



WELCOME TO UTS:
YOUR INTERNATIONAL
STUDENT GUIDE

WELCOME TO UTS

YOUR INTERNATIONAL STUDENT GUIDE



Welcome to UTS, a diverse and vibrant university where you'll learn, explore, be challenged, enjoy new experiences and make friends for life.

Each year, we welcome around 3500 new international students from around the world. We're always excited to see the cultural and linguistic diversity of students attending Orientation, forming new friendships and, with the help of our friendly Peer Networkers, establishing their first links with the UTS community. With around 37,400 students from 120 different countries, including Australia, UTS is a reflection of Sydney's multicultural diversity.

At UTS, you'll experience a hands-on style of teaching and learning that builds practical skills and academic knowledge, challenging you to think critically and learn actively. The redevelopment of UTS's City campus will further enhance your learning experience through our state-of-the-art and student-friendly 'campus of the future' including a new library, collaborative learning and social spaces, and Australia's only Frank Gehry-designed building. Make the most of our brand new facilities and student spaces, which support student, staff and community interaction. We hope they'll encourage you to learn, study and socialise.

UTS campus life offers countless opportunities for you to connect with others such as barbecues, festivals and parties, and social and competitive sports. Join the Community Connections program for a chance to mix with Australian and international students, and get involved in the wider Sydney community through cultural events, volunteering activities and day trips.

I encourage you make the most of your time at UTS – and in Sydney. Get to know other students by joining in conversations and asking questions – inside and outside the classroom. Actively participate in the academic, social and cultural opportunities UTS offers. And if you encounter any difficulties along the way, make use of the support services available, most of which are free.

I hope that your experience at UTS will be both enjoyable and successful. Remember, UTS International staff are available to advise and support you at any time.

I look forward to seeing you on campus in the near future.

A handwritten signature in black ink, appearing to read 'William R Purcell'.

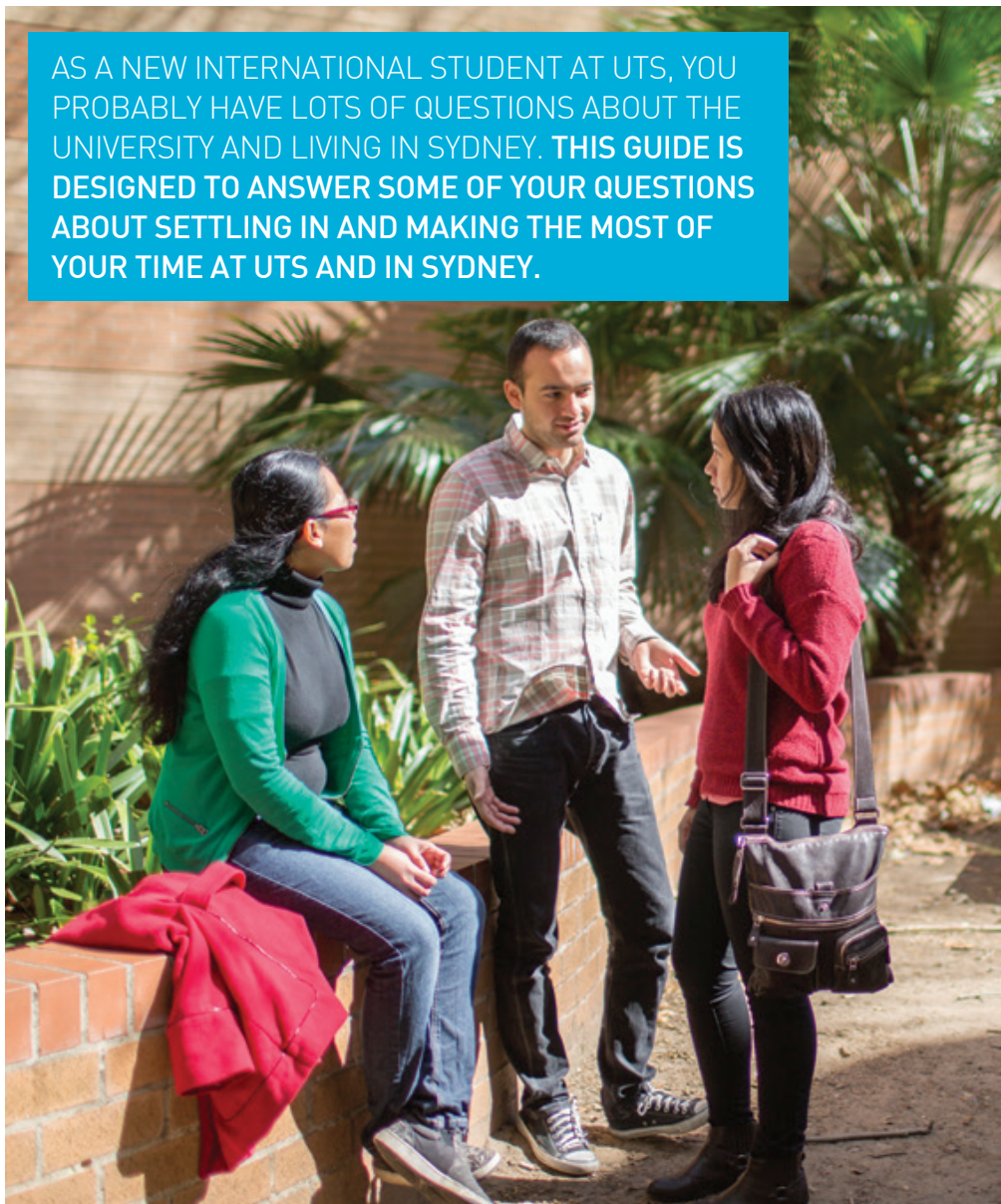
**Professor William R Purcell
Deputy Vice-Chancellor and
Vice-President
(International and Development)**


CONTENTS

ARRIVING AT UTS	04
SETTLING IN	06
GETTING AROUND	08
MONEY AND BANKING	11
FEEL AT HOME	12
SAFETY AND SECURITY	14
STARTING AT UTS	16
UTS STUDENT CENTRES	18
FINDING YOUR WAY	20
CAMPUS MAPS	22
WE'RE HERE TO HELP	26
BEYOND THE CLASSROOM	30
MANAGING YOUR COURSE	32
YOUR STUDENT VISA	34
QUICK FACTS	36
EMERGENCY CONTACTS	43

ARRIVING AT UTS

AS A NEW INTERNATIONAL STUDENT AT UTS, YOU PROBABLY HAVE LOTS OF QUESTIONS ABOUT THE UNIVERSITY AND LIVING IN SYDNEY. **THIS GUIDE IS DESIGNED TO ANSWER SOME OF YOUR QUESTIONS ABOUT SETTLING IN AND MAKING THE MOST OF YOUR TIME AT UTS AND IN SYDNEY.**





Connect with other students, and ask them about their experiences. Take advantage of the numerous support services at UTS, many of which are free!

Don't be afraid to ask for help!

UTS International is your one-stop-shop to ask questions and help address any issues you may be having. Visit us on level 3a of the Tower Building.

www.uts.edu.au/international
internationalstudent@uts.edu.au
9514 1796 or 9514 9914



“Go outside your comfort zone! Join societies and clubs you otherwise would not have in your home countries, make friends from other parts of the world (the Peer Network is great for this), explore the university’s services (it has tons to offer!).

Don't be afraid to be alone – living on your own as an international student is a fantastic time to find out who you really are. That being said, go make friends. These friendships will be some of the best you'll ever make!”

Sheralyn Tay, Singapore
BA in Communications
(Journalism)

SETTLING IN

HAVING THE ESSENTIALS UNDER CONTROL EARLY WILL HELP YOU FIND YOUR FEET IN SYDNEY.

HERE ARE SOME TIPS TO GET YOU STARTED.



ACCOMMODATION

The UTS Housing Service manages the University's student residences. Five residences are available to UTS students, and all are on or close to the City campus.

The Housing Service can also assist you with your accommodation search, from recommending temporary places to stay, to longer-term residences. They also provide information on your rights as a tenant or lodger.

www.housing.uts.edu.au

E: housing.service@uts.edu.au

ACCOMMODATION INFO SESSIONS & BUS TOUR

During Orientation, attend the accommodation info session to gain an overview of your rights as a tenant/lodger within NSW. You will receive various accommodation listings and it can also help you decide where you want to live. You can also join a housing bus tour and ask questions about accommodation options along the way.

PRIVATE STUDENT HOUSING

UTS has negotiated discounted rates at nearby privately run student accommodation. Check the off-campus accommodation page of the UTS website for details.

OFF-CAMPUS ACCOMMODATION

Private rentals are generally managed by real estate agents. Australia has laws to protect both landlords and tenants, and the agent has an obligation to ensure that the property is maintained and liveable for you as a tenant.

Sydney's rental market is extremely competitive. Do your research before you set out to look at properties. If you like a place, be prepared to make an offer for it on the day.

Visit the off-campus accommodation page of the website for information on how to find a place to live off-campus, share accommodation and other accommodation options such as private student housing and homestays.

www.housing.uts.edu.au

Go to the Office of Fair Trading website for information on your rights leasing a property in New South Wales.

www.fairtrading.nsw.gov.au

LOOKING FOR A PLACE

Suburbs close to the UTS City campus include: Pyrmont, Ultimo, Haymarket, Chippendale, Newtown, Glebe, Surry Hills or the City; or close to the beach: Bondi, Bronte, Randwick or Coogee. Some students prefer inner city suburbs accessible by bus or train: Stanmore, Marrickville, Summer Hill or Petersham.

These websites will help you find off-campus accommodation:

www.uts.studystays.com.au

www.realestate.com.au

www.domain.com.au

Generally, rental prices become cheaper the further from the centre of Sydney you live. Check the availability and regularity of public transport, as this can vary greatly from location to location.

SHARED ACCOMMODATION

Many students live in shared accommodation, in a house or apartment. It's a great way to meet people and share living expenses. Share accommodation is usually an informal arrangement between the occupants of a property and the lease holders/landlord, therefore there is unlikely to be an agreement with your name on it. Make sure you feel comfortable with and can trust the people you are living with, and have a good understanding of the circumstances of the living situation. Remember to request a written agreement or residential Tenancy Agreement and receipt for all payments to avoid problems later.

www.housing.uts.edu.au



"UTS housing provides a lot of events, which makes us more comfortable; living at UTS housing is like living at home."

Marilyn Parhusip, Indonesia
Master of Business Administration
and Master of Engineering
Management

IMPORTANT CONSIDERATIONS

Properties in Australia are usually rented out unfurnished, so you will need to buy your own furniture and bedding. Stores like Kmart and Target, Asian grocery stores, second-hand stores like The Salvos or Vinnie's and websites like the Trading Post and Gumtree are useful for finding inexpensive furniture and household items. Also remember that rental prices usually don't include bills/amenities such as gas or electricity.

UPDATE YOUR ADDRESS

Remember to **update your address** with UTS as soon as you arrive in Australia. Update it again whenever you move. It is a requirement of your student visa that you update your address within seven days of any move.

GETTING AROUND

SYDNEY HAS A GOOD PUBLIC TRANSPORT SYSTEM, WITH BUSES AND TRAINS RUNNING FREQUENTLY TO UTS.



PUBLIC TRANSPORT

For general information on public transport in Sydney, call 131500 or go to: www.transportnsw.info

BUYING TICKETS

MyMulti tickets cover buses, trains, ferries and light rail (trams) within a certain zone. They are useful if you regularly travel using different forms of transportation. **Weekly or multi-trip tickets** are cheaper than single tickets.

As an international student you can get a discount on quarterly and yearly MyMulti 2 and MyMulti 3 travel passes. Visit the UTS International front desk to obtain our CRICOS number and a one-time MyMulti code. Then go to the Transport NSW site where you can purchase a discounted travel pass.

www.transportnsw.info/international-students

The NSW Government is currently rolling out an electronic ticketing system across Sydney and surrounding areas. **Opal cards** are a quick and convenient way of paying for your travel, but this scheme does not offer reduced fares for international students.

www.opal.com.au

BUSES

Sydney's bus network extends to most suburbs. Many buses are pre-pay only, which means you need to buy a ticket before you board. You can buy tickets from most newsagents, convenience stores, and train and bus stations.

For timetable and ticket information, go to: www.sydneybuses.info

Bus 555 is a **free Sydney CBD shuttle** that runs on a continuous loop between Central Station and Circular Quay via George Street. It runs every 10 minutes



"The location [of UTS] is really good. The transportation is really good, because it's in the city centre, it just goes everywhere."

Shukhratjon Adilov, Uzbekistan and China
Information Technology

between 9am and 3.30pm on weekdays (until 9pm on Thursday nights) and between 9am and 6pm on weekends.

Free buses are also offered in some other larger commercial centres, such as Parramatta.

TRAINS

The Sydney rail network is a popular way to travel for many Sydneysiders. For information on train timetables and ticket prices and options, go to: www.sydneytrains.info

FERRIES

Many Sydneysiders commute by ferry from beach and harbourside suburbs to Sydney's main ferry terminal at Circular Quay. Sydney ferries also allow citizens and tourists alike to explore exciting destinations scattered along Sydney Harbour's foreshores, including Manly, Taronga Zoo, Luna Park and Darling Harbour. Ferries tend not to be frequent outside of peak periods.

www.transport.nsw.gov.au/content/sydney-ferries

LIGHT RAIL (TRAMS)

The Metro Light Rail links Central Station with Sydney's inner western suburbs. The trams, ending at Dulwich Hill, also stop at Sydney Fish Markets, Darling Harbour and Chinatown. You can use your MyMulti ticket, buy a weekly ticket or purchase a ticket on board.

www.sydneylightrail.transport.nsw.gov.au

CAMPUS SHUTTLE BUS

UTS runs a **free shuttle bus service** most of the year for all enrolled UTS students. The service operates between Broadway, Haymarket and Kuring-gai campuses. A free shuttle bus also runs between Broadway, Haymarket and student residences on weeknights. To download a timetable, visit the UTS website and search 'campus shuttle bus'.

CYCLING

Sydney City Council is developing extensive cycle ways, and offers free workshops on riding in the city. Get to know the cycle ways in your area so that you can avoid busy roads where possible. Secure bike parking spots are also located around Sydney.

www.sydneycycleways.net

UTS offers **safe bike parking** on campus. Showers and bike racks are available in Buildings 4, 5 & 10 and at the Kuring-gai campus.



TIP: It is compulsory to wear a bike helmet in Sydney, and you can be fined if you don't follow the road rules. Your bike must also have lights for after dark. It's a good idea to wear reflective clothing, too.

DRIVING

To drive in Sydney you need a **valid and compatible driver's licence**. You will also need to learn the road rules for New South Wales. The Roads and Maritime Service (RMS) website provides further information.

www.rms.nsw.gov.au

Keep in mind that the cost of owning and running a car in Sydney is high. You may be able to find a cheap vehicle, but registration and insurance (which are compulsory), petrol costs and parking are expensive. The Sydney metropolitan area also has many toll roads. You will need to get an e-TAG as most toll roads no longer accept cash.

CAR SHARING

Car sharing is popular in inner Sydney and means you don't have to think about car spaces or maintenance – or buying a car in the first place. Join a car-share scheme and you will be able to use a car as and when you need to.

www.goget.com.au

www.flexicar.com.au

www.greensharecar.com.au



MONEY AND BANKING



Aim to open a bank account within the first few weeks of your arrival. You'll need to show several forms of identification, including your passport and proof of enrolment. Banks are generally open from Monday to Friday, 9.30am to 4pm and some branches open on Saturdays.

Money transfers can take some time, so make sure you have alternative means of obtaining cash in the first few weeks. Overseas telegraphic transfers can take approximately three working days to enter your Australian bank account, while bank drafts can take two or three weeks. Australia's major banks include:

www.anz.com.au

www.bendigobank.com.au

www.commbank.com.au

www.nab.com.au

www.stgeorge.com.au

www.westpac.com.au

ATMS

Generally, you can use your Australian banking card at any Automatic Teller Machine (ATM) in Australia. You will find ATMs all over Sydney. **Avoid transaction fees** by using ATMs that belong to your bank network.



TIP: Many banks offer accounts specifically tailored to student needs, with lower fees and charges. Do some research before opening your account, or ask your chosen bank if they have any special deals for students.

FEEL AT HOME



CULTURE SHOCK AND HOMESICKNESS

It is normal to experience some degree of culture shock as you adjust to a new country and culture. You may miss your home, and having your friends and family around you. You might also feel lost, especially when you first arrive.

International student advisers are available to help you. Refer to the back of this guide for their contact details.

There are also plenty of **ways to meet people and find support**.

WAYS TO MEET PEOPLE

UTS's **Community Connections** program is a great way to meet other international and Australian students – and get to know Sydney – through activities when you first arrive.

www.communityconnections.uts.edu.au

You can also join one of the many **cultural and sporting clubs** at UTS.

www.activateuts.com.au

Many free support programs such as **Network Café** are especially designed

to welcome and connect international students with local and international peers.

www.uts.edu.au/current-students/campus-life/ways-meet-people

CULTURAL NEEDS

UTS has a visiting **chaplaincy team** with members from the Baha'i, Buddhist, Christian, Jewish and Islamic faiths.

Multi-faith rooms are available for use by UTS religious groups and individuals at the City campus. If you have religious food requirements, you may choose to bring food from home. The City campus prayer room and other areas around UTS have areas with refrigerators and microwaves to store and reheat food.

www.uts.edu.au/current-students/support/health-and-wellbeing/multi-faith-chaplaincy

Knowing where to shop and being able to find your favourite foods are fantastic first steps towards feeling at home in a new city. Sydney has a broad range of **specialty grocery stores and restaurants**. Prices

vary around the city, but once you get to know your way, you'll get a feel for where to find a bargain.

SUPERMARKETS AND EATING OUT

There are lots of different **supermarkets** where you can buy groceries. Many supermarkets in Sydney are open seven days a week and stay open late. The nearest supermarkets to UTS include Woolworths at Central Park, Coles and Bi-Lo at Broadway, and IGA at Market City.

ALDI: www.aldi.com.au

Bi-Lo: www.bi-lo.com

Coles: www.coles.com.au

IGA: www.iga.com

Woolworths: www.woolworths.com.au

Sydney is a very multicultural city and you can find food to suit your **religious and cultural requirements**, as well as any kind of food you happen to like. UTS has its own food court on level 3 of the Tower Building, with food from different regions of the world. There are several websites that list restaurants by locality and speciality, as well as giving price ranges.

www.eatability.com.au/sydney

www.yourrestaurants.com.au

www.bestrestaurants.com.au

UTS is located right next to Chinatown, an area full of Chinese shops and supermarkets, but also has Thai, Japanese and Korean supermarkets. You can often buy imported groceries more cheaply at these stores, and some homewares are cheaper too.

Sydney has many restaurants and supermarkets which cater to a **halal diet**. For a useful guide, see

www.guidedways.com/halalfoodguide.php



"I thought it would be very difficult for me to settle in Sydney but with the support of UTS, I found it very easy. They helped me to find accommodation, places to eat halal food and other places where I could connect with people from my country."

Merwais Mayar, Afghanistan
Master of Project Management

This website will also help you find your local mosque, or mosques throughout Australia, if you are travelling.

Sydney's Jewish population has traditionally been largest in the eastern suburbs such as Bondi and Randwick. Here you will find some kosher restaurants. You can also buy kosher food in ordinary supermarkets. The websites below list kosher food available in Australia.

www.ka.org.au

www.hillel.com.au

Hillel also provides listings for Jewish students, including chaplaincy services and travel opportunities.

EATING WITH FRIENDS

Generally if you are invited to a restaurant or café, you will be expected to pay for yourself, and the bill may be split between those attending. If you are invited to someone's house, it's common to take a small contribution such as a bottle of wine or a small box of chocolates.

SAFETY AND SECURITY



SYDNEY IS A FAIRLY SAFE CITY; HOWEVER, AS WITH ANY BIG CITY, YOU NEED TO TAKE CARE OF YOURSELF, AND BE AWARE OF YOUR SURROUNDINGS.

WHEN OUT AND ABOUT

- > If possible travel in a group.
- > Keep valuables such as mobile phones and laptops out of sight.
- > At quiet times and at night, travel in the front carriage of the train, or sit next to the guard's compartment marked with a blue light. Where possible travel in a carriage with other passengers.

- > Check timetables in advance. Avoid long waits on platforms and around transport hubs. While waiting stay in well-lit areas or near open shops.
- > Walk in well-lit areas even if it means your trip is longer.
- > If you feel threatened in any way, go to an occupied shop or house and ask to contact police.

Source: Victoria Police Safety

OFF CAMPUS SAFETY TIPS

While you make the most of your time in Sydney, trying new activities and experiences, it's important to keep these **safety tips** in mind.

At the **beach**, make sure you swim with friends (or people you know) only **between the flags** on patrolled beaches. Do not swim at night, and remember to wear sunscreen!

www.sls.com.au/beach-info/beach-safety

Bushwalking is a great way to explore Sydney's beautiful surrounds. When you set off on a bushwalk make sure you take a map, plenty of water, wet weather gear, warm clothes and a phone. It is preferable to walk with a few friends and take an emergency beacon, available from camping stores. Always inform someone of where you are going and when you intend to be back.

www.environment.nsw.gov.au/parksafety

In Australia, it's **illegal** to have more than a small amount of **alcohol** before driving. **Don't drink and drive** or get into a car with a driver who has been drinking. Share a taxi home instead. To learn more about blood alcohol limits for drivers, visit:

www.rms.nsw.gov.au

It's important to be fire safety aware at home. Being prepared is the key. Have a look at the Home Fire Safety info:

www.fire.nsw.gov.au

SAFETY AND WELLBEING INFO ON AND OFF CAMPUS

Safe@UTS – UTS has **24-hour security staff** patrolling at both the City and the Kuring-gai campuses. To contact Security, **dial 6** from any campus phone (there are some in the common areas too) or **1800 249 559** from any phone to contact Security. **Save this number to your mobile phone.**

We want you to feel safe and at home on campus, **so ask for help at any time** if you feel unsafe or unsure of your surroundings. Carry the **Safe@UTS card** with you, which you can pick up from the International Student Centre.

www.safetyandwellbeing.uts.edu.au

> General UTS security enquiries
9514 1192

> **Evening shuttle buses**
– Campus to Student Housing

www.uts.edu.au/about/maps-and-facilities/safety-and-security

> Report all accidents, incidents and hazards 9514 1056 to a staff member or security

www.safetyandwellbeing.uts.edu.au

> Off-campus call police/ambulance/fire 000

> Community mental health
Free call 1800 636 825 for your nearest team

> **Telephone counselling** 24 hours
Lifeline 13 11 14

Salvos help line 1300 363 622

STARTING AT UTS



BEFORE YOUR CLASSES START, TAKE THE TIME TO GET TO KNOW THE UNI AND THE PEOPLE WHO ARE HERE TO HELP.

UTS International is the main contact point for all international students at UTS. We provide friendly advice, assistance and guidance including information about courses, supporting documentation for student visas and the coordination of Australian government scholarships, and Study Abroad and Exchange programs.

Contact UTS International if you have questions regarding:

> visa issues – visa renewal/extension and visa conditions

- > Overseas Student Health Cover (OSHC)
- > student documentation required for:
 - > verifying your status as an international student at UTS
 - > changing your student visa to a visitor visa to stay for your graduation ceremony
 - > working in Australia
 - > changing your education provider
 - > reducing your study load
 - > taxation purposes
 - > banks e.g. securing foreign currency

To receive the documentation described on the previous page, you need to complete a request form at UTS International. Please allow a minimum of three working days for your request to be processed. During busy periods, it may take us longer to fulfil your request.

Student documentation letters are issued **free of charge** and will only be processed if you have **no fees outstanding**, your student status is satisfactory and you have provided all additional requested information.

You can direct any query to a student adviser or study abroad and exchange officer at UTS International. If we are unable to assist, we'll refer you to the relevant faculty or unit.

You can drop in to **speak face-to-face with a UTS International student adviser without making an appointment.**

Drop-in times during semester are:

- > Monday, Wednesday and Thursday, 2pm to 4pm
- > Tuesday and Friday, 10am to 12pm

Student advisers can be contacted by phone or by email, including outside semester on 9514 1796 or 9514 9914 or at internationalstudent@uts.edu.au. If the matter is urgent, call 9514 1531.

Study abroad and exchange advisers can be contacted on 9514 7915 or at studyabroad.exchange@uts.edu.au

OFFICIAL UTS COMMUNICATION

It is important that official communication from UTS can reach you, so keep us up to date with your current address and mobile number. It is also a condition of your student visa that you notify UTS of your current residential address within seven days of:

- > arriving in Australia
- > changing your address



"It is easy to settle into Sydney and UTS; staff from the international office are very willing to help students if they have any issues."

Olivia Tang Ho Yen, Hong Kong
Master of Pharmacy

Even if you're living in short-term accommodation such as a hostel, you need to let us know where you're staying, and update us when you move.

UTS does not accept responsibility if official communications fail to reach you because you have not given notice of a change of address. After you have enrolled, you can notify UTS of your residential address online by logging in to MyStudentAdmin using your student number and password.

www.onestopadmin.uts.edu.au/estudent

UTS email accounts are one of the official ways the university communicates with staff and students on news, events and important information concerning study and university life, so make sure you check your UTS email account regularly.

Don't forget to also check your UTSOnline account regularly.

<http://online.uts.edu.au>

UTS STUDENT CENTRES

CITY CAMPUS

Communication, Engineering, Education, Health and Information Technology

Level 2, Building 10

Monday - Friday: 9am-5pm

First two weeks of Autumn/Spring semesters: 8:30am-6pm

Design, Architecture and Building, Pharmacy and Science

Level 4, Building 6

Monday - Friday: 8:30am-5pm

Business and Law

Building 5 - Haymarket

Block C, Level 1 (UG Business & UG Law)

Block B, Level 5 (PG Business & PG Law)

Monday - Friday: 9am-5pm

First two weeks of Autumn/Spring semesters: 8:30am-6pm

ALL KURING-GAI STUDENTS

Building 1, Level 5

Eton Road, Lindfield, NSW

Monday - Friday: 8:30am - 4:30pm

First two weeks of Autumn/Spring semesters: 8:30am-5pm

STUDENT CENTRE ENQUIRIES

Submit online enquiries and eRequests to your Student Centre via <http://ask.uts.edu.au/>

1300 ASK UTS (1300 275 887)

Option 1: Kuring-gai

Option 2: General enquiries line

Option 3: Business and Law

Option 4: Engineering and Communication

Option 5: Design, Architecture & Building, Pharmacy and Science

Option 6: IT, Education, Health

2015 is the last year that study will be offered on Kuring-gai campus. UTS will unite all learning, teaching and research activities at our City campus from the beginning of 2016.

FACULTIES ARE THE ACADEMIC DIVISIONS OF THE UNIVERSITY. FOR ISSUES OR QUERIES THAT ARE SPECIFICALLY RELATED TO TEACHING AND/OR RESEARCH PROGRAMS, CONTACT YOUR UTS STUDENT CENTRE.



FINDING YOUR WAY

THE UTS ORIENTATION PROGRAM IS DESIGNED TO HELP YOU MAKE THE MOST OF YOUR STUDENT EXPERIENCE.



ORIENTATION

During Orientation, you will learn about the University and its academic and support services. It's also a great opportunity to find your way around, and meet other students and staff.

At Orientation, you will see Peer Networkers in orange t-shirts. They are local and international students who volunteer their time to help out new students. Don't be afraid to ask them for help!

All international students must attend the **Essential International Advice** session as part of Orientation. Here, you'll receive all of the important information you need as an international student at UTS and meet the student advisers.

It's a good idea to attend an introductory library session during Orientation, too. These training sessions will assist you in finding, using and organising information.

www.orientation.uts.edu.au

You should have received information on how to register for Orientation in the pre-departure email from UTS International. If you didn't receive it, contact UTS International at internationalstudent@uts.edu.au

Enrolment information was also included in your pre-departure email from UTS International. It's essential that you follow this information and **enrol correctly before semester starts**. Please see the relevant Quick Facts section at the back of this guide for further information.

SERVICES AND FACILITIES

As a student at UTS you have access to a comprehensive range of facilities, services and resources designed to meet your changing computing and communication requirements. This includes student email and calendaring with 10GB storage, access to more than 1300 computers in 40 campus locations with some open 24 hours a day during semester, the UTS wireless/WPA network (free to UTS students) and a laptop loan scheme. To learn more about the services and facilities available, visit www.itd.uts.edu.au

If you require assistance with general access computing labs, internet kiosks or computer lounges or information on Mac, PC or Unix facilities, search the **Service Desk Knowledge Base** to find the solution or contact the IT Support Centre.

Off campus: 9514 2222

On campus: dial 2222

servicedesk.uts.edu.au

(student number and password required)

IT SUPPORT CENTRES

City campus, Broadway
Building 2, level 4

City campus, Haymarket
Building 5C, level 1, room 141

LIBRARY

The UTS Library offers:

- > printed and audio visual materials
- > full-text journals, audio books and e-books
- > practice presentation and group discussion rooms
- > silent study areas
- > printed and online user guides



"The library facilities are very good. At the beginning of the semester, I took a course there about the reference lists for assignments and the librarians provide this, which helped a lot.

Mariana Pereira, Brazil
Master of Human Resources Management

The Library website offers **24-hour global access** to the catalogue and international databases. Library computers are installed with Chinese, Korean and Japanese software. There are librarians dedicated to assisting international students, so make sure you ask if you have any questions.

You can also **book group study rooms** around the campus through the UTS Library website.

www.lib.uts.edu.au

Renting or using **second-hand text books** can be more affordable and sustainable.

www.uts.edu.au/partners-and-community/initiatives/uts-green

The **Co-op Bookshop** has a wide range of books, including textbooks. It also stocks calculators, stationery and computer software. Join the Co-op Bookshop to shop online, and receive lifetime discounts on purchases, including Apple products.

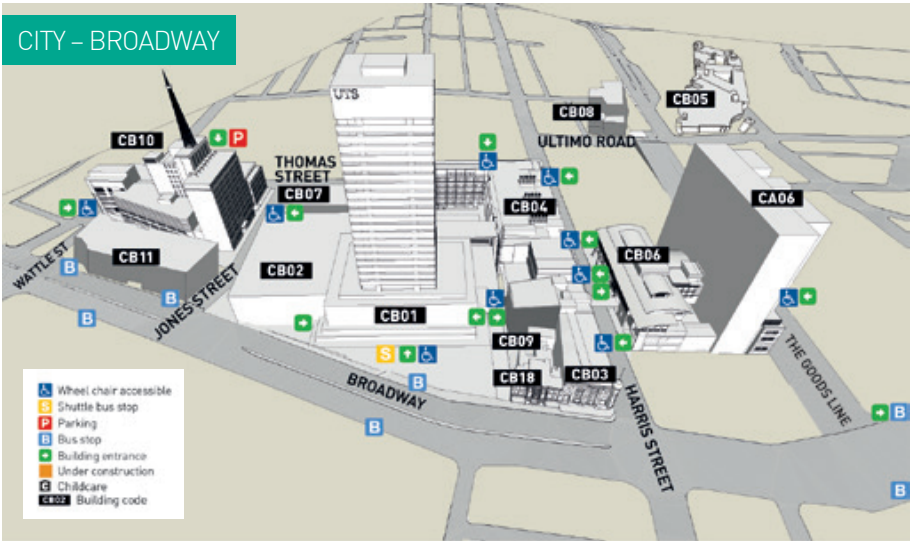
www.coop.com.au

CITY CAMPUS MAPS

Find your way around campus with these useful maps. You will also find addresses, campus tours and maps, including interactive maps, at: www.uts.edu.au/about/mapsdirections

You'll also find important information about facilities and access, as well as where you can park your bike!

CITY – BROADWAY



FIND YOUR WAY AROUND CAMPUS

When trying to locate a room or facility at UTS, the **campus comes first**:

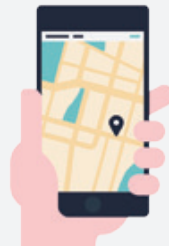
CB = City Broadway

CM = City Markets (Haymarket)

KG = Kuring-gai

The **building** comes next. Then the **floor level**, followed by the **room number**.

So **CB1.26.17** = **Broadway campus, Building 1, level 26, room 17.**



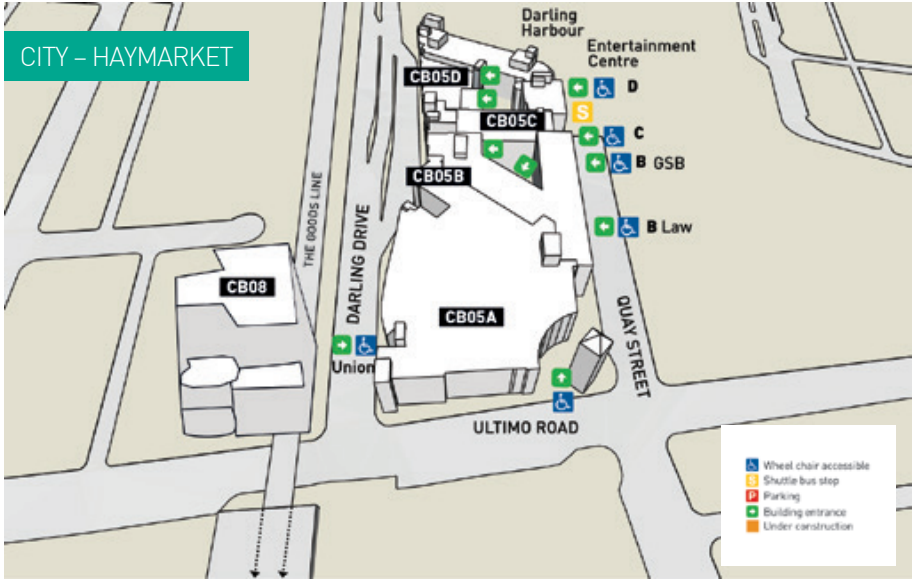
LOST ON CAMPUS?

FIND YOUR WAY AROUND UTS WITH THE FREE LOST ON CAMPUS APP:

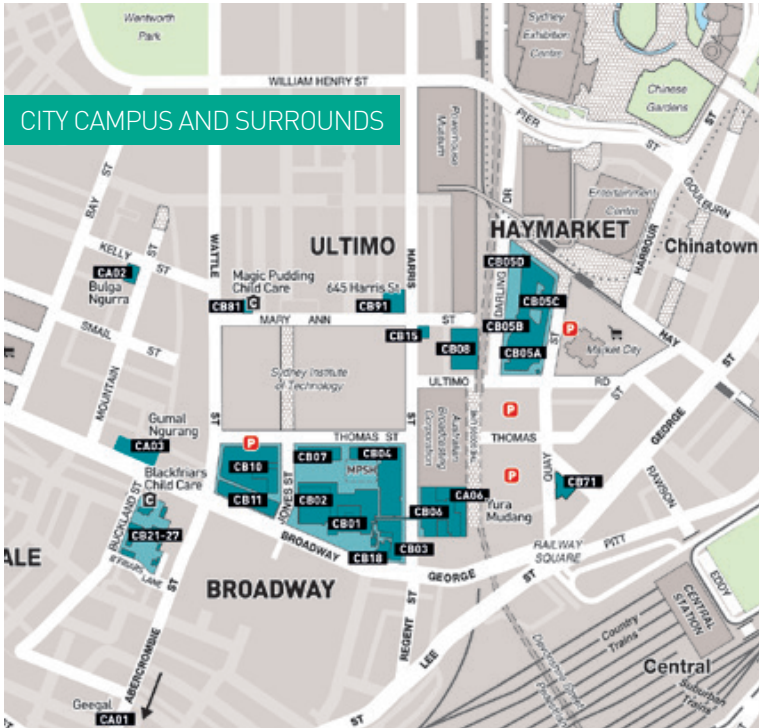
<http://lostoncampus.com.au/uts/city>

<http://lostoncampus.com.au/uts/kuring-gai>

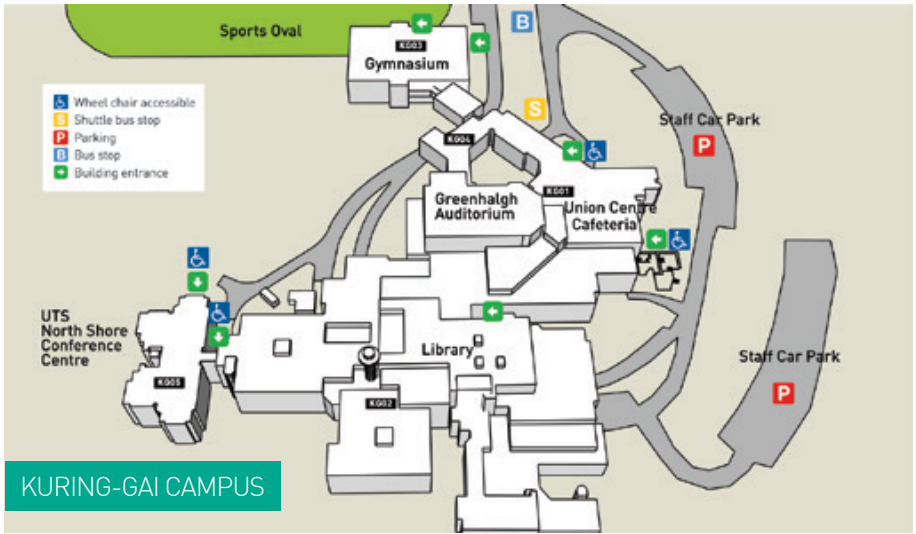
CITY - HAYMARKET



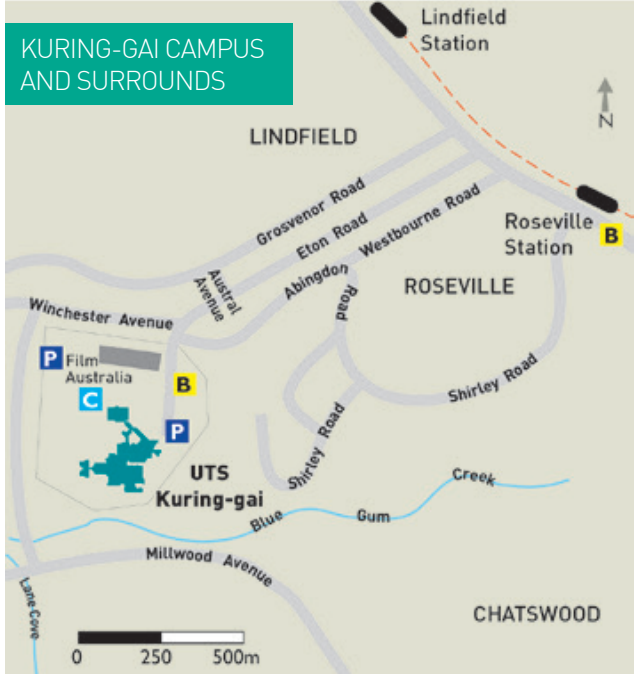
CITY CAMPUS AND SURROUNDS



KURING-GAI CAMPUS MAPS



KURING-GAI CAMPUS



KURING-GAI CAMPUS AND SURROUNDS

KURING-GAI CAMPUS

2015 is the last year that study will be offered on Kuring-gai campus. UTS will unite all learning, teaching and research activities at our City campus from the beginning of 2016.

CAMPUS MAPS



WE'RE HERE TO HELP

UTS offers a range of support services for students, many of which are free. You can make an appointment with a doctor, get assistance with assignments and English, seek help to find a part-time job, or get career advice.

MEDICAL AND COUNSELLING SERVICES

The UTS Medical Service on City campus provides friendly and confidential medical services to all UTS students, staff and the general public. You can request a male or female doctor if you wish.

Show your Medibank private membership card for **free treatment** for most consultations. If you've forgotten your card or are with a different OSHC provider, you can pay for the visit and make an online claim afterwards.

www.uts.edu.au/current-students/support

If you choose to visit one of the many medical centres around Sydney, you will need to pay at the time of your consultation and then lodge an online claim with Medibank or your OSHC provider.

The **UTS counselling service is free and confidential**. Qualified psychologists and social workers can assist you with personal, relationship, psychological, study and administrative difficulties, including applications for special consideration. Choose from individual counselling, group programs, workshops and referrals.

www.uts.edu.au/current-students/support

CAREERS

The **UTS Careers Service** provides free information, individual advice and workshops for career development such as resumé writing, job seeking and interview skills. They also give career counselling and guidance, and have a dedicated counsellor for international students.

The **UTS Accomplish Award** is designed to develop essential skills to ensure success in the graduate recruitment process and the Australian workforce. All international students are invited to join.

UTS Careers also offers **career development subjects**, which may be taken as electives with course credit in some degrees. Talk to a careers counsellor for more information.

www.careers.uts.edu.au

Gain **work experience opportunities** and **earn an income** while studying! Register your interest in working casually or part-time on campus with **StudentJobs@UTS**, and UTS hiring managers will match your skill set to any vacancies that might be available.

www.uts.edu.au/current-students/opportunities

You can also look for jobs on:

www.oneshift.com.au

www.seek.com.au

www.mycareer.com.au

www.careerone.com.au

FINANCIAL ASSISTANCE

Make an appointment to receive **confidential advice** about practical and financial aspects of your life, including:

- > **budgeting** to make the most of your current income
- > ideas on how to **save money**
- > advice on making large purchases such as computers

www.uts.edu.au/current-students/support

STUDENTS WITH SPECIAL NEEDS

UTS is committed to providing **equal opportunity for students with special needs** through an inclusive educational environment. This includes a wide range of temporary and permanent disabilities, including physical, sensory, psychiatric and learning disabilities, as well as ongoing illnesses. Supporting documentation of your disability is required if you wish to apply for alternative assessments during semester or special conditions in examinations.

www.uts.edu.au/current-students/support

HELPS (ENGLISH LANGUAGE SUPPORT)

The Higher Education Language & Presentation Support (HELPS) service at UTS offers **free workshops** throughout semester on academic writing, speaking and presentation skills.

Drop in any time during the day to talk with the team.

www.helps.uts.edu.au

If you are from a non-English speaking background, you may be eligible to apply for **special exam conditions**, including extra time and use of a dictionary. Ask your Student Centre for more details.



"There's one specific facility that's really helped my learning – that would be the UTS: HELPS centre. It's very useful, because it makes you understand how an assignment needs to be written, and, more important, how the references must be made. So there's structure, as well as understanding what is expected of you."

Stephan Stevnsborg,
Denmark and France
Bachelor of Management in Tourism

CONVERSATIONS @UTS

Conversations@UTS are **free** sessions that allow you to practise effective ways of **speaking in social and professional environments**. Join UTS staff and alumni volunteers in a relaxed, friendly and supportive conversation! Search 'conversations' on the UTS website for upcoming conversation sessions.

www.helps.uts.edu.au

U:PASS

UTS Peer Assisted Study Success (U:PASS) is a free program designed to assist you in subjects which are perceived as difficult or historically have a high failure rate. U:PASS leaders are trained senior students who have successfully completed these subjects. They lead **study sessions** to improve student learning and development in the targeted subjects.

www.uts.edu.au/current-students/support/upass

EQUITY AND DIVERSITY

UTS is committed to ensuring the **elimination of discrimination and harassment** in employment, education and service delivery on the grounds of sex, race, colour, descent, national or ethnic origin, ethno-religious background, marital status, sexual orientation.

If you have an equity-related query or complaint, contact the Equity and Diversity Unit for a **confidential appointment**.

www.equity.uts.edu.au

STUDENT OMBUD

The Student Ombuds Office is an informal **confidential and impartial service** that assists students with problems they may encounter with UTS processes and procedures. If you feel unfairly treated by the university or if you find yourself in a disagreement with an individual, office or department within the university, you can seek assistance from the Student Ombud.

www.ombuds.uts.edu.au

STUDENTS' ASSOCIATION

The Students' Association is the officially recognised **voice of UTS students**. It represents UTS students on an individual, university and government level. The Students' Association also has **Overseas Student Officers** who represent the interests of international students at UTS.

www.sa.uts.edu.au

BLUEBIRD BREKKIE BAR

The UTS Students' Association offers the award-winning Bluebird Brekkie Bar, a **sustainable pop-up breakfast spot** where you can meet your friends for **free** muesli, natural yoghurt, bread, fresh fruit, fair-trade tea and coffee.

Tuesdays 8.30am-11am,
Law Courtyard, Haymarket

Wednesdays 8.30am-11am,
Level 4, Tower Building

CHILDCARE FACILITIES

UTS has two childcare centres at City campus and one at Kuring-gai (which will no longer be available after 2014). Some childcare places at UTS may be subsidised. Childcare centres are also located throughout Sydney, although getting a place can be competitive.

www.childcare.uts.edu.au

[www.cityofsydney.nsw.gov.au/
community/community-services/
children/child-care](http://www.cityofsydney.nsw.gov.au/community/community-services/children/child-care)

FIND HELP

Need help with something, but not sure where to go? The following services can help you access the resources you need:

- > visa and general administration queries
 - UTS International
- > legal matters – UTS Student Legal Service
- > issues relating to unlawful harassment
 - Equity and Diversity Unit
- > counselling and support – Student Services Unit
- > accommodation issues – UTS Housing Service
- > financial advice – Student Services Unit
- > advocacy for students – Students' Association

The UTS Security Service is the first point of contact for all types of emergencies (located at the street level entrance of the Tower building).



"I think during my stay at UTS, the facility that helped me the most was the UTS Careers centre – they have great workshops, and they had one-on-one appointments, which actually helped me build my future, and probably helped me to get where I am today."

Lucie Da Graca, France
Master of Business in Marketing

WE'RE HERE TO HELP

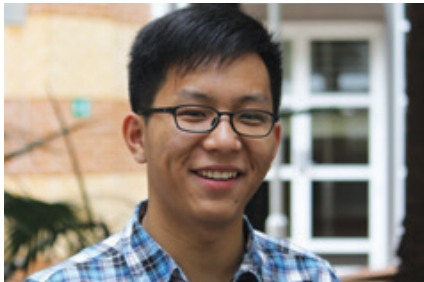
BEYOND THE CLASSROOM

Getting involved with UTS clubs and societies is a great way to meet new people and experience new things!

NETWORK CAFÉ PROGRAM

Network Café brings together new students with current ones through short trips, games and sports days, many of which are **free**. It's a great way to meet both international and Australian students. Grab a **free coffee** at the weekly catch-ups, held at the Concourse Café at City campus.

www.uts.edu.au/current-students/campus-life/ways-meet-people/network-cafe



"I went to Network Café every week! There are so many activities there for international students and free coffee... It's really good."

Ryan Liu, China
Bachelor of Business

UTS RESEARCHERS CAFÉ

If you're a **first-year research student** (PhD or Masters), come along to the Concourse Café the first Wednesday

of each month to meet other local and international research students over a **free coffee**.

www.uts.edu.au/current-students/campus-life

BEYOND UTS

BUILD is a **free** international leadership program, open to all UTS students. You'll develop your **international leadership skills** through on-campus seminars, guest lectures, international relations events and networking sessions.

www.beyond.uts.edu.au

COMMUNITY CONNECTIONS

Community Connections encourages local and international students to **engage** with the community of UTS and Sydney and connect with other students on day trips, cultural events and volunteering activities such as Clean Up Australia Day at Bondi Beach.

www.communityconnections.uts.edu.au

ACTIVATEUTS

ActivateUTS organises events throughout the year such as barbecues, band performances, a sport and recreation program, outdoor cinema, trivia competitions, Fair Day and Amazing Race. They also provide great places to eat, drink, relax, meet people, see live music and exercise.

ActivateUTS has **more than 100 clubs** covering a range of cultural, political, religious, social and sporting interests. Many international students join cultural

societies such as the Chinese, French or Indonesian Serbian Societies; sports-based clubs like Tae Kwon Do, Ski and Cricket, and social groups such as the Anime Club and the Electronic Gamers Guild.

www.activateuts.com.au

EXCHANGE AND STUDY ABROAD CLUB (ESAC)

ESAC was started specifically to encourage international students to mix with Australian students through a variety of social activities. Most of the committee have been overseas on exchange themselves.

www.activateuts.com.au

SPORT AND FITNESS

The **UTS Fitness Centre** offers modern exercise equipment and group fitness classes. The City campus also has a new **multipurpose sports hall** including dance studios, while Kuring-gai has tennis courts for student hire.

www.activateuts.com.au

Meet other UTS students and settle in to Sydney through the **Sports and Recreation program**. ActivateUTS organises day trips, holiday adventures, short courses and social sport, giving you the opportunity to explore the beauty and excitement of Sydney and Australia.

www.activateuts.com.au

FESTIVALS AND CULTURAL EVENTS

Sydney is a global city, with exciting **festivals and entertainment** throughout the year that celebrate its diversity. From fireworks on New Year's Eve and Chinese New Year celebrations, to Mardi Gras, Vivid and the Sydney Film Festival, many of these events are **free**, or incorporate free activities. You can also go on **walking tours of the city**.



"The university has many clubs and activities for students to engage in. The city has many events for tourists and citizens alike to enjoy. I most enjoyed the student activities that were organised by fellow students. From O-Fest to Exchange and Study Abroad Club events, there was always something to do and always new ways to meet your peers."

Ericka Vales, USA
Bachelor of Arts in Communication
(Media Management)

Visit whatson.cityofsydney.nsw.gov.au and sign up for their e-newsletter.

YOUR STUDENT E-NEWSLETTER

The student advisers at UTS International send out two **e-newsletters** each semester. Look out for these broadcasts in your inbox as they will remind you about **important dates and UTS events**.

MANAGING YOUR COURSE



You probably have questions about technical or administrative aspects of your course. We've answered some common ones below, but if you have more, visit your UTS student centre or go to the 'Managing your course' section of the UTS website.

www.uts.edu.au/current-students/managing-your-course

HOW DO I CHANGE MY SUBJECTS AFTER I'VE ENROLLED IN THEM?

Add or drop pre-approved subjects on **My Student Admin**:

onestopadmin.uts.edu.au/estudent

Use your UTS student number and password to log in.

Remember to gain permission first!

If you want to add subjects that were not already approved on your study plan you will need to submit an e-request at:

<https://studentforms.uts.edu.au/evop>

Your UTS student centre will process your e-request and send you a reply directly.

The last day to add a subject is the end of week two of each semester. The last day to withdraw from a subject without academic and financial penalty is the Census date.

If you drop subjects after these dates, the subject will appear as a fail on your academic transcript and you will be charged the tuition fee.

For a comprehensive guide with important dates highlighted, go to the UTS Handbook and search 'principal dates' or 'academic year dates'.

www.handbook.uts.edu.au

WHAT DO I DO IF I AM FAILING A SUBJECT OR COURSE?

The University has a formal process for identifying students at risk of failing, following the release of results at the end of each semester. If you are identified under this process, you will be notified and placed in academic support programs designed to help you improve your academic performance.

In exceptional circumstances you may be able to reduce study load requirements.

CAN I APPEAL A UNIVERSITY DECISION?

As a UTS student you have the right to appeal against certain administrative decisions taken by the University or lodge a complaint if you feel you have been treated unfairly by UTS or UTS staff. If you are informed that the University intends to cancel or suspend your enrolment, you have the right to appeal.

WHAT IF I HAVE FINANCIAL DIFFICULTIES?

If you are having financial difficulties, you can make an appointment with a financial assistance officer.

It is important to remember:

- > It is a requirement of your student visa that you have sufficient funds to support yourself while in Australia
- > If you encounter financial difficulties, you may be able to arrange a fee payment extension. Lodge a request through askUTS as soon as possible. You will need to provide supporting documentation.
- > If you do not pay your tuition fees by the due date your enrolment at UTS may be discontinued

www.uts.edu.au/current-students/support



"Most of the lectures are based on [the lecturers'] personal experience, which made me impressed with their expertise. I enjoy sitting with them to ask questions, take advice related to the field and clarify doubts about the subjects. The relationship between students and professors makes the course more enjoyable."

Raquel Gregorio de Almeida, Brazil
Master of Environmental Engineering

HOW DO I WITHDRAW FROM MY COURSE?

Before making a final decision about discontinuing your course at UTS, discuss your options with your UTS student centre, UTS counsellor or UTS International. If you still want to withdraw, you can do so online.

Once you have withdrawn entirely from your course and you are no longer enrolled, UTS must report this to DIBP and you may be required to leave Australia.

HOW CAN I REQUEST COPIES OF MY TRANSCRIPT?

Request additional copies of your academic transcript at your UTS student centre or online. Just complete the application form and allow a minimum of three working days for the UTS student centre to process your request. There is a fee of \$25 for three copies.

YOUR STUDENT VISA

It is important that you are aware of your student visa requirements, and how they relate to studying at UTS and living in Sydney. Knowing the answers to the following frequently asked questions will help you stay on top of your visa requirements.

WHAT ARE MY RIGHTS AS AN INTERNATIONAL STUDENT?

As an international student, you have your own rights and responsibilities, determined by the conditions of your student visa and by Australian government legislation.

Your rights and responsibilities: www.uts.edu.au/future-students/international/essential-information/being-international-student-australia/rights

Student visa conditions: www.immi.gov.au/students/visa-conditions.htm

CAN I TRANSFER TO ANOTHER INSTITUTION?

Should you decide to leave UTS to pursue your studies at another institution within your first six months of enrolment, you will need to apply for a release letter.

Note: the issuance of a release letter is not guaranteed. Refer to the UTS Release Protocol (attached to your offer letter, or searchable on the UTS website). To obtain a release letter from UTS, you must first discuss your proposal with UTS International staff before you submit a course withdrawal request and a request for a release letter to UTS International, accompanied by an offer letter from your new education provider.

UTS is a Streamlined Visa Processing (SVP) provider and your visa has been issued under SVP rules by the Department of Immigration and Border Protection (DIBP). This means that you must maintain enrolment in an SVP eligible course with an SVP provider. If you wish to transfer to a non-SVP provider, move to a lower level visa subclass, or enrol in a non-SVP course, you must seek your own immigration advice as this action may impact upon your visa, up to and including cancellation by DIBP. You must take this important information into account when considering a course change or a possible move to another provider.

WHAT DOES MY OVERSEAS STUDENT HEALTH COVER (OSHC) INCLUDE?

OSHC covers general medical appointments and emergency medical attention through the public health system. It does not include physiotherapy, optical or dental care, the cost of admission to a private hospital, or non-emergency ambulance service. Extra insurance is available to cover these possible additional expenses.

HOW DO I GET MY OSHC MEMBERSHIP CARD?

If you have arranged Medibank Private OSHC through UTS, you will receive your membership details at Orientation.

After you have arrived in Sydney and have a confirmed address, you can log on to the Medibank Private site to indicate where you would like your membership card to be posted.

If you have arranged OSHC through a different provider, check the relevant website for details.

HOW DO I RENEW MY OSHC?

To renew your Medibank Private OSHC in person, you will need your Medibank membership card, passport and a copy of your CoE that confirms you are continuing your studies at UTS. You can also extend your OSHC membership online with your credit card.

If you have arranged OSHC through a different provider, check the relevant website for details.



TIP: Don't let your OSHC expire!

Remember, as a condition of your student visa, it is your responsibility to maintain valid OSHC throughout your stay in Australia.

CAN I WORK WHILE I STUDY?

If you hold a student visa, you can work up to 40 hours a fortnight during semester and unlimited hours when your course is not in session. Just remember that you can't start working until you have started your UTS course.

If you hold a subclass 574 (Postgraduate research sector) student visa and you have commenced your masters by research or doctorate course in Australia, you have unlimited work rights.

If you have any queries related to work rights, please contact UTS International. The Department of Immigration and Border Protection website also provides useful information on working:

www.immi.gov.au/students/students/working_while_studying

IF I WORK, DO I HAVE TO PAY TAX?

For taxation purposes, international students are considered residents of Australia, so you will need to pay tax on money that you earn. You need to apply for a **Tax File Number (TFN)** to ensure you are taxed at the correct rate and the interest you earn on your bank savings is not taxed at the higher marginal rate.

If you are able to attend an interview at a participating Australia Post retail outlet, you can apply for a TFN online.

Otherwise, you will need to complete the paper application form. Either way you will need to supply three forms of identification such as your passport, student card and credit card. Your TFN will be emailed to you within a few weeks. When you receive it, you will need to notify your employer and bank of your number.

www.ato.gov.au/individuals/tax-file-number

USEFUL WEBSITES

Visa application

Department of Immigration and Border Protection:

www.immi.gov.au/students

Health cover

Department of Health:

www.health.gov.au

Medibank Private:

www.medibank.com.au

Australian Taxation Office:

www.ato.gov.au

QUICK FACTS

FOR FULL AWARD INTERNATIONAL COURSEWORK STUDENTS

You are a full award international coursework student if you are studying your full degree at UTS, and are paying full tuition fees.

HOW DO I ENROL IN MY COURSE?

You should have received a pre-departure email containing your UTS student number and directing you to **Start at UTS** <http://start.uts.edu.au> to register for a specific enrolment session. This website will also guide you through the process of activating your **UTS email account**. When you attend your enrolment session, you will need to take your passport with you for identification. This will ensure that you get all of the assistance that you need during the enrolment process.

CAN I APPLY FOR ADVANCED STANDING OR CREDIT RECOGNITION?

You can apply for exemptions for subjects you completed at another institution; however, it must be similar in content and depth to the subject at UTS. You'll need to submit an application for Credit Recognition, together with certified copies of the subject outlines from your previous study to your UTS student centre as soon as possible. Your faculty will process your request.

www.uts.edu.au/current-students/managing-your-course

CAN I VARY MY COURSE DURATION OR STUDY LOAD?

Under the ESOS legislative framework, you are expected to complete your course by the end date specified on your CoE. Your CoE end date is normally determined by the standard full-time duration of your course. For example, a UTS Bachelor of Business degree should be completed within three years. If you have been granted credit recognition or advanced standing, your CoE duration may be shorter than the standard full-time duration.

To complete your course in the standard duration you normally need to be enrolled full-time each semester. It is also a visa requirement to study full-time. This is usually 24 credit points, although certain courses have non-standard loads, e.g. 18 or 32 credit points.

In certain limited circumstances you can study less than the full-time load; however, you must obtain prior permission from your faculty and UTS International to do so. You will then need to submit a reduced load form to your UTS student centre.

WHAT IF I NEED TO TAKE TIME OUT FROM MY STUDIES?

If you want to take temporary leave from your course you need to apply for a Leave of Absence (LoA). When applying for LoA, remember:

> you can usually apply for up to four semesters of LoA



- > talk to a student adviser at UTS International before you apply for LoA
- > if you take LoA, your CoE may be cancelled and you may have to reapply for a new student visa offshore
- > you are usually required to depart Australia during your period of leave
- > you must contact UTS International for a new CoE once you are ready to resume your studies at UTS. Application for leave of absence is made online:

<http://www.uts.edu.au/current-students/managing-your-course>

CAN I BE EXCLUDED FROM MY COURSE?

All UTS students are subject to academic progress requirements. Failure to meet these requirements can result in exclusion from your course. UTS is obliged by law to report all excluded

students to the government, which can lead to visa cancellation.

If you overstay your visa, you can be subject to a three-year exclusion from Australia. To help avoid this occurring it's extremely important that you are familiar with the academic progress requirements for your course and the relevant rules.

www.uts.edu.au/current-students/managing-your-course/classes-and-assessment/academic-progression

QUICK FACTS

FOR FULL AWARD INTERNATIONAL RESEARCH STUDENTS

You are an **international research student** if you are studying a PhD or Masters (Research) at UTS, and are paying full tuition fees or are on a scholarship.

HOW DO I ENROL IN MY COURSE?

As an international student you are required to visit the **Graduate Research School (GRS)** in person to enrol in your PhD or Masters (Research). You need to bring your passport, Electronic Confirmation of Enrolment (CoE) and your offer letter. The GRS will enrol you in your nominated course and any coursework subjects on your initial study plan. You will be able to obtain your UTS student ID card after enrolment.

The GRS is the central support service for all research degree students at UTS and can:

- > assist with managing your candidature
- > provide information on scholarships and funding
- > help with personal development through research education programs and workshops
- > provide support and administration during your degree

FACULTY CONTACTS

There are also a range of faculty specific contacts that can assist you throughout your research candidature at UTS.

- > Your Research Administrator (RA) is your first point of contact for any queries or problems related directly to your candidature in the faculty.

- > Your supervision team is responsible for overseeing your research degree project throughout your candidature.
- > Your Responsible Academic Officer (RAO) oversees all of the faculty's research students.

www.uts.edu.au/research-and-teaching/future-researchers

HOW DO I FIND OUT ABOUT SCHOLARSHIPS AND SUPPORT GRANTS?

The University has a number of research scholarships and funding schemes available each year. Applications are made directly to the GRS and are scored and ranked by each faculty.

If you would like to apply for academic conference scholarships, you can apply for the Vice-Chancellor's Postgraduate Research Student Conference Fund, available three times a year.

www.uts.edu.au/international

WHAT RESEARCHER SKILLS AND DEVELOPMENT PROGRAMS CAN I JOIN?

Develop your knowledge, skills and capabilities as a researcher or research supervisor at UTS. The GRS offers a range of activities for research students and supervisors, including workshops, online resources and short courses provided by the e-Grad School of the Australian Technology Network of Universities.

www.uts.edu.au/research-and-teaching/future-researchers

QUICK FACTS FOR SPONSORED STUDENTS

You are a **sponsored student** if you are studying your full degree at UTS, and your sponsor, government or employer has an agreement with UTS to pay your tuition fees directly to the university.

sponsored.student@uts.edu.au

CAN I GET A TRAVEL CONCESSION?

If you are sponsored by the Australian Government (Australia Awards Scholarships, IPRS and Endeavour Awards), you are **eligible for concession fares** on public trains, buses and ferries in NSW. During enrolment a sticker will be attached to your student card. Remember to request a concession fare when you purchase your tickets.

Make sure you carry your UTS student card that contains the travel concession with you at all times when using public transport. If you have a concession ticket and do not have your student card, you may be fined. It's important that you don't buy student concession fares until you have a UTS student card confirming your eligibility for travel concession. Other sponsored students are not eligible for travel concession.

WHAT ARE MY COURSE ENROLMENT REQUIREMENTS?

Correct enrolment and re-enrolments are your responsibility. You must enrol in a full-time load each semester unless you are in your final semester or your sponsor and/or the International Sponsored Students team has given you written permission prior to reducing your study load.

WHAT HAPPENS IF I AM FAILING A SUBJECT?

All UTS students need to make satisfactory academic progress. If you fail or are likely to fail a subject, you should seek advice from your course or subject coordinator as soon as possible and notify the International Sponsored Students team.

CAN I VARY MY STUDY PROGRAM?

To change your course or major, or apply for a course suspension or extension, apply in writing to the International Sponsored Students team. Please apply early as all variations require approval from your sponsor, which can often take more than a month.

Extension of award will only be considered under exceptional circumstances where an extension is the only way you would be able to complete your course. Students applying for extension need to demonstrate the potential to succeed. Please be advised variation requests are only approved in special circumstances. Australia Awards Scholarship students will also need to state the reasons for the request, how the change of course or major will benefit your country and the relationship of the change to your country's development.

CAN I BRING MY SPOUSE OR CHILDREN TO AUSTRALIA?

You can bring your family with you during your stay in Australia, but make sure you consider the following:

- > living costs, including rent, food, clothing, medical and other necessities

- > cost of airfares for your family to and from Australia, and arranging their visas and health cover, including the cost of arranging any visa or health cover extensions
- > employment possibilities for your spouse
- > the effect on you and your studies if your family is not happy in Australia – your family's needs may considerably distract you from your studies
- > whether your children will adjust to school in Australia
- > the cost of schooling children – if you are bringing school-aged dependants to Australia, you will normally be required to pay full fees if they are enrolled in either a government or non-government school. There are other associated costs, such as administrative fees, excursion fees, uniform, sports and books. To find out about enrolling your children in school, visit the NSW Department of Education & Communities website.

www.dec.nsw.gov.au

WHAT ARE THE CONDITIONS FOR FAMILY ENTRY?

Visits for six months or less: a visitor visa is appropriate for a family member who has met all requirements set by the Department of Immigration and Border Protection. OSHC does not cover family members in Australia on a visitor visa.

Australia Awards Scholarship

students note: a visitor visa cannot be changed after arrival in Australia to an Australia Awards Scholarship student's dependant visa.

Visits longer than six months – student dependant visas are issued to family members who stay for more than six months. The admission of spouse and children for more than six months is

subject to the following Australia Awards Scholarship conditions:

- > the student must have an award for one academic year (approximately 10 months) or more

AND there must be six months of the award remaining

- > where the spouse will not be available to care for the children, suitable childcare arrangements must be made such as day care, and for school-aged children, care after hours, on weekends and school holidays and at times of illness.

You can find information for temporary visa holders who wish to enrol their children in government schools in NSW at:

www.decinternational.nsw.edu.au/study/schools/temporary-residents

DIBP also has conditions that must be met in your home country before an Australia Awards Scholarship student dependant's visa is issued:

- > proof of the relationship to the student – i.e. marriage certificate or birth certificates
- > Australia Awards approval for issuing of the visa
- > completion of personal health clearances
- > completion of character reference checks
- > evidence of sufficient funds to cover the costs of your family travelling to and living in Australia while you study
- > evidence that you have arranged OSHC cover for your family members

It is important that your family does not leave home until all the entry requirements are met and a visa has been issued.

Note: siblings or parents of sponsored students are not eligible for dependant visas under DIBP rules.

QUICK FACTS

FOR STUDY ABROAD AND EXCHANGE STUDENTS

You are a **study abroad student** if you are studying for one or two semesters at UTS, your studies are being credited to your home university and you are paying fees to UTS.

You are an **exchange student** if you are studying for one or two semesters at UTS, your studies are being credited to your home university and you are paying fees to your home university, not UTS.

studyabroad.exchange@uts.edu.au

DO I NEED TO ATTEND AN ENROLMENT SESSION?

As a study abroad or exchange student, you should already have enrolled online; therefore you do not need to attend an enrolment session in person.

AM I ENROLLED CORRECTLY?

You will receive access to enrol yourself in subjects before you arrive at UTS. You should have received a pre-departure email from the study abroad and exchange team directing you to our study abroad pre-departure webpage, which provides information about web enrolment. If you are not enrolled correctly, click on the link below and follow the steps in the link 'Pre-departure' section, or contact the study abroad and exchange team.

www.uts.edu.au/future-students/international/study-abroad-and-exchange-students

CAN I ENROL IN BOTH UNDERGRADUATE AND POSTGRADUATE SUBJECTS?

As a postgraduate student, with faculty permission, you may enrol in some undergraduate subjects. Check with your home university first to see if the subject(s) you want to undertake are suitable. Undergraduate students may not enrol in postgraduate subjects.

HOW DO I ENROL IN LANGUAGE SUBJECTS (OTHER THAN ENGLISH)?

To enrol in a language subject, you must first have your language skill level assessed so the appropriate starting level can be determined.

www.uts.edu.au/international

WHAT IS THE GRADING SYSTEM AT UTS?

There is a range of different marking schemes at UTS depending on what subjects you enrol in. These include:

- > grade (ranging between fail and high distinction) and a percentage mark
- > grade only (no percentage mark)
- > pass/fail with no grade or percentage mark

The marking scheme for your subjects can be found in the individual subject outline that you receive at the start of semester. If you are in doubt, check with your subject lecturer.

www.uts.edu.au/current-students/managing-your-course

CAN I GET A TRAVEL CONCESSION?

As a study abroad and exchange student, you are not entitled to travel concessions on public transport in New South Wales. You may still be entitled to student concession at cinemas and theatres or other entertainment activities. You usually just need to show your UTS student card to obtain a discount.

WHEN DO I NEED TO FINALISE MY TUITION FEES? (STUDY ABROAD ONLY)

You will need to settle all outstanding fees before classes commence. A tax invoice will be included in the information pack you receive at Orientation. Please contact the UTS International study abroad team if you need further information.

HOW DO I GET MY RESULTS AND TRANSCRIPT?

Your official results will be released on **My Student Admin**:

onestopadmin.uts.edu.au/estudent

You will be able to print an unofficial copy of your assessment results from here.

Two copies of the official academic transcript will be sent to your home country address (study abroad) or home university (exchange).

Study abroad students should check their home address is correct on My Student Admin. You can also request additional copies via

www.uts.edu.au/current-students/managing-your-course

There is a charge for additional copies.

DO I NEED A UTS STUDENT CARD?

All enrolled students must have a current UTS student identity card. Yours will be issued during Orientation. Your student identity card:

- > must be carried at all times while on university premises
- > may be required to be produced on demand by an employee of the University
- > must be presented when borrowing books from the UTS Library, accessing the computer labs and to gain entry to examination rooms.



EMERGENCY CONTACT INFORMATION

ON CAMPUS

Security – dial 6 from a campus phone or 1800 249 559

General UTS Security Enquiries – security patrols the UTS Campus at all times. Dial 9514 4422 if you need general assistance.

UTS operates **intercampus shuttles** between City and Kuring-gai campuses and an **evening security shuttle** from City campus locations to student accommodation buildings.

Report accidents, incidents and hazards by calling 1800 249 559 (security), or report to a staff member.

www.safetyandwellbeing.uts.edu.au

OFF CAMPUS

Dial 000 for Police / Ambulance / Fire Brigade

Community Mental Health Team

1800 636 825 – free call for your nearest team

24 hour telephone counselling

Lifeline 13 11 14

Salvo Crisis Line 1300 363 622

**FOR MORE INFORMATION, VISIT
THE SAFE@UTS WEBSITE:**

www.uts.edu.au/about/maps-and-facilities/safety-and-security

2016 ACADEMIC CALENDAR

The UTS Academic Calendar is under review from 2016. UTS reserves the right to change the UTS Academic Calendar including but not limited to the organisation of study periods. If your course start or end dates, study periods or course structure change or are affected in any way as a result of this review, UTS will provide relevant information and assistance with study plans.

KURING-GAI CAMPUS

2015 is the last year that study will be offered on Kuring-gai campus. UTS will unite all learning, teaching and research activities at our City campus from the beginning of 2016.



CONTACT UTS INTERNATIONAL

Tower Building, level 3a
City campus

w: www.uts.edu.au/international

e: internationalstudent@uts.edu.au

e: sponsored.student@uts.edu.au

e: studyabroad.exchange@uts.edu.au

t: 9514 1796 or 9514 9914

f: 9514 1530

UTS CRICOS Provider Code: 00099F

Photography:

Anna Zhu & Andrew Worssam

June 2014

FIND US ON SOCIAL MEDIA!

Facebook pages include:

University of Technology, Sydney

UTS International students

UTS Study abroad and exchange

UTS Research students

UTS BUILD

UTS Library

Instagram: **#utsint**

You'll also find a UTS presence on
Twitter, Youtube and more.

