



What this session will cover

- □Getting set up
- □Welcome Week
- □Your program requirements
- ☐Getting around Sydney
- □Your Academic Handbook
- □Policies and Procedures
- □Complaints and appeals
- □Academic support
- ☐ Health and wellbeing services
- □Safety and security
- □Social activities
- □Further requirements for International students

Getting set up



Things you should have completed by now



Activate your UTS email account

Upload your student photo to CaptureMe

Login to
Canvas and
download the
app on your
phone

Update your contact details

Enrol in your classes and select your elective subjects

How to access your books and materials



Login to **eStudent** to view your timetable

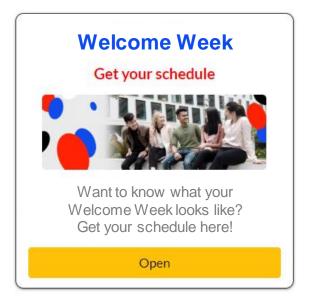
Access CANVAS for all study materials

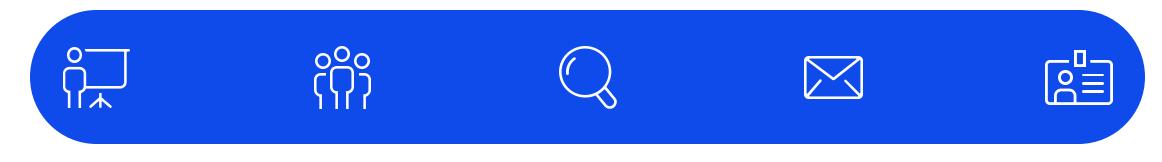


All program materials are available in CANVAS

Welcome Week

Know what's required and what to expect from your program





Presentations by your program managers and teachers

Team-building activities

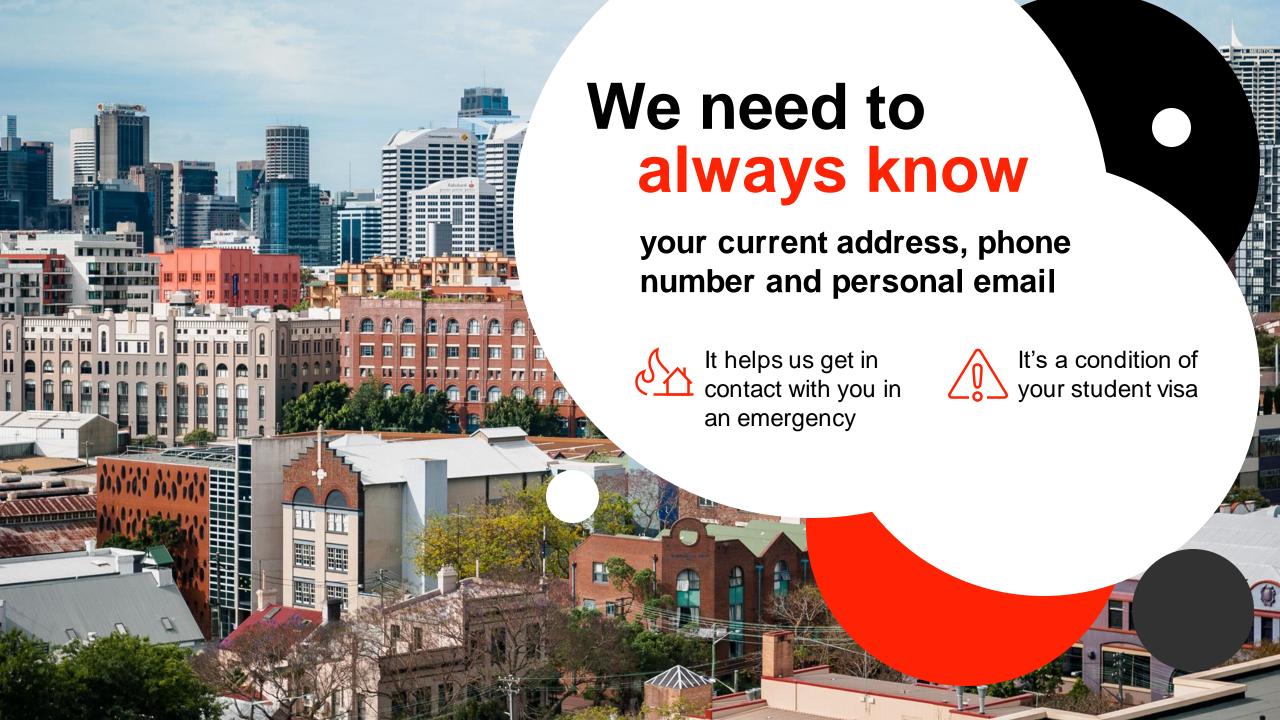
Introduction to the aims and objectives of all your subjects

Login to <u>CANVAS</u> to view your Welcome Week Schedule

Remember Download
RingCentral and
Microsoft Office so
you are set for week 1
class commencement









How to update your details



Under 18 years old:

Contact the Student Welfare Team we can update your contact details on your behalf.



Over 18 years old:

Login to eStudent

You must attend every class

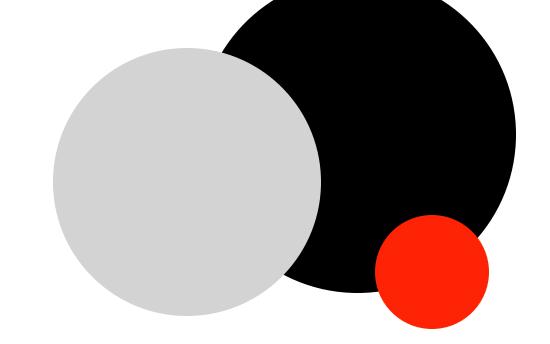
All students must have 80% minimum attendance.

International students: this is a <u>requirement of your</u> student visa.



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

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



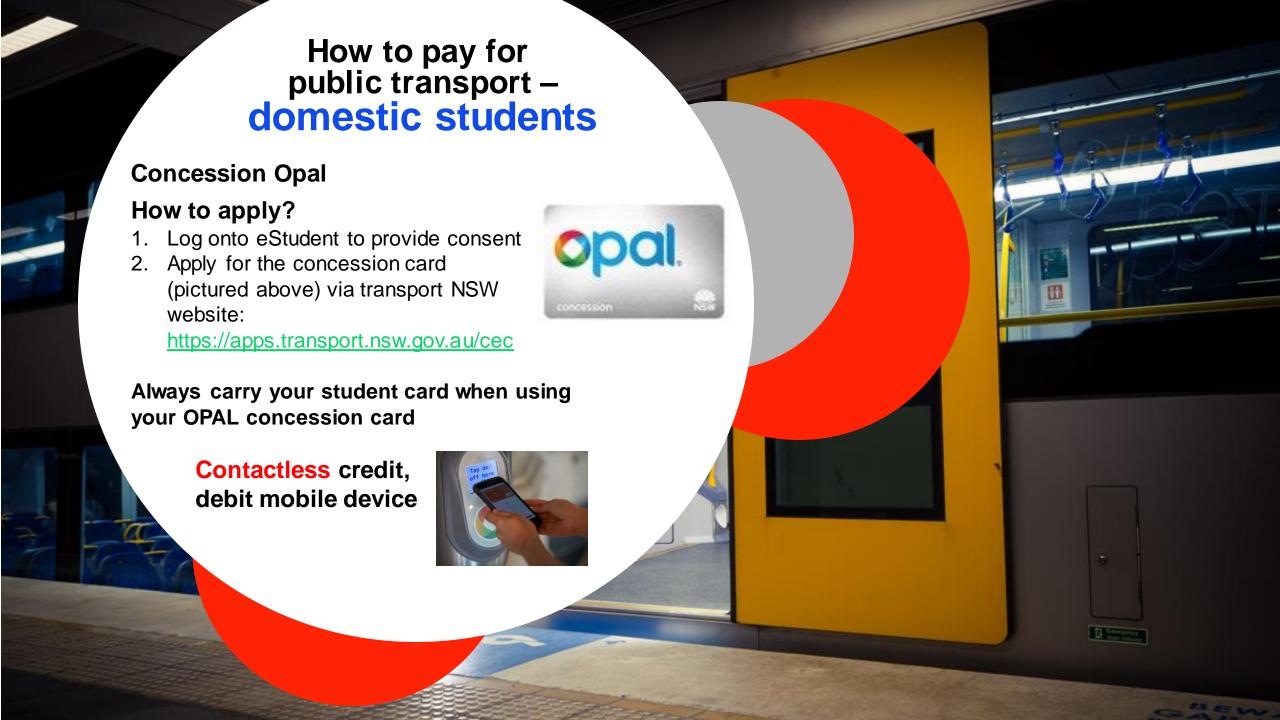


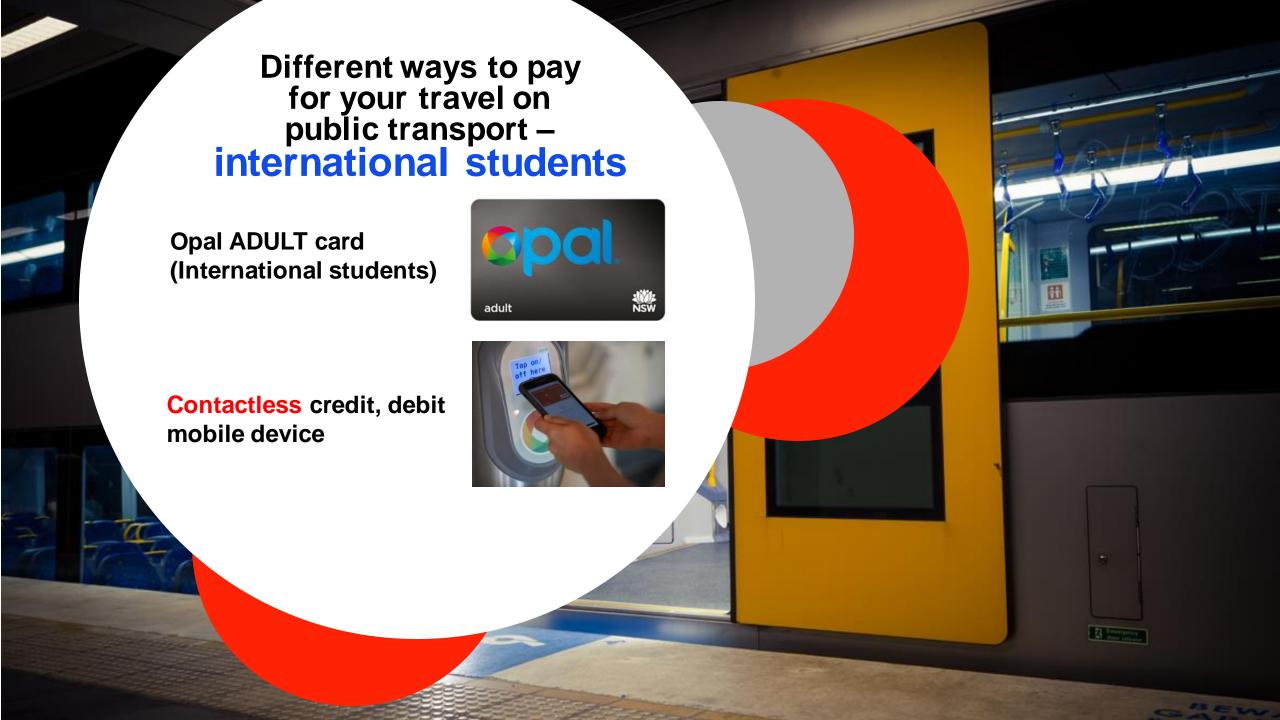
- 1. See a doctor and get a medical certificate
- 2. Scan or take a photo of your medical certificate and send it to:
 StudentCentre@utsc ollege.edu.au

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

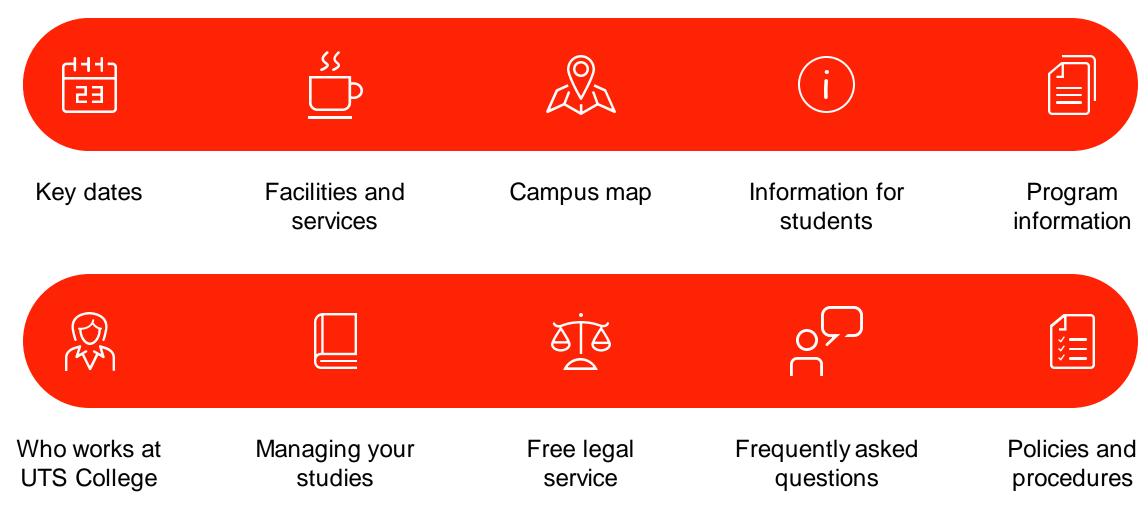


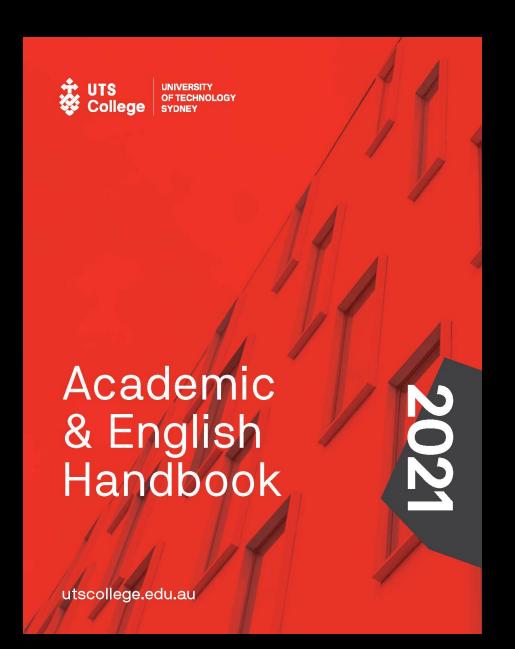






Your academic handbook – will help you get organised





Your academic handbook is available online

Visit the website for information on:



Policies and procedures



Key Dates



Fees



Publications



utscollege.edu.au/about/publications

Policies and procedures

Some important policies you should be familiar with are the:



Assessment Policy



Attendance Policy



Academic Program Progress Policy



Academic Integrity Policy



Education Access and Inclusion Policy



Homestay, Residential Accommodation and Welfare Policy

Visit our website to view all of our policies and procedures: utscollege.edu.au/about/publications





What to do if something goes wrong

Email complaint@utscollege.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 College has not met its obligations



Internal & external

Internal Channel

Complaints and appeals are first sent to the INTERNAL (UTS College) channel.

External Channel

When responding to your complaint or appeal UTS College will provide you with the contact details of an independent EXTERNAL complaints body in case you are dissatisfied with the UTS College response.













Welfare Team

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

Phone: (+61 2) 9218 8614

(+61 2) 9218 4911 (24 hour welfare emergency)

For accommodation services

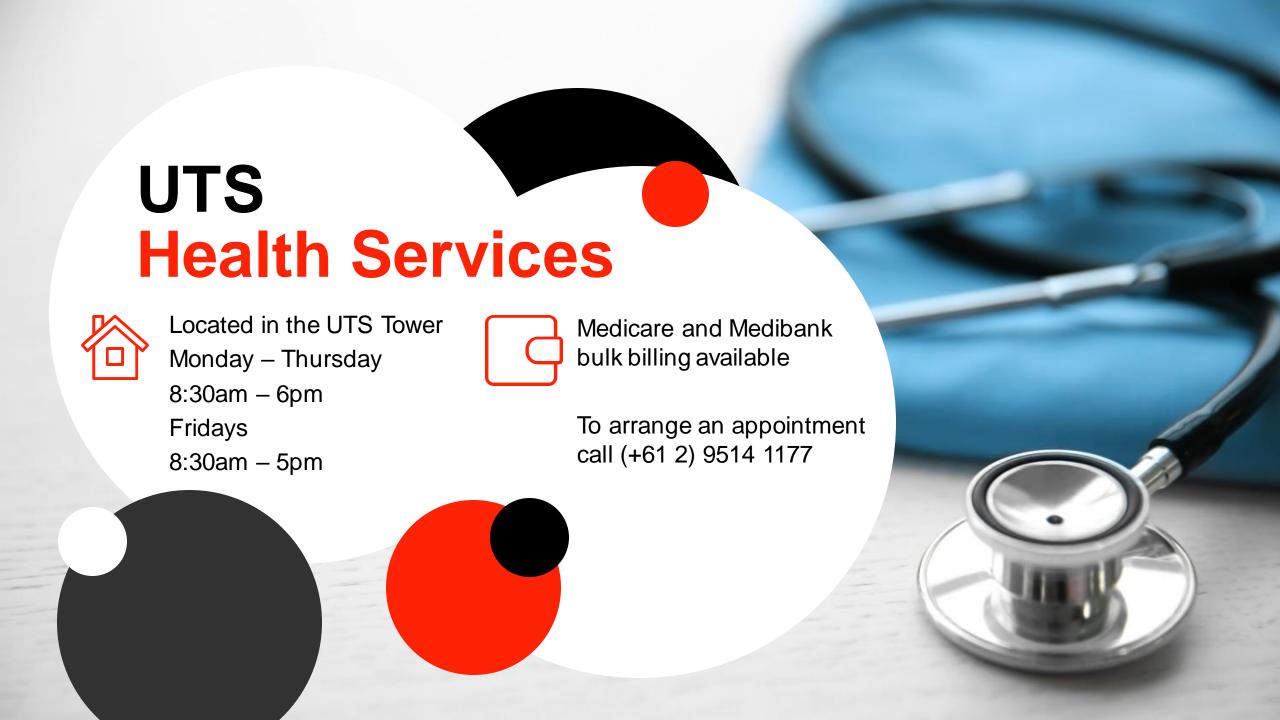
Email: accommodation@utscollege.edu.au

For welfare matters:

Email: welfare@utscollege.edu.au

Located within the Student Centre - Blue Building

Monday - Friday Open 10am - 4pm





Can help with:

 Adjusting to studying and life in Australia

• Loneliness or depression

Anxiety



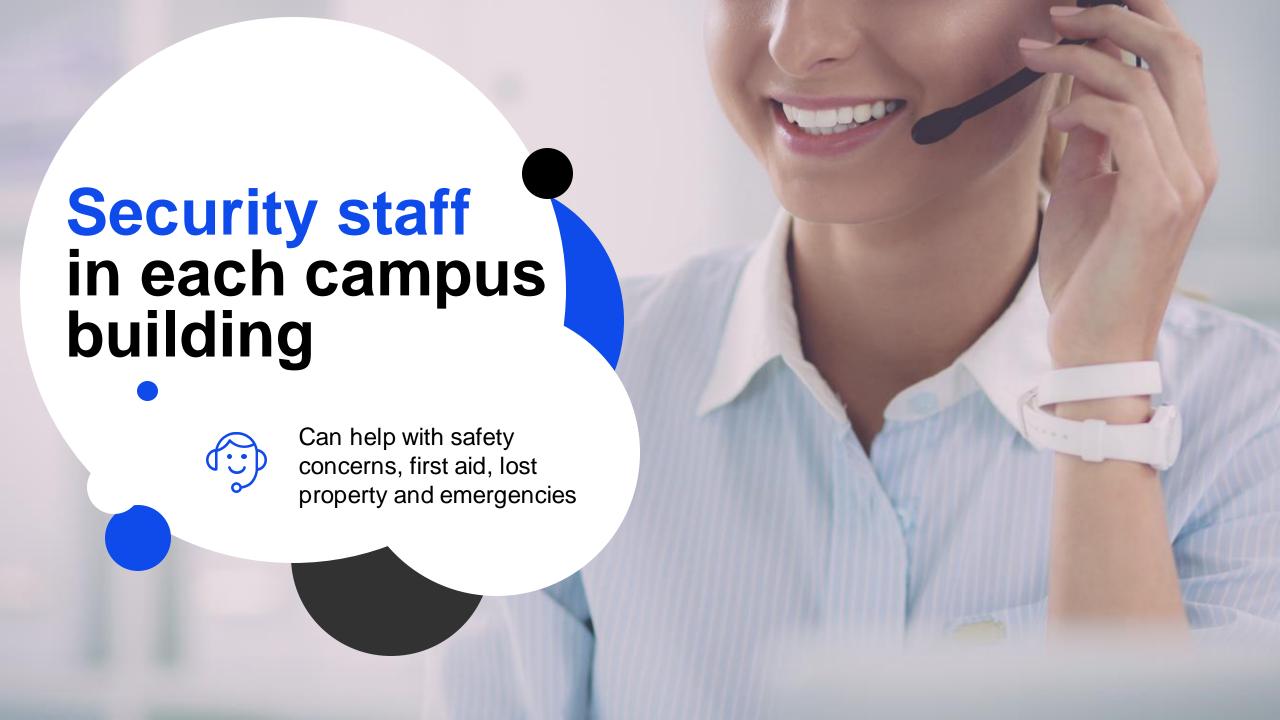
To make an online appointment:

Phone: (+61 2) 9218 8614

Email: welfare@utscollege.edu.au













No smoking anywhere in our campus buildings

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

Sexual Assault and Harassment

UTS College 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 424 017

• Police: **000**

 National Sexual Assault, Domestic Family Violence Counselling Service

1800 RESPECT (1800 737 732)

Other Contacts

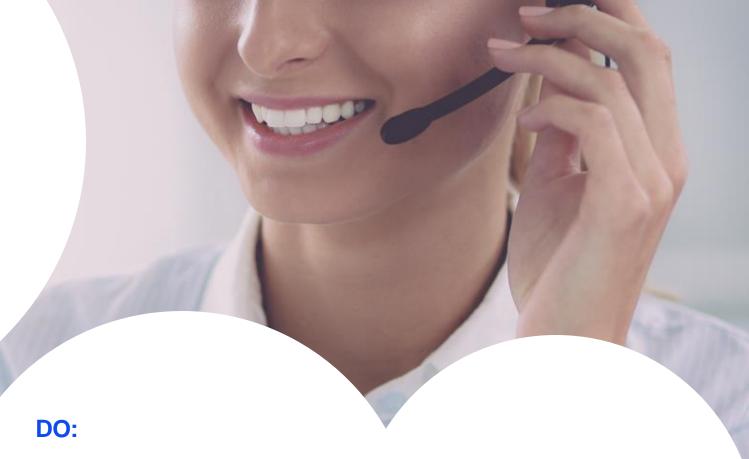
UTS College Welfare Team
Phone: (+61 2) 9218 4911
(24 hour welfare emergency)
Email: welfare@utscollege.edu.au

Cyber scams and telephone fraud

If you are ever contact by mobile (text or call), email or social media and asked for money:

DO NOT:

- Respond
- Click any links, or
- Share any personal information



- Report it to our ITDS Service Desk (+61 2) 9218 7000
- Contact the Welfare team on (+61 2) 9218 8614 or email welfare@utscollege.edu.au
- Alternatively speak to your teacher or Study Success Adviser

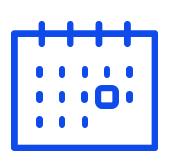








Overseas Student Health Insurance





ACTIVATE YOUR medibank For Better Health

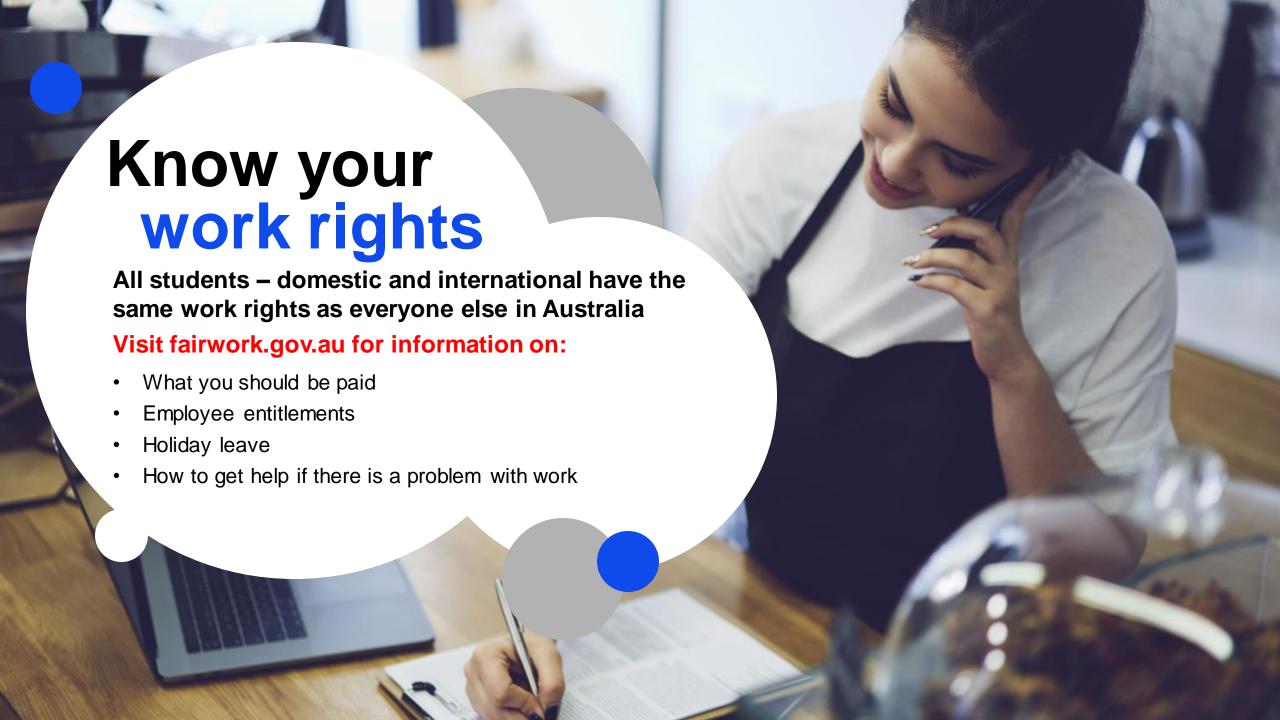




Working while studying



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





Your study expectations

Please refer to our Academic Handbook <u>utscollege.edu.au/about/publications</u>



Assessment Policy



Attendance Policy



Academic Program Progress Policy



Academic Integrity Policy



Education Access and Inclusion Policy



Homestay, Residential Accommodation and Welfare Policy

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Overseas Student Health Insurance

Ben from Medibank







