



International Student Guide



Welcome

Welcome to UTS and to Sydney!

We are delighted that you have chosen UTS for your study abroad experience and we are committed to ensuring your time with us is as enriching and enjoyable as possible.

Studying in a foreign country is a life-changing experience – it's an opportunity to challenge yourself personally and academically.

You're now part of a diverse community of students, academics and staff from all over the world. Our students and staff come from 120 different countries, making our campus a vibrant and dynamic place to study and socialise.

At UTS, we believe learning goes beyond the classroom. I encourage you to try something new during your time here. Challenge yourself by volunteering, joining a sport or social club, learning about entrepreneurship or signing up for our leadership and development programs – there's something for everyone at UTS.


One of the best aspects of studying abroad is getting to know your host country; however, adjusting to life in a new country can be challenging. We offer a wide range of support services, from our on-campus medical centre to academic and career support, most of which are free.

Remember, our friendly staff are here to support you at any time. Don't be afraid to ask for help when you need it.

I wish you all the best for an exciting and rewarding time in Sydney and at UTS.



Iain Watt
Deputy Vice-Chancellor
and Vice-President (International)



“At UTS, we believe learning goes beyond the classroom. I encourage you to try something new during your time here.”

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UTS student diversity

44,615	students
11,180	international students
42%	students speak a language other than English

The above numbers are approximate as of January 2023.






Acknowledgement of Country

Acknowledging country is a cultural protocol that is a respectful public acknowledgment of the traditional custodians of the land.

UTS acknowledges the Gadigal People of the Eora Nation and the Boorooberongal People of the Dharug Nation upon whose ancestral lands our campuses stand.

We would also like to pay respect to the Elders both past and present, acknowledging them as the traditional custodians of knowledge for these Lands.

Connect with us

	UTSInternationalstudents
	UTSint #UTSint
	weibo.com/UTSI
	UTS-Official
	uts_sydney

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Photo: Kwa Nguyen

COVID-19 SAFETY AT UTS

Keep up to date with the latest advice on COVID-19 and how UTS is responding here:

uts.edu.au/current-students/news/coronavirus-and-international-travel-information

RETURN TO CAMPUS AT UTS

From Spring 2023 session, most subject activities will run in-person and on campus as we return to full compliance with the Education Services for Overseas Students (ESOS) Framework.

Learn more about online study limits for international students on our FAQ page:













uts.edu.au/current-students/info-international-students/welcoming-international-students-back-sydney

Joining UTS

Congratulations, you've made it to UTS!

Now you've joined us

Take a look at what you need to do next using this checklist.

YOUR FIRST FEW DAYS		✓
	Contact family and friends to tell them that you have arrived in Sydney	
	Register for the mandatory Essential International Advice session and other orientation sessions	
	Confirm accommodation arrangements (see page 10)	
	Update your address and contact details on My Student Admin (see page 5)	
	Finalise your enrolment (see page 28)	
	Set up your multi-factor authentication (MFA) to enable single sign-on across UTS applications	
	Apply for your Unique Student Identifier (USI)	
	Collect your UTS student ID card (see page 39)	
	Open an Australian bank account (see page 12)	
SETTLING IN		✓
	Buy essential items for your new accommodation (see page 16)	
	Check out UTS Careers (see page 25) and ActivateUTS (see page 32) – get involved in social activities!	
	Explore the campus and city (see page 7 and page 14)	

Starting at UTS

Before your classes start, take the time to get to know the people who are here to help you at UTS.

UTS INTERNATIONAL

As an international student, UTS International is your main contact point at uni. We can help you with questions about:

- changing universities
- managing your study load
- documents for work and visa issues.

GET IN TOUCH

If you're not sure where to go for help, contact us at UTS International. If we can't help you, we'll point you to someone who can.

Visit us in **Building 1, level 3A (CB01.3A)**

International Student Centre

Monday to Friday, 9am to 5pm
(excluding Australian public holidays).

Student Advisor drop ins:

Monday to Friday, 10am to 12pm

Tel: **(+61 2) 9514 1531**

internationalstudent@uts.edu.au

Study Abroad and Exchange team

Book an online appointment:

outlook.office365.com/owa/calendar/

StudyabroadExchange@student.uts.edu.

au/bookings/

studyabroad.exchange@uts.edu.au

DOCUMENTATION

At UTS International, we can provide you with letters confirming your student status to assist you with:

- working in Australia
- doing your taxes
- managing your banking
- verifying your international student status
- changing your student visa to a visitor visa to stay for your graduation ceremony.

Visit us at the International Student Centre or apply online. Requests normally take around three working days to process, but this could be longer during busy times after session results are released. During this time, completion letters may take up to ten working days to process.

We issue these documents free of charge as long as you don't have any overdue fees and your enrolment or course completion is correct.

STAY CONNECTED

Stay in touch with your friends and family with an Australian SIM card. You'll save a lot of money when calling overseas or using data in Australia.

Australia's major providers include:

optus.com.au

telstra.com.au

vodafone.com.au

You can buy a prepaid SIM card at news agencies, supermarkets or phone retailers. If you'd rather get a monthly phone plan, visit the provider's store or website.

See page 6 for information about UTS wifi.



Photo: Kwa Nguyen

OFFICIAL UTS COMMUNICATION

Don't miss any essential information and updates. Keep us up to date with your current address and mobile number. Make sure you also check your UTS email account regularly. This is the official way we communicate with you.

Canvas is our online platform for students and academics. Your lecturers will use it to share subject materials and communicate with your classmates. This is where you'll also find your subject outline and any preparation you need to do before class. Check your Canvas account regularly.

canvas.uts.edu.au

Visa requirement

Update your address and contact details within seven days of arriving in Australia or changing address. Don't forget - it's a condition of your student visa!

We can't accept responsibility if important information doesn't reach you because you haven't told us your new details. You can do this through My Student Admin.

onestopadmin.uts.edu.au

STUDENT CENTRE

The UTS Student Centre can help with:

- subject and course information
- study plan, enrolment and class allocation enquiries
- progression and academic caution
- exam-related and academic progress applications
- leave of absence and concurrent study applications
- recognition of prior learning and subject substitution applications
- graduation matters.

CONTACT THE UTS STUDENT CENTRE

Book an appointment:
appointments.uts.edu.au

Submit an online enquiry:
ask.uts.edu.au

Call 1300 ASK UTS (1300 275 887)

WIFI at UTS

All students at UTS can connect to our free and secure wifi network (UTS-WiFi). Log in using your student ID and password.

INFORMATION TECHNOLOGY SERVICES

Every UTS student has a Microsoft Office 365 account with access to:

- Email and calendar (50GB)
- OneDrive (1TB)

UTS students also have access to:

- thousands of computers across campus (many available 24/7)
- onsite free wifi (UTS-Wi-Fi)
- a laptop loan scheme.

To learn more about our services and facilities, visit uts.edu.au/current-students/managing-your-course/using-uts-systems/uts-student-account

IT SUPPORT CENTRE

IT solutions and help are available from our online help desk (student number and password are required):

serviceconnect.uts.edu.au

You can also call or make an appointment with the IT Support Centre:

(+61 2) 9514 2222

LIBRARY AND THE STUDENT LEARNING HUB

During your studies, the UTS Library will be a valuable resource. The library offers a wide range of resources and services, including:

- workshops and training:
lib.uts.edu.au/whats-on/workshops-and-training
- study spaces including bookable collaborative study rooms:
lib.uts.edu.au/roombooking
- free events and classes to help with your studies: lib.uts.edu.au/events
- library computers installed with Chinese, Korean and Japanese software.

The Student Learning Hub offers training, peer forums and online help from our team of friendly Student Learning Hub Guides - who are also current UTS students.

uts.edu.au/current-students/support/student-learning-hub

Find out more about library orientation events, tours and workshops on our website:

lib.uts.edu.au

TEXTBOOKS

The Co-op Bookshop (now part of Booktopia) is an online store that offers 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.

coop.com.au

Renting or using second-hand textbooks is an affordable and sustainable alternative to buying brand-new. Find second-hand books at:

studentvip.com.au/textbooks

gumtree.com.au

amazon.com.au

Talks, tours and orientation events

Welcome to Orientation! This is your chance to discover everything you need to know about study, support and social life at UTS.

REGISTRATION

Please refer to your pre-departure email from UTS International for instructions on how to register for Orientation and enrol in your subjects. If you didn't receive it, contact UTS International at **international.applications@uts.edu.au**

Explore orientation resources for international students and browse all student sessions through the UTS Orientation site.

uts.edu.au/commencing-students/orientation/information-international-students

orientation.uts.edu.au/sessions

Orientation sessions for international students

All international students **MUST** attend one of the relevant sessions below:

Essential International Advice:
International Students (Full Degree)

Essential Orientation Session for Study Abroad and Exchange Students:
(Non-Award)*

*For Study Abroad and Exchange students who will study at UTS for one or two sessions before returning to their home university overseas.

FACULTY WELCOMES

Learn important information about your course and meet your lecturers.

CRAFT YOUR CAREER

Career tips for international students

Get advice about what you can start doing today to kick-start your career.

Careers support at UTS (online)

Discover the Australian job market and take advantage of UTS CareerHub – our online portal for jobs, resources and upcoming events.

DISCOVER YOUR CAMPUS

UTS campus tours

Check out UTS's iconic structures, and discover how to find the library, computer labs, your faculty, lecture rooms, and more.

If you cannot attend a campus tour in person, please have a look at the virtual campus tour option: **tour.uts.edu.au**

LIVING MATTERS

Managing your wellbeing at university (on campus)

Hear from other students and familiarise yourself with the UTS support services.



“I was very nervous before I came here, but when I arrived all the worries went away. Everyone was so friendly during Orientation. I met a lot of friends that I’m still friends with today.”

VANESSA TRUONG, Vietnam
 Bachelor of Business
 Bachelor of Creative Intelligence and Innovation
 Photo: Kwa Nguyen

LOVE YOUR LIBRARY

Library tour

Learn about all the services the library offers and the variety of ways they can help you succeed at UTS.

Quickstart workshop (in Mandarin)

Essential for incoming students, this workshop covers how to find the required readings for your subjects and how to use the library to find journal articles and books for your assignments.

Tools for English language improvement

Learn about all the great resources UTS Library offers for improving your English language skills.

STUDY SUCCESS

English conversation practice (on campus)

Build your confidence and improve your speaking skills in and out of the classroom.

Read and Write study app (online)

Read & Write is free software available to all UTS students to assist you with reading, writing, studying and research. It is especially helpful to those who don’t speak English as a first language.

Ready SET AskUTS & IT systems

An introduction to My Student Admin (on campus and online), myTimetable, UTS Online, and the many IT services available.

SOCIAL ACTIVITIES

Network Cafe Snacks and Speed Friending

Join Network Cafe for a free coffee! Meet new students from overseas and current UTS students. Practise your English skills, learn about Australian culture and find answers to your questions about student life at UTS.

O’Day

Brought to you by ActivateUTS, O’Day will get you up close and personal with all the fun stuff that UTS has to offer. Check out our clubs, societies, and sports teams, connect with students who share your interests, and browse the freebies, stalls, and free food giveaways.

Orientation Navigators program

Register to join this program and be paired with a current student who’ll welcome you and help you settle into life at UTS.

careerhub.uts.edu.au/admin/form.aspx?id=6940810

UTS BUILD social mixer

Join this interactive and engaging session designed to help you make new friends. Finish up by networking over free food.

Discover more

To browse all sessions, events and activities offered during orientation, please visit:
orientation.uts.edu.au

Accommodation

Finding the right place to live is one of the most important steps to feeling at home. Here are some tips to get you started.

UTS HOUSING

At UTS, we offer a range of comfortable, affordable and convenient living options. All UTS Housing is fully-furnished and self-catered. Choose from:

- a shared apartment; or
- a studio located on campus.

housing.uts.edu.au

The UTS Housing Service can also assist you with your off-campus accommodation search. We can help you with:

- finding short or long term accommodation
- applying for accommodation
- your rights as a tenant in NSW.

housing.service@uts.edu.au

PRIVATE STUDENT HOUSING

UTS students can apply for rooms at Scape (private provider) with a 5% discount - subject to availability.

scape.com.au/uts-special-offer/

PRIVATE RENTALS

Usually managed by real estate agents, private rentals are covered by a formal rental contract. Private rentals are often

unfurnished and not inclusive of bills, meaning you'll need to buy your own furniture and pay your bills separately.

Sydney's rental market is very competitive. Follow these steps when searching for private rentals:

- search for properties online
- inspect the property in person
- if you like a place, be prepared to make an offer for it on the day of the inspection!

uts.studystays.com.au
realestate.com.au
domain.com.au

SHARED ACCOMMODATION

Don't want to live in student accommodation but still want to live with other people? Shared accommodation (a share house) could be a good option for you.

A share house is a property that's occupied by multiple tenants under an informal agreement (with a lead tenant responsible for the formal lease).

uts.studystays.com.au




Before you sign an agreement, always:

- view the property in person
- meet your housemates in person
- request a written agreement that clearly states the agreed price and what's included
- request detailed receipts for all payments, like your bond.


housing.uts.edu.au

SYDNEY - THE CITY OF VILLAGES

Sydney is made up of many suburbs, each with its own distinctive character. Explore the areas and find your favourite vibe.



Close to campus
Chippendale, Glebe, Haymarket, Pyrmont, Surry Hills, Ultimo and The City.



Inner city suburbs
Alexandria, Camperdown, Marrickville, Newtown, Petersham, Redfern and Summer Hill



Close to the beach
Bondi, Bronte, Coogee, Maroubra and Randwick.

YOUR RENTAL RIGHTS AND RESPONSIBILITIES

You have the same rental rights and responsibilities as an Australian.

Your rights

- The property owner is responsible for ensuring that the property is maintained and liveable.

Your responsibilities

- You are responsible for taking reasonable care of the property you're living in.

Read up on your rights on the Office of Fair Trading website.

fairtrading.nsw.gov.au

ACCOMMODATION ASSISTANCE

Our friendly advisors can offer support tailored to your needs.

housing.uts.edu.au

housing.service@uts.edu.au

Visa requirement

Update your address details with us and the Department of Home Affairs within seven days of moving to a new property. Don't forget - it's a condition of your student visa! To update your address go to:
onestopadmin.uts.edu.au
homeaffairs.gov.au

Got an Australian bank account?

You'll most likely need an Australian bank account before you can sign your rental contract. Turn to page 12 to find out how to open a bank account.

Money and banking

An onshore bank account is essential for managing your money in Sydney. Set up regular payments for rent and bills and avoid international fees for your day-to-day purchases.

BANK ACCOUNT

Open a bank account in the first few weeks of your arrival. Most bank branches are open Monday to Friday, 9.30am to 4pm and some larger branches are open on Saturdays.

Australia's major banks include:

anz.com.au

commbank.com.au

nab.com.au

westpac.com.au

To set up an account, you'll need several forms of identification, including your:

- passport
- proof of enrolment.

ATMS

You'll find ATMs all over Sydney. Please note, some banks might charge you a fee for using your bank card at another bank's ATM machine. It's good to check this in your terms and conditions before signing up for a bank account.

CARD OR CASH?

Card payments, including contactless payment (PayPass or payWave), are widely accepted. However, it's still a good idea to carry some cash as some stores have a minimum spend for card payments.

Banking tips

Many banks offer accounts just for students, 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.

Money transfers

Money transfers can take time, so make sure you have another way to get cash during your first few weeks. Overseas telegraphic transfers take around three working days to enter your Australian bank account, while bank drafts can take two or three weeks.



Photo: Kwa Nguyen



Photo: Kwa Nguyen



Student discount

Many retailers offer student discounts. Show your UTS student ID card or use the UNiDAYS app, to get the discount.

myunidays.com/AU/en-AU

MANAGING YOUR MONEY

It's likely that your first few weeks in Sydney will be more expensive than an average week. Plan ahead and budget your money for:

- food
- travel expenses
- social events
- emergencies.

FINANCIAL ASSISTANCE

The Financial Assistance Service can assist you with practical and financial aspects of your university life. They also have self-help resources available through their website:

uts.edu.au/current-students/support/financial-help/financial-assistance-service

Getting around

UTS is next door to Central Station – connecting our campus to the rest of the city. That means you’ve got regular buses, trains and light rail services at your doorstep!

TRAVEL PAYMENT

Pay for your travel by tapping on and off at Opal Card readers with a valid contactless-enabled credit or debit card. Accepted card issuers are:

- American Express
- Mastercard
- Visa credit or debit card
- a linked device.

Note: If your card was issued outside of Australia, overseas transaction charges may apply. Contact your card issuer for more information.

transportnsw.info/tickets-opal/opal/contactless-payments

Alternatively, you can purchase an Opal card (Sydney’s transport smartcard), which is valid for most public transport in and around Sydney. Buy your Opal card at train and light rail stations, ferry wharves and convenience stores. Top up with cash, or set up automatic top-up online through the Opal app.

Note: as an international student in Sydney, you’ll need to buy an Adult Opal card. Concession Opal cards are only available to international students on an Australian government scholarship.
opal.com.au

BUSES

Many buses are pre-pay only. That means you’ll need your contactless or Opal card to board.

METRO

Sydney Metro can quickly take you between Tallawong Station and Chatswood Station. The metro stops at 13 stations along the Metro North West Line.

Public transport tips

- Download a public transport app, e.g. TripView.
- Travel all day on Saturdays, Sundays and public holidays, paying no more than \$8.40 on these days.
- Remember to tap on at the beginning of your trip and tap off at the end to be charged the correct fee!
- Buses will not stop unless signalled to do so. To signal the driver, reach out and give them a wave!

mysydney.nsw.gov.au
transportnsw.info
131500

Walking and cycling tips

- In Australia we drive on the left side of the road. Look both ways before crossing the road!
- Always use pedestrian crossings, or risk a hefty fine! Jaywalking is **illegal**. Not only is it dangerous, and can lead to injury or death, but in NSW the fine for jaywalking starts at \$75.
- Wear a helmet when cycling – it’s the law!
- Use designated bicycle lanes.
- Do not cycle on footpaths, except shared cycleways.

TRAINS

The Sydney rail network is inexpensive, fast and reliable. Use your contactless or Opal card for all trains on the Sydney rail network.

FERRIES

Sydney's iconic yellow and green ferries connect our beach and harbour-side suburbs to our main ferry terminal – Circular Quay.

SYDNEY LIGHT RAIL (TRAMS)

Sydney Light Rail links the CBD with Sydney's inner western and eastern suburbs. Popular stops are Sydney Fish Markets, Darling Harbour, Chinatown, Surry Hills and Moore Park.

WALKING

A great way to explore the city, walking is the best way to discover Sydney's hidden gems.

Navigate your way around campus using our UTS preferred pathways. These paths are the quickest and safest routes for all of us at UTS to take full advantage of our inner-city location while avoiding traffic.

CYCLING

Convenient, healthy and environmentally-friendly, cycling is a great way to get around Sydney. Sydney City Council offers workshops on riding in the city. Attend a workshop and discover the safer cycleways in your area.

sydneycycleways.net

Secure bicycle parking is available across Sydney and on campus. You'll find showers and bike racks in the Ross Milbourne Sports Hall and in Buildings 4, 5, 8 and 10.



For more information about Sydney transport, please visit:
transportnsw.info/travel-info/ways-to-get-around

CAMPUS SHUTTLE BUS

A free shuttle bus runs between Broadway and Botany Monday to Friday for staff and researchers working at Botany. Note that this service is run by a private bus company, however travel is free for all UTS staff and students.

techlab.uts.edu.au/bus-timetable

DRIVING

Want to drive in NSW? You can use your existing drivers licence for up to three months. After that, you'll need to get a NSW drivers licence.

rms.nsw.gov.au/roads/licence/visiting-nsw.html

Owning and running a car in Sydney can be expensive. Found a cheap vehicle? Consider the costs of registration and insurance (both compulsory), petrol and parking – it all adds up!

Tip: Get an e-TAG. The Sydney metro area has many toll roads, most of which don't accept cash.

CAR SHARING

Popular in inner Sydney, car sharing 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'll be able to use a car whenever you need it.

goget.com.au

flexicar.com.au

ubercarshare.com

Road rules

NSW has strict laws on speeding, mobile phone usage, and driving under the influence of alcohol or drugs. Police conduct Random Breath Tests (RBT) and Mobile Drug Tests (MDT) on motorists. Familiarise yourself with all the important road rules:
roadsafety.transport.nsw.gov.au

Food and shopping

Knowing where to find your favourite food is an important step towards feeling at home in Sydney. Eating well will also help you manage stress, stay focused in class and maintain your health. Luckily, you're surrounded by supermarkets, speciality grocery stores and great places to eat!



Photo: Kwa Nguyen

SUPERMARKETS

Most supermarkets are open seven days a week and stay open late. The closest supermarkets to UTS are Woolworths at Central Park, Coles and Aldi at Broadway Shopping Centre, and Thaikee IGA at Market City.

ALDI: aldi.com.au

Coles: coles.com.au

Thaikee IGA: thaikee.com.au

Woolworths: woolworths.com.au

Eating with friends

When eating out, you'll generally be expected to pay for yourself. The total bill is usually split between attendees at the end of the meal. If you're invited to someone's house, it's common to take a small contribution like something to drink or a box of chocolates.



Students at Bluebird Brekkie Bar
Photo: Anna Zhu

INTERNATIONAL FOODS

With Sydney being a multicultural city, you'll find restaurants and stores with foods from across the world. Looking for a taste of home? Take a short stroll to:

- Paddy's Markets
- Spice Alley
- Sydney's Chinatown.

For information about specialist international, halal and kosher food, visit:

halaladvisor.com.au
jewishaustralia.com

UTS CENTRAL FOOD COURT

The UTS Central food court offers a range of food options as well as a vibrant space to eat, study and socialise.

What's more, it's also plastic-free! We have eliminated single-use plastics opting instead for reusable, fully compostable and recyclable products. Some cafés even offer a discount if you bring your own cup or container!

FREE FOOD

Our Student Association offers a free pop-up cafe during the Autumn and Spring teaching sessions.

Bluebird Brekkie Bar

- Monday to Friday, 8:30 to 10:30am,
Level 4, Tower Building foyer

Night Owl Noodle Bar

- Tuesday and Thursday, 5 to 7pm,
Level 4, Tower Building Foyer

utsstudentsassociation.org.au/services/bluebird-brekkie-bar

SHOPPING

Need to buy furniture and add your personal touch to your new home? You'll find everything you need and more at Kmart, Target and IKEA.

Second-hand shops, also known as 'op-shops,' are another good option; check out the Salvation Army (Salvos) and St Vincent de Paul (Vinnies) shops, or check online platforms, like Gumtree and Facebook Marketplace.

gumtree.com.au



Did you know...

Sydney's water is filtered to the high standards set by the Australian Drinking Water Guidelines, meaning our water is safe to drink straight from the tap.

UTS has many filtered water stations around campus so you can refill your reusable drink bottle throughout the day. Save money and the environment – choose tap water!

Culture shock and your wellbeing

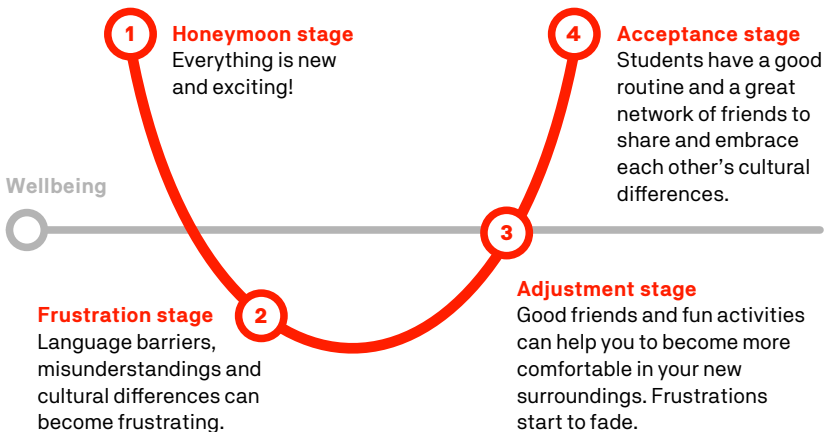
Living in a foreign country is a rewarding experience, but it's not without its challenges! It's normal to feel overwhelmed as you adjust to life in your new home. Luckily, help is always available.

CULTURE SHOCK

When you first arrive, you might experience some culture shock. If you feel overwhelmed and don't know where to go for help, speak with one of our international student advisors. See page 4 for contact details.



The four stages of culture shock



HUMAN RIGHTS (OR FREEDOM OF EXPRESSION)

In Australia the culture, customs and rules are different. You are free to disagree about anything, have different opinions, write and show your beliefs and leave any club or organisation. You aren't free to use hate speech, make threats or false accusations and look at private information without consent.

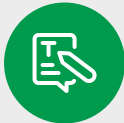
YOU HAVE A RIGHT TO:



disagree about anything



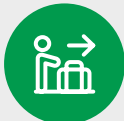
have different opinions in class



write your beliefs



show your beliefs



leave any club or organisation

YOU DO NOT HAVE A RIGHT TO:



use hate speech



make threats



make false accusations



look at or share others' private information without consent

WHERE TO GET HELP



If you experience hate speech, threats, false accusations, doxxing or a privacy breach, or surveillance that censors opinions, we can help.

You can report an incident to:



a teacher



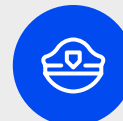
a counsellor



UTS online submission



UTS Security



the police

GET CONNECTED

One of the best ways to conquer homesickness is to make new friends. Join one of our many clubs and societies and connect with others - there's a club for everyone!

activateuts.com.au

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

REACHING OUT

At the UTS Medical Centre, we offer a free and confidential counselling service to all students. Qualified psychologists can help you with personal, psychological, study and administrative troubles, including help with a special consideration application to help manage assignment deadlines. We also have Mandarin and Cantonese speaking services.

uts.edu.au/current-students/support

Counselling is also available to students outside Australia via the Workplace Options site. Through this platform, you can:

- contact a counsellor in your home country via phone, email or online; or
- request a counsellor contact you directly.

uts.edu.au/current-students/support/health-and-wellbeing/counselling-service-and-self-help

BATYR

Batyr is a student-led organisation that educates and empowers young people to have open and honest conversations about mental health. Batyr's student speakers can show you where to get help and give you tips to manage your mental health during your studies.

instagram.com/batyraus



Photo: Kwa Nguyen

WORKSHOPS AND GROUP COUNSELLING

Learn how to cope with the pressures of study, work and life. The UTS counselling service runs a number of and group counselling sessions and workshops throughout the year, including:

- drop in mindfulness meditation
- managing exam and assessment anxiety.

uts.edu.au/current-students/support/health-and-wellbeing/counselling-service-and-self-help/workshops-and-group

KEEPING THE FAITH

Visit the chaplaincy team and hear from members from the Baha'i, Buddhist, Christian, Jewish and Islamic faiths, amongst others. Multi-faith rooms are available for use.

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



“I really enjoy how multicultural UTS and Sydney is. Not only in class can you meet a lot of people from different cultures and backgrounds. Outside of class, I enjoy hanging out with people from all over the world. While studying in Australia, I can also work and earn some money to travel and refresh myself over the weekend. By the end of the weekend, I'm ready to get back to studying again.”

Nat-A-Nong Photrait (Thailand)

Consent matters

We all have a responsibility to ensure the UTS campus stays a safe and respectful environment for all. To encourage healthy relationships, we've rolled out Consent Matters online training for all students and staff.

Consent Matters aims to give everyone at UTS a clear understanding of what constitutes unacceptable sexual behaviour as well as the skills to respond to inappropriate behaviour. You'll be sent information about the training to your student email. Complete the modules as soon as possible. If you feel uncomfortable about doing the online training, email equity@uts.edu.au

For more info visit:
uts.edu.au/partners-and-community/initiatives/social-justice-uts/equity-and-diversity-uts/training-and-consent

Urgent help

Need to speak with someone immediately? Free and confidential telephone, webchat and email counselling is available 24/7 through:

Lifeline 13 11 14
lifeline.org.au

Beyond Blue 1300 22 4636
beyondblue.org.au

Or call 1800 636 825 for free to speak with your nearest Community Mental Health team.

Support services

We offer a range of support services for our students, many of which are free. From medical appointments to legal and financial advice, we're here to help you through it all.

MEDICAL AND COUNSELLING SERVICES

The UTS Health Service offers friendly and confidential medical services to all UTS students. You can request a male or female doctor. Most treatments are free if you show your Medibank membership card. If you've forgotten your card or are with a different Overseas Student Health Cover (OSHC) provider, you can pay for the visit and make an online claim afterwards.

If you visit one of the many medical centres around Sydney, you'll need to pay at the time of your appointment. You can lodge an online claim with Medibank or your OSHC provider afterwards.

Our medical centre also offers a counselling service. It's free, confidential, and offers flexible consultations via phone, video conferencing, or face-to-face. See page 20 for more information.

uts.edu.au/current-students/support/health-and-wellbeing/medical-service

FINANCIAL ASSISTANCE

Learning to manage your money can be difficult, especially if you're living away from home for the first time. Our friendly financial advisors can give you confidential advice about:

- creating a budget
- making the most of your current income
- saving money
- making large purchases like computers.

uts.edu.au/current-students/support/financial-help/financial-assistance-service

UTS STUDENT LEGAL SERVICE

We offer free and confidential legal advice to all UTS students on a range of issues, including:

- tenancy issues
- employment contracts
- consumer claims
- traffic issues.

Please note, we can't provide legal advice on migration issues.

uts.edu.au/current-students/support/financial-help/self-help-resources/legal-and-professional-help

STUDENTS WITH SPECIAL NEEDS

We're committed to providing equal opportunity for our students with special needs. If you have a temporary or permanent disability, including physical, sensory, psychiatric and learning disabilities, or an ongoing illness, support is available. In some cases, you may be able to apply for alternative assessments during teaching sessions or special conditions in examinations. You'll need to supply supporting documentation.

uts.edu.au/current-students/students-with-accessibility-requirements/accessibility-service

Equity and diversity

At UTS, we don't accept discrimination and harassment on the grounds of sex, race, colour, descent, national or ethnic origin, ethno-religious background, marital status and sexual orientation.

If you have an equity-related query or complaint, our Equity and Diversity Unit can support you.

equity.uts.edu.au



Photo: Kwa Nguyen

STUDENT OMBUD

The Student Ombud's Office is an informal, confidential and impartial service that can help you with problems 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. ombuds.uts.edu.au

STUDENTS' ASSOCIATION

The Students' Association is the officially recognised voice of UTS students. It represents our students on an individual, university and government level. The Students' Association also has an Overseas Student Officer who represents the interests of international students at UTS. sa.uts.edu.au

CHILDCARE FACILITIES

We have two childcare centres, one on campus and one close by. Some childcare places at UTS may be subsidised. Childcare centres are also located throughout Sydney, although getting a place can be competitive. childcare.uts.edu.au

Find help

Learn which services can help you access the resources you need:

- 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 support: **UTS Housing Service**
- financial advice: **Student Services Unit**
- advocacy for students: **Students' Association**
- all types of emergencies: **UTS Security**

uts.edu.au/current-students/support

Study and career success

Get ahead of your academic and professional goals. The UTS Careers Service can help you improve your academic English, succeed in difficult subjects, find a part-time job and plan your dream career!

HELPS

(ENGLISH LANGUAGE SUPPORT)

At HELPS (Higher Education Language & Presentation Support Service), we can enhance your learning experience by providing individual and group support in a friendly and respectful environment. We can also help you become an independent and confident learner through the development of your English language and academic understanding, so you can reach your study and career goals. We offer:

- daily workshops
- drop-in advice sessions
- one-to-one consultations
- holiday courses.

helps.uts.edu.au

HELPS BUDDY PROGRAM

Our HELPS buddy program matches international students with students, staff and local community volunteers. They might get together once a week to practise speaking English or exchange languages. It's a great way to improve your listening, conversation and pronunciation skills in an informal, Australian way!

uts.edu.au/current-students/support/helps/english-speaking/helps-buddy-program

Did you know?

If you're from a non-English speaking background, you may be eligible to apply for special exam conditions? This includes extra time and use of a dictionary. For more info, contact the UTS Student Centre. See page 5 for contact details.

Academic Integrity

Academic integrity is about demonstrating honesty, trust, fairness, respect, responsibility and courage in your studies. Learn how you can maintain academic integrity, find services to help you, and understand what happens if you get caught up in misconduct.

uts.edu.au/current-students/support/academic-support/academic-integrity



Photo: Kwa Nguyen

HELPS TALKFEST

TalkFest is a free, fun-filled event that connects international students with local volunteers to promote cultural exchange.

uts.edu.au/current-students/support/helps/english-speaking/talkfest

CONVERSATIONS@UTS

HELPS also runs Conversations@UTS, free sessions to practise speaking English in social and professional environments. Join UTS staff and alumni volunteers for relaxed, friendly and supportive conversations!

uts.edu.au/current-students/support/helps/english-speaking/conversationsuts

U:PASS

Having trouble with a difficult subject? Our Peer Assisted Study Success (U:PASS) program can help you in subjects that are perceived as difficult or have a high failure rate. At U:PASS, you'll work with trained senior students who have successfully completed the subject. They'll guide you through a collaborative study session with fellow students, so you can build your understanding in a supportive group setting.

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

CAREERS

UTS Careers, experienced team of recruitment advisors and career consultants are available to help you at every stage of your job search. Whether you're looking for an internship, part-time role or graduate job, UTS Careers can assist you with resume writing, interview skills and more!

careers.uts.edu.au

CareerHub is an online portal housing hundreds of UTS approved jobs, internships, workshops and much more!

careerhub.uts.edu.au

You can also look for jobs on:

careerone.com.au

indeed.com.au

seek.com.au

Find out more about your workplace rights, including your working hours, on page 33.

Online learning at UTS

Online learning is managed through Canvas. Access Canvas to find information about subject requirements, assessments, due dates, weekly schedules and more.

canvas.uts.edu.au

Supporting study portal

The Supporting study portal is here to support you with your studies. Access student services, resources, events and more.

uts.edu.au/current-students/supporting-study

Safety and security

Sydney is Australia's safest city and the fourth safest in the world (The Economist's 2021 Safe Cities Index). It's a great place to live, but as with all big cities, you should keep these safety and security tips in mind.

STAY SAFE ON CAMPUS

We want you to feel safe and at home on our campus; that's why our security staff are on campus 24/7.

Our Staying Safe at UTS card lists all the emergency numbers you need – pick one up from the International Student Centre. Don't forget to update your emergency contact details in My Student Admin.

safetyandwellbeing.uts.edu.au

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

General UTS security enquiries – security patrols our campus at all times. Dial 9514 1192 if you need general assistance.

UTS operates an after-hours **security escort service** for all staff and students to a UTS Building or a UTS residence and Central Railway Station. Contact the UTS Security Control Room on 9514 1192, 7 nights a week.

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

safetyandwellbeing.uts.edu.au

See page 4.4 for Emergency contacts.

PROTECT YOUR PASSWORD

UTS emails and logins are an attractive target for hackers.

Set up multi-factor authentication (MFA) to keep your information safe. For more information go to **uts.edu.au/mfa**

Be scam-aware

International students are often targeted by scammers, with common scams relating to tuition fee payments. In these cases, victims lose the money they paid to the scammer, and are still required to pay the full tuition fee amount to their university.

Please note that scammers may also use other methods and UTS advises all students to be wary.

To avoid becoming the victim of a scam you should ensure that you are familiar with the formal UTS payment methods. If you are a commencing student, please ensure you use one of the UTS Appointed Student Recruitment Agents.

If you have any questions or want to verify the authenticity of any payment method or agent, please contact UTS through 'ask UTS', via the My Student Portal.

For information about the latest news and alerts on scams visit:

scamwatch.gov.au

uts.edu.au/current-students/info-international-students/services-and-support/scam-awareness-international-students

A useful free download with some great information is the Little Black Book of Scams.

acc.gov.au/publications/the-little-black-book-of-scams



Photo: Steve

STAY SAFE IN SYDNEY

Beach and sun safety

Sydney is home to many beautiful beaches, rivers and lakes. But if you want to go fishing or swimming, you need to know how to swim! At the beach, always swim between the red and yellow flags and with people you know. Never swim at an unpatrolled beach or at night.

Potential dangers can be difficult to spot and conditions can change quickly, even if the water looks calm.

Get familiar with basic water safety
beachsafe.org.au

Always wear sunscreen too – the sun in Australia can be very strong, even on a cloudy day!

Bushwalking

Bushwalking is a great way to explore our beautiful national parks. Make sure you take a map, plenty of water, wet weather gear, warm clothes and a phone on your bushwalking trip. Walk with friends and take an emergency beacon; you can pick one up from camping stores. Before you go, tell a friend where you are going and when you plan to be back.

nationalparks.nsw.gov.au/safety

Road safety

Drink driving is illegal in Australia. That means it's against the law to have more than a small amount of alcohol before you drive. Don't get in a car with a driver who's been drinking either; take a taxi or ride share instead. Find out more about alcohol and drug limits for drivers: rms.nsw.gov.au

Fire safety

Did you know every home in NSW must have smoke alarms? This goes for any property where people sleep, whether it's student accommodation, a private rental or a share house. The property owner needs to install the smoke alarms in your rented premises. As the tenant, it's up to you to replace the battery as needed. Remember, neither you nor the property owner are allowed to remove or tamper with the smoke alarm's operation!

fairtrading.nsw.gov.au/housing-and-property/renting/during-a-tenancy/health,-safety-and-security

fire.nsw.gov.au

Night safety

At night, travel with another person and walk in well-lit areas after dark, even if it makes your trip a little longer. Always be aware of your valuables like your mobile phone and laptop. If you feel threatened in any way, find the nearest shop or house and ask to call the police.

Taking public transport? Pick a well-lit area to wait for your train, bus or tram. Check the timetable to avoid a long wait. If you feel unsafe, pick a seat close to other passengers. You could also sit next to the guard's compartment on the train – it's marked with a blue light.



Photo: Destination NSW

Managing your course

Here we answer some common questions about the technical or administrative aspects of your course.

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

Once you have permission to change your subjects, you can add or drop pre-approved subjects on My Student Admin. Use your UTS student number and password to log in. **onestopadmin.uts.edu.au**

To add subjects that were not already approved on your study plan, submit an e-request online. **uts.edu.au/current-students/managing-your-course/using-uts-systems/student-forms-apps-and-systems/erequest**. The student centre will process your e-request and send you a reply directly.

The last day to add a subject is different to Census date and varies among different university calendars.

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'll be charged the tuition fee.

The UTS Handbook has a comprehensive guide to important academic dates, just search 'principal dates' or 'academic year dates'. **handbook.uts.edu.au**

WHERE CAN I FIND ONLINE STUDY SUPPORT?

If you're studying at home, student services, resources and events are still available to support you online.

uts.edu.au/current-students/supporting-online-study

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

We have a formal process for identifying students at risk of failing. We do this after results are released at the end of each teaching session. If we think you may be at risk of failing, we'll reach out and put you in a support program to help you improve your academic performance. In exceptional circumstances you may be able to reduce your study load.

CAN I APPEAL A UNIVERSITY DECISION?

All UTS students have the right to appeal against certain administrative decisions taken by the university. If you feel you've been treated unfairly by UTS or UTS staff you can also lodge a complaint. If you're informed that we intend to cancel or suspend your enrolment, you have the right to appeal.



Photo: Kwa Nguyen



Photo: Kwa Nguyen

Still have questions?

Ask UTS International.
uts.edu.au/future-students/international/essential-information/uts-international-contacts

WHAT IF I HAVE FINANCIAL DIFFICULTIES?

If you're having trouble managing your money, you can make an appointment with a financial assistance officer to discuss your options.

Don't forget:

- It's a requirement of your student visa that you have enough money 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'll need to provide supporting documentation.
- If you don't pay your tuition fees by the due date, your enrolment at UTS may be discontinued.

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

HOW DO I WITHDRAW FROM MY COURSE?

If you're thinking about discontinuing your studies at UTS, make sure you understand your options before making a final decision. Speak with our friendly advisors at UTS International, your UTS Student Centre or the UTS counselling service.

If you still want to withdraw, you can do this online. Once you've withdrawn entirely from your course and you're no longer enrolled, we will report this to the Department of Home Affairs and you may be required to leave Australia.

You can only apply to withdraw from a course using the following link. Please note you cannot withdraw from your course by dropping your subjects within My Student Admin.

uts.edu.au/current-students/managing-your-course/your-enrolment/enrolment-changes/course-withdrawal

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 us to process your request. There is a fee of \$30 for three copies.

uts.edu.au/current-students/managing-your-course/your-student-info/student-records/academic-record

Your student visa

It's important that you're aware of your student visa requirements, and how they relate to studying at UTS and living in Australia. Stay on top of your visa requirements with these frequently asked questions.

WHAT ARE MY RIGHTS AS AN INTERNATIONAL STUDENT?

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

uts.edu.au/study/international/commencing-students/getting-student-visa

For information about student visa conditions, visit homeaffairs.gov.au

CAN I TRANSFER TO ANOTHER INSTITUTION?

If you want to leave UTS to pursue your studies at another institution within your first six months of enrolment, you'll need to apply for a release.

Please note: *We can't guarantee you will be given a release. Refer to our Release Protocol for more details. This is attached to your offer letter and also available at:*

uts.edu.au/future-students/international/essential-information/fees-information/uts-release-protocol

To apply for a release from UTS, you must complete the release application form provided on the UTS release protocol web page (see above) and submit it along with all required supporting documents, including an offer letter from your new education provider. We recommend you remain enrolled in your UTS course prior to approval of your release request.

Don't let your OSHC expire!

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

UTS is an approved participant in the Australian Government's Simplified Student Visa Framework (SSVF). We recruit students into our degree courses under the SSVF arrangements of the Department of Home Affairs. The SSVF is designed to make the process of applying for a student visa simpler for genuine students.

If you want to transfer courses, please note that under the SSVF you're expected to maintain enrolment at the same or higher level of Australian Qualifications Framework (AQF) study. If you wish to transfer to a course that is at a lower AQF level, you'll need to apply for a new visa. For information on AQF, visit aqf.edu.au

You must seek your own immigration advice on the SSVF and any proposed course and/or provider transfers as this action may impact your visa, up to and including cancellation. You must take this important information into account if considering a course change or a possible move to another provider. UTS does not give visa or immigration advice.

Visit Department of Home Affairs website at homeaffairs.gov.au for more information on the SSVF, the limits on changing your course/provider and how to meet the conditions of your student visa.

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 OSHC, you will need to activate your membership online after you arrive in Australia. More information on OSHC will be provided at Orientation.

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

HOW DO I RENEW MY OSHC?

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

CAN I WORK WHILE I STUDY?

If you're a coursework student and you have a student visa, you can work up to 48 hours per fortnight during the main teaching sessions and unlimited hours during session breaks. Just remember that you can't start working until you have started your UTS course.

Please note: *Unpaid internships also count towards your limit of 48 working hours per fortnight. This doesn't apply to internships that are a compulsory component of your course.*

If you are a research student please refer to your visa conditions for more information about work hour restrictions.

Please note: As of 13 January 2022, the Australian Government has eased the restrictions on working hours for International student visa holders. Relaxed working hours are set to end June 2023. Check your visa requirements regularly for updates to working hour restrictions.

immi.homeaffairs.gov.au/visas/already-have-a-visa/check-your-details-and-conditions/see-your-visa-conditions#

If you have any queries related to work rights, please contact UTS International. The Department of Home Affairs website also provides useful information on working **homeaffairs.gov.au**

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're taxed at the correct rate and the interest you earn on your bank savings is not taxed at the higher marginal rate.

If you're already in Australia, you can apply for a TFN online. You must have a valid passport or relevant travel documents. Your TFN will be mailed to you within a few weeks. When you receive it, you'll need to notify your employer and bank of your number.

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

Useful websites

VISA APPLICATION

Department of Home Affairs: **homeaffairs.gov.au**

HEALTH COVER

Department of Health: **health.gov.au**

Medibank: **medibank.com.au**

TAX

Australian Taxation Office: **ato.gov.au**

Beyond the classroom

Your university experience goes beyond the classroom. This is your chance to meet new people, join a club or sporting team, develop your leadership skills or simply pick up a new hobby!

ACTIVATEUTS

Get social with ActivateUTS. They run free events and activities on campus all year round. Plus, they also manage our on campus bars – the Loft and the Underground. ActivateUTS also facilitate 180+ clubs and societies. From sports clubs and cultural societies, to faculty networks and adventure groups, there's something for everyone!
activateuts.com.au

SPORT AND FITNESS

UTS ActivateFit.Gym offers exercise equipment and group fitness classes. There is also a multipurpose sports hall and dance studio on campus.

Meet other UTS students and settle into Sydney through the many sports and recreational activities offered by ActivateFit.Gym and ActivateUTS. With day trips, holiday adventures, short courses and social sporting activities on offer, there are plenty of opportunities to explore the best of Sydney and Australia.

activateuts.com.au/sport

O'Day

Brought to you by ActivateUTS, O'Day will get you up close and personal with all the fun stuff that UTS has to offer. Check out our clubs, societies, and sports teams, connect with students who share your interests, and browse the freebies, stalls, and free food giveaways.



There are more than 180 clubs and societies you can join at UTS!

UTS BUILD PROGRAM

BUILD (Beyond UTS International Leadership Development) is a global leadership program designed to harness your leadership potential and develop your mindset, skills and competencies as a global citizen and global leader.

Through BUILD you can participate in interactive workshops, learn from inspiring speakers, join field trips, engage in community activities and much more.

build.uts.edu.au

UTS SOUL AWARD

UTS SOUL Award is an extra-curricular community leadership and volunteering program for UTS students. Through training, peer support and unique volunteering opportunities, SOUL enables students to venture beyond their degree and into the community. Skill up, give back and make meaningful change.

soul.uts.edu.au

NETWORK CAFE

Network Cafe brings together new and current students through short trips, games and sports days, many of which are free. It's a great way to meet both international and local students. Grab a free coffee at the weekly catch-ups.

uts.edu.au/network-cafe

RESEARCHERS CAFE

UTS Research Café is for all UTS staff, academics, researchers and HDR students who are passionate about, engage in, coordinate, manage, support or conduct research.

reshub.uts.edu.au/uts-research-cafe



“The biggest benefit of UTS Startups is learning from people with different experiences. If you're sitting in the co-workspace and you're stuck on a problem related to marketing, for example, you can walk over to someone who has a company in marketing and ask them for advice. The support you get from the Startups team is amazing too. If there's something they can't answer, they'll go out of their way to bring in speakers who can teach us.”

KRISTYN WUEBBOLT, Canada
MBA, Entrepreneurship

Photo: Annabel Jeffery

UTS STARTUPS

UTS Startups is a university-wide program to inspire and support startups. If you have a compelling business idea, they can help you with free co-working space, mentoring, pitch nights, industry events and more!

entrepreneurship.uts.edu.au

FESTIVALS AND CULTURAL EVENTS

Sydney is a global city, with exciting festivals and entertainment throughout the year. From fireworks on New Year's Eve and Lunar 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. Visit **whatson.cityofsydney.nsw.gov.au** and sign up for their e-newsletter.

FAQs

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 start.uts.edu.au

Please ensure that you activate your UTS email, enrol in your subjects online and, if you are in Australia, apply for your UTS ID card by following the instructions in the pre-arrival email. You must obtain your ID card before the enrolment deadline date and carry it with you at all times.

CAN I APPLY FOR RECOGNITION OF PRIOR LEARNING?

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

uts.edu.au/current-students/managing-your-course/your-enrolment/recognition-prior-learning

CAN I CHANGE MY COURSE DURATION OR STUDY LOAD?

Under the Education Services for Overseas Students (ESOS) legislative framework, you are expected to complete your course by the end date specified on your Confirmation of Enrolment (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 recognition of prior learning, your CoE duration may be shorter than the standard full-time duration.

In certain limited circumstances you can study less than the full-time load; however, you must obtain prior permission to do so. Visit the [Permission to reduce study load](#) page for information about how to apply:

uts.edu.au/current-students/managing-your-course/classes-and-assessment/academic-progression/international-student-requirements/permission-reduce-study-load

*Summer session is compulsory for students studying some courses. Check the UTS Handbook if you're unsure. www.handbook.uts.edu.au

Credit points

To complete your course in the standard duration you normally need to be enrolled in 48 credit points over the academic year. This is usually 24 credit points in either autumn or spring session, although certain courses have non-standard loads, e.g. 18 or 32 credit points.*

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 a LoA, remember:

- you can usually apply for up to four teaching sessions of LoA
- if you need to stay in Australia for your LoA period based on compassionate or compelling grounds, please email internationalstudent@uts.edu.au outlining your situation after you have been granted approval for LoA and our Student Advisor will consider your request
- 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
- talk to a student advisor at UTS International before you apply for LoA
- you must contact UTS International for a new CoE once you are ready to resume your studies at UTS
- you can make an application for leave of absence online: uts.edu.au/current-students/managing-your-course/your-enrolment/enrolment-changes/leave-absence-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.

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

Still have questions?

CONTACT OUR TEAM:

Tel: **(+61 2) 9514 1531**

Email: **internationalstudent@uts.edu.au**

Website: **international.uts.edu.au**

FAQs

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.



Photo: Kwa Nguyen

HOW DO I ENROL IN MY COURSE?

If you hold a student visa and are currently in the Greater Sydney region, please contact your supervisor to agree on a start date for your research studies. Then email the Graduate Research School (GRS) to request enrolment instructions.

uts.ac/graduate-research

E: grs@uts.edu.au

GRS provides general support to all UTS research degree students and supervisors. We 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.

Once you are formally enrolled as a research student, please attend the available welcome and orientation sessions, meet with your supervisor to develop your Graduate Research study plan. UTS offers a range of academic, health and wellbeing services to support you throughout your research candidature. Please refer to the Graduate Research page for more information: **uts.edu.au/research-and-teaching/graduate-research/current-research-students/graduate-research-journey**

FACULTY CONTACTS

Faculty-specific contacts can also assist you throughout your research candidature at UTS.

- Research Administrator (RA) – your first point of contact for any queries or problems related directly to your candidature in the faculty.
- Supervision team – responsible for overseeing your research degree project throughout your candidature.
- Responsible Academic Officer (RAO) – oversees all of the faculty's research students.

uts.edu.au/research-and-teaching/graduate-research/contact-us

FUNDING FOR GRADUATE RESEARCH STUDENTS

Each year a number of funding opportunities are made available to research students by organisations outside of UTS. Applications must be made directly to the scholarship fund.

You can also apply for academic conference scholarships such as the Vice-Chancellor's Postgraduate Research Student Conference Fund, available twice per year.

uts.edu.au/research-and-teaching/graduate-research/current-research-students/graduate-research-journey/funding

HOW CAN I DEVELOP MY SKILLS?

GRS offers a range of activities for research students and supervisors to develop their knowledge, skills and capabilities, including workshops, online resources and short courses provided by the e-Grad School of the Australian Technology Network of Universities.

Please refer to the Research Education and Development (REaD) page for more information:

uts.edu.au/research-and-teaching/graduate-research/current-research-students/research-education-and-development

Still have questions?

CONTACT OUR TEAM:

uts.edu.au/research-and-teaching/graduate-research/contact-us

New research students website:

uts.edu.au/research-and-teaching/graduate-research/new-research-students-getting-started/enrolment-information



Photo: Kwa Nguyen

FAQs

For study abroad and exchange students

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

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

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 on-campus enrolment session in person.

AM I ENROLLED CORRECTLY?

You will gain access to enrol in your subjects before you commence at UTS. You should have received an admittance email from the Global Mobility Team (Inbound) with instructions. If you have any concerns, please contact the team at:

studyabroad.exchange@uts.edu.au



Photo: Kwa Nguyen

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.

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 each teaching session. If you are in doubt, check with your subject lecturer.

uts.edu.au/current-students/managing-your-course/classes-and-assessment/managing-your-study

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 a 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 PAY MY TUITION FEES? (STUDY ABROAD ONLY)

You will need to settle all outstanding fees before classes commence. You can request your tax invoice through My Student Admin and the fees office will send you a reminder of remaining outstanding fees at the census date. Note that changes to your enrolment and the total credit point value will change the amount of tuition fees you owe. Please contact the Global Mobility Team (Inbound) if you need further information.

HOW DO I GET MY RESULTS AND TRANSCRIPT?

Your results will be released on My Student Admin: onestopadmin.uts.edu.au

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

An official UTS transcript will be issued for free via the digital My eEquals platform, which you can share with your home university.

If your home university only accepts a hard-copy transcript, you can opt out of My eEquals. You can request that your transcript be posted to your home institution and you will not receive a digital copy via My eEquals.

You can also request additional copies of your transcript via My Student Admin. Find out how: uts.edu.au/current-students/managing-your-course/your-student-info/student-records/academic-record

There is a charge for additional copies.

DO I NEED A UTS STUDENT CARD?

All enrolled onshore students must have a current UTS student identity card, which 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.



Photo: Kwa Nguyen

Still have questions?

CONTACT OUR TEAM

Email: studyabroad.exchange@uts.edu.au

Website: studyabroad-exchange.uts.edu.au

Book an online appointment:
outlook.office365.com/owa/calendar/StudyabroadExchange@student.uts.edu.au/bookings/

Emergency contact information

ON CAMPUS

Security: dial **6** from a campus phone or free call **1800 249 559**

General UTS security enquiries

– security patrols our campus at all times.
Dial **(+61 2) 9514 1192** if you need general assistance.

UTS also operates an after-hours security escort service for all staff and students to a UTS Building or a UTS residence and Central Railway Station. Contact the UTS Security Control Room on **(+61 2) 9514 1192**, 7 nights a week.

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

OFF CAMPUS

Dial 000 for Police / Ambulance / Fire Brigade
uts.edu.au/current-students/contacts/emergency-contacts

Community Mental Health Team

1800 636 825 – free call for your nearest team

24 hour telephone counselling

Lifeline 13 11 14

Beyond Blue 1300 22 4636

**FOR MORE INFORMATION,
VISIT THE SAFE@UTS WEBSITE
uts.edu.au/about/safety-wellbeing**



Photos: Shane Lo










Enjoy your time at
UTS and in Sydney!

Contact UTS

UTS INTERNATIONAL

-  (+612) 9514 1531
-  internationalstudent@uts.edu.au
-  sponsored.student@uts.edu.au
-  studyabroad.exchange@uts.edu.au
-  international.uts.edu.au

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-  uts_sydney
-  UTSchannel
-  UTSI
-  **YOUKU** 优酷 UTSinternational
-  UTS-Official

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UTS TEQSA PRV12060
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Image credit: Anna Zhu, Annabel Jeffery,
Destination NSW, Florian Groehn,
Kwa Nguyen, Shane Lo, Toby Burrows.

Thank you to all our international students
who feature in this guide.

COVID-19 advice

To find out how UTS is supporting our
students and the UTS community,
please visit:

**[uts.edu.au/current-students/
news/coronavirus-and-
international-travel-information](https://uts.edu.au/current-students/news/coronavirus-and-international-travel-information)**