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Student Life/Student Hub Services

The Student Life and Student Hub teams offer a range of support and advice services that can help you to achieve your academic best and make the most of your time at university.

All services provided are free, confidential and professional.

For advice and support with a range of study, personal and career-related development opportunities you can contact the following Student Life or Student Hub areas:

**Careers and Employment**
Finding a job, developing your career, volunteering.
Call 02 9385 5429
Email careers@unsw.edu.au

**Counselling and Psychological Services [CAPS]**
De-stress, deal with relationship issues, build psychological flexibility, wellbeing/resilience skills; workshops, self-help resources; free and confidential individual counselling for all enrolled UNSW students.
Call 02 9385 5418
Email counselling@unsw.edu.au
Student Development
Leadership and co-curricular development opportunities, volunteering, quiet study space, group work meeting rooms
Call 02 9385 9365
Email studentdevelopment@unsw.edu.au

Learning Centre
Academic skills workshops, English conversation classes, individual help with writing.
Call 02 9385 2060
Email learningcentre@unsw.edu.au

Religious Centre
Interfaith services.
https://student.unsw.edu.au/religion

Student Central
Advice and support with essential university processes from enrolment to graduation.
Call 02 9385 8500
Email studentcentral@unsw.edu.au

Disability Services
Educational adjustments, disability advice, specialised disability support services.
Call 02 9385 4734
Email disabilities@unsw.edu.au

Student Development International (SDI)
International student support, orientation, mentoring, visa enquiries.
Call 02 9385 5333
Email international.student@unsw.edu.au

Educational Support Advisor Team
Personal and study related support to help students get back and stay on track, goal setting, time management, budgeting, financial assistance.
Call 02 9385 9365
Email advisors@unsw.edu.au

Find Us On Your Phone
You can also find our services and resources on the official UNSW mobile app, Uni-Verse. Simply download it from the App Store (iPhone) or Google Play (Android) and click on ‘Need Help?’
General Study and Personal Support and Development

Educational Support Advisors
We are a team of professional staff who have many years experience in helping students achieve their study goals. We can offer you:

- Proven strategies to make sure you're getting the best out of your studies
- Goal setting and practical action plans
- Ways of developing better study habits
- Tailored plans to improve your academic performance
- Support with settling into life at UNSW
- Assistance with accessing legal services, student loans, special consideration applications, grade appeals, course variation or withdrawal, and grievances

Student Development, Lower Ground Floor, Morven Brown Building.
Call 02 9385 9365
Email advisors@unsw.edu.au
Information, Advice and Referral

Student Central
Whether it’s advice on essential university processes or connecting you in with key support and development services, Student Central is here to assist you from enrolment to graduation.
https://student.unsw.edu.au/student-central

Enrolment Support Centre
Starting out at Uni is exciting, but can be overwhelming. If you need assistance with accepting your offer or enrolling, the Enrolment Support team is here to help you.
https://student.unsw.edu.au/student-central

Getting Started Services
A range of co-located support services are also available prior to the commencement of each semester to assist new and returning students with enrolment, student ID cards and IT password and set up issues.
http://www.gettingstarted.unsw.edu.au/contact-us

Settling in Support Services
Settling in to university life doesn’t need to be an overwhelming experience. There are many student support services, workshops and resources which can help you with a smooth transition to both undergraduate and postgraduate study.
www.gettingstarted.unsw.edu.au/orientation-and-settling

Not sure which courses or major to choose? The Educational Support Team offer advice on how you can learn more about your strengths, preferences and attributes to help you focus on which direction you want to go after your degree. Explore your career interests, values, skills and key knowledge areas to ensure your UNSW choices are in line with your future plans.
advisors@unsw.edu.au
Space and Resources for Study

Student Development in The Hub
Student Development is a shared space where you can study, use meeting rooms for group work activities or hang out with friends. Working space is provided for interns, social work students on placement and those working on joint staff and student projects.
https://student.unsw.edu.au/hub

The International Lounge
The International Lounge offers a comfortable drop-in social space for international students. The area is equipped with computers, free Internet access, study desks and a self access space with resources. Microwaves are available for you to reheat your food during the day.

There is also a temporary mail box facility located in the student lounge. If you are in the process of finding permanent accommodation you can arrange to have your mail directed to this temporary facility. (Mail should be addressed to your name, c/o- Student Development International, Goodsell Building, University of NSW, Sydney 2052).
https://student.unsw.edu.au/international-lounge
Support for International Students

Arriving at UNSW
If you are planning on studying at UNSW or have been accepted to study at UNSW then there is a lot to think about before you arrive in Australia. Student Development International can help you to prepare for your arrival with a range of web-based resources, airport pick-ups, and welcome events.
https://student.unsw.edu.au/arrival-sydney

Cultural Mentor 'Buddy' Program
You can also apply to be matched with a Cultural mentor via the 'Buddy' Program, which introduces new international students to a senior student mentor. Cultural Mentors are available to answer your questions about learning at UNSW or living in Sydney and can provide you with insight into Australian cultures and customs.
https://student.unsw.edu.au/cultural-mentors

International Briefing Day
The Briefing Day covers topics such as intercultural understanding, teaching and learning in Australia, student support services, professional and personal development and classroom behaviour. Make new friends and have fun.

Culture of Oz
The Culture of Oz workshop series assists students to develop an understanding of the Australian culture. Guest speakers are invited to these workshops to talk to students on topics such as Indigenous culture and history, Colonisation in Australia, Geography and Australian symbols, Australian Public Holidays and their history, Australian Slang, Sport, Academic culture and Australian work place culture.
https://student.unsw.edu.au/cultural-programs

Completing Students' Workshops and Returning Home Seminars
These workshops assist you to move on from your studies at UNSW. Whether you are returning home, moving to another country, or planning to stay in Australia, SDI conducts a series of informative seminars for all completing international students during the second half of both academic sessions.

The Sundowner: End of studies celebration
This is a great opportunity to say good bye to friends from UNSW as you celebrate your amazing achievement and prepare your next adventure.
https://student.unsw.edu.au/departing-unsw

http://www.gettingstarted.unsw.edu.au/international-student-briefing-day
Professional Development Program for International Students

The UNSW Professional Development Program (International Students) is an initiative to assist UNSW international students with English as a second language to further develop your communication skills in a professional setting and gain practical workplace experience to enhance your career opportunities.

The Program consists of two components, a three-day training program on business communication, customer service skills, employer expectations and the recruitment process and a 50-hour office internship program.

The UNSW Professional Development Program (International Students) aims to assist international students in gaining knowledge of employer expectations in the Australian workplace, enhancing business communication, business writing and customer service skills, improving interview skills and ability to perform during recruitment activities and developing confidence in professional settings.

[https://student.unsw.edu.au/professional-development-program-international-students](https://student.unsw.edu.au/professional-development-program-international-students)

Language and conversation skills

If you would like to further develop your language and conversation skills we have a number of activities and programs to assist you including the UNSW Language Exchange Program, where 85 language combinations have been exchanged so far, English conversation classes and the Discussion Group Team.


Alumni Host Program for International Students

This Program provides international students with the opportunity to meet up with a UNSW Alumni at a social gathering at the beginning of semester in order to learn about their experience and find out how to make the most of the many opportunities at UNSW.

[https://student.unsw.edu.au/alumni-host-program-international-students](https://student.unsw.edu.au/alumni-host-program-international-students)

Individual consultations

For personalised advice and information with one of our experience International Student Advisors make an appointment via the SDI Online Booking system or take advantage of our Drop-in service every Tuesday 1pm – 2pm and Thursdays 10am – 11am.

[https://booking.online.unsw.edu.au/booking/iss_home.main](https://booking.online.unsw.edu.au/booking/iss_home.main)

International Student Visa Holder Information

The Australian Government wants overseas students in Australia to have a safe, enjoyable and rewarding place to study. Australia’s laws promote quality education and consumer protection for overseas students. These laws include the Education Services for Overseas (ESOS) Act 2000 and the National Code. You can access information and advice regarding your visa from the Current Students web pages or by contacting Student Development International.

Academic Support

**Academic skills workshops**
The Learning Centre offers a range of free workshops to help you to develop your academic skills. Some academic skills workshops focus on different tasks such as writing essays, oral presentations, reports and research papers. Other workshops develop skills essential to academic study such as avoiding plagiarism, critical thinking and referencing. Workshops are designed for undergraduate and postgraduate students. Some are specifically designed for students whose first language is not English. Some workshops are ‘once only’, while others are run as a series and may be held once a week for several weeks.
Visit The Learning Centre’s workshop e-booking system to view weekly schedules and to make bookings.
https://booking.online.unsw.edu.au/booking/lc.login

**Online academic writing workshops**
The Learning Centre offers you an online workshop series on key academic writing skills including paraphrasing and summarising skills for assignments such as literature reviews, essays and critical reviews. These workshops are delivered in Moodle and are free of charge.
The modules are designed to help you improve academic writing skills with online tasks. Feedback is available on completed writing tasks. These tasks can be completed in your own time and at your own pace. You can also choose which modules to attempt. The workshop requires a minimum of 2 hours per week of time over a semester if every module in the workshop is completed.
https://student.unsw.edu.au/academic-skills-workshops-and-courses

**Academic Skills Plus (GENY0001 and GENY0002)**
Academic Skills Plus are 6 Units of Credit General Education courses that provide intensive instruction in academic writing and speaking skills. They are ideally suited for students who wish to improve their writing, critical thinking and oral communication skills. These courses run each semester, including the Summer semester. For further information, please see the UNSW Handbook.
Online academic skills resources
The Learning Centre provides an extensive library of online academic skills resources on topics such as essay and report writing, referencing, avoiding plagiarism, oral presentations, grammar, critical thinking, writing literature reviews, exam skills and many more topics.

https://student.unsw.edu.au/academic-skills-workshops-and-courses

Individual Consultations for Academic Skills Support
The Learning Centre offers you help with academic writing on an individual basis. If you would like to discuss academic writing (or any study-related up skilling) you can make an appointment with Peer Writing Assistant. Individual consultations are free and by appointment. Booking is online at the Learning Centre’s consultation booking system.

https://student.unsw.edu.au/individual-consultations-academic-support

WRiSE (Write Reports in Science and Engineering)
WRiSE is an online learning environment for students needing help in writing reports for Science and Engineering.

http://www.usyd.edu.au/learningcentre/wrise/

Plagiarism and Academic Integrity
The Plagiarism and Academic Integrity website is designed for students who want to know more about what plagiarism is and how to avoid it in their academic work.

https://student.unsw.edu.au/plagiarism
Wellbeing and Safety

**Individual Counselling**
UNSW counsellors are available Monday - Friday to see students. To request a consultation ‘drop-in’ to CAPS between 9.00am-11.45am, or between 1.30pm to 3.00pm Monday to Friday (except Wednesdays when afternoons are best). Your counsellor will assess your situation and make suggestions as to how your situation might be managed. If you have seen a CAPS counsellor within the last six months, you can make an appointment with your CAPS counsellor.

https://student.unsw.edu.au/individual-counselling

**First in Family Peer Mentoring**
A Peer Mentoring program for new year students who are the first person in their immediate family to attend university to help them adjust to uni life.

https://student.unsw.edu.au/peer-mentoring-program-first-family

**Mature-age students and Peer Mentoring**
A Peer Mentoring program designed for the needs of first year students who are over 21 years of age and beginning an undergraduate degree.

https://student.unsw.edu.au/peer-mentoring-program-mature-age-students
Sleep Smart
You’ll work with student volunteers to highlight the benefits of healthy sleep patterns and how sleep impacts on mental health, wellbeing and learning outcomes. Includes an online learning module in Blackboard. AHEGS accredited.

Look for us on Facebook
https://student.unsw.edu.au/sleep-smart

Student Minds@UNSW
Be part of a group of student volunteers to promote mental health awareness, reduce stigma and encourage early help-seeking. AHEGS accredited.

https://student.unsw.edu.au/studentminds

Get Back on Track with your Study
A workshop for students not in good academic standing. Also available as an online module.

https://student.unsw.edu.au/study
Self-help tips and resources

Sometimes all we need is some information that points us in the right direction. Don’t wait until your issue gets too big. Get the assistance that you need now. In the Self-Help Tips and Resources section of the Current Students website you will find some tip sheets, information guides, documents and videos to help you understand and deal with your concerns.  

Wellbeing Workshops and Seminars

The UNSW Counselling and Psychological Services [CAPS] team is experienced in designing and running great programs, workshops and seminars for students. Why not make the most of your time at University and learn a few new life skills while you’re here? Participation certificates will boost the breadth of your CV too. Seminar and workshops topics change every couple of weeks so check back to the wellbeing workshops and seminars section of the Current Students website regularly. 

Student grievances

Allegations of bullying, harassment and discrimination against students or by students are taken very seriously at UNSW. If you have been discriminated against or harassed by a member of staff or another student because of your race, religion, sexuality, age, disability or gender, you can make a complaint via the Student Conduct and Integrity Unit. 
https://student.unsw.edu.au/conduct

Online Safety and Wellbeing Tutorial

To ensure you remain safe and well during your time at UNSW, Student Life and Learning has developed an Online Safety and Wellbeing Tutorial. The Tutorial is available to all commencing students and accessible via Moodle. It covers everything from beach safety to working in Australia. 
https://student.unsw.edu.au/safety-tutorial-0
Jobs and Internships
As a UNSW student, you have access to a large number of employment opportunities including degree related jobs, graduate programs, employment scholarships and cadetships, internships, vacation work and overseas employment.
Careers and Employment offer a popular online jobs board which is updated daily with casual, professional and volunteer opportunities.
https://student.unsw.edu.au/jobs-and-internships

Individual Careers Advice
Book an individual appointment for career advice and help with applications, interviews and more. Appointments can be made via the careers portal.
https://careersonline.unsw.edu.au/

Careers Expos
We have strong links to industry through our professional development programs, real-world research, internships and connections within industry. Our expos, seminars and employer presentations provide an opportunity for you to speak directly with someone that could hire you.
The annual Careers Expo is a great event to get some broad knowledge on possible careers, find out what employers are looking for and start to market yourself.

Career Development Seminars
Attend seminars to learn about all aspects of the career planning and recruitment process such as writing a resume, succeeding in interviews and networking.
https://student.unsw.edu.au/career-development-seminars
Employer Presentations
Organisations visit UNSW throughout the year to present career opportunities with their companies. This is a great opportunity to meet the faces behind the brand and to ask questions! The complete list of scheduled Employer Presentations can be found by logging on to the Careers Portal.

Careers and Employment Volunteer Program
The Careers and Employment Volunteer Program is an initiative to give you valuable skills and experience through assisting with marketing our services and running our annual Careers Expo.
Participants will be required to complete 20 hours of volunteer work over several weeks of Semester 1 by doing a range of marketing and events related activities.

Internship Careers Expo
The Internship Careers Expo is a chance for students to meet and discuss internship opportunities with employer representatives. Many organisations recruit graduates through their vacation and Internship programs.
Employers will be looking for students who stand out from the crowd so it is important for you to research the organisations and to impress them with your questions on the day.
https://student.unsw.edu.au/internship-careers-expo
Peer Mentoring
There are a range of peer mentoring opportunities available at UNSW. Peer mentoring allows you to pass on your valuable experiences and assist other students’ transition to the University through a structured support network. Skills gained include communication, leadership, and peer-to-peer support practices. Peer mentoring activities are accredited by UNSW Advantage as eligible for AHEGS.
https://student.unsw.edu.au/peer-mentor-volunteering

UNSW Advantage
UNSW Advantage is the governing body at UNSW that determines what activities meet the eligibility criteria for recognition on your Australian Higher Education Graduation Statement (AHEGS). UNSW Advantage aims to assist students by enhancing their degree, contributing to the community, increasing skills and broadening experience. Participating in these activities will give you a competitive edge with hands-on experience that will set you apart with potential employers.
There are over 400 activities that are approved for AHEGS. There are a small number of paid opportunities but most opportunities are voluntary.
https://student.unsw.edu.au/ahegs

UNSW Leadership Program
The UNSW Leadership Program is an extra-curricular program open to all UNSW students. It combines active involvement in community projects and volunteering with formal training and developmental opportunities. You can enrol in and complete the program at your own pace and choose from a series of workshops and lectures that suit your individual interests.
The UNSW Leadership Program is accredited under the UNSW Advantage Program and completion of the program will be recognised on your AHEGS statement. The program invites participants to explore leadership from an expansive perspective. Along the way you will develop and discover the particular skills and strengths that begin to define your leadership ability. If you are already well on your way with lots of leadership experience, the UNSW Leadership Program will provide you with the opportunity to enhance those experiences with formal training support and structured reflection.
https://student.unsw.edu.au/leadership
**Graduate Advantage Program**

UNSW has partnered with Australia's leading employers to develop a unique program called GAP - the Graduate Advantage Program. GAP is designed by industry to assist you in developing the professional skills employers really look for. These organisations are seeking employees who can complement their technical skills with the right ‘soft’ skills in order to create better work places.

GAP week will help set you up for your summer vacation/internship program and give you the graduate advantage to start your career. Delivered in an intensive one week format during summer break you will gain a real and practical understanding of the demands and needs in the workplace to help them make the transition from study to graduate employment more effectively.

https://student.unsw.edu.au/gap

**Skill Development Program**

Getting ahead and gaining valuable work experience can be as easy as volunteering and giving back to your community. Through volunteering you can gain experience in your field of study, explore things that might interest you and develop valuable workplace skills in leadership, teamwork, problem-solving, communication and cultural awareness to name a few. The Hub manage a range of volunteering opportunities for students, details are available on their web pages or visit the Hub in person.

https://student.unsw.edu.au/cocurricular/skill-development-program

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**ASPIRE Ambassadors**

ASPIRE Ambassadors are current UNSW students who have completed at least one semester of university. They are undergraduate and postgraduate students, and come from all faculties and degree programs. They grew up in Sydney, New South Wales and beyond.

More importantly, they are people who understand the barriers that can discourage young people from accessing higher education. They can relate to and inspire young people and believe in the potential of all school students.

Being an ASPIRE Ambassador is a fulfilling and worthy opportunity. A number of our Ambassadors have volunteered with ASPIRE for their entire university career.

Below are just some of the benefits:

- Personal satisfaction. You will find that helping school students is incredibly rewarding.
- Professional development. You will develop your communication, team work and problem solving skills, and gain experience that employers value.
- Community engagement. You will work with students across Sydney and NSW, who are from diverse backgrounds.
- Enjoyment. You will meet other UNSW students, as well as enthusiastic school students
- Ambassadors who participate in at least 20 hours of activities per semester – also gain recognition on their Australian Higher Education Graduation Statement (AHEGS) certificate.

https://student.unsw.edu.au/volunteer-unsw-student-ambassador
**student@unsw Newsletter**
The student@unsw newsletter goes out to all enrolled UNSW students on a monthly basis. It features all the big news from across UNSW that directly affect or benefit students.

https://student.unsw.edu.au/newsletter

**Student Development on Facebook**
The Student Development facebook page is an adjunct social media site to the student@unsw newsletter. It features many development and learning opportunities from across UNSW that are more targeted to smaller UNSW student groups.

https://www.facebook.com/UNSWStuDev/

**UNSW Global Citizens on Facebook**
Global Citizens is a space where students can discuss a range of issues around diversity, disability and equity.

https://www.facebook.com/search/top/?q=global%20citizens%20unsw
Disability Support Services

Educational Adjustments
If you are managing a disability, health or learning difficulty, or you are studying under difficult personal circumstances then a Disability Adviser can help you to get the most out of your studies by providing you with educational adjustments to help you manage your studies and course work.

Educational adjustments can include classwork support, alternative formatting, assistive technology, exam adjustments or note taking services depending on your individual circumstances.

Please register with Disability Services.
https://student.unsw.edu.au/register-support

Ally@UNSW
ALLY provides a whole day of free training around the issues that impact on LGBTQI (Lesbian, Gay, Bisexual, Transgender, Queer/Questioning, Intersex) community members with the aim of creating understanding and awareness of these issues.

ALLIES volunteer to undertake their role with the knowledge that they’re making UNSW a better place to study and work for everybody.

https://student.unsw.edu.ally
Student Code

The Student Code forms the basis of the relationship between UNSW and you as a student.

Our responsibilities

The Student Code recognises that UNSW has certain responsibilities to you. If you feel that the University has not met its responsibilities in a certain aspect of your student life or student experience, you may make a complaint under the Student Complaint Procedures

https://student.unsw.edu.au/complaints

Your responsibilities

The Student Code outlines the primary student responsibilities – what UNSW expects from you. If you breach the Student Code, the university may take disciplinary action according to the Student Misconduct Procedures.

https://student.unsw.edu.au/conduct

Contact

Student Conduct and Integrity Unit
Call 02 9385 8515
Email studentconduct@unsw.edu.au