Enrolment Contacts and FAQs

Enrolment Support Centre

Whether you are a returning student or a new student enrolling for the first time the we are here to help.

For academic advice

For advice on course selection or about program rules contact your Program Authority.

Not sure who to speak to?

For guidance and technical support navigating the myUNSW online enrolment process or getting connected with the right specialist for more in-depth course or program queries contact the Enrolment Support Centre.

If you are enrolling for the first time you can also visit Getting Started at the Roundhouse for in person support. Outside the Getting Started period you can visit Student Central.

Contact details

Email: enrol@unsw.edu.au

Phone: (02) 9385 1110 (International +61 2 9385 1110)

Office hours: Office hours and closures

Help with myUNSW access and enrolment

If you need help accessing myUNSW or using the enrolment basket, see these Step-by-Step Guides.

Changing courses after online enrolment is closed

The deadline for adding or swapping courses is early in the teaching period. Varying your enrolment after the enrolment deadline is not normally permitted, as you are required to attend no less than 80% of classes.

See Late enrolment to find out about the academic and financial penalties for making late enrolment changes and how to add and drop courses after the enrolment deadlines and the census date.

Difference between courses and classes

Courses

A Course (e.g. MATH1131 - Mathematics 1A) is a discrete study unit within a subject area (e.g. Mathematics) offered by an academic organisation (e.g. the School of Mathematics). Students must complete courses which satisfy the requirements of their academic Program (e.g. Bachelor of Science). Courses are usually described in the form
MATH1131 – Mathematics 1A. This is how they appear in the Handbook and on academic statements and official transcripts.

**Classes**

A **Class** is a particular instance of a course offered in a particular **Teaching Period**. A course may consist of one or more components (e.g. lecture, tutorial, seminar or laboratory) with a separate class for each component type (e.g. a lecture and a tutorial). There may also be separate classes for each “offering” of a component on different days and times (e.g. a tutorial offered at 2pm Monday, 2pm Tuesday, or 4pm Wednesday).

**More FAQs**

See more answers to [frequently asked questions](https://student.unsw.edu.au/enrol/contacts).