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
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.

<table>
<thead>
<tr>
<th>Our commitment to you</th>
<th>Your responsibility to us</th>
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<tbody>
<tr>
<td><strong>Students</strong></td>
<td></td>
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<tr>
<td>– Treat you with courtesy and respect</td>
<td>– Treat our staff with courtesy and respect</td>
</tr>
<tr>
<td>– Provide accurate, timely and consistent information</td>
<td>– Manage your course of study and utilise self help resources</td>
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<tr>
<td>– Work with you to ensure the best solution is reached</td>
<td>– Remain up to date with student rules and key dates</td>
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<tr>
<td>– Educate you on self help resources</td>
<td>– Provide true and accurate information about your situation</td>
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<tr>
<td>– Protect your privacy</td>
<td>– Respect our environment and facilities</td>
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<tr>
<td>– Ensure equity in all interactions</td>
<td>– Exercise your responsibilities under the UTS Student Charter</td>
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<tr>
<td>– Provide a safe and friendly environment</td>
<td></td>
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<tr>
<td><strong>Future students and the public</strong></td>
<td></td>
</tr>
<tr>
<td>– Treat you with courtesy and respect</td>
<td>– Treat our staff with courtesy and respect</td>
</tr>
<tr>
<td>– Guide your enquiry to the correct area of the University</td>
<td>– Respect our environment and facilities</td>
</tr>
<tr>
<td>– Provide accurate, timely and consistent information</td>
<td>– Comply with our privacy policy</td>
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</tbody>
</table>

Contact

Phone: 1300 ASKUTS
Online: ask.uts.edu.au
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