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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 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 in a new city is an exciting and sometimes challenging period of transition and growth. The international experience is felt by both students and their families in different ways. UNSW has dedicated staff at all levels to support the transition and growth of international students and we offer range of services including arrival services, buddy and mentoring programs as well as workshops to support the different stages of the student experience.

This guide provides information for parents, partners and families about the university experience and environment, the changing nature of your supportive role, advice for families who may accompany their student to Australia and the diverse support available at UNSW.

We hope that in this guide we can support you to support the student in your life.
Playing a Supporting Role

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.
Privacy and legal matters

UNSW is required to comply with legislation aimed at protecting the interests of students studying in Australia. It is important for families to be familiar with the nature of these regulations.

Visa Requirements

International students studying at UNSW require a Confirmation of Enrolment from the university before they can obtain a visa. The CoE is provided to the student by the university when their application to study at the institution is successful. The CoE can then be used to apply for the appropriate student visa from the Australian Government. If your student is under 18 years of age, please see page 18 for more information.

Students and their dependents can find out their visa conditions, study entitlements and work entitlements online using VEVO, a free service that is available 24 hours a day, 7 days a week. To use VEVO go: border.gov.au/vevo

International education requirements and standards in Australia are governed by the Education Services for Overseas Students Act 2000 (ESOS). The Providing Quality Education and Training and Protecting the Rights of International Students fact sheet describes some of the main elements of ESOS and gives an overview of what should be expected, as well as international students’ rights, when they pursue an education in Australia.

internationaleducation.gov.au/Regulatory-Information

UNSW Privacy Code of Practice

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.

This means that we are unable to share any personal, academic or administrative information about a student of UNSW to parents, partners or anyone else other than the student. The only exception to this policy is if the student has made appropriate arrangements for Third Party Authorisation. This is where the student provides consent that their information can be shared with a nominated person such as a parent or partner.

student.unsw.edu.au/third-party-authorisation

**Student Complaints Procedures**

A complaint is any type of problem, concern or grievance about 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 Unit can provide advice about the complaint process. Phone +61 2 9385 8515 or email studentcomplaints@unsw.edu.au

**Critical incidents**

UNSW has in place a comprehensive whole of university approach in dealing with traumatic or tragic situations which affect our students. Relevant staff members are equipped to manage and respond to student needs and will take appropriate measures for the student’s wellbeing and communication with their family.
Support at UNSW

UNSW offers academic, pastoral, social and professional development support as part of our holistic approach to engaging students.

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.

To learn more information about supporting your student, view the Online Essentials modules – module 7: Support your Student available at https://moodle.telt.unsw.edu.au/course/view.php?id=20661
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 the Deputy Vice-Chancellor Education 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

Each student has a unique set of circumstances which influences their education experience. Four phases represent the student life cycle for international students at UNSW:

- **Pre- Arrival**
  The pre-arrival stage includes the research students undertake to decide what to study based on their passions and/or strengths, reputation of institution and experience of relatives or friends.

  Once students have applied and received an offer they will need to finalise visa applications, find accommodation, learn about services available at UNSW and life in Sydney including transport routes.

- **Arrival, Orientation and Transition**
  UNSW places great emphasis on the delivery of timely and quality information. Part of this includes practical support such as the Airport Pick Up Service, the International Student Briefing Day and the Welcome Centre to support the successful transition to life in Sydney and UNSW.

  Events such as the Official Welcome to UNSW, International Student Briefing Day and Getting Started are important in familiarising students with the university environment and culture. Students will also learn about workshops, information sessions, social activities and peer mentoring.

- **Learning and Development**
  Beyond the first semester of study, where students adjust to academic life and find their place in the university community, the remaining time is where the majority of learning and development takes place. Students begin to specialise in their chosen area of study and sometimes re-evaluate their career paths based on newly acquired interests and skills.

  This phase is also an important time for students to develop their networking, communication and leadership skills by getting involved in co-curricular activities on campus.

- **Graduation and Completion**
  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 success of completion with the people who have supported them along the way.

  Students at this stage also prepare for further study, or gather information and career related skills to begin their professional life.

  International students are invited to attend the Completing Students Seminar to support their transition to work or further study. These workshops are designed to prepare students for graduation procedures; departure from Australia and career advice for the Australian and international job markets.
Pre-Arrival

- Gather information about different options for study
- Familiarisation with courses, programs and career pathways
- Gather information about the support universities can provide students

Arrival, Orientation and Transition

- University offer and acceptance
- Obtaining CoE and Visa applications
- Understanding rights and responsibilities as an international student
- Confirming accommodation
- 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 and Completion

- Preparing for completion of studies
- Planning next steps, including career planning and job applications
- Completing Students Seminar
- Graduation
Academic year

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:

<table>
<thead>
<tr>
<th>Summer</th>
<th>S1</th>
<th>S2</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dec</td>
<td>Feb</td>
<td>Jul</td>
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<tr>
<td>Jan</td>
<td>Mar</td>
<td>Aug</td>
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<td>Apr</td>
<td>May</td>
<td>Sep</td>
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<tr>
<td>May</td>
<td>Jun</td>
<td>Oct</td>
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<tr>
<td>Jun</td>
<td>Jul</td>
<td>Nov</td>
</tr>
</tbody>
</table>

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 can go a long way.
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.

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

Students taking a full time 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.

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 have an understanding of these new time commitments, and reflect on how these might impact on your student’s ability to engage in activities outside of their university studies.

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 student.unsw.edu.au/academic-skills-workshops-and-courses and other online resources student.unsw.edu.au/support-time-management via The Learning Centre, Counselling and Psychological Services and through consultations with the Educational Support Advisor (see page 26). Students will need to actively seek out this information to assist them in managing their busy lives.
Negotiating communication

Before your student goes overseas to commence their study, it is important to discuss how you would like to stay in touch. It is a good idea for you both to manage your expectations of how often and how you will communicate.

There are a range of great applications available via smartphones that offer easy and economical communication. These include but are not limited to Skype, Viber, Whatsapp, Wechat and Tango.

It is also important to consider how to reach each other during an emergency and to have alternate contact numbers for this purpose.

What to do when you’re concerned

A large part of the changing relationship with a student who travels overseas is to know when and how to give space to allow them to become independent. On occasion however you may be concerned about their welfare.

You should make direct contact with your student in the first instance. If you do not hear from them when you were expecting and you have reason to become worried then you can contact Student Development International or Campus Security.

Visiting your student

If you would like to visit your student while they are studying at UNSW, a letter can be requested from Student Central to assist with your visa application to enter Australia. Your student will need to request this letter on your behalf, and staff at Student Central will assist with the enquiry.
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.

<table>
<thead>
<tr>
<th>Student experience</th>
<th>Suggested ways to support student</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental preparation for university, feeling nervous/excited.</td>
<td>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.</td>
</tr>
<tr>
<td>Attending University Welcome and Orientation events.</td>
<td>Offer to attend campus events during the orientation period for moral support. Allow room for student to explore new phase independently if they prefer.</td>
</tr>
<tr>
<td>Navigating a large city campus with diverse student population.</td>
<td>Encourage student to seek information online about student services and campus facilities.</td>
</tr>
<tr>
<td>Processing new ideas and new ways of doing things.</td>
<td>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 <a href="http://student.unsw.edu.au/cultural-mentors">student.unsw.edu.au/cultural-mentors</a></td>
</tr>
<tr>
<td>Departure from old friendship networks, becoming more independent and making new friends.</td>
<td></td>
</tr>
<tr>
<td>Navigating new city and systems.</td>
<td></td>
</tr>
<tr>
<td>Month</td>
<td>Student experience</td>
</tr>
<tr>
<td>--------</td>
<td>------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>March</td>
<td>Learning about university online systems for learning and communication.</td>
</tr>
<tr>
<td></td>
<td>Familiarisation of campus, course content and university culture.</td>
</tr>
<tr>
<td></td>
<td>Juggling financial burden of purchasing materials and textbooks for class.</td>
</tr>
<tr>
<td></td>
<td>Anxiety around continuing course or changing before census date.</td>
</tr>
<tr>
<td></td>
<td>Meeting new and diverse people. Making effort to develop new friendships and networks.</td>
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<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>April</td>
<td>Managing group work, assessments and following academic guidelines.</td>
</tr>
<tr>
<td></td>
<td>Managing stress associated with competing deadlines.</td>
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<tr>
<td></td>
<td>Mid semester break – temptation to relax instead of completing assignments.</td>
</tr>
<tr>
<td>May</td>
<td>Final assessments due for the semester, students may be pushed for time and have late nights to complete work.</td>
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<tr>
<td></td>
<td>Some students may question their decision to study their chosen field.</td>
</tr>
<tr>
<td></td>
<td>Exam preparation.</td>
</tr>
<tr>
<td>June</td>
<td>Exams.</td>
</tr>
<tr>
<td></td>
<td>Managing stress related to first round of exams.</td>
</tr>
<tr>
<td></td>
<td>Compromising sleep, diet and exercise to meet deadlines.</td>
</tr>
<tr>
<td>July</td>
<td>Down time during end of semester break, more opportunity for leisure and social activities.</td>
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<tr>
<td></td>
<td>Release of semester 1 results, elation or frustration.</td>
</tr>
<tr>
<td></td>
<td>Begin semester 2 end of July.</td>
</tr>
<tr>
<td>Student experience</td>
<td>Suggested ways to support student</td>
</tr>
<tr>
<td>--------------------</td>
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</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>
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<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>
International students under the age of 18 are welcome at UNSW, however appropriate accommodation and welfare arrangements need to be in place to support their study and obtain a student visa. These arrangements are regulated to care for the safety and wellbeing of the student.

Students who are under 18 accepting an offer at UNSW can meet visa requirements as accompanied or unaccompanied.

Accompanied students are those who will live in Australia with a parent, legal guardian or a close relative of good character (nominated by both parents) who is 21 years of age or over. The arrangement must be approved by the Department of Immigration.

Unaccompanied students will reside in Australia without any parent, legal guardian or approved relative. In this case, UNSW will need to approve the student’s accommodation and welfare arrangements. Once approved a Confirmation of Appropriate Accommodation and Welfare (CAAW) letter will be issued by the university, which can then be used to apply for a student visa.

For more information about student visas please visit the Department of Immigration website. [border.gov.au](http://border.gov.au)

Students must abide by a number of conditions to be issued a CAAW by UNSW. These include:

- To stay in UNSW approved accommodations until they turn 18 years of age and comply with their rules and regulations
- attend International Student Briefing Day orientation program
- attend a compulsory Under 18s Arrival Essentials workshop
- attend regular scheduled meetings with an International Student Advisor. These meetings provide students with the opportunity to discuss any issues they may have about their accommodation, academic progress, and any other personal concerns

If an UNSW approved accommodation is not suitable, parents/guardians should contact SDI via email international.student@unsw.edu.au or tel: + 61 2 9385 4734. Please advise the reasons why UNSW approved accommodation is not suitable and what accommodation type is preferred.
It is important to contact SDI as soon as possible to avoid any delays in arranging the CAAW letter.

In signing the CAAW letter, UNSW is undertaking an important responsibility. The letter confirms appropriate arrangements have been made for the student’s accommodation, support, and general welfare.

Parents of under 18 students should discuss the details of all of these arrangements with their student, particularly the name of their adviser at SDI. This way both parents and students can contact the adviser directly if you have concerns.

For more comprehensive information about the process and conditions for under 18 students please visit the Current Students Website – Under 18 Years of Age International Students. [student.unsw.edu.au/visa18](http://student.unsw.edu.au/visa18)
Being Financially Independent

In making the decision to study overseas, students and their families need to ensure that they will have sufficient financial resources for the duration of the academic program.

Student visa conditions and the Education Services for Overseas Students Act 2000 (ESOS) stipulate that students must be enrolled on a full time basis (24 Units of Credit per semester). Students are able to work but are restricted to 20 hours or less of work per week when semester is in session.

Students are able to work with no restrictions when their program of study is not in session (during their holiday session).

There are many benefits to having a casual or part time job, international students should consider the type of work they are looking for, ensure they meet their visa requirements and ensure their employment rights are protected. However, students should be aware that their ideal job may not be found straight away. For this reason, they will need to have adequate funds to support their living and study expenses. More information about looking for part time or casual work can be found via the Careers and Employment office.

Scholarships

Scholarships are available for internationals students. The application process is extremely competitive.

To search for scholarships and view if your student could be eligible please visit scholarships.online.unsw.edu.au/scholarship/sc_search.login
Student Accommodation

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.

If students are planning to live off campus we strongly recommend that they organise temporary accommodation before they leave home and organise their permanent accommodation after they arrive in Sydney.

Information on the full range of on and off campus accommodation options, is available at rc.unsw.edu.au.
Families planning to live in Australia

In some circumstances partners and family members may accompany students to live in Australia while they study.

This is often the case for many postgraduate students who have family responsibilities. Student Development International have compiled a guide to assist families when planning for their stay in Australia.

*The Bringing Family Guide* is available online and provides information about housing and accommodation, child care and school options, budgeting, employment, health cover and links to other resources for information.


There are also a range of workshops and information sessions for family members who are seeking employment and would like to learn how to prepare for the job market or want to improve their English language conversation skills.

Partners and families can also participate in the SDI social activities which take place at the start of each semester. This is often a great way to meet new people and get insight into the university experience of students.
Transport

UNSW is very accessible by public transport with nearly 1700 UNSW Express Bus services per week.

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

The cost of public transport varies for the different categories of international students. Students who are in Australia as part of the Australia Award program, will be eligible for travel concessions (similar to what is available for local students).

Families who accompany students to live in Australia are unfortunately not entitled to travel discounts and must purchase the standard fare.

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
Health and Wellbeing

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.

UNSW has a medical centre, dental, optometry and physiotherapy services available on campus.

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. Parents, Partners and children can also access the university health service.

UNSW Health Service:
Ph – +61 2 9385 5425

Should you have any concerns about a loved one’s health and wellbeing, there are some signs that may indicate 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

Overseas Student Health Cover
All international students are required to have private health insurance for the duration of their stay in Australia. This is referred to as Overseas Student Health Cover (OSHC).

For more information about UNSW’s preferred OSHC provider please go to: medibank.com.au/overseas-students/uni-nsw.aspx
Co-curricular opportunities

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)
# UNSW Services & Facilities

## Student Development International

International student support, orientation, mentoring, visa enquiries.

**Location** Ground Floor, John Goodsell Building

**Call** +61 2 9385 4734

**Email** international.student@student.unsw.edu.au

**Website** student.unsw.edu.au/international

## International Student Advisors

A team of professional staff based in SDI office, dedicated to the needs of international students:

- Assist students to understand their visa and regulatory requirements
- Enrolment variations
- Personal Issues
- Provide information, advice and referral services
- Support Australia Awards Students
- Educational performance, academic planning and goal setting
- Incident response
- Monitor the wellbeing of students under 18 years of age
- Help with getting accustomed to life at UNSW and the broader Australian community

Consultations can be booked online student.unsw.edu.au/consult

## 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

## 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

## 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

## Campus Security

UNSW Security Services has a comprehensive 24 hour security presence on campus and maintains security monitoring services for the University.

**Location** Security Office at Gate 2, open 24/7

**Call** Emergency +61 2 9385 6666

**Email** security.services@unsw.edu.au

## Counselling and Psychological Services (CAPS)

Confidential counselling services.

**Location** Level 2, East Wing, Quadrangle Building

**Call** +61 2 9385 5418

**Email** counselling@unsw.edu.au

**Website** counselling.unsw.edu.au

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## Faculties

### Faculty of Arts and Social Sciences

**Location** Mervyn Brown Building, Room G1

**Call** +61 2 9385 2289

**Website** arts.unsw.edu.au

### UNSW Business School

**Location** (Student Centre) 1028/Quadrangle Building Level 1

**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 and Design

**Location** Corner of Oxford St and Greens Rd, Paddington, NSW, 2021, Australia

**Call** +61 2 8936 0684

**Website** artdesign.unsw.edu.au

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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

Student Integrity Unit
Student Code advice, complaints handling and resolution

Call: +61 2 9385 8515
Email: studentcomplaints@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.

Location: Ground Floor, Quadrangle Building
Call: +61 2 9385 4734
Email: disabilities@unsw.edu.au
Website: disabilities@unsw.edu.au

Disability Services
Advice on adjustments, discrimination and harassment.

Location: Ground Floor, John Goodsell Building
Call: +61 2 9385 4734
Email: disabilities@unsw.edu.au
Website: disabilities@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

Uni-Versal
UNSW's official App
Student can access Moodle, timetable, library database and room bookings, location maps, Advantage and personalised action plan.
Download it from https://student.unsw.edu.au/universe

For general information or to ask any questions about supporting your student please use the online form available at the UNSW Supporters website.
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.