Supporters of
UNSW Students

A GUIDE FOR PARENTS AND FAMILIES
CONTENTS

02 Welcome Message
04 Playing a Supporting Role
06 Support at UNSW
08 Student Life Cycle
10 Academic Year
12 Time Management
13 Monthly Tips for Parents and Supporters
16 Financial Support
17 Accommodation
18 Transport
19 Safety On Campus
20 Health and Wellbeing
21 Extra-curricular and Co-curricular Opportunities
22 Supporters of School Leavers
24 Supporters of Mature Age Students
25 Supporters of Indigenous Students
26 Supporters of Rural and Regional Students
27 Supporters of Students with a Disability
28 Supporters of First in Family Students
30 Services and Facilities at UNSW (Kensington and Paddington)
32 Legal Responsibilities
33 Staying in Touch
UNSW would like to extend a warm welcome to new and returning students of UNSW and their supporters. Much of the dedication and hard work of students to reach UNSW would not have been possible without the support and commitment provided by you.

At UNSW, we recognise the changing role and relationships of students and their families. Whether you are the parent, partner, carer, friend or relative of a UNSW student, you all share the common intention of supporting the student in your life to prosper and achieve positive outcomes during their university experience.

Arriving at university is an exciting and sometimes anxious period of transition and growth, which is not only experienced by the student but also by you. As the supporter of the student, you have already played and will continue to play an important role in their continued development.

This guide provides information about the university experience and environment, the changing nature of your role, advice on great ways to support students as well as information on the diverse range of support available at UNSW.

We hope that in this guide we can support you to support the student in your life.
Each UNSW student has available a community of supporters of which you are an integral part.

Your role as a supporter may mean understanding the evolving responsibilities and commitments of university students. By understanding the culture on campus, you can gain a better sense of when to offer valuable support and sometimes when to let go, to enable the maturation and development of the student in your life.

At UNSW, we consider the holistic experience of students and continually aim to develop and improve the way we engage with our student community. One of the fundamental components of achieving positive student outcomes is timely and relevant support.

Transition to university involves students navigating change, much of which is determined by the quality and timing of available support, and access to it.
AT UNSW, WE CONSIDER THE HOLISTIC EXPERIENCE OF STUDENTS AND CONTINUALLY AIM TO DEVELOP AND IMPROVE THE WAY WE ENGAGE WITH OUR STUDENT COMMUNITY.
The support we offer comes via many channels:

- Internationally accomplished academic and research staff accessible to students through their course of study,
- Leading practitioners in student development, equity and engagement
- A suite of peer mentoring, professional skills development and social programs that span the university through co-curricular and student-led organisations.

**SUPPORT AT UNSW**

UNSW offers academic, pastoral, social and professional development support as part of our holistic approach to engaging students.
The university is organised into eight faculties, and multiple schools within these faculties. Faculties are responsible for the student academic and learning experience. Within faculties and schools, students have access to academic and professional staff to meet both their intellectual and professional development needs. Staff within faculties and schools can also support students when they are faced with challenging personal circumstances affecting their studies.

The Division of the Deputy Vice-Chancellor Education is comprised of academic and professional staff whose focus is on supporting students to develop the skills and know-how to achieve success at university and beyond. Much of what is offered to students through our Division is to support their overall learning and personal development through timely and appropriate advice and programs.

Students can also tap into the diverse opportunities available through Arc, the student representative organisation on campus. Arc supports more than 250 sport, social and recreational student clubs and societies. It also supports students through advocacy and volunteering opportunities.
STUDENT LIFE CYCLE

Students beginning their studies at UNSW come from a variety of backgrounds, locations, age groups and levels of education. Each student brings with them a unique set of circumstances and experiences which they take with them into this new adventure.

We can look at the university life cycle at UNSW as four phases:

- **Pre Entry**
  - The Pre-entry stage is where students research what they might like to study at university based on factors such as their passions and/or strengths.

- **Orientation and Transition**
  - Many students tell us that feeling they belong at UNSW is an important part of their academic success. For this reason, UNSW places great emphasis on the delivery of timely and quality information and support as students begin their studies. Events, such as the Official Welcome to UNSW, provide a great opportunity for families to share the start of their student’s university journey.

- **Learning and Development**
  - Beyond the first year of study, where students are adjusting to university life and finding their place in the university community, the remaining years at university are where the majority of learning and development takes place. Students begin to specialise in their chosen area and sometimes re-evaluate their career paths based on newly acquired interests.

- **Graduation**
  - The final phase of the student experience is graduation. This is the crowning event of the university experience and an opportunity for students to share the excitement and success of completing their studies with the people that have supported them along the way. This is also a time when students begin preparing for either further study, or gather information and career related skills to begin their professional life.
Pre-Entry
- Gather information about different options for study
- Familiarisation with courses, programs and career pathways
- Gather information about the support universities can provide students
- Contact with universities to answer questions
- Attending information sessions
- Application to university

Orientation and Transition
- University offer and acceptance
- Enrol in courses and complete administrative tasks
- Orientation (campus tours, class selection and scheduling, familiarisation with faculty and student services)
- Settling in (time management, assessment completion, social connections, faculty and services familiarity)
- Meeting new people, including both staff and students

Learning and Development
- Increased confidence and continued development in academic skills, time management and other professional skills such as communication and collaboration
- Improved familiarity with support, development and social networking opportunities available to students through co-curricular programs
- Consideration of career planning and deciding on areas of specialisation

Graduation
- Preparing for completion of studies
- Planning next steps, including career planning and job applications
- Graduation
THE UNIVERSITY CALENDAR IS ORGANISED INTO THREE SEMESTERS

The university calendar is organised into three semesters—semester one and semester two are part of the standard academic year for students, and an additional optional summer session is also available. The summer session has become increasingly popular for students who want to fast track their degree or catch up with units of study where they may have underperformed.

Semester one runs from February until June, Semester two runs from July to November and the Summer session runs from December to February. The UNSW academic calendar is available online. student.unsw.edu.au/calendar

Each semester has thirteen weeks and is organised around the following key times:

- Orientation week
- Study session
- Mid-semester break
- Study session
- Pre-exam study break
- Exam period
Each of these periods places differing time pressures on students with regard to energy and time spent on study, assessments and class time.

It is important to consider what you as a supportive family member can do to help the student when they are experiencing these pressure points. Having a conversation about how to support your student during these temporary pressure points can reduce some stress on students.

Some ways you might consider offering support is:

- Prioritising access to home computer for student during assignment deadlines.
- Organising family social events after assignment and exams are completed.
- Asking them how they are coping with their workload. Encouraging them to speak to appropriate staff if the student is distressed.
- Encouraging them to maintain good nutrition, exercise and sleep habits.
- Covering their household duties until exams are over.
- Offering to make them a meal or cup of tea.
- Visit the campus to get a sense of what the university experience is like.
TIME MANAGEMENT

Studying at university is a big commitment, and can have an impact not only on your student but also you as their supporter.

Students are encouraged to actively develop their time management skills, which will prove invaluable during their years of study and also into their career. Learning to manage study, health and wellbeing, work commitments as well as personal relationships is often the key to maintaining a harmonious life balance.

In supporting your student, it is important to understand their time commitments and consider how it will affect other parts of their life.

Committing to study will mean that student’s priorities may change and students need to learn to manage these different responsibilities.

Students taking a fulltime load (generally four courses per semester) can be spending up to 40 hours a week studying.

A majority of this time is spent outside of the classroom revising, completing assessment tasks and conducting independent research.

This requires a great deal of motivation and organisation on behalf of the student, and requires effective time management skills.

If a full time load is too difficult to manage, students are able to reduce their studies to a part-time load (one or two courses per semester), which will change their program graduation to a later date. Students who are receiving government assistance should find out how this will impact any payments they may be receiving.

You may also find that your student will cultivate their social networks by getting involved in co-curricular activities and a more active social life. This is a positive and beneficial way for students to learn their networking and time management skills. The key to success is for the student to ensure they can manage all of their responsibilities and deadlines.

Faculty Support

Each faculty provides students with guidelines about the number of contact hours and private study required for each course of study. Students are then encouraged to consider their commitments to prioritise how they will spend their time.

Other Support

Time management skills for students are offered through workshops and other online resources via The Learning Centre, Counselling and Psychological Services and through consultations with the Educational Support Advisors (see page 30). Students will need to actively seek out this information to assist them in managing their busy lives.

With busy lives, health and wellbeing can often be overlooked. It is important for students to maintain good nutrition; healthy and active lifestyles as well as ensuring their bodies are well rested with enough sleep.
Many students are presented with new challenges in managing their time and workload in the first year of transition to university life. Establishing good habits and getting the right kind of support is crucial in laying a good foundation for university life.

Below you will find some common challenges students may experience at different points in their first year and ways you could offer support as a family member. The table is written to convey the experience of a student who commences their studies during February/March. To download a similar table for students commencing mid-year (July) please go to uns.edu.au/supporters.

### Student experience
- Mental preparation for university, feeling nervous or excited.
- Attending University Welcome and Orientation events.
- Navigating a large city campus with diverse student population.
- Processing new ideas and new ways of doing things.
- Departure from old friendship networks, becoming more independent and making new friends.
- Navigating new city and systems.

### Suggested ways to support student
- Give space for your student to discuss some of the emotions they might be feeling to allow them to process their transition, release stress and develop strategies on how to overcome temporary challenges.
- Offer to attend campus events during the orientation period for moral support. Allow room for student to explore new phase independently if they prefer.
- Encourage student to seek information online about student services and campus facilities.
- Encourage student to attend faculty welcomes, campus tours and to join a peer mentoring program to help them become confident on campus and meet new people student.unsw.edu.au/cultural-mentors
<table>
<thead>
<tr>
<th>Student experience</th>
<th>Suggested ways to support student</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learning about university online systems for learning and communication.</td>
<td>Encourage student to seek help from International Student Advisors <a href="student.unsw.edu.au/isupport">student.unsw.edu.au/isupport</a></td>
</tr>
<tr>
<td>Familiarisation of campus, course content and university culture.</td>
<td>Encourage help seeking behaviour as form of empowerment (not sign of weakness).</td>
</tr>
<tr>
<td>Juggling financial burden of purchasing materials and textbooks for class.</td>
<td>Inform student materials and resources available online and in library. This means all items do not have to be purchased but the student will need to be organised to access the material.</td>
</tr>
<tr>
<td>Anxiety around continuing course or changing before census date.</td>
<td>Be open to listening about new people, events and issues that arise in your student’s life.</td>
</tr>
<tr>
<td>Meeting new and diverse people. Making effort to develop new friendships and networks.</td>
<td>Encourage student to join English language support workshops <a href="student.unsw.edu.au/english">student.unsw.edu.au/english</a></td>
</tr>
<tr>
<td>Managing group work, assessments and following academic guidelines.</td>
<td>Challenges may arise with group work situations, encourage student to be persistent, to document communication and hold the higher ground if peers are not completing their work. Student should raise concerns with their academic instructor.</td>
</tr>
<tr>
<td>Managing stress associated with competing deadlines.</td>
<td>Encourage positive lifestyle habits to ensure students maintain adequate sleep, nutrition and exercise.</td>
</tr>
<tr>
<td>Mid-semester break – temptation to relax instead of completing assignments.</td>
<td>Encourage good study habits with a balanced approach to leisure and social activities.</td>
</tr>
<tr>
<td>Final assessments due for the semester, students may be pushed for time and have late nights to complete work.</td>
<td>Reiterate healthy lifestyle habits so students can sustain energy for periods of intense work.</td>
</tr>
<tr>
<td>Some students may question their decision to study their chosen field.</td>
<td>Students who are questioning their field can consider internal program transfer if they would like to study a different program. Encourage them to seek advice from faculty advisor.</td>
</tr>
<tr>
<td>Exam preparation.</td>
<td></td>
</tr>
<tr>
<td>Exams.</td>
<td>Be mindful of time constraints and stress experienced by student at this time. Students may exhibit some signs of anxiety but be aware of serious signs of distress. Remind students that it is normal to feel under pressure at this time and that it is temporary.</td>
</tr>
<tr>
<td>Managing stress related to first round of exams.</td>
<td>Encourage positive eating, sleeping and exercise habits.</td>
</tr>
<tr>
<td>Compromising sleep, diet and exercise to meet deadlines.</td>
<td></td>
</tr>
<tr>
<td>Down time during end of semester break, more opportunity for leisure and social activities.</td>
<td>Many students like to relax, travel or work during their break.</td>
</tr>
<tr>
<td>Release of semester 1 results, elation or frustration.</td>
<td>Encourage student to be mindful of their positive and negative work habits during the previous semester. The break can allow them to consider new strategies and support networks to improve their academic success.</td>
</tr>
<tr>
<td>Begin semester 2 end of July.</td>
<td></td>
</tr>
<tr>
<td>Student experience</td>
<td>Suggested ways to support student</td>
</tr>
<tr>
<td>--------------------</td>
<td>----------------------------------</td>
</tr>
<tr>
<td><strong>August</strong></td>
<td></td>
</tr>
<tr>
<td>• Dealing with impact of previous semester results, may be considering changing program.</td>
<td>• Encourage student to speak to academic advisors and Education Support Advisors to consider strategies to improve grades or consider alternative programs to study.</td>
</tr>
<tr>
<td>• Increasing engagement of with campus events and social activities.</td>
<td>• Encourage student to develop positive social networks and get involved with volunteering and events. Students often perform better when they have a sense of community inclusion <a href="http://student.unsw.edu.au/co-curricular">student.unsw.edu.au/co-curricular</a>.</td>
</tr>
<tr>
<td></td>
<td>• Encourage student to adopt a balanced approach to study and leisure activities.</td>
</tr>
<tr>
<td><strong>September</strong></td>
<td></td>
</tr>
<tr>
<td>• Managing group work, assessments and following academic guidelines.</td>
<td>• Students should have more confidence in approaching university work. Where appropriate, encourage students to seek support and advice from university staff.</td>
</tr>
<tr>
<td>• Managing stress associated with competing deadlines.</td>
<td>• Encourage positive lifestyle habits to ensure students maintain adequate sleep, nutrition and exercise.</td>
</tr>
<tr>
<td>• Mid semester break – temptation to relax instead of completing assignments.</td>
<td>• Encourage good study habits with a balanced approach to leisure and social activities.</td>
</tr>
<tr>
<td><strong>October</strong></td>
<td></td>
</tr>
<tr>
<td>• Exam preparation.</td>
<td>• Show interest in student’s work and encourage them to persist and work hard.</td>
</tr>
<tr>
<td>• Managing stress related to exam preparation.</td>
<td>• Encourage positive eating, sleeping and exercise habits.</td>
</tr>
<tr>
<td>• Compromising sleep, diet and exercise to meet deadlines.</td>
<td>• Students may stay longer hours on campus to complete assignments and group work. Encourage them to learn about safe transport options and campus security services including night shuttle bus and safety escorts <a href="http://facilities.unsw.edu.au/node/118/#staysafeapp">facilities.unsw.edu.au/node/118/#staysafeapp</a>.</td>
</tr>
<tr>
<td>• Seeking support from peers.</td>
<td></td>
</tr>
<tr>
<td><strong>November</strong></td>
<td></td>
</tr>
<tr>
<td>• Exams</td>
<td>• Pay attention to any signs of serious distress. Support is available on campus <a href="http://student.unsw.edu.au/wellbeing">student.unsw.edu.au/wellbeing</a>.</td>
</tr>
<tr>
<td>• Managing stress and fatigue over exams</td>
<td>• Encourage positive eating, sleeping and exercise habits.</td>
</tr>
<tr>
<td></td>
<td>• Offer words of encouragement and assure student the pressure is only temporary.</td>
</tr>
<tr>
<td><strong>Dec - Feb</strong></td>
<td></td>
</tr>
<tr>
<td>• End of year break</td>
<td>• Many students like to relax, work or travel during their holidays.</td>
</tr>
<tr>
<td>• Some students may attend summer school.</td>
<td>• Students who would like to fast track their program or improve academic standing may consider summer school.</td>
</tr>
</tbody>
</table>
FINANCIAL SUPPORT

Living in Sydney can be expensive, so we understand there may be times when students need financial assistance. We offer students support in managing their money through providing information and sessions on areas such as budgeting plans, developing smart ways of keeping costs down, dealing with debts and finding part time employment.

Workshops are available throughout the year as well as consultations with the Educational Support Service.

UNSW also offers a range of scholarships which can assist students. Your student is able to apply for scholarships based on criteria such as gender; regional students; Indigenous students; financial disadvantage; sporting ability or academic achievement.

The scholarship may be a one off payment, or last for the duration of the degree.

HECS/HELP is available for students who are Australian citizens or permanent humanitarian visa holders. The scheme is a government funded loan scheme to help eligible students to pay their student contribution upfront and receive a discount or defer it through a loan scheme.

Students might also qualify for Centrelink payments such as Youth Allowance or Relocation Scholarship. These payments are income tested. More information can be found from the Department of Human Services.

More information about UNSW fees can be found at student.unsw.edu.au/fees


More information about UNSW Scholarships can be found at scholarships.unsw.edu.au
UNSW Student Accommodation (formerly UNSW Residential Communities) have a range of accommodation options offering great benefits to students.

Students at UNSW find themselves in many different types of accommodation settings. Some students may consider share housing while others might like to live on campus. Their living arrangements might also change over time depending on their circumstances.

Living on Campus

UNSW Student Accommodation have a range of accommodation options offering great benefits to students.

Campus living allows students to develop their independence in a safe and supportive environment.

Most colleges offer meals, cleaning, wireless internet, academic, and pastoral support. This is ideal for students who have never lived away from home and want the assurance of a supportive environment.

Independent living options are also available with a range of self-catered apartments. This could suit singles, couples or young families.

Living Off-Campus

Students who are looking to move out of home for the first time and are seeking a house to rent can find useful information on the Accommodation page of the Current Students website (student.unsw.edu.au/accommodation).

From this page, students can access the UNSW Study Stays database of locally listed properties as well as information about tenancy agreements and understanding associated rights and responsibilities. It also provides details on where students can seek help if they have accommodation issues.

Information on UNSW housing can be found at rc.unsw.edu.au. More information on other on campus options see housing.unsw.edu.au.
To foster a sustainable, healthy lifestyle and help reduce parking and traffic problems, staff and students are encouraged to use public transport or to cycle or walk to UNSW as alternatives to driving a car.

Campus is very accessible with nearly 1700 UNSW Express Bus services per week. Students are also entitled to travel concessions and can register for the Student Opal Card. More information can be found via the UNSW Facilities Management website.

The full suite of transport options, depending on your original location, include: cycling, walking, carpooling, driving, bus, train and ferry services.

Campus maps can be downloaded from facilities.unsw.edu.au/maps/maps.html

More information is available from facilities.unsw.edu.au/node/94 or transportnsw.info
UNSW’S SECURITY SERVICES AND 24/7 SECURITY PRESENCE ON CAMPUS, HIGHLIGHTS THE IMPORTANCE OF STUDENT, STAFF AND VISITOR SECURITY AND SAFETY AT UNSW.

Whilst there is a strong focus on prevention, UNSW’s round-the-clock security services also mean that help is only moments away should it be required.

**Security Escorts** - Security Services are available to accompany students on campus at any time all year round. Safety escorts are free, and can be used from any location on campus to car parks, bus stops, taxi ranks and limited locations surrounding the campus. To request a security escort, students can call 9385 6000 from any lift phone or Help Point on campus.

**Free Night Shuttle Bus** - The bus route covers Kensington Campus and Randwick Campus. There are a number of bus stops around campus. The service operates Monday to Friday between the hours of 7pm and 11.30pm. Please note it does not operate on public holidays or during the University shut down period (from late December to early January).

With safety and security well taken care of, your student can be free to concentrate on their studies and enjoy all that student life has to offer.

TIP: Students can download the DoubleMap Bus Tracker App (from iTunes or Google Play) and select University of New South Wales.
WITH BUSY LIVES, HEALTH AND WELLBEING CAN OFTEN BE OVERLOOKED. IT IS IMPORTANT FOR STUDENTS TO MAINTAIN GOOD NUTRITION; HEALTHY AND ACTIVE LIFESTYLES AS WELL AS ENSURING THEIR BODIES ARE WELL RESTED WITH ENOUGH SLEEP.

HEALTH AND WELLBEING

Students have a number of health and wellbeing initiatives available to them through programs, workshops, health, counselling and recreation services.

Should you have any concerns about a loved one’s health and wellbeing, there are some signs that may indicate that someone is unwell and may require support. These could include changes in behaviour, changes in academic engagement and/or signs of physical or emotional health issues. If you would like to find out more about these signs, you can find invaluable information on the UNSW Counselling and Psychological Services website: student.unsw.edu.au/wellbeing

How can you help?

If you are concerned about someone in the UNSW community:

- Spend some time with the student/person involved—listen and establish an understanding of the situation
- Be non-judgemental in your responses and attitude
- Explore knowledge of sources of information available to the person (UNSW services, community services, websites)
- Assess whether some solutions have already been explored
- Encourage the person to seek professional/medical support
- Consider whether the person needs an immediate ACTIVE referral to UNSW services providing student support. See the Student Life and Learning website
- Offer to take them to a support service
- Offer to call a support service on their behalf
- You might consider offering to talk with them again and indicate that you have an interest in their wellbeing

The University Health Service is staffed by a professional medical staff including doctors and nurses. Students are encouraged to make an appointment should they require medical assistance.

UNSW Health Service:
Ph – +61 2 9385 5425
Students enjoy great benefits by participating in their community through volunteering and other extra-curricular programs. It allows them to develop skills, build confidence and expand their social networks. UNSW is famous for its strong campus culture and students have hundreds of opportunities to get involved. Below are some quick links for some of these exciting opportunities:

- Clubs and societies [arc.unsw.edu.au/get-involved/clubs-and-societies](arc.unsw.edu.au/get-involved/clubs-and-societies)
- Volunteering opportunities [student.unsw.edu.au/volunteering](student.unsw.edu.au/volunteering)
- Exchange [student.unsw.edu.au/exchange](student.unsw.edu.au/exchange)
- Sport and recreation [unsw-ymca.org.au](unsw-ymca.org.au) and [sport.arc.unsw.edu.au](sport.arc.unsw.edu.au)
- Leadership Program [student.unsw.edu.au/leadership](student.unsw.edu.au/leadership)
- UNSW Advantage [student.unsw.edu.au/advantage](student.unsw.edu.au/advantage)
- Peer Tutoring and Mentoring [student.unsw.edu.au/peer-mentoring](student.unsw.edu.au/peer-mentoring)
The responsibilities of secondary school are markedly different from those of the university experience. The university sees the student as their client and is legally bound to protect their privacy. Where parents were provided with the student’s academic progress in high school, this no longer applies at university.

Students are fully responsible for their progress. If they do not meet minimum standards of academic performance, they will be notified to address any underlying issues. Parents and supporters are not notified if a student is failing or withdrawing from courses.

The university provides a range of early intervention support for students who may be struggling with their studies. Each faculty has course coordinators from whom students should seek advice and support in the first instance. Contact details should be available to students through their course handouts. Students can also make an appointment with Educational Support Advisors who can guide and refer students. student.unsw.edu.au/advisors

Students are also encouraged to explore a range of self-help resources such as NavigateMe to help them identify and address a range of issues that may be affecting their study. navigateme.unsw.edu.au/

For specific information about how you can address issues as a parent or family member, including payment of fees, please see our Support for Parents page on the UNSW Website. student.unsw.edu.au/parents
The diagram below provides a summary of the differences between the school and university experience.

**School**
- Teachers manage this for students to a large degree
- School controls the main timetable
- Generally 6 hours a day, five days a week
- Five days a week
- Study hours increase from year 7 – 12 dependent on subjects studied
- Classes are small
- Teachers are not called by their first name
- Predominantly within a year of the students' age
- Four terms of approximately 10 weeks.
- In most schools it is required to wear a uniform
- Compulsory

**University**
- Students know from the start of semester when assessments will be due
- Students have choice in the classes they take and get to decide on their timetable based on class availability.
- Can be from 9 hrs a week to in excess of 30 hours a week
- Days vary depending on timetable. Might be five days, might be less.
- For every hour in class, two to three hours outside of class
- Classes are called ‘tutorials’ and ‘lectures’, and range in size from very small to in excess of 300 people.
- Lecturers and Tutors may invite students to call them by their first name
- Any age
- Two semesters of approximately 13 weeks (optional summer term also available).
- No uniform, but a dress code for students
- No one will call to check up on students, but as a rule they are required to attend 80% of classes.
SUPPORTERS OF MATURE AGE STUDENTS

MATURE AGE STUDENTS AT UNSW CAN ACCESS A WIDE RANGE OF SUPPORT

Making the decision to study at a later stage in life comes with unique benefits and challenges.

The benefits include the wealth of experience and perspectives that comes with age, which can enrich the academic experience. Mature age students often have a greater level of motivation and sense of purpose in undertaking study.

Challenges include work and family responsibilities that may compete with university commitments. In addition, many mature age students find they need to adjust to the rigours of study life as they have been away from structured learning.

The important consideration for mature age students and their families is that with communication and planning, arrangements can be made to ensure everyone is happy.

Mature age students at UNSW can access a wide range of support including the Mature Age Peer Mentoring Program, workshops and online resources to assist with the development of time management and academic skills.

As the partner or support person of a mature age student you can give practical support in a number of ways:

- Encouraging student to maintain good nutrition, exercise and sleep habits.
- Cover their household duties during assignments/exam period.
- Make family meals.
- Manage school and recreation schedules of dependent children.
- Discuss and agree on financial plans for the duration of study if you share financial commitments together.
- Consult with student about their academic schedules before making social or holiday plans.
- Offer persistent messages of support, particularly if student is feeling stressed.
Nura Gili Indigenous Programs Unit at UNSW provides pathways for prospective Indigenous students to study in all UNSW faculties and programs. Staff provide a range of support for current students, including academic and pastoral care. The student space is home to printing facilities and tutorial and study spaces which students can access, along with kitchen facilities. All Indigenous students are eligible to receive one-on-one tutorial assistance, free of charge, through the Indigenous Tutorial Assistance Scheme which is coordinated by the Academic Support Officers. Student Support Staff are available to assist with academic and administrative issues, employment, housing and scholarship enquiries and general university related questions.

The eastern wing of Nura Gili is available 24 hours a day so students can access a quiet study area along with computer and printing facilities.

Nura Gili operates with a ‘family’ feel and all Indigenous students are welcome and encouraged to visit the centre, meet the team and makes use of support services and facilities available.

To learn more, visit the Nura Gili website nuragili.unsw.edu.au/current-students or call (02) 9385 3805.
Sending your student off to a large city campus can be a huge adjustment for the whole family. Students from regional and remote areas have a range of support available from on campus accommodation facilities (UNSW Colleges), faculty mentoring programs, academic and professional staff and numerous scholarships aimed at assisting rural and regional students.

A university survival guide for rural and regional students can be found at the Country Education Foundation of Australia website.

cef.org.au/students/uniguide/
The UNSW Disability Support Service provides a wide range of educational adjustments, exam provisions, specialised equipment and other supports for students with permanent, episodic and temporary disabilities. This includes learning disabilities, medical conditions and mental health conditions. The service is free and confidential. Students with a disability whether commencing university or already enrolled in a degree program are encouraged to contact the Disability Service as early as possible and arrange an appointment to discuss individual needs. For more information, please see: https://student.unsw.edu.au/disability
SUPPORTERS OF FIRST IN FAMILY STUDENTS

Students who are the first in their family to attend university may feel their family do not understand the university experience and may not be able to relate to some of the challenges they face. Despite this assumption, families can support their students in significant ways without having a university experience first-hand.

A useful resource to supporting your student, whether you are the parent, partner or child of a first in family university student can be found at the First in Family website.

firstinfamily.com.au/

Simple words and gestures of support and encouragement can be the difference between a student persisting or giving up in trying times.

“I think my experience, first year-wise - it was really, really tough. I wanted to drop out. I remember telling my mum in first semester I don’t want to do it. She said - you’ve tried so hard to get in, just go at least two semesters and then make up your mind”.

In the case of one UNSW student, Ayesha, her mother and extended family had never graduated beyond secondary schooling. Despite this, her mother encouraged Ayesha to persist in the face of challenging times.

Ayesha has now graduated her undergraduate degree in Psychology and undertaking her Masters in Community Development.
SERVICES AND FACILITIES AT UNSW
(KENSINGTON AND PADDINGTON)

Careers and Employment
Jobs and internships, individual careers advice, careers expos, career development seminars
Location  Level 2, East Wing, Quadrangle Building
Call  +61 2 9385 5429
Email  careers@unsw.edu.au

Childcare services
UNSW owns, operates and manages four early childhood and long day care services on its Kensington Campus: House at Pooh Corner, Kanga’s House, Owls’ House and Tigger’s Honeypot.
For local and international student families, the availability and close proximity of the services support their ability to study effectively and achieve career aspirations.

Early Years Office
For more information go to the Early Years webpage http://www.earlyyears.unsw.edu.au/about-early-years

Education Support Service
Educational Support Advisors work with all students to promote the development of skills needed to succeed at university, whilst also providing personal support throughout the process.

- Academic and educational performance
- Accommodation and tenancy
- Enrolment variation
- Financial management and student loans
- Personal and health issues
- Professional development
- Study support

Location  John Goodsell Building, Ground Floor, The University of New South Wales, Kensington NSW 2052. Map Ref F20 (PDF) - Beside the Central Lecture Block.
Office hours: 9am-5pm, Monday to Friday
Call  +61 2 9385 4734
Email  advisors@unsw.edu.au
Web  student.unsw.edu.au/advisors

UNSW Arts & Social Sciences
Location  Morven Brown Building, Room G1
Call  +61 2 9385 2289
Website  arts.unsw.edu.au

UNSW Business School
Location  the ASB Building, West Lobby
Call  +61 2 9385 3189
Website  business.unsw.edu.au

UNSW Built Environment
Location  West Wing, Red Centre Building
Call  +61 2 9385 4799
Website  be.unsw.edu.au

UNSW Art & Design
Location  Corner of Oxford St and Greens Rd Paddington, Ground Floor D Block
Call  +61 2 9385 0684
Website  artdesign.unsw.edu.au
The Learning Centre
Academic skills workshops, online academic writing workshops, English conversation classes, individual help with writing
Location Lower Ground Floor, North Wing, Chancellery Building
Call +61 2 9385 2060
Email learningcentre@unsw.edu.au

Nura Gili
Nura Gili provides support and information for potential and existing Aboriginal and Torres Strait Islander students at UNSW.
Location Balnaves Place, Lower Ground Floor, Electrical Engineering Building
Call +61 2 9385 3805
Email nuragili@unsw.edu.au

Religious Centre
The Religious Centre is provided for all students and staff at UNSW. The centre is attended by Anglican, Buddhist, Muslim, Catholic, Coptic Orthodox, Pentecostal, Presbyterian and Uniting Church Chaplains.
For more information: student.unsw.edu.au/religion

Student Central
Whether it is advice on essential university processes or connecting students in with key support and development services, Student Central is there to assist students from enrolment to graduation
Location Lower Ground Floor, Chancellery Building
(next to Library Lawn)
Call +61 2 9385 8500
Email studentcentral@unsw.edu.au

Student Integrity Unit
Student Code advice, complaints handling and resolution
Call +61 2 9385 8515
Email studentcomplaints@unsw.edu.au

Student Development International
International student support, orientation, mentoring, visa enquiries.
Location Ground Floor, John Goodsell Building
Call +61 2 9385 5333
Email international.student@unsw.edu.au

Disability Support Services
Advice on adjustments, discrimination and harassment.
Location Ground Floor, John Goodsell Building
Call +61 2 9385 4734
Email disabilities@unsw.edu.au

University Health Service
The University Health Service provides a quality and confidential health service to the students, staff & visitors of UNSW. Students are a priority and doctors, nurses and administration staff are non-judgemental and culturally aware. Both male and female doctors work at the practice and are available upon request.
Location Ground Floor East, Quadrangle Building, UNSW
Call +61 2 9385 5425
Email unihealth@unsw.edu.au
Website healthservices.unsw.edu.au

Engineering
Location (Engineering Student Centre) Electrical Engineering Bldg, level 4 reception area, Room 451
Call +61 2 9385 5201 or +61 2 9385 5131
Website eng.unsw.edu.au

Law
Location (Law Student Services) Level 2, Law Building (Map Ref. F8)
Call +61 2 9385 2264
Website law.unsw.edu.au

Medical
Location (Student Office) G18 (Ground Floor - south-east corner)
Wallace Wurth Building
Call +61 2 9385 8765
Website med.unsw.edu.au

Science
Location (Student Centre)
Robert Webster Building, Room 128
Call +61 2 9385 6125
Website science.unsw.edu.au
UNSW is committed to safeguarding the privacy of student information. We have implemented measures to comply with our obligations under the Privacy and Personal Information Protection Act 1998 (NSW) (“the Act”). All staff members are bound by the Act and by the UNSW Privacy Management Plan.

A complaint is any type of problem, concern or grievance about a students’ studies, student life, the University or the University environment. Anything which negatively affects a students’ experience at University can be raised as a complaint.

Student Integrity can provide advice about the complaint process. Phone +61 2 9385 8515 or email studentcomplaints@unsw.edu.au
If you would like more information please explore the UNSW website. Updated information and contact details for parents and families can be found at: student.unsw.edu.au/supporters.

Phone enquiries can be made with Student Central on +61 2 9385 8500.

Useful Resources

► A guide to help students with their transition into the first year of university for school leavers and mature age students.
  gettingstarted.unsw.edu.au/orientation-and-settling

► Uni-Verse - UNSW’s Official app