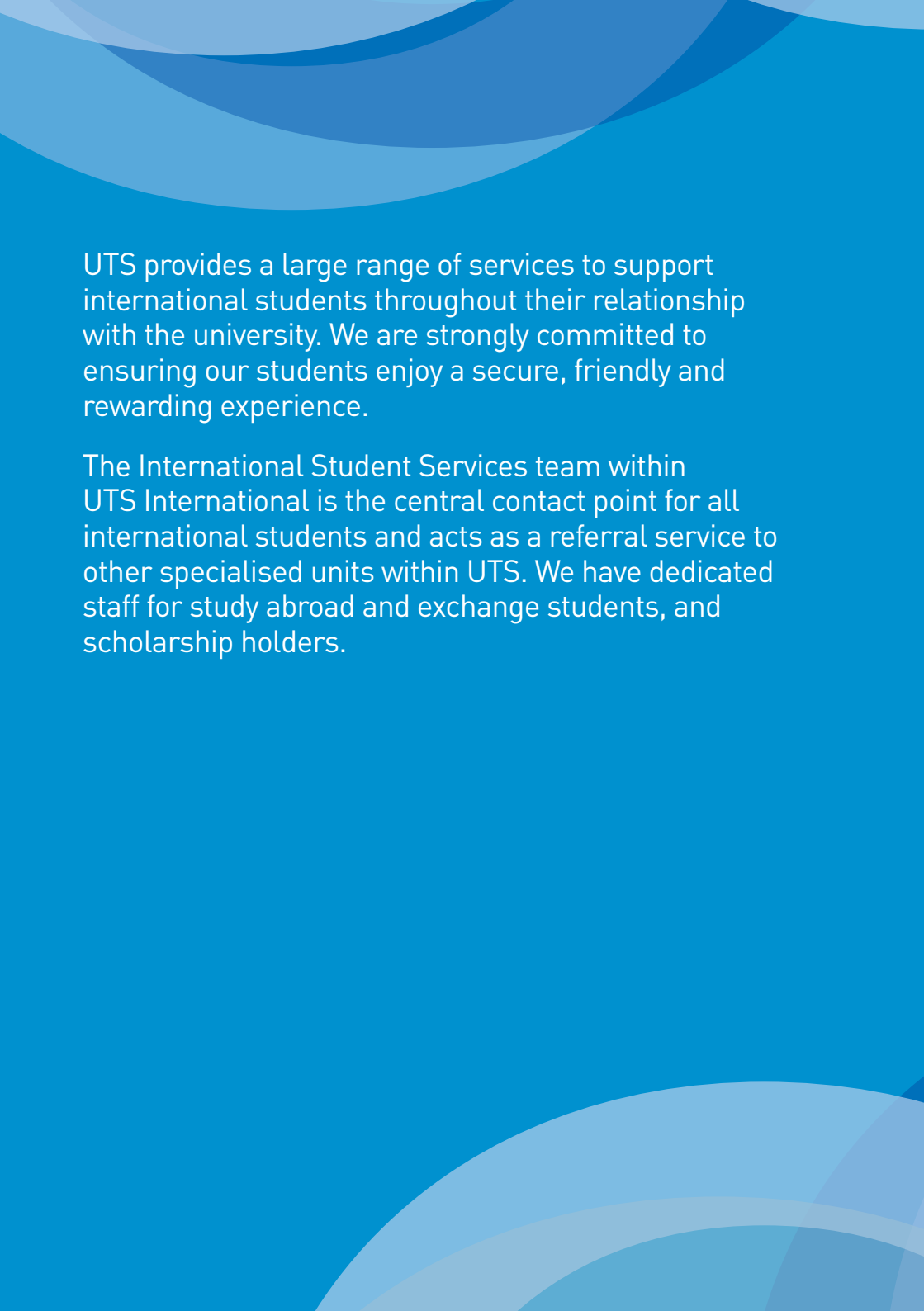




**SUPPORT  
SERVICES AT UTS**



UTS provides a large range of services to support international students throughout their relationship with the university. We are strongly committed to ensuring our students enjoy a secure, friendly and rewarding experience.

The International Student Services team within UTS International is the central contact point for all international students and acts as a referral service to other specialised units within UTS. We have dedicated staff for study abroad and exchange students, and scholarship holders.

# PRIOR TO DEPARTURE

Our online communication initiative for new students means that after you accept your offer to study at UTS, you can ask questions of current international students and get to know a friendly face online before leaving your home country. As a new international student you will also be able to activate your UTS email account, register for enrolment and orientation sessions, and apply for temporary or long-term accommodation in Sydney through the UTS website before leaving home.

[www.uts.edu.au/international/new/predep.html](http://www.uts.edu.au/international/new/predep.html)



# UPON ARRIVAL AND DURING YOUR STUDIES AT UTS

## UTS INTERNATIONAL

[www.uts.edu.au/international/study/services.html](http://www.uts.edu.au/international/study/services.html)

UTS International is the main contact point for all international students at UTS, providing friendly advice, assistance and guidance. As an international student at UTS, you will be able to visit a student adviser during daily drop-in times, or contact us by email or phone. You will also receive regular international student e-newsletters, providing information about events and activities, and important advice about security, well-being and any changes in government and university procedures affecting you.

## ORIENTATION

[www.orientation.uts.edu.au](http://www.orientation.uts.edu.au)

Orientation is designed to help you get the best out of your student experience from the time you begin at UTS. You will learn about the way the university works, what support services are available and participate in sessions to further your academic and learning skills. Orientation also offers many opportunities to meet other new Australian and international students.

## PEER NETWORK

[www.ssu.uts.edu.au/peernetwork](http://www.ssu.uts.edu.au/peernetwork)

The Peer Network is a group of experienced UTS student volunteers who welcome and assist new students during Orientation. They can be a great source of information in your early days on campus.



## NETWORK CAFÉ PROGRAM

[www.ssu.uts.edu.au/networkcafe](http://www.ssu.uts.edu.au/networkcafe)

The Network Café buddy program connects new international students with experienced UTS students to provide ongoing social support.

## HOUSING SERVICE

[www.housing.uts.edu.au](http://www.housing.uts.edu.au)

The UTS Housing Service manages the university's student residences, advises students on temporary accommodation on arrival and assists students to find private rental accommodation. The university is currently building additional on-campus accommodation and will offer an extra 720 beds by 2012.

## CAREERS SERVICE

[www.ssu.uts.edu.au/careers](http://www.ssu.uts.edu.au/careers)

Information, individual advice and workshops on career development issues including resumé writing, interview technique and assistance with finding part-time work and graduate employment. UTS Careers Service also offers career development subjects which may be taken as electives with course credit in some degrees.

## UTS PEER ASSISTED STUDY SUCCESS (U:PASS)

[www.ssu.uts.edu.au/peerlearning](http://www.ssu.uts.edu.au/peerlearning)

Designed to assist students studying subjects which are perceived as difficult or historically have a high failure rate, U:PASS offers study sessions led by trained senior students who have successfully completed the subjects.



**“The UTS Peer Network was the source of all my social life. I got to know many students from different countries and background. Today, I still have many friends around the world that I have met through the program.”**

**Pitter Elizabeth, Seychelles**

Senior Aeronautical Telecommunications Engineer,  
Seychelles Civil Aviation Authority

UTS Telecommunications Engineering graduate, 2006

## ENGLISH LANGUAGE SUPPORT

[www.elssa.uts.edu.au](http://www.elssa.uts.edu.au)

The ELSSA Centre:

- > assists with academic English
- > offers workshops on academic writing, speaking and presentation skills
- > has online resources on academic writing, speaking, reading and listening

## COUNSELLING SERVICE

[www.ssu.uts.edu.au/counselling](http://www.ssu.uts.edu.au/counselling)

A free and confidential service, assisting students with a wide range of personal, relationship, psychological, study and administrative difficulties. Individual consultations and group programs are offered throughout the year.

## HEALTH SERVICE

[www.ssu.uts.edu.au/health](http://www.ssu.uts.edu.au/health)

Male and female doctors are available on campus. A bulk-billing arrangement is in place so students who are insured by the university's preferred Overseas Student health Cover (OSHC) provider are not required to make an up-front payment for these services.

## SPECIAL NEEDS

[www.ssu.uts.edu.au/sneeds](http://www.ssu.uts.edu.au/sneeds)

Assistance for students with disabilities and ongoing illnesses.

## FINANCIAL ASSISTANCE SERVICE

[www.ssu.uts.edu.au/fassist](http://www.ssu.uts.edu.au/fassist)

Confidential advice about practical and financial aspects of your life, including student loans.

## SAFE@UTS

Led by Vice-Chancellor, Professor Ross Milbourne, the initial safe@uts forum in June 2009 was attended by the Indian Consul General, representatives of the Human Rights and Equal Opportunity Commission, NSW Police, UTS students and senior staff. Outcomes of the ongoing safe@uts program have included:

- > longer hours of operation for safe university transport to UTS student accommodation
- > increased security patrols on campus and in UTS Housing
- > a commitment to the provision of additional employment on campus through StudentJobs@uts

## INTERNATIONAL STUDENT LIAISON COMMITTEE

Established in 2009, this committee aims to:

- > provide a forum for international students and senior administrators of the university to discuss issues affecting international student support and welfare
- > establish best practice in the provision of support and safety to international students
- > make recommendations to improve the academic and personal support of international students

## STUDENTJOBS@UTS

[www.ssu.uts.edu.au/careers/students/jobs/utsjobs.html](http://www.ssu.uts.edu.au/careers/students/jobs/utsjobs.html)

This initiative aims to increase the number of part-time and casual jobs available on campus for UTS students, offering a safe, convenient work environment where UTS students may gain work skills prior to entering full-time employment.



The UTS Union yacht

## UTS UNION

[www.utsunion.uts.edu.au](http://www.utsunion.uts.edu.au)

The UTS Union organises social and sporting programs and events, provides food and entertainment venues and a fitness centre on campus. The Union also offers more than 100 clubs and societies for you to join, including social, sports and cultural clubs.

## STUDENTS' ASSOCIATION

[www.sa.uts.edu.au](http://www.sa.uts.edu.au)

The officially recognised voice of UTS students, providing student representation – including specific international student representatives – and academic advocacy, peer tutoring and other assistance.

## EQUITY AND DIVERSITY UNIT

[www.equity.uts.edu.au](http://www.equity.uts.edu.au)

Promoting access, equity and diversity and providing advice and support to UTS students on equity-related issues.

## CHAPLAINCY AND MULTI-FAITH ROOMS

[www.ssu.uts.edu.au/chaplaincy](http://www.ssu.uts.edu.au/chaplaincy)

UTS provides a range of support for students' religious needs.

# AFTER YOU GRADUATE

## ALUMNI

[www.alumni.uts.edu.au](http://www.alumni.uts.edu.au)

UTS:Alumni is the point of contact once you have graduated from UTS. They offer a range of special events, services and publications to allow you to stay connected with the university and benefit from networking with other UTS graduates.



For more information about services available to international students at UTS, please visit the UTS International website: [www.uts.edu.au/international](http://www.uts.edu.au/international) or contact us.

### Future students

Ph: +61 3 9627 4816 (from outside Australia)

Ph: 1800 774 816 (free call within Australia)

Fax: +61 2 9514 1530

Email: [international@uts.edu.au](mailto:international@uts.edu.au)

### Commencing students

Ph: +61 2 9514 1531

Email: [international.apps@uts.edu.au](mailto:international.apps@uts.edu.au)

### Study abroad and exchange students

Email: [studyabroad.exchange@uts.edu.au](mailto:studyabroad.exchange@uts.edu.au)

### Scholarship and sponsored students

Email: [sponsored.student@uts.edu.au](mailto:sponsored.student@uts.edu.au)

UTS CRICOS PROVIDER CODE: 00099F

The University of Technology, Sydney (UTS) has used its best efforts to ensure that the information contained in this guide was correct and current at the time of publication (March 2010). The information is provided in good faith as a guide and resource for new students. UTS accepts no responsibility for any error or omission. Any information contained in this guide is subject to change from time to time. You are advised to check the accuracy and currency of the information with the relevant faculty or unit within UTS, or with the relevant external organisation, before acting upon the information.