Program) and GEAP (General English for Academic Purposes) students are not eligible to join the program. To register, go to: international.adelaide.edu.au/talking-with-aussies.
**Disability Support**

University study can be a challenge, even more so if you have a disability or medical condition that you need to manage as well. Registering with Disability Support ensures you can negotiate flexibility in your studies without frequent trips to doctors and you don’t need to keep explaining the details of your medical situation to course coordinators. The nature of your disability or medical condition will not be disclosed to anyone outside of Disability Support without your permission. Your choice to work with Disability Support will not be reflected on your transcript. The University has policies that aim to protect and support students with a disability and eliminate discrimination wherever possible.

Ongoing medical conditions or disabilities can include:

- Mental health conditions – such as depression, anxiety, bipolar disorder, obsessive compulsive disorder, post-traumatic stress disorder
- Learning difficulties such as dyslexia or dyspraxia
- Medical conditions such as Crohn’s disease or chronic fatigue syndrome
- Mobility/access issues
- Hearing impairments
- Vision impairments
- Attention deficit hyperactivity disorder
- Autism spectrum disorder
- Acquired brain Injury

Assistance is also available if you have a temporary injury such as a broken leg as a result of a sporting accident. Registering with Disability Support will enable you to access relevant equipment and adjustments specific to your disability/medical condition to ensure you are able to engage fully with your studies. Examples of supports include:

- Exams – such as smaller venue, additional time to take stretch breaks, use of a computer, ergonomic chair
- Provision of study materials in accessible formats, for example if you need to use screen readers
- Making sure you can get to classes by organise lift access if required
- Loaning you equipment including ergonomic furniture/assistive software
- Liaising with academic staff if you have difficulties with attendance
- Planning for field trips, practicals and placements if you are concerned that your disability may make some elements difficult to manage

We encourage you to register as close to the start of the semester as possible so we can make sure all appropriate supports are in place.

There is further information including how to register at the website: adelaide.edu.au/disability.

**Elite Athlete Support**

There are currently over 90 elite athletes studying at the University who are engaged nationally and internationally in a broad range of sports including swimming, hockey, netball, athletics and AFL to name a few. The University of Adelaide is an Elite Athlete Friendly University (EAFU) and offers an Elite Athlete support to assist eligible student athletes. By providing a flexible and responsive approach to study, the University supports students to balance their sporting and academic commitments. A range of support is available to registered elite athletes including the opportunity to apply for a number of scholarships offered through the University. You can find out if you are eligible for the Elite Athlete Support Scheme, see all the details or make an appointment at adelaide.edu.au/eliteathletes.

**Student Life Online**

We know students have very busy lives, and sometimes it’s hard to find time to come to campus. We have loads of online support resources aimed at helping you get the most out of your university experience, and deal with many of the things that life throws at you along the way! You can find out more on the Wellbeing Hub website: adelaide.edu.au/student/wellbeing.

- **What Messes With Your Head?** – a safe online space written and designed by students, for students, dealing with all the things that might mess with your head while you’re at University. From fashion and shopping advice, book and film reviews, dealing with your parents’ divorce, through to managing assignment deadlines and juggling work with study, if it messes with your head, you’ll find it on the blog. Join the conversation: adelaide.edu.au/student/wellbeing/news.
• **Wellbeing Hub** - Find useful tips and resources about study concerns, mental health, body health, relationships and more. Explore some of the common pitfalls that you might fall into, how to boost your success, and where to find more information and support if you need it: [adelaide.edu.au/student/wellbeing](http://adelaide.edu.au/student/wellbeing).

• **Safer Campus Community** - A safe campus is everyone’s responsibility. You can help the University ensure your campus is safe by playing a role in looking out for your own safety, and the safety of others. Find out how you can contribute to creating a safer campus community on our website: [adelaide.edu.au/safer-campus-community](http://adelaide.edu.au/safer-campus-community).

### Student Grievances

If you have a grievance because of a decision or action by a University of Adelaide staff member and/or student/s, we will do our best to help you resolve the grievance. You can see all the details and get further information at [adelaide.edu.au/student/grievance](http://adelaide.edu.au/student/grievance).

The types of grievance we can deal with include:

• **Academic decisions** – grievances about decisions which involve the exercise of academic judgment

• **Administrative decisions, services or facilities** – grievances about decisions on administrative matters, the quality of administrative service or the provision of facilities

• **Unfair treatment** – grievances about student behaviour as well as grievances about staff behaviour

• **Harassment and discrimination** - grievances about harassment, sexual harassment, discrimination or racial discrimination/vilification. These often relate to deeply personal and sometimes traumatic incidents, and students are advised to first seek further information and support before lodging such a grievance.

### Grievance Resolution Procedure

There are generally four stages to the Student Grievance Resolution process:

• **Stage 1** - informal discussion – discuss the grievance with the person directly responsible.

• **Stage 2** - formal review - lodge a formal complaint with the supervisor of the person directly responsible, or other appropriate person as identified by a Student Grievance Adviser.

• **Stage 3** - appeals - internal appeal or review by Student Grievance and Appeals Committee. Lodge an appeal or a request for review with Student Policy and Appeals. Note: Stage 3 is not available for administrative grievances about HECS/FEE/OS-HELP remissions or SLE re-credits.

• **Stage 4** - external review or appeal. Lodge a grievance with an external agency. There are a range of Student Grievance Advisers available to assist students, and you are advised to consult with one. You can do this at any stage in the process. A list of who they are and their contact details is available at [adelaide.edu.au/student/grievance/student-grievance-advisors](http://adelaide.edu.au/student/grievance/student-grievance-advisors).

External review or appeal may be undertaken by:

• seeing a lawyer at your own expense, which will involve you paying the fees and costs of your legal representative personally or

• seeking assistance from one of the external agencies listed at [adelaide.edu.au/student/grievance/external-agencies](http://adelaide.edu.au/student/grievance/external-agencies).
Policies
The University has a range of student related policies that cover many aspects of your journey here at Adelaide. These policies specifically cover:

Academic progress
The University recognises the importance of monitoring the academic progress of students to ensure that students who are experiencing difficulties are identified as early as possible and offered the various advice, assistance and support services that are available. The Academic Progress by Coursework Students Policy provides a framework for identifying and assisting coursework students whose academic performance falls below set standards.

Assessment and exams
This area contains a number of policies, covering:
- Assessment for coursework programs - sets out the principles which underpin the University of Adelaide's approach to assessment, and the mandatory procedures which ensure that the principles are implemented.
- Academic honesty - sets out the obligations of coursework students when undertaking assessment tasks, including examinations, particularly the obligation of academic honesty.
- Modified arrangements for coursework assessment - sets out the circumstances when assessment arrangements may be modified, to ensure that students whose assessment is affected by medical, compassionate or extenuating circumstances, or who narrowly fail a course, are given reasonable opportunity to demonstrate what they have learned.

Student Conduct
The Student Misconduct Rules govern the University's procedure for handling student conduct matters, including mediation and the Board of Conduct. There are also policies covering disability; fees and charges; grievances; information technology and computers; and privacy. You can check out all the policies at [adelaide.edu.au/student/affairs/student-related](http://adelaide.edu.au/student/affairs/student-related).

Student Care
Student Care is funded by the Adelaide University Union and staffed by a great group of Education Welfare Officers (EWO).

Student Care can support you at all stages of your journey through university, from your first year to your postgraduate studies.

The Education and Welfare Officers are professionally qualified and are able to provide advocacy, advice and support on any of the following matters:
- Information and referral for any issue which is impacting on your success at uni,
- Loans and small grants including Equal Access grant for first year students.
- Advice on policy and procedures within the University, including assistance with Academic Honesty and Academic Progress notifications and concerns.
- Academic complaints, grievances and student rights issues, including Behaviour and Conduct issues e.g. bullying and harassment
- Accommodation assistance
- Centrelink information, tax and legal assistance

The free and confidential service is available to all undergraduate and postgraduate students.

To book an appointment, phone 8313 5430, email [studentcare@adelaide.edu.au](mailto:studentcare@adelaide.edu.au) or visit the EWOs at their office in the Lady Symon building.

THE UNIVERSITY HAS A COMMITMENT TO THE FUNDAMENTALS OF EQUAL OPPORTUNITY AND EXPECTS THAT ALL MEMBERS OF ITS COMMUNITY CAN PARTICIPATE WITHOUT FEAR OF HARASSMENT, DISCRIMINATION, BULLYING AND VICTIMISATION.
SAFER CAMPUS COMMUNITY

A safe campus is everyone’s responsibility.

You can help the University ensure your campus is a positive, safe experience for everyone by demonstrating respectful behaviour and playing a role in looking out for your own safety, and the safety of others.

Respect

The University has a commitment to the fundamentals of equal opportunity and expects that all members of its community can participate without fear of harassment, discrimination, bullying and victimisation. The University provides a range of services and responses to assist in student safety and the Safer Campus Community website provides all the information you need to know about what behaviour is unacceptable and who to go to if you need advice or support. The University is able to investigate and take action in relation to reports of inappropriate, concerning or threatening behaviour and acts of violence such as sexual assault. More information about how to report an incident is available at the Safer Campus Community website. adelaide.edu.au/safer-campus-community.

Bystanders

All members of the University community are encouraged to be ‘active bystanders’, someone who not only witnesses a problematic situation, but takes steps to speak up or step in to disrupt the situation or keep it from escalating.

By being an active, responsible bystander we can help the University create a safe and inclusive environment. It’s important we all step up, speak out and stand strong - for a safer community.

Most of us want to do the right thing – make a positive intervention and say something to challenge inappropriate behaviour that makes you uncomfortable, such as verbal, physical or sexual harassment, but knowing what to do and feeling confident enough to step in can be difficult. Some easy tips to help you be a responsible, active bystander include:

Step up

• Be aware of situations around you
• Assume responsibility if you see a situation that is problematic
• See yourself as being part of the solution to help
• Don’t assume that it’s just someone else’s problem

Speak out

• Let the problematic person know that what they are saying or doing is inappropriate
• Talk to the person affected to make sure they are okay
• Offer suggestions to help, for example someone to speak to

Stand strong

• Be confident that helping someone in a difficult situation is the right thing to do
• Take action but be sure to keep yourself safe
• Take responsibility for your actions
• Call out your friends if you see them behaving in a way you know isn’t right
**Consent Matters**

Sexual assault and sexual harassment is not acceptable and the University has zero tolerance for sexual violence of any kind. To support a respectful and inclusive university environment it is important that you understand what consent means and how to negotiate respectful sexual relationships. We encourage all students to complete the online MyUni course, ‘Consent Matters’, which is about sex, relationships, boundaries, respect and positive intervention.

If you experience sexual violence whilst you are at University, there is specialised support available through the Student Life Counselling Support team to help you manage the effects of sexual violence, and discuss the options available if you want to make a report. Information about making a report to police and/or the University can be found at adeelaide.edu.au/safer-campus-community.

**Emergency Contacts**

The University has security officers who are available to help you when you are on campus. Security is conveniently located on all major campuses.

The University security service is available 24 hours 7 days per week. If you need immediate assistance you can contact them on 8313 5444. It is a good idea to put this number as a contact in your mobile phone.

*It is very important that all security related incidents be reported as soon as possible to the University’s Security Services.*

You can report an incident by phoning 8313 5990. After hours security can accompany you to within 2.5km of the campus to help you get to where you need to go safely.

*The University security service also offer a lost property service and run self-defence classes.*

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**REMEMBER**

If you are in a life threatening emergency please call Ambulance, Fire or Police on 000.

Other emergency contacts are:

**Rape and sexual assault**
- Police: 000
- Yarrow Place rape and sexual assault service: 8226 8777
- National sexual assault, domestic family violence counselling service - 24 hours: 1800 737 732 (1800 RESPECT)

**Domestic violence**
- Domestic Violence Helpline: 1800 800 098
- Police: 000
- Crisis Care: 131 611
- National sexual assault, domestic family violence counselling service - 24 hours: 1800 737 732 (1800 RESPECT)

**Suicide and mental health emergencies**
- Mental Health Triage Service 24-hour service: 131 465
- LifeLine 24-hour phone counselling: 131 114
- Local Hospital Emergency
Doing well at university is important, but there is so much more to university that can also contribute to your future success. Here are a range of activities you can get involved in that will add to your enjoyment of university, help you to make lifelong friends, understand the world from other points of view, and provide you with ways to give back to the wider community.

**Sport**

Adelaide University Sport, affectionately known as ‘The Blacks’ for over 100 years, is a leader in developing a healthy and active lifestyle. We can offer a number of opportunities for you to get active on and off campus:

**Sporting Clubs**

There are 36 different clubs that students can join. Some compete at elite level; others are more social. No matter what sport you would like to try, you will need to contact the club directly to find out all the information you need. Most offer a come and try and are open to all.

**Intervarsity Sport**

We provide student athletes a number of opportunities to represent The University of Adelaide in a number of sporting competitions. From Varsity Challenge, SA Challenge and Nationals. This is your opportunity to compete against students from other Universities.

**Facilities**

AU Sport manages a number of on and off campus sporting facilities which can be utilised by students for sporting activities. Head to our website for more information.

If you’re looking to keep fit on campus, the Fitness Hub have gyms at North Terrace, Waite and Roseworthy. All have a great range of equipment and the Fitness Hub run classes throughout the year. There are change and shower facilities on all campuses. Whilst there is a membership charge, it remains one of the cheapest gym memberships in Adelaide. Check out everything Fitness Hub at [www.thefitnesshub.com.au](http://www.thefitnesshub.com.au).

Like most aspects of life, getting a balance is critical to success.
Scholarships and grants

There are a number of funding supports on offer to University of Adelaide student athletes including the ‘President’s Scholarship’, which is aimed at supporting first year students. AU Sport has a lot to offer during and after your time at university, so visit our website theblacks.com.au and follow us on our social media platforms for more information on how you can get involved.

Campus Sustainability

Ecoversity is the University’s sustainability engagement program. All Ecoversity activities, campaigns and events are geared towards developing a campus culture that values and applies sustainable practices.

Ecoversity activities include recycling initiatives, energy campaigns, internships and water saving projects. On-campus events such as Fair Trade Market stalls, Edible Garden working bees and Re-use Events, raise awareness about specific environmental issues.

Students can also apply for funding to attend sustainability related conferences and undertake environmental training.

Getting involved in the Ecoversity program can be a fun and meaningful way of contributing to the campus community and is a great way to meet like-minded students. To learn more, check out the Ecoversity website: adelaide.edu.au/ecoversity

Politics at Uni

Student politics is very active at the University of Adelaide and over the years we have produced many political leaders - think Julia Gillard, Penny Wong, Nick Xenophon, Sarah Hanson-Young and Christopher Pyne.

Student politics can of course create both passion and divisions, so may not be a place for the faint hearted. However, it is a great opportunity to give something back to the wider university community. Just remember, respect for others and a tolerance of views that are different to your own are key attributes that need to be displayed if you’re thinking about student politics.

Student Representation

There are many opportunities to get involved and have your say through student representation with the Adelaide University Union. Running for office with the SRC or as a Board member with the Union is a great way to gain experience and give something back to the student community. Any student at the University of Adelaide can nominate and run for the Union Board or SRC, with elections taking place in August/September each year. If you’re more interested in creative pursuits, then student media provides an opportunity to contribute to On Dit, our student magazine and Student Radio which is broadcast on air each week. You can also join the Union events team as a Student Experience Director and help deliver the huge program of events on campus each year. And finally there is our very popular volunteer program which is a great way to get involved, see what the Union does, make friends, help out, and earn some great rewards while doing it.

Student Representative Council

The SRC exists to represent students and does this through loads of events, media, campaigns, meetings and publications. There are SRC office bearers who advocate for specific student groups and issues, including a Queer Officer, Welfare Officer, Education Officer, and Environment Officer.

So do you have a nagging problem at Uni? Or perhaps great ideas for us? Or you just want to come say hi? The SRC can give you advice on any problems you might have and where to get help or hear any campaign or events ideas you have. They hold fortnightly meetings that are open to all students so you can come along and hear reports back on what is happening or give some input yourself! auu.org.au/src/meetings.

Volunteering opportunities

The University of Adelaide actively encourages and promotes a culture of volunteering. Volunteering provides an integral link between the University and the wider community. We foster and encourage volunteer satisfaction, including learning new skills and making professional and social contacts. Volunteering adds to the richness of university life by involving a diverse range of people in a variety of activities. Since 2003 when the Volunteer Program was formalised, the number of volunteers who contribute in many ways has grown to over 2300.
The University has over 30 different volunteer groups across its Waite, Roseworthy and North Terrace campuses as well as partnerships with not-for-profit organisations. There are a diverse range of volunteer positions for staff, students, alumni and the general public where skills and aspirations can be matched. We welcome people of all ages, backgrounds, abilities and cultures to participate as volunteers.

Volunteering is a great way to meet new people, gain experience and strengthen your resume as well as share your skills, passion and enthusiasm to really make a difference. Student volunteering opportunities range from helping at O’Week and Open Day, to mentoring fellow students and working with children through the University’s Compass Program. The faculties and Ask Adelaide also take on many student volunteers, and opportunities are available through the student union and sports association. You can get more detail at adelaide.edu.au/volunteer.

Adelaide University Union

The Adelaide University Union is a student organisation that provides one of the most diverse, exciting and rewarding programs of student experiences of any university in Australia. We offer a huge range of campus events throughout the academic year with a focus on music, food, entertainment, lifestyle, professional development and recreation.

Joining the Union is the best way to maximise the opportunities, rewards and experiences available to you whilst at the University of Adelaide. Members have access to more resources, information events and activities, fantastic discounts across campus and our very popular free fortnightly members’ lunch. It’s also loads of fun and a great way to meet people.

The Union also provides a number of specialised essential services run by professional staff that cater to the unique challenges and issues that students often face. Our services include:

- Academic advocacy and welfare support
- Employment and volunteering service
- Grants and emergency accommodation
- Tax and legal help

These services are free and available to all students.

To join the Union or find out more information on any of our services visit auu.org.au.

Employment Services

The Union provides a range of employment services to university students looking for casual employment or work experience while studying.

The Union’s Employment Service can help you with:

- Resumes and cover letters
- Interview tips
- Advice on volunteer opportunities through not-for-profit organisations
- Accredited training opportunities


Clubs (Social/Cultural/Faculties)

Joining a club is the best way to meet new people, share your interests and make new friends on campus. The Adelaide University Union (AUU) supports more than 150 clubs representing all kinds of activities and interests, from dance groups through to societies for students in your course or faculty and everything in between.

If you want to find us and see some of our clubs in action, keep an eye out for O’Week, Clubsland, and tons of other club events throughout the year. You can check out the full list of clubs and find out how to start your own at auu.org.au/clubs.

If you’ve got any questions, just send us an email at clubsadmin@auu.org.au.

We can’t wait to hear from you!

Being active

All the University campuses are beautiful and look amazing through the seasons. Take the time to get outside to clear your head and enjoy the spaces on campus.

On all our campuses we have a mix of heritage-listed classic buildings, many dating back to the 1800’s, together with the most modern designs from recent times. Check out the self-guided tours you can take at adelaide.edu.au/tours. Roseworthy and Waite are particularly beautiful, so if you get a chance to visit those campuses we would certainly encourage you to look around. There are details on walks and tours at Waite at adelaide.edu.au/waite-historic/reserve/walks.
We know you’re only just starting, but it doesn’t hurt to find out about other opportunities now.

Study Overseas
The University of Adelaide provides a range of overseas study options for students. These might range from a simple one-week study tour right up to full-year of studies in a foreign language at an overseas University, and a whole range of options in between. So are you interested in doing part of your University of Adelaide degree overseas?

Participating in a Study Overseas Experience is a great way to break up your degree, see the world, diversify your studies and add an edge to your CV.

Explore our website (adelaide.edu.au/study-overseas) to find out what kinds of programs are available. When considering your options, you’ll need to know what’s possible within your degree. Some degrees are more restrictive, so Medicine, Nursing or Veterinary Bioscience students (for example) may find that overseas placements are more likely to work for them than an exchange semester.

When to get started
Most international study programs will require that you have finished a certain amount of study at the University of Adelaide before you can participate; this is usually one or two semesters of study. This doesn’t mean that you can’t start planning early! Have a look at the specific requirements for your program – some study tours or independent programs are open to everyone.
Semester exchange program requirements vary by partner, and you’ll need to check whether your preferred institutions require 12 units (1 semester) completed at the time of application, or 24 units (one year) completed. The exchange application process takes place over several months, so you might be able to start preparing to apply earlier than you think.

Find out more
adelaide.edu.au/study-overseas
@StudyOverseasAdelaide
@uaoverseas
esn Exchange Student Network @ESNAdelaide

Information sessions will also be scheduled during the semester.

Turn your degree into a Global Career
Developing an understanding of different cultures and nurturing the skills to work in a global environment are a key part of your development here at the University. Two programs offered by the University to help you achieve this are:

Global IQ Connect: This free and extracurricular program connects two students from different cultural backgrounds. It offers students the opportunity to have an international experience while in Adelaide, taking advantage of the fantastic cultural diversity we have on campus. The program serves as an alternative to an actual study abroad experience and as a part of the preparatory process for overseas studies.

More information about how this program works can be found online: adelaide.edu.au/student/global-iq-connect.

Experience Adelaide: Connects international students with local University volunteers (alumni and staff) and is available to newly arrived international students who have not lived in Australia before. The program helps make international students feel welcome and more connected to their new surroundings, introducing them to Australian people and local customs.

More information about the Experience Adelaide program can be found online: international.adelaide.edu.au/experience-adelaide.

Careers Service
The University of Adelaide Careers Service prepares, inspires and empowers students to achieve successful career transitions and connect with industry.

The Careers Service can provide you with career management skills that will enable you to compete in the global marketplace. Resources are available to assist in finding work, completing applications and attending interviews and career planning.

There is specific advice available for first year and final year students, career readiness programs — including a specific China Career Ready Plus Program — and tips for international students.

The Careers Service also runs a range of events on and off campus where you can meet employers at Career Expos, Pop-Up displays and employer presentations and attend industry workplaces through Industry Connect visits.

The Careers Service is free to all current students and recent graduates, with plenty of information available online at adelaide.edu.au/student/careers.

Adelaide Graduate Award
The Adelaide Graduate Award is a new University initiative to support your employability development. While getting good grades is important, employers are often looking for more than academic achievement when recruiting graduates. They value the skills that you develop through participating in extracurricular activities like volunteering and work experience during your time at university. The Adelaide Graduate Award gives you the opportunity to stand out from the crowd when you graduate by gaining recognition from the University of your extra-curricular activities and achievements. The Award is not a reward for participation in activities, but a recognition of the learning that you gain from reflecting on your experiences outside of your formal studies. You’ll have the duration of your degree to complete the Award. Ideally, you should sign up at the start of your degree before you start your extracurricular activities, but you may register at any time during your degree.

The Adelaide Graduate Award is free to join and open to all students. Find out more about the Award, including how to sign up and the requirements for completing the Award at adelaide.edu.au/student/adelaide-graduate-award.
NEW TO ADELAIDE

The following information is a general guide to make your start to living in Adelaide a little easier.

Mobile phones

Mobile phones are an important way to keep in touch with your friends, family, and the University. If you want to get a mobile phone, here are some things to remember.

Tip 1 – Research

When setting up a SIM card in Australia you should first research different phone companies to find the provider that best suits your needs and budget.

Tip 2 – Identity documents

Make sure you take identification documents to the provider in case they require them. These documents could be your passport, visa, bank account statements, ATM card, insurance card, utility bills in your name (such as water bills or electricity bills), credit cards, or a driver’s licence. The mobile phone provider will give you a full list of acceptable forms of identification.
Tip 3 – Contract vs. pre-paid

SIM cards are available in two general forms in Australia: (1) pre-paid and (2) contract.

1. Pre-paid SIM cards require you to pay an upfront fee and register the SIM yourself. You then pay for extra credit when you need it. Credit can generally be purchased online, or at convenience stores, supermarkets and service (petrol stations). Pre-paid SIM cards will most often be sold independent of phone handsets, meaning that you will need to either use your existing handset or buy a handset separately.

2. Contract SIM cards, as their name suggests, lock you into a contract with a phone provider for a certain period of time (usually 24 months). You will be required to pay a certain amount every month, which gives you a set number of data and call time. Breaking the contract will likely mean that you will need to pay out the rest of your contract as an early termination fee. Contract SIM cards are often packaged with a phone handset.

Tip 4 – Unlocking your phone

Be careful! If you are an international student and are using the handset from your home country, you may need to first unlock your phone so that it can use an Australian SIM card. You will need to contact your mobile phone provider in your home country for instructions on how to do this.

Tip 5 – Dual-SIMs

Some mobile phones allow dual-SIMs, which means you can install one SIM card for local calls and one SIM card for international calls.

Banking

When choosing a bank or other financial institution (such as a credit union), find out if they have a branch or ATMs (Automatic Teller Machines) located near to where you live and/or study. Before you open an account, make sure you know your bank’s account keeping fees and service charges. Every bank offers general savings accounts that allow you to deposit, withdraw, and transfer money from ATMs or use EFTPOS.

Other methods of banking available to you include internet and phone banking – ask your bank for more information.

Student accounts

Most banks and credit unions offer student accounts with lower fees (and lower rates of interest). You will need to show the bank your student ID (or, if you are an international student, your CoE) when you open the account or very soon after. Make sure to ask if they have any limitations, such as maximum amounts on daily withdrawals.

Opening a bank account

To open a bank account, you will need to complete a 100-point identity check. To do this you will need to provide identification, such as your passport, student card, birth certificate, and/or driver’s license, credit card, telephone or electricity bill.

Some nearby banks

ANZ (13 13 14)
www.anz.com.au
112 Rundle Mall

BankSA (13 13 76)
www.banksa.com.au
11 Rundle Mall

Bendigo Bank (8232 6122)
www.bendigobank.com.au
80 Grenfell Street, Adelaide

Beyond Bank (13 25 85)
www.beyondbank.com.au
100 Waymouth St, Adelaide

Commonwealth Bank (13 22 21)
www.commbank.com.au
136 Rundle Mall

HSBC (1300 308 008)
www.hsbc.com.au
55 Grenfell Street, Adelaide

National Australia Bank (13 22 65)
www.nab.com.au
22-28 King William Street, Adelaide

Westpac (13 20 32)
www.westpac.com.au
49 Rundle Mall, Adelaide
Healthcare and OSHC (Overseas Student Health Cover)

In Australia, for all non-emergency illnesses (eg, a headache or flu), you should visit a General Practitioner (‘GP’) doctor. There are GPs located at the University Health Practice, on the North Terrace campus: adelaideunicare.com.au/our-practices/university-health-medical-practice. For all emergency illnesses (eg, a broken bone or heart attack), you should visit a hospital emergency room.

In Australia, the emergency phone number (for ambulance, police, and the fire service) is 000.

To order your OSHC (Overseas Student Health Cover) card, you need to contact your OSHC provider. If you purchased your OSHC policy through the University of Adelaide, your provider will be our preferred provider – Allianz Global Assistance, and you can order your card here: https://allianzassistancehealth.com.au/en/.

To log into Allianz’s system, you need your policy number, your family name (i.e. surname), or your date of birth. Your policy number will be your 7 digit University of Adelaide student number followed by the letters ‘adl’.

Example: 1234567adl

- If you are an Australia Awards Scholar, your policy number will be your student number followed by the letters ‘adlaus’.
- If you are a sponsored student, your policy number will be your student number followed by the letters ‘adlspn’.

If your provider is Allianz Global Assistance, you can use the University Health Practice on campus without your OSHC card – you just need to know your policy number and have a copy of your printed policy.

My OSHC Assistant App

Allianz offer an app that allows you to access and manage your OSHC coverage on your mobile device – it even includes a digital membership card. Visit: allianzassistancehealth.com.au/en/helpcentre/oshc/oshc-app.

Not with Allianz?

There are four other companies who provide OSHC policies:

AHM (13 41 48)
www.ahmoshc.com.au

BUPA Australia (1800 888 942)
24 Regent Arcade, Rundle Mall

Medibank Private (134 190)
medibank.com.au/overseas-health-insurance/oshc
65 Grenfell Street, Adelaide

NIB (1800 775 204)
nib.com.au/overseas-students

Health Services

There are several different ways to access health care and health advice within Australia, and these may be quite different from the ways you do at home.

An introduction to all aspects of the Australian healthcare system is available here: international.adelaide.edu.au/life-on-campus/settling-in-to-adelaide/oshc-and-the-australian-health-care-system. It’s worth taking a couple of minutes to get familiar with this, so that you know who to contact for any health issues you might have.

University Health Practice

The University-associated Adelaide Unicare clinics provide healthcare for students and staff through a number of general practices, including The University Health Practice on the North Terrace campus. The University Health Practice has a team of experienced and caring male and female General Practitioners who can provide health education and advice for – Sexual health, Contraception, Mental Health, Nutrition and Chronic Disease Management. Same or next day appointments are available by contacting 8313 5050 or booking online at www.adelaideunicare.com.au/our-practices/university-health-medical-practice.

Discover Adelaide

Adelaide is a beautiful city with many local conveniences located near the University of Adelaide. If you don’t know your way around yet, spend some time in and around the University getting familiar with the local attractions, eateries, and hot spots.
**Exploring the city**

Adelaide is a relatively small city, but there is a lot to explore if you know where to look. Here are just some of the places you may want to visit to get to know Adelaide a bit better:

- **North Terrace** - Art Gallery, museums and State Library
- **The East End** – Rundle Street area (cafes, dining, fashion)
- **Rundle Mall** (shopping)
- **Central Market** (food shopping and dining)
- **The West End** – Hindley Street area (dining, bars)

For more ideas about what’s on in Adelaide, check out the following resources:

- [adelaidecitycouncil.com/explore-the-city](http://adelaidecitycouncil.com/explore-the-city)
- [southaustralia.com/whats-on](http://southaustralia.com/whats-on)

**Bicycles**

You can also rent a free bicycle from the Adelaide City Council’s Adelaide Free Bike service. Bikes can be hired from locations across the city, and come with a helmet (which you are required by law to wear). For more information, see: [bikesa.asn.au/adelaidefreebikes](http://bikesa.asn.au/adelaidefreebikes).

**Adelaide Central Market**

The Adelaide Central Market is a great place to get good quality produce. They have great bargains towards the end of trading on Saturday afternoons! The Central Market, as locals call it, is also adjacent to one of Adelaide’s most popular eating districts: Gouger Street and Chinatown.

**Public transport**

**Free city transport**

You can use the free City Connector bus (99A/99C/98A/98C) and hop on and off as often as you like. The Adelaide tram is also free from South Terrace to the Entertainment Centre. For more information, see: [adelaidemetro.com.au/Timetables-Maps/Special-Services/Free-City-Services](http://adelaidemetro.com.au/Timetables-Maps/Special-Services/Free-City-Services).

Getting around Adelaide is easy if you use public transport. You can learn more about the Adelaide metro system at the Adelaide Metro website: [adelaidemetro.com.au](http://adelaidemetro.com.au).

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**Step 1: Get yourself a Metrocard or Metroticket**

You can buy them at the Adelaide Metro Centre, post offices, newsagencies, and The General on campus. Metrocards are rechargeable, multi-use passes, while Metrotickets are single-use tickets. There are different types of Metrocards and Metrotickets, so please check on the Adelaide Metro website to make sure you are carrying the right one.

**Step 2: Plan your route**

Check updated timetables at the Adelaide Metro website or download a trip planning app on your mobile device.

**Step 3: Catch a ride**

On all forms of public transport, you can use any door to enter. Upon entering the vehicle, you need to validate your trip by tapping your card or inserting your ticket into one of the yellow validation machines found just inside the door.

**Step 4: Stop!**

Bus or tram: To request a stop, push the red button before the bus or tram arrives at your stop. You can exit from any door. Make sure to leave enough time for the driver to stop. On the bus, don’t forget to say ‘Thank you’ to the driver when you get off. Train: The train will stop automatically at all stations listed on the timetable. You can exit from any door.
Cycling to campus

Riding a bike to uni can save you hundreds of dollars in parking and fuel costs, it helps keep you healthy and it’s often faster than taking public transport. Don’t know your way to campus? Find the quickest, safest route with: maps.sa.gov.au/cycleinstead.

End of Trip facilities

The Ecoversity facilities map provides the location of all showers, change rooms, lockers and under-cover bike racks on the North Terrace campus, along with water refill stations and bike maintenance poles. Most bathrooms are open on weekdays between 8:00am and 6:00pm.

adelaide.edu.au/ecoversity/docs/North_Terrace_Cycling_Facilities_Map.pdf

Bike Shed access and security

Secure bike sheds are available for short-term bicycle parking. To gain access to the sheds, complete the online application form or visit Ask Adelaide. In using the bike sheds you agree to the Conditions of Use which have been put in place to ensure the sheds are used safely and efficiently.


To protect your bike and reduce the likelihood of it getting stolen, use the following guidelines;

• Lock your bike in a well-lit, well-travelled area
• Use a D-Lock, rather than a chain or cable lock
• Do not leave bicycles out overnight

Keep a copy of the bike’s serial number to aid in identification and recovery in the event of theft.

Cycling Skills Program

Ecoversity offers a swag of free activities and bike gear to encourage students to ride to campus. The program includes bike maintenance from Treadly on Campus, South Australian Police (SAPOL) bike engraving (to help track down your bike if it gets stolen), cycle safety sessions and special events for cyclists, like Ride to Uni Day. For more information check out the Ecoversity website: adelaide.edu.au/ecoversity.

Thank you for reading the Student Guide and welcome to The University of Adelaide! If you have any questions at all about your studies with us, please contact Ask Adelaide, adelaide.edu.au/ask-adelaide.
INTERNATIONAL STUDENT SUPPORT

If you hold a student visa, you need to make sure you understand your visa conditions. Common conditions related to student visas include:

- Enrolment in your program in all compulsory study periods
- Completion of your program by the end date of your Confirmation of Enrolment (CoE)
- Maintaining OSHC for the duration of your visa
- Updating the University within seven days of changing your address
- Studying no more than 1/3 of your total program in an online delivery mode
- (Coursework students) Working no more than 40 hours per fortnight during official academic terms

For more information, or if you have questions about your CoE or student visa conditions, you can contact International Student Support at any time:

ua.edu.au/iss
Events, rewards, experiences and opportunities with Union membership.

Learn more auu.org.au
STUDENT HEALTH AND WELLBEING VOLUNTEERS PROGRAM

A volunteer opportunity for current students, designed for those with an interest in their own health and wellbeing, and that of their fellow students.

For more information visit: adelaide.edu.au/student/health-wellbeing/volunteers
Find your people.

With over 150 clubs to choose from we have something for everyone.

Get connected, get involved, gain experience, meet new friends and make the most of your time at Uni!

Start by checking out the full list of clubs at

auu.org.au/clubs

or visit the clubs office on the ground floor of Lady Symon Building just off The Cloisters.
You may be confused with floor and room numbering. Generally speaking the first numbers reflect the floor and the later numbers reflect the room number, so Braggs 433 is in the Braggs building, 4th floor, room 33. In some cases this is easy and sometimes it is challenging. Many buildings connect – Horace Lamb, Barr Smith South, Hub Central, Hughes and Kenneth Wills feel like one building but are actually four buildings (with five names).

The University site has a significant slope and it is 10 stories between the Barr Smith Lawns and North Terrace, so floor numbers are confused through many buildings having more than one entrance level. For example, the main entry level of Hub Central is actually the 4th floor of Barr Smith South.

Don’t worry, you’ll work it out. Make sure you get a map (adelaide.edu.au/campuses) and go on a campus tour during Orientation. When you get your timetable go exploring to find your room locations before the first day of classes.

**Emergency / Security contacts**

Security Emergency: 8313 5444

**On-campus security contacts**

North Terrace campus: 8313 5990
AHMS campus: 8313 0442
Roseworthy campus: 8313 7999
Waite campus: 8313 7200
ASK ADELAIDE

Connecting you and services. For advice from our friendly staff visit or contact us at:
Level 3 Hub Central North Terrace campus
(08) 8313 5208
adelaide.edu.au/ask-adelaide