

# UTS Student Centre Customer Service Charter



# Student Centre Customer Service Charter

## Our Purpose

UTS Student Centres provide prompt, friendly, accurate and consistent advice and guidance to our students, future students and stakeholders.

## Our Services

Responding to enquiries related to all aspects of the student lifecycle:

- Subject and course information
- Admission requirements
- Fees and scholarships
- Course progression and study plans
- Subject enrolment and timetabling
- Academic caution and sanctions
- Exam related and academic progress applications
- Leave of absence
- Credit recognition and concurrent study
- Graduation matters
- ID card issuance
- Travel concession
- Student letters, transcripts and testamurs
- Helping students navigate UTS systems

## Our Stakeholders

- UTS current and future students
- UTS faculties and support units
- UTS staff
- External partners and members of the public
- Our colleagues

# Student Centre Service Charter

## Our Purpose

To provide prompt, friendly, accurate and consistent advice and guidance to our students, future students and stakeholders.

A collaborative approach between UTS staff and students is key to our success.

|                                       | Our commitment to you  | Your responsibility to us  |
|---------------------------------------|--|--|
| <b>Students</b>                       | <ul style="list-style-type: none"><li>- Treat you with courtesy and respect</li><li>- Provide accurate, timely and consistent information</li><li>- Work with you to ensure the best solution is reached</li><li>- Educate you on self help resources</li><li>- Protect your privacy</li><li>- Ensure equity in all interactions</li><li>- Provide a safe and friendly environment</li></ul> | <ul style="list-style-type: none"><li>- Treat our staff with courtesy and respect</li><li>- Manage your course of study and utilise self help resources</li><li>- Remain up to date with student rules and key dates</li><li>- Provide true and accurate information about your situation</li><li>- Respect our environment and facilities</li><li>- Exercise your responsibilities under the <b>UTS Student Charter</b></li></ul> |
| <b>Future students and the public</b> | <ul style="list-style-type: none"><li>- Treat you with courtesy and respect</li><li>- Guide your enquiry to the correct area of the University</li><li>- Provide accurate, timely and consistent information</li></ul>   | <ul style="list-style-type: none"><li>- Treat our staff with courtesy and respect</li><li>- Respect our environment and facilities</li><li>- Comply with our privacy policy</li></ul>  |

## Contact

**Phone:** 1300 ASKUTS

**Online:** [ask.uts.edu.au](http://ask.uts.edu.au)

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