UTS Insearch

UNIVERSITY OF TECHNOLOGY SYDNEY

Registrar's session

Registrar: Ray Litster

Student Welfare Team Leader : Robert Brennan

Topics to cover

- Student centre
- Updating your contact details
- Health insurance (international students)
- Study Success Advisers
- If you miss a class
- Welfare team
- Sexual assault
- UTS Counselling service
- If things go wrong

Student Centre

The hub of student support, with an answer to *almost* every question you have

- Course information
- Fee payments
- Updating address and contact details
- Student cards and travel concession cards
- Hand in medical certificates when sick

For International students:

- Confirmation of Enrolment requests
- Accommodation including Homestay

Student Centre

Contact details

T +61 (2) 9218 8666
M +61 (0) 414 510 999
studentcentre@insearch.edu.au

Can help you between
9am-5pm AEDT
Monday to Friday

Getting around Sydney

- Public transport
- Trains, buses, ferries and light rail
- Can get very busy in morning and afternoon
- Visit **transportnsw.info** to plan your trip

- Taxis and Uber
- Will pick you up and drop you off where you need to go, but more expensive

Everyone needs an Opal Card

to travel on public transport

Concession Opal card available for domestic students

Apply online via eStudent

International students must use an Adult Opal card

Always have your UTS Insearch student card with you when using public transport

We need to always know

your current address, phone number and personal email

It helps us get in contact with you in an emergency

For international students, it’s a condition of your student visa

How to update your details

17 years and younger:

Contact the Student Centre and complete the ‘Change of Address/Contact Form’

Over 18 years old:

Login to eStudent

Overseas Student health insurance for international students

Activate with Medibank

UTS
Health Services

At the main UTS campus with phone or video conferencing also available, Mon-Fri

Medicare and Medibank bulk billing available

Study Success Advisers

- Any problems affecting your studies, such as stress, time management or personal issues
- Your attendance and progress
- Any questions about your course

Study Success Advisers

Contact your Study Success Adviser

Diploma students
AdvisersDiploma@insearch.edu.au

UTS Foundation Studies students
AdvisersFoundation@insearch.edu.au

English language students
AdvisersEnglishLanguage@insearch.edu.au

Study Success Advisers

Visit the booking website to make appointments for additional support

https://utsinsearch.simplybook.me/

Important Information

Visit the website for:

- Policies and procedures
- Fees
- Key dates
- Publications

Your academic handbook available online

To succeed, you must attend every class – remote or on campus.

Good attendance

Better understanding of the coursework

Better academic results

Always aim to be early, so you’re always on time!

What to do when you're sick and miss a class

1. Consult your doctor for a medical certificate.
2. Scan or photograph & email your medical certificate to Student Centre.

We cannot accept certificates from a dentist, Chinese herbalist, a friend or medical certificates purchased online.

What to do if you miss class for another reason

If you've had a serious accident, or a serious family crisis:

1. Call the Student Centre on +61 2 9218 8666
2. Explain why you cannot attend.

If it's outside centre hours and no one answers the phone:

Leave a message with your name, student number, details of what happened and your phone number.

Welfare Team

We offer support and advice on a wide range of services to help the well-being of students.

Contact the team on:

Phone: +61 2 9218 8624

Email: accommodation@Insearch.edu.au

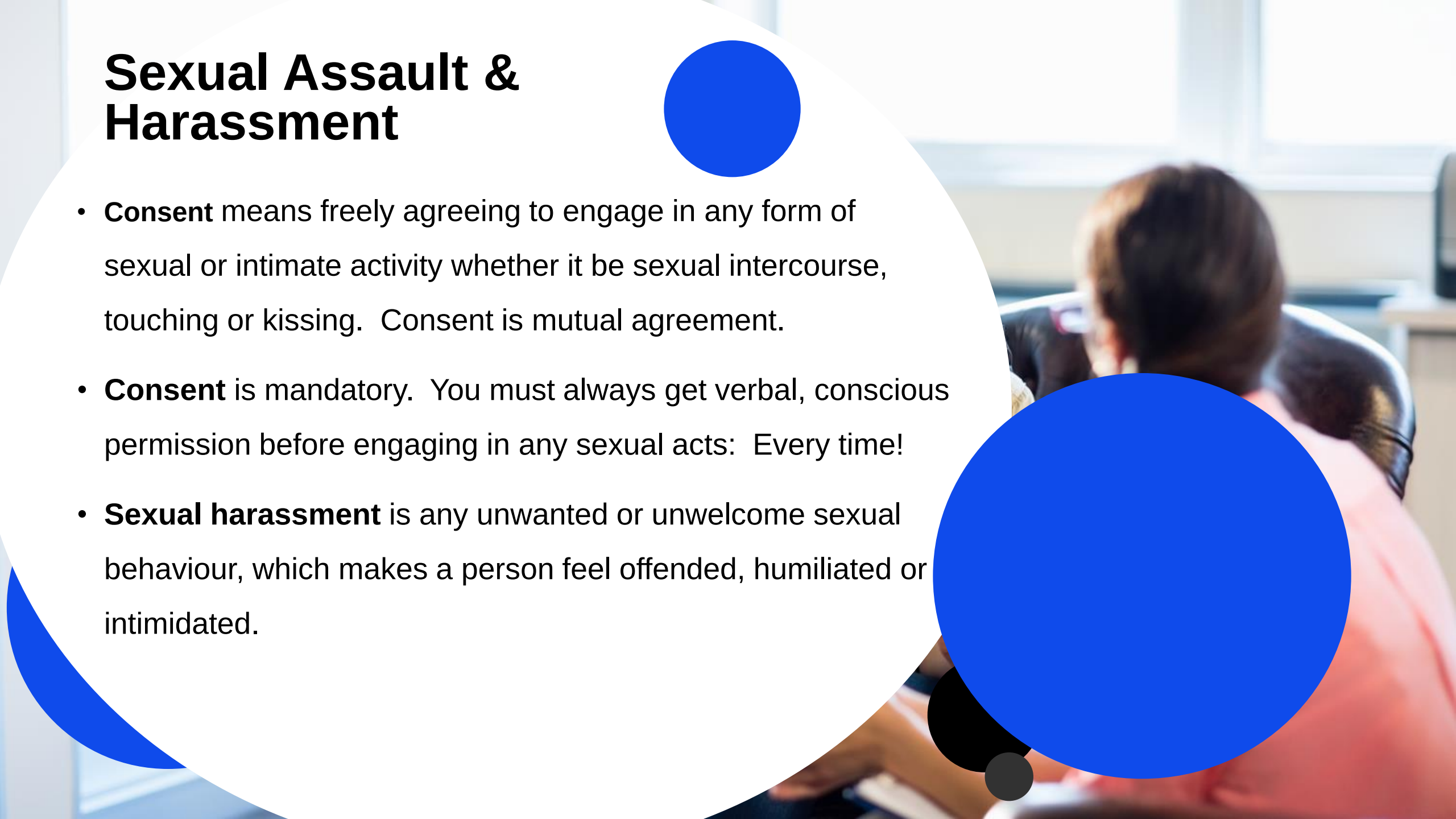
Mobile: +61 (0) 411 306 495

(24 hour emergency)

WeChat ID: rbrennan_insearch

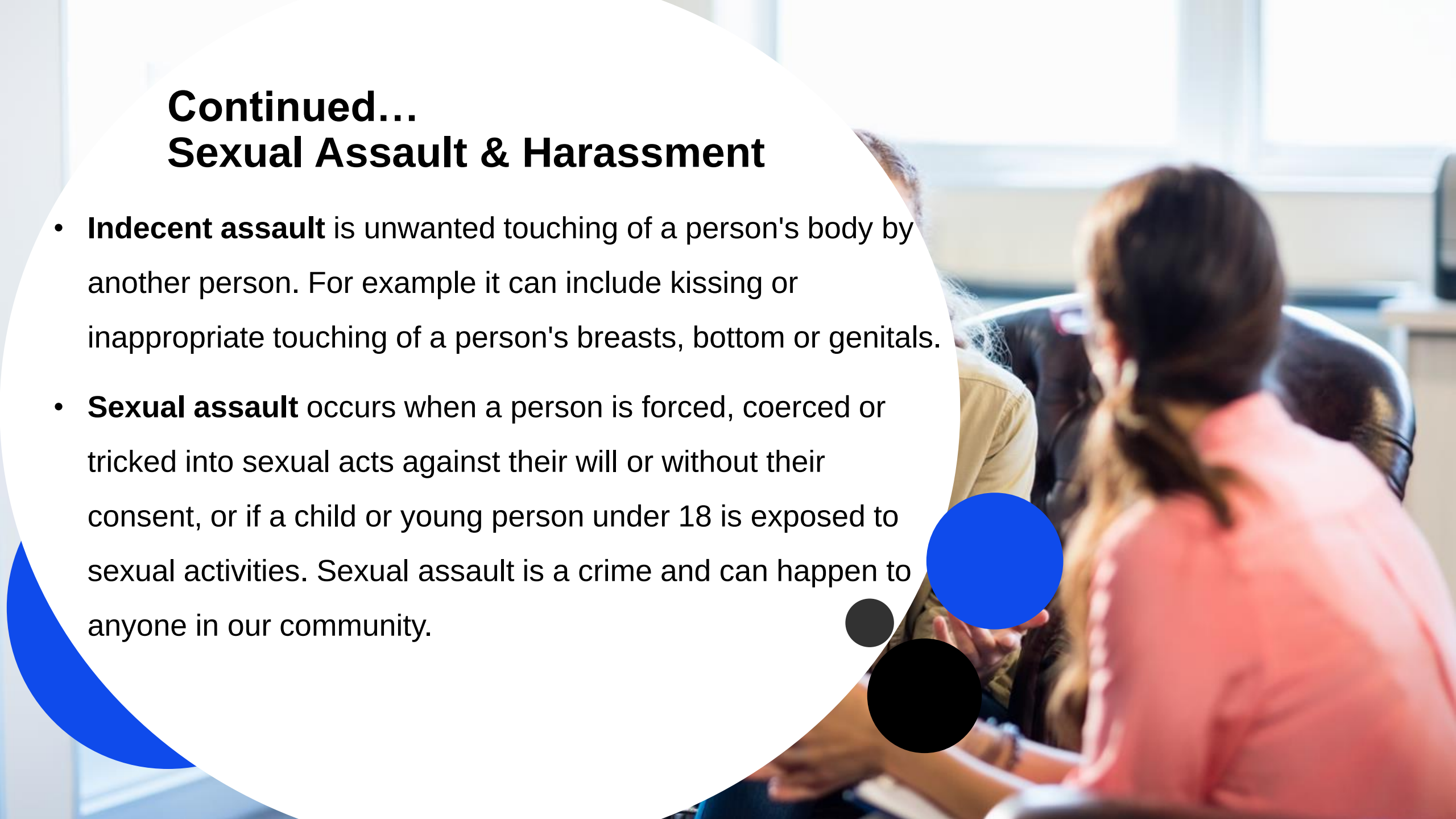
Sexual Assault & Harassment

- **Consent** means freely agreeing to engage in any form of sexual or intimate activity whether it be sexual intercourse, touching or kissing. Consent is mutual agreement.
- **Consent** is mandatory. You must always get verbal, conscious permission before engaging in any sexual acts: Every time!
- **Sexual harassment** is any unwanted or unwelcome sexual behaviour, which makes a person feel offended, humiliated or intimidated.



Continued…
Sexual Assault & Harassment

- **Indecent assault** is unwanted touching of a person's body by another person. For example it can include kissing or inappropriate touching of a person's breasts, bottom or genitals.
- **Sexual assault** occurs when a person is forced, coerced or tricked into sexual acts against their will or without their consent, or if a child or young person under 18 is exposed to sexual activities. Sexual assault is a crime and can happen to anyone in our community.



Who to contact if you experience sexual assault

UTS Insearch does not tolerate any form of Sexual Assault, Indecent Assault or Sexual Harassment and if you experience this at anytime:

- NSW Rape Crisis Centre: **1800 531 626**
- Police : **000**
- UTS 24 hour Sexual Assault Emergency telephone Number: **1800 531 626**

Other Contact

UTS Insearch Student Welfare Team Leader: Robert Brennan

Phone: +61 2 9218 8624
Mobile: +61 (0) 411 306 495
(24 hour emergency)
WeChat ID: rbrennan_insearch

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UTS Counselling services

Can help with:

- Adjusting to studying and life in Australia
- Loneliness or depression
- Anxiety

Know your work rights

All students – domestic and international have the same work rights as everyone else in Australia

Visit fairwork.gov.au for information on:

- What you should be paid
- Employee entitlements
- Holiday leave
- How to get help if there's a problem with work

International students and work

All international students have the right to work

But, you can’t work more than 40 hours per fortnight

Working while studying

Keep study as your focus.
Not your part-time job.

If you need Legal advice or assistance

UTS Legal Service
or
Redfern Legal Centre

What to do if something goes wrong

Email **complaint@insearch.edu.au** if you:

- Have a complaint
- Want to appeal a decision
- Feel that something is unfair or did not meet your expectations
- Feel UTS Insearch has not met its obligations

What to do if something goes wrong cont'd

Internal external channels

Your complaint will be reviewed internally by UTS Insearch staff.

When you receive your written response you will also be provided with contact details of external bodies. If you are dissatisfied with your response, you may contact the external bodies for further advice.

Security staff in the Blue Building

Can help with safety concerns, first aid, lost property and emergencies

Call triple zero (000) in emergencies

If you ever urgently need the police, fire & rescue or an ambulance dial 000

The UTS Insearch Safety Card will be emailed to you. Please save the numbers.

No smoking anywhere on our campus

- This includes hallways, stairwells, toilets and near doorways
- No smoking for anyone under 18 years of age. It’s Australian law and fines apply

Staying safe on our roads

You must have a valid driver’s license to drive a car or motorbike.

Visit **service.nsw.gov.au** for more information

Drink responsibly

Purchase and consumption of alcohol is only legal if you are over 18 years of age

You've completed the Registrar's Session.
Good luck with your studies!