

Extra Unit Information for UniSA OUA Units

CONTENTS

Introduction

Student engagement

The University's online environment

 Accessing password-protected online environments

 Student information via the Web: myUniSA

 IT Help Desk

 Email

 Your UniSA username and password

 Help – I can't log on!

 How do I find the online learning resources for my unit?

 Online submission (AssignIT) or Gradebook

Accessing University services

 The Library

 University of South Australia OUA Library Service

 OUA UniSA Student Advisors

 Change of Address

 Contacting Open Universities Australia

 Learning and Teaching Unit

Students with disabilities or medical conditions

Assessment of Units

 Assessment grades and notations

 Dealing with a failed assessment

 Exam arrangements

 Academic integrity

 Variation to assessment tasks

 Unit counselling

Assignments

 Return of assignments submitted by AssignIT or Gradebook

 Postal submission

 Facsimile submission

 Due date

 Final grades

 How do I get a formal statement of my results

Early results

Request for extensions to assignment due dates

Extension requests of more than 7 days

Important note about extensions

Resubmission

Deferred exams or special consideration

Withdrawal of study

INTRODUCTION

Welcome to *Extra Unit Information*.

This resource provides you with essential information relevant to your study in all OUA units at the University of South Australia. It needs to be read in conjunction with the *Unit information Booklet* specific to the unit(s) you are studying.

The latest version will always be available at: <http://www.unisa.edu.au/oua/academic/Default.asp>. It can also be accessed through My UniSA at: <http://www.unisa.edu.au/myUniSA/>

A glossary of University terms is also available at:
<http://www.unisa.edu.au/sas/glossaryacadterms.asp>

STUDENT ENGAGEMENT

One of the key elements of the University's Learning and Teaching framework is a commitment to student engagement through experiential learning.

As a UniSA student, you will be an active participant in your learning. Your life experiences will be valued and drawn upon within your studies. Also, you are likely to experience a broad range of engaging learning opportunities and have some choice over how, when and what you learn. You will have the opportunity to use critical enquiry to address professionally relevant problems. Some units will provide opportunities for learning to take place in applied, work-based and community settings.

You will be encouraged to make choices about your learning and to reflect upon your learning experiences. You will also be able to take greater responsibility for your learning, in tracking your achievements and in managing your learning opportunities, to develop the particular skills and attitudes you will need as a graduating professional and to experience improved career mobility and personal achievements as citizens.

THE UNIVERSITY'S ONLINE ENVIRONMENT

To assist you using student-centred learning to develop the desired Graduate Qualities in your program, UniSA provides you with flexible online environments. These online environments allow you to access services and learning 7 days a week and 24 hours a day. You can access the University's online environments wherever you can access the Internet. If you do not have access to the Internet at home, other options include University computing pools and public libraries.

As an online university, **the official means of communication at UniSA is email**, but academic staff also often communicate with their students in online ways (e.g. websites, discussion groups) that are linked to unit homepages and myUniSA. You will use a number of interactive technological tools via the Internet which enable you to enhance your learning effectiveness, submit assignments, discuss work with other students and communicate with people in the University. Developing your skills to work effectively as an online learner will help you to be a successful student at UniSA.

Getting to know UniSA's online environment for teaching and learning is important and there are useful guides to refer to as you develop and extend your skills for successful online learning. These can be found at: <http://www.unisa.edu.au/ltu/students/study/default.asp>

A good place to start getting to know UniSA's online environment is your own web page – **myUniSA** – which you can access by selecting myUniSA from UniSA's homepage <http://www.unisa.edu.au>. This important web page is automatically adjusted for each student to collate links to many of the critical websites that you will need for your study. For example, there are direct links to the homepages for the unit(s) in which you have enrolled, timetables, your email account, and your personal details as they appear in the University's system. You can also add links of your own choice.

ACCESSING PASSWORD-PROTECTED ONLINE ENVIRONMENTS

1. In the Username box, type your student Mail-ID. Your Mail-ID is printed on your University of South Australia welcome letter.
2. Press the TAB key on the keyboard.
3. In the Password box type your password. **Note that the password is case sensitive.** Your default password is the first four letters of your surname followed by your day and month of birth. If your surname is less than four letters, it is supplemented with Xs. For example, if David Doe's birthday is 21 July, then his password would be doex2107. (Note that the Mail-ID uses a Y as a filler, while the password uses an X.)
4. Click the OK button on the screen to log on.

STUDENT INFORMATION VIA THE WEB: *myUniSA*

What is *myUniSA*?

All students who are currently enrolled with UniSA have access to **myUniSA**, a web-based portal for study-related information and resources.

What information can I access?

The information available through *myUniSA* includes the following:

- **Links to online resources provided for your unit**—unit home page, online learning resources, discussion forums, *AssignIT* or Gradebook.
- **Unit enrolments**—unit code, unit value, study period, teaching school, etc.
- **Personal details**—full name, date of birth, postal address and contact details.
- **Materials dispatch**—dates products have been sent to you.
- **Assignment details**—dates assignments have been submitted by *AssignIT* or Gradebook. Marks of assignments returned by *AssignIT* or Gradebook.
- **Final grade**—your overall final grade can be accessed online approximately 4-6 weeks after the end of the study period.
- **Access to your UniSA email account and library records.**

Is *myUniSA* secure?

Yes. You are the only person who can access your information in *myUniSA* as long as you:

- don't share your username and password with anyone else; and also
- close *all* Web browsers completely when you have finished using *myUniSA*.

myUniSA also provides you with the option to change your password (see the link available on the initial log-on page). This is another way of keeping your account secure.

How do I log-on to *myUniSA*?

1. Go to the UniSA home page: <http://www.unisa.edu.au>
2. Click on the word '*myUniSA*' on the menu bar at the top of the page.
3. You will then be taken to a 'Welcome to *myUniSA*' page. Click on the link on this page which says 'Log on to *myUniSA*'.
4. You will then be prompted with a 'Username and Password' pop-up window as below:



5. At the log-on screen enter your username and password. Enter all information in lower case.
6. Select 'OK'.

What if the personal details information I find in *myUniSA* is incorrect?

Change it straight away!

It is **very important** that the information the University has about you and your study is correct. Having an incorrect address can mean you do not receive vital information from the University; being incorrectly enrolled can mean you will be charged an incorrect fee.

If you need to change your contact details (address, phone number, etc), please refer to 'Change of addresses in the 'OUA UNISA Student Advisers' section of this *Extra Unit information*.

To change other information, contact the IT Help Desk (details below).

Help—I don't understand some of the information I can see!

Each screen in *myUniSA* has online help which explains the information displayed on the screen.

Select the '*Help*' button at the top of the screen to open the online help. (Select the X in the top right corner to close.)

If you need further assistance, contact the IT Help Desk (details below).

IT HELP DESK

Contact the IT Help Desk (<http://www.unisa.edu.au/ists/ITHelpDesk/default.asp>) if you are having difficulty accessing UniSAnet, *myUniSA* or your email account. IT Help Desk phones are monitored Monday through Friday 8.30 am to 9.00 pm Adelaide time.

Phone: (08) 8302 5000

1300 558 654(local call cost – mobile and payphone extra)

61 8 8302 5000 (international callers)

EMAIL

As part of the enrolment process, all students are issued with a University email account. Your email address is made up like this: (your username)@students.unisa.edu.au

Email is the designated form of contact for a number of UniSA administrative processes. These processes include:

- **AssignIT or Gradebook.** When using *AssignIT* or *Gradebook* to submit assignments, you will receive email notifications when assignments are submitted and/or returned.
- **Library.** If you borrow books from the UniSA Library you will receive email notices about overdue items. Fees can apply to overdue items. For details, please refer to the Flexible Information Service website: <http://www.library.unisa.edu.au/services/oua>
- **Other UniSA notices.** From time to time, other sections of the University send out emails to all students (including OUA students). Some of these messages may be relevant to OUA students, but it is possible that some of these emails will not be directly relevant.

To obtain this information, it is recommended that you log-on to your University of South Australia email account on at least a weekly basis.

Note: If you are unable to access your email, you should contact the IT Help Desk at the beginning of the study period.

Redirection of your UniSA email

Your UniSA email account is the email address that we will use to contact you. We will not contact you using an alternative email address. If you would like to use a different or secondary email address to receive email, you can redirect your UniSA email to your home or work email address by using the Email Redirection application on *myUniSA*. Redirecting your UniSA email enables you to receive your UniSA email in your home or work inbox.

For further information, please visit the 'Email redirection' webpage on the UniSA Information Strategy and Technology Services website: http://www.unisa.edu.au/ists/email/email_redirect.asp

How do I access my UniSA email account?

You can access your email account through logging onto *myUniSA*. Alternatively, you can access your email by doing the following:

1. Go to the UniSA home page: <http://www.unisa.edu.au/>
2. Click on the word 'Email' on the menu at the top of the page.
3. You will then be prompted with a 'Username and Password' pop-up window.
 - Enter your username
 - Enter your password
 - Press your 'Enter/Return' key or select 'OK'.

You should now have access to your UniSA email account.

Assistance for accessing your email can be obtained at:

<http://www.unisa.edu.au/ists/Email/default.asp>

YOUR UNISA USERNAME AND PASSWORD

If you are a new student, at the start of the study period, you will receive a letter providing your username and password. If you have previously enrolled and completed UniSA units your username and password will be the same. If you have forgotten your username and password, you will need to contact IT Help Desk (details page 8).

HELP—I CAN'T LOG-ON!

1. Are you entering the correct username and password?
2. Are you a student currently enrolled in an OUA unit offered by the University of South Australia? If you are not sure of your enrolment status, contact OUA Student Advisers.
3. If you are definitely enrolled and still can't log-on, then please contact the IT Help Desk (details page 8) to confirm the details of your username.

HOW DO I FIND THE ONLINE LEARNING RESOURCES FOR MY UNIT?

One means of accessing your online learning resources is by going to **myUniSA** <http://www.unisa.edu.au/myunisa>, which is the UniSA web-based portal for study-related information and resources. For further details on *myUniSA*, please refer to the subsection below entitled '**Student information via the Web: myUniSA**'.

Alternatively, you can access your online materials by going to the unit home page, which has been established on the UniSAnet system (UniSAnet is the online study environment at UniSA). To access the unit home page, go to the following webpage, type in the unit code then click enter.

<http://www.unisanet.unisa.edu.au/courses/>

Once you reach the unit home page, if you check underneath the heading '**Learning resources for this unit**', you will see links to learning resources specific to the unit.

If you click on these links, you will be asked to enter your log-on details. If login details are correct, you will then be able to access the online learning resources.

ONLINE SUBMISSION *AssignIT* OR GRADEBOOK

All assignments must be submitted online using ***AssignIT* or *Gradebook*** only (for exceptions see subsection 'Postal submission' in the 'Assignments' section on page 20). *AssignIT* or *Gradebook* are a UniSA services that facilitates the online submission of assignments via a web-based interface.

Assignments submitted by email will not be accepted and please also note the following key points.

- **Access.** *AssignIT* or *Gradebook* can be accessed either from a link on your unit home page.
- **Log-on details.** Your log-on details are the same as for your online learning resources. (See the section 'Online at UniSA' in this *Extra Unit information*.)
- **Assignment cover sheet.** When you submit your assignment using *AssignIT* or *Gradebook*, you must include an Assignment cover sheet and type your name where the form asks for your signature. An electronic copy of this form is available at <http://www.unisa.edu.au/oua/admin/forms.asp>. You can copy and paste this document into the front of your assignment. If the assignment is a group assignment, then you should use the group Assignment cover sheet. **Assignments cannot be accepted if the cover sheet is not included.**
- **Email notification of receipt.** When using *AssignIT* or *Gradebook* to submit assignments, you will receive an email notification to confirm that your assignment has been submitted.

ASSIGNIT

An essential guide which explains how to use *AssignIT* can be found at

<http://www.unisa.edu.au/helpstudents/assignit/default.asp>.

GRADEBOOK

Text based assignments for units have previously been submitted electronically and grades returned via *AssignIT*. A change to this process will begin in SP3-2011 as we introduce the first group of units to the new *Gradebook* functionality in learnonline. During SP3-2011 you may have some units that

require you to submit assignments using the new learnonline Gradebook and others that continue to use AssignIT. Your Unit Coordinator will advise if you should use the new Gradebook. You won't be able to use AssignIT after OUA SP4-2011. All units will use the new Gradebook from SP1-2012.

Gradebook is easy to use because it functions in a similar way to AssignIT, a guide which explains how to use Gradebook can be found at <http://resource.unisa.edu.au/mod/book/view.php?id=7935>

ACCESSING UNIVERSITY SERVICES

THE LIBRARY

You may use the Library on any campus. Each collection reflects the academic programs offered at that campus. The Library website links you to the following electronic resources: databases, ejournals, eReserve, information literacy tutorials and the catalogue 24 hours a day, 7 days a week. See: <http://www.library.unisa.edu.au/services/oua/>

UNIVERSITY OF SOUTH AUSTRALIA OUA LIBRARY SERVICE

As you are enrolled in a unit offered by the University of South Australia, you are entitled to access a range of services offered by the University Library.

The OUA Library Service provides you with a prompt and user-friendly access to databases, loans, photocopying and an information service.

They can search for material on a specific topic if you do not have access to the Internet.

Information about the full range of services available to you through the Library is available at <http://www.library.unisa.edu.au/services/oua/>

Address

OUA Library Service
University of South Australia Library
University of South Australia
Mawson Lakes Boulevard
Mawson Lakes South Australia 5095

Phone:

1300 137 659 (price of a local call; mobiles may pay more)

61 8 8302 6231 (international callers)

Fax: (08) 8302 6699

61 8 8302 6699 (international callers)

Email: ocls@unisa.edu.au

OUA UNISA STUDENT ADVISERS

There are four main sources for accessing information in regard to administrative matters for study with OUA units offered by UniSA. These are as follows:

1. This *Extra Unit Information* booklet
2. The student portal *myUniSA*
3. OUA @ UniSA website at: <http://www.unisa.edu.au/oua/>

4. OUA UniSA Student Advisers

OUA UniSA Student Adviser contact details

Phone: (08) 8647 6145
1300 361 450 (local call cost – mobile and payphone extra)
61 8 8647 6145 (international callers)

Fax: (08) 8647 6082

Email: ouainfo@unisa.edu.au

Phones are attended Monday through Friday, 8:30 am to 5:00 pm Adelaide time. You may leave a voicemail message or fax or email at all other times.

CHANGE OF ADDRESS

The University of South Australia (UniSA) does not update personal and contact details for Open Universities Australia (OUA) students. To update or correct your personal and contact details, please go to the Personal Details section of My Area on the OUA website, or contact the OUA office in Melbourne. OUA will then advise UniSA of your updated personal and contact details.

CONTACTING OPEN UNIVERSITIES AUSTRALIA

Contact OUA if you intend to withdraw, have a study problem, need some advice or just want to talk to someone. OUA has a team of trained student advisers if you need:

- help choosing which units and modules you wish to study
- help processing your enrolment
- information about pathways which are available for a range of qualifications
- help with enrolling
- advice about eligibility for the FEE-HELP student loan scheme, credit transfer, or obtaining funds
- to change your name

Phone: (03) 8628 2555
1300 363 652 (local call cost – mobile and payphone extra)
61 3 8268 2555 (international callers)

Fax: (03) 8268 2955

Email: To send an email to OUA use the OUA 'Online Enquiry Form' at www.open.edu.au > Contact Us

Website: www.open.edu.au

Postal

Open Universities Australia

GPO Box 5387
Melbourne Vic 3001

LEARNING AND TEACHING UNIT

You can access a wide range of study skills resources from the UniSA Learning and Teaching Unit website. These include assistance in learning advice, personal counselling, career resources and disability services. You can access these services at the Learning and Teaching Unit website at: <http://www.unisa.edu.au/ltu/>

STUDENTS WITH DISABILITIES OR MEDICAL CONDITIONS

Services for students with disabilities or medical conditions are available through the Learning & Teaching Unit Disability Service. Students who have an existing Disability Access Plan and require support or adjustments to teaching or assessment arrangements are encouraged to notify the Unit Coordinator at the beginning of the Study Period.

Services are provided on an individually basis according to access requirements and may include provision of equipment, assessment modification and other services. Further information about disability services is available at <http://www.unisa.edu.au/ltu/students/study/disability/default.asp>

Phone: 1300 657 122 (cost of a local call from anywhere in Australia)

Email: disability@unisa.edu.au

Note: Where partner organisations are engaged in the provision of services those partners will be responsible for the provision of appropriate services and adjustments for students with disabilities.

Policy for students with disabilities is available at:
<http://www.unisa.edu.au/policies/policies/corporate/C07.asp>

ASSESSMENT OF UNITS

To pass a unit you must satisfactorily complete the assessment requirements prescribed for the unit. The details of the assessment requirements, including the degree to which re-marking and resubmissions are allowed in a unit, are available in the *Unit information* for your unit.

The University has defined policies and procedures on assessment. If you require more information please go to <http://www.unisa.edu.au/policies/manual/> where you will find the full version of the *Assessment Policies and Procedures Manual*.

ASSESSMENT GRADES AND NOTATIONS

At UniSA you will be awarded a final grade and an assessment notation according to your performance in each unit of study.

Open Universities Australia has a generic system of notations across OUA providers, and the grade you obtain from UniSA will be converted in the OUA grades or notations if you obtain a statement of academic record or a statement of achievement through the OUA portal.

The following is a comparative table of the grading notations used by OUA and UniSA.

Grade	UniSA Notation	OUA Notation	Notational %	Descriptor
High distinction	HD	HD	85–100	Outstanding performance on all learning outcomes
Distinction	D	D	75–84	Excellent performance on all learning outcomes
Credit	C	C	65–74	High performance on all learning outcomes OR excellent performance on the majority of the learning outcomes
Pass level 1	P1	P	55–64	Satisfactory performance on all learning outcomes OR high performance in some learning outcomes.
Pass level 2	P2	P	50–54	Satisfactory performance on the majority of learning outcomes
Fail level 1	F1	N	40–49	Unsatisfactory performance on a number of learning outcomes OR failure to meet specified assessment requirements
Fail level 2	F2	N	below 40	Unsatisfactory performance on the majority of learning outcomes
Non-graded fail	F	N	0-49	Unit assessed on a pass/fail basis only. Failed to meet specified assessment criteria to required

				standard
Withdrawn	W	W		Withdrew after the census date without penalty

DEALING WITH FAILED ASSESSMENT

It is possible to remedy failed assessment under special conditions. These are Supplementary Assessment, Deferred Assessment and Special Consideration. Please note that there are special conditions and rules applying to Supplementary, Deferred and Special Consideration Assessment. If you are applying for consideration under these processes, you should ensure that you are familiar with all aspects, conditions and requirements of the provisions (section 7 of the *Assessment Policies and Procedures Manual* <http://www.unisa.edu.au/policies/manual/>).

EXAM ARRANGEMENTS

Most undergraduate and some postgraduate OUA units have written exams in the weeks following the end of a Study Period/Session. It is important that you read this information carefully.

OUA Exam Services centrally manage the provision of your exam timetable and options of exam venues for your end of Study Period/Session written invigilated (supervised) exam(s). Arrangements for units with a written invigilated exam will be the following:

- OUA Exam Services will centrally organise written exam invigilation for all students.
- All exams are held during business hours, and costs associated are covered as part of your unit fees.
- Access to an easy to use OUA exam web service will allow you to view your exam timetable and select the examination venue closest to you. An email will be sent to your email address recorded with OUA, advising when the exam timetable is available and when the venue selection period commences.
- Access to an extensive network of exam venues across Australia and around the world. Note that you will be required to attend your written invigilated exam(s) at the venue(s) you select using the OUA exam web service (with the exception of approved Special Local Invigilation requests).
- A friendly and knowledgeable OUA Exam Services group will assist you with any questions about the organisation of your written invigilated exam arrangements.

For further information about OUA Exam Services and actions you will need to take to complete your exam venue selection, refer to:

OUA Exam Services

Website: www.open.edu.au/exams

Email: exams@open.edu.au

For students needing special arrangements, please note the following:

- Students who have a *Disability Access Plan* indicating special arrangements for their examinations should notify the [Exams and Results Team](#) at UniSA by end of week 8 to ensure that the correct arrangements for their examination are in place.
- Students from a Non-English speaking background, who wish to apply for *Variations to standard requirements* must submit their application to the [Exams and Results Team](#) at UniSA by end of week 8 of the study period. There are also some other categories of students that may apply for this variation. To access information in regards to criteria and to download forms, please refer to [Ask OUA – Are there any circumstances that entitle me to extra time in examinations?](#)

Exams and Results Team (UniSA)

Phone: 1300 361 450 (price of a local call, mobiles may cost more)

Email: exams.results@unisa.edu.au

ACADEMIC INTEGRITY

The university aims to foster and preserve the scholarly values of inquiry, experimentation, critical appraisal and integrity, and to foster these values in its students. Academic Integrity is a term used at university to describe honest behaviour as it relates to all academic work (for example papers written by staff, student assignments, conduct in exams, etc) and is the foundation of university life. One of the main principles is respecting other people's ideas and not claiming them as your own. Anyone found to have used another person's ideas without proper acknowledgement is guilty of Academic Misconduct and the University consider this to be a serious matter.

The University of South Australia wants its students to display academic integrity so that its degrees are earned honestly and are trusted and valued by its students and their employers. To ensure this happens and that students adhere to high standards of academic integrity and honesty at all times, the University has policies and procedures in place to promote academic integrity and manage academic misconduct for all students.

More information about Academic Integrity and what constitutes academic misconduct can be found in Section 9 of the [Assessment Policies and Procedures Manual](#), **Section 9** or on the Learning and Teaching Unit website at: <http://www.unisa.edu.au/ltu/students/study/integrity.asp>

VARIATION TO ASSESSMENT TASKS

Variation to assessment methods, tasks and timelines can be provided in:

- Unexpected circumstances**, for example bereavement, unexpected illness. Variation to assessment in unexpected circumstances should be discussed with your course coordinator as soon as possible.
- Expected circumstances**, for example religious observance grounds, or community services. Variations to assessment in expected circumstances must be requested within the first two weeks of the course (or equivalent for accelerated or intensive teaching).

More information about variation to assessment may be found by consulting the relevant policy: <http://www.unisa.edu.au/policies/manual/default.asp>

UNIT COUNSELLING

There are a number of definite processes which need to be followed in order to obtain advice about administrative and academic matters for all OUA units at UniSA.

For **all administrative queries**, please contact OUA UniSA Student Advisers. This should be done by emailing your query to ouainfo@unisa.edu.au. (Additional contact details are provided in this *Extra Unit information* in the section entitled 'OUA UniSA Student Advisers').

Alternatively, if you have a query about the **academic content of the unit**, you should post your query to the Discussion forum on the Learnonline resource page for your unit. The Unit Coordinator or one of the tutors for the unit will be checking this Discussion forum on a regular basis and will reply to your query. Further information about the Discussion forum facility is provided on page 10 in the section entitled 'How do I find the online learning resources for my unit?'

ASSIGNMENTS

RETURN OF ASSIGNMENTS SUBMITTED BY *ASSIGNIT* OR *ASSESSMENT GRADEBOOK*

If the marked assignment is returned by AssignIT or Assessment Gradebook you will receive an email notification and you will be able to view your mark on *myUniSA*.

POSTAL SUBMISSION

Assignments can only be submitted by post if:

- The assignment is required in a format that cannot be submitted electronically (e.g. a folio of non-text items). Please refer to the section in this *Extra Unit Information* on 'Assessment of Units'.
- The student is in an isolated environment where Internet access is not available.
- *AssignIT* or Assessment Gradebook has a function failure on the date when the assignment is due.

In the cases specified above, the mailing address for assignments is the School Office (see address details in the 'Welcome' section of your unit information booklet)

Important points to note about postal submission

When sending in your assignments by post, it is important to:

- Retain a copy for your records.
- Number the pages and staple them together. Do not use pins or paper clips as these catch on other assignments in the sorting and mailing process, and your assignment could be lost.
- Do not send assignments in folders, binding, or plastic sleeves. Simply submit assignments by stapling the top left hand corner.
- Attach an *Assignment cover sheet*, completed in full, to the front of each of your assignments. Make sure you include your UniSA ID number. These sheets can be downloaded from <http://www.unisa.edu.au/oua/admin/forms.asp>. **Please note: Assignments cannot be accepted if a signed *Assignment cover sheet* is not included.**

FACSIMILE SUBMISSION

Assignments can only be submitted by fax if:

- The assignment is required in a format that cannot be submitted electronically (e.g. a folio of non-text items)
- The student is in an isolated environment where Internet access isn't available.
- *AssignIT* or Assessment Gradebook has a function failure on the date when the assignment is due.

Assignments **cannot** be faxed by students residing within Australia. Only students residing overseas may fax assignments. This submission facility for students residing overseas is provided to avoid delays in assignment receipt which can occur with postal delivery. The fax number for assignments is the School Office (see address details in the "Welcome" section of your unit information booklet).

DUE DATE

The due date refers to the date for submission of your assignments. Please note the following in relation to the specific time deadlines for various submission methods:

- **Online submission.** Submission of assignments via *AssignIT* or Assessment Gradebook may be made at any time up to the specified deadline on the due date.
- **Postal submission.** Assignments/ materials submitted in hard copy must be postmarked or officially franked (as having been sent) **before or by 5:00 pm on that date**. When posting an assignment, please get the Post Office to ensure that the envelope is postmarked, as some methods don't automatically provide a postmark.
- **Fax submission.** Submission of assignments via fax may be made at any time up to the specified deadline on the due date.

FINAL GRADES

Final grades are published 5 weeks after the end of the study period and can be accessed at *myUniSA*. For official Results Release dates please refer to the following website: <http://unisa.edu.au/oua/results> .

HOW DO I GET A FORMAL STATEMENT OF MY RESULTS?

There are two types of academic statement available:

- Statement of Academic Attainment: lists units in which you have received a Pass or higher.
- Academic Transcript: lists all your results including failed or withdrawn units.

The quickest way to obtain a copy of your results is to phone the Student Advisors at Open Universities Australia on 1300 36 36 52 Monday – Friday 8:30 am – 5:00 pm AEST.

There is a charge of \$10 for an Academic Transcript or Statement of Academic Attainment. Students can pay for this by credit card over the phone. Alternatively, you may send a cheque or money order made payable to Open Universities Australia. Please ensure you include your full name, date of birth, OUA Student Identification number and that you clearly indicate the kind of statement you require. You are able to fax this request to +61 3 8628 2955, or post to the address below:

Open Universities Australia
GPO Box 5387
Melbourne Vic 3001

If you have completed 15 or more units with Open Universities Australia, you can obtain one copy of your academic transcript free of charge when graduating.

If results are missing, please contact the [OUA Student Advisers](#).

EARLY RESULTS

In special circumstances, such as immigration, university admission or entry into a professional Australian accounting body, you can request the early release of your final grade.

In these cases the university will try to meet the request although it can't be guaranteed due to the logistics of exam papers being returned, availability of academic staff etc.

For more information please refer to the following webpage
http://www.unisa.edu.au/oua/Ask_OUA/faq/grades/faq/grades_faq04.asp .

All requests for early release of final grades must be made by emailing ouainfo@unisa.edu.au and must include the relevant supporting documentation.

Requests for early release of final grades must be submitted by Friday of week 12. Your request will then be forwarded to the Unit Coordinator for a decision.

Unit Coordinators need several weeks to mark exam papers and determine final grades so students are advised that it is not possible to provide final grades less than 4 weeks after the exam.

REQUEST FOR EXTENSIONS TO ASSIGNMENT DUE DATES

Extensions to assignment submission dates are not granted for some units. Please check your Unit Information book for specific unit/course requirements.

For most units a standard 7-day extension policy is provided. Students should note the following:

- Requests for an extension of time for submission of an assignment should be made **at least two days before the due date of the assignment**.
- The *Request for extension to assignment due date* and lodgement instructions are available on the Learnonline resource page for your unit.

EXTENSION REQUESTS OF MORE THAN 7 DAYS

- The request for more than 7 day extension to assignment due date form is available on the Learnonline resource page for your unit.
- Requests for **more than 7 days extension** forms should be emailed to the School Office for a decision (see address details in the 'Welcome' section of your Unit Information booklet).
- In requesting an extension of more than 7 days, you are required to include a written statement which explains the reason why this extension is needed and any other supporting documentation. For example, if your reason is health-related, you should attach a medical certificate.

IMPORTANT NOTE ABOUT EXTENSIONS

It is in your interests to think through the consequences of late submission of assignments. A first assignment submitted late may not be able to be returned to you before the next assignment is due. You may then find yourself in the position of having to submit another assignment before receiving feedback on the first.

Further, assignments submitted late may not be returned before the exam. Extra time spent on an assignment may reduce the time you have available to do the next assignment or to study for the exam. A 13-week study period can pass very quickly!

RESUBMISSION

There is no provision for resubmission of assignments, unless invited to do so by the Unit Coordinator.

DEFERRED EXAMS OR SPECIAL CONSIDERATION

A deferred examination or special consideration may be granted if a student can provide evidence of unexpected or exceptional circumstances that prevented them from attending the final examination or submitting a final piece of assessment.

Deferred examination or special consideration may be granted on the basis of medical, compassionate or 'other' circumstances and must be fully supported by evidence that can be authenticated by a medical practitioner, or a person of standing in the community. Please refer to Section 7 of the [Assessment Policies and Procedures Manual](#) for further information.

Applications for a deferred exam or special consideration must be forwarded to the OUA Student Advisers no later than five working days after the scheduled examination date

WITHDRAWAL OF STUDY

All withdrawals will be processed by OUA. Please refer to the [OUA website](#) for information about the withdrawal process.

Assessments not completed

If a withdrawal request has not been submitted by the Sunday of week 6 and the required assessments have not been submitted or completed by the due or negotiated date a *Fail* grade will be recorded.