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# staying on track: a how to guide



**The University of Sydney**

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# **1. Welcome from the Chair of the Academic Board**

It is a principal concern of the Academic Board to ensure students get the most out of their time at University. In the past, this has involved developing courses and various policies that ultimately benefit the academic wellbeing of all students across the University and enhance the student experience.

In order to help students who are experiencing difficulty in their degrees, the Academic Board has introduced the University Staying on Track program. In a population of 46,000 students, the program aims to ensure that individual students are part of a community that recognises their difficulties and provides the support to overcome those difficulties. One of the benefits of this program is that the onus isn't always on students to have to ask for help.

This booklet will provide you with essential information about the Staying on Track program. Frequently asked questions about the process will also be covered, along with some common scenarios which can have an impact on academic performance.

I wish you the best of luck in the program and hope that you take this opportunity to perform to your academic potential at the University of Sydney.

A handwritten signature in black ink, appearing to read 'Bruce Sutton', written in a cursive style.

Professor Bruce Sutton  
Chair, Academic Board  
March 2009

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## ***2. The Staying on Track program***

The University appreciates that students may encounter a wide range of issues that can have an impact on their academic performance. In some cases it can be hard to recognise that students are experiencing trouble until it is too late to help them. In order to identify and assist students who are experiencing trouble in their degrees, the University has introduced the Staying on Track program for undergraduate and postgraduate coursework students.

As part of the Staying on Track program, every faculty regularly monitors student progression rates and intervenes in a timely fashion if a student isn't making adequate progress in their degree.

Every semester, faculties identify which students are not meeting the minimum academic progression requirements for their degree by searching through information in the student system. Academic progression requirements may not be met if a student:

- has not completed a mandatory unit of study, and/or
- has failed the same unit of study twice, and/or
- has an unsatisfactory attendance record (where attendance is mandatory), and/or
- has failed to achieve their weighted average mark, and/or
- did not successfully complete more than half the enrolled units of study for the previous semester

There are *four* stages to the Staying on Track program. When first identified as not meeting minimum progression requirements, students are placed on stage one. If a student continues to not meet progression requirements they proceed to stage two and so forth. At stages *one* and *two* of the program, students are provided with opportunities to address their situation with the help of various services available in the University. If a student progresses to stage *three* of the program they are asked to show cause as to why they should be permitted to re-enrol in their degree course. Should a student be permitted to re-enrol and their progression remains below a satisfactory level, they may proceed to stage *four* of the program. Students at stage four are automatically excluded from their degree with the right to appeal the decision. The faculty may note whether or

not the student has participated in the earlier stages of the program when making decisions about a student's enrolment.

For postgraduate students enrolled in a coursework degree of two years or less duration, there are only three stages in the program. Postgraduate students skip stage two of the program and proceed straight to stage three. Stages one and two are combined, requiring a greater degree of participation by the student in the program.

### **STAGE ONE**

- At stage one of the program students are given the opportunity to address their situation.
- Stage one students are required to:
  - i) complete a Staying on Track Survey
  - ii) attend a Staying on Track Information Session
  - iii) postgraduate students are also required to meet with an academic adviser in their faculty.
- The Staying on Track Survey allows students to reflect on why their progression has been below a satisfactory level through questions focused on study, work, living arrangements and health. The Staying on Track Survey is for self-reflective purposes only and should not be submitted to the faculty.
- The Staying on Track Information Session directs students to various support services within the University and offers study tips. Students register their attendance at the Information Session and this is noted in the student's progression profile.

### **STAGE TWO**

- At stage two of the program students are asked to participate in the program and are given further openings to plan their steps forward.
- Students are required to:
  - i) complete a Staying on Track Survey - Stage Two;
  - ii) attend a Staying on Track Information Session (if they haven't already done so); and
  - iii) meet with an academic adviser in their faculty.
- The Staying on Track Survey - Stage Two allows students to reflect on what they have done to address their situation and whether or not any new problems have arisen. The Staying on Track Survey – Stage Two is for self-reflective purposes only and should not be submitted to the faculty.
- The faculty notes the student's involvement in the different aspects of the program and keeps a record of this on their progression profile.
- Postgraduate coursework students who are identified for a second time skip stage two of the program and proceed directly to stage three.

## **What will happen if I do not participate in the Staying on Track Program?**

The faculty will not chase you up if you do not meet the requirements of the program. But remember, it is important that you demonstrate you have taken your situation seriously and have tried to bring about an improvement in your academic performance.

If you proceed to stage three, the faculty may consider your level of participation in the program when it comes to making decisions about your enrolment.

### **STAGE THREE**

- At stage three of the program, faculties ask students to show cause as to why they should be permitted to re-enrol in their course and then notify the student of the outcome.
- Should a student be excluded, he or she has the right to appeal the decision.

### **STAGE FOUR**

- If a faculty identifies a student for a fourth time they proceed to stage four of the program and the student is automatically excluded with the right to appeal the decision.

### ***3. Frequently asked questions***

#### **What is the Staying on Track program?**

The Staying on Track program targets students who are having trouble progressing through their degrees and provides them with relevant support services that will help them get through their chosen course. The program is all about early intervention, so students who are displaying signs that they are struggling to get through their degree are alerted to their status and placed on the Staying on Track program.

#### **I have received a letter notifying me that I have been placed on the Staying on Track program. Why has this happened?**

You have been placed on the program because you have been identified as not meeting the minimum rate of academic progression for your degree. There could be a variety of reasons you did not meet these requirements, including not completing a mandatory unit of study, or not passing the same unit of study twice, having an unsatisfactory attendance record (if attendance is mandatory), not achieving your weighted average mark and/or not completing more than half the enrolled units of study for your previous semester.

#### **What should I do if I am placed on the Staying on Track program?**

Don't despair that you have been placed on the program - try to see this as a good opportunity to think about what could be causing your academic performance to fall below a satisfactory level. Are you enjoying the degree that you have chosen? Are you lacking study skills or essay writing skills? Are you experiencing difficulty adjusting to university life? Have you overloaded on the number of credit points that you are enrolled in? Do you experience language difficulties? Filling in the Staying on Track Survey can help you identify what may be having an impact on your results. Refer to the back pages of this booklet for a list of services available to you in the University. It may also be helpful to speak to an academic advisor in your faculty.

#### **How was I identified as not meeting the minimum rate of academic progression for my degree?**

Your faculty ran a report from information in the student system based on your results last semester and you would have appeared on it as not meeting the faculty's specified progression requirements. If you don't think you should be on this report you should contact your faculty.

**When do faculties run reports to find students who don't satisfy academic progression requirements?**

Reports are generated by the faculty at the end of every semester, once results for the semester have been processed.

**What happens if I am identified as not meeting minimum academic progress requirements and I have a show cause history?**

If this is the case, you will proceed directly to stage three of the Staying on Track program. Your faculty will ask you to show cause again.

**How will the information regarding my Staying on Track status be stored?**

If your faculty places you on the Staying on Track program, the faculty will create a progression profile for you and this will be stored on your student file. All correspondence, including your status in the various stages of the program and your level of participation in the program will be documented here. You should note that this information will only be accessed by authorised staff of the University and will be treated confidentially.

If you proceed to stage three of the Staying on Track program and are asked to show cause, the faculty could use the information in your progression profile to come to decisions about your enrolment. You may also use this information to demonstrate that you have taken advice and accessed services.

**I don't understand how the stages in the program work. Once I am placed on stage one, do I automatically advance to stage two and then stage three and so on?**

No, progression through stages does not occur automatically or with the passing of time. It is dependent on your academic performance in each semester. Each semester in which you do not meet academic progression requirements effectively advances you one stage. For example, if you fail to meet progression requirements in one semester but then meet progression requirements in the rest of your degree, you will remain at stage one and will not advance any further.

**How many chances will I get before I am excluded?**

There are four stages in the program for undergraduate students and three for postgraduate coursework students. You will have opportunities to improve your academic performance throughout the program.

**I have been asked to fill in a Staying on Track Survey. Who is this for?**

The Staying on Track Survey features questions that are designed to help you reflect on issues that may be impacting on your academic performance. You do not need to hand it in.

**I've been asked to attend a Staying on Track Information Session, what is this about?**

The Staying on Track Information Sessions introduce students to the various support services within the University. The sessions explore some of the main issues students face during their degrees such as the range of study problems that students face and the difficulties of balancing the demands of study, work, family and relationships. Topics include: time management, essay writing, health and wellbeing, help for international students and much more. The sessions aim to develop students' skills to successfully complete their degrees.

**Will the Staying on Track Information Sessions only be open to students placed on the Staying on Track program?**

No! The Staying on Track Information Sessions are open to all students. If you have a friend who is struggling with their studies, even if they are passing most subjects, they can still benefit from attending a session.

**I didn't attend the Information Session, or fill in the Staying on Track survey. Will anything happen because I haven't done this?**

The faculty will not chase you up if you did not meet the requirements of the program. If you miss an Information Session, see an academic advisor in your faculty and they will be able to point you in the right direction of various services available to you within the University. Remember, it is important you demonstrate you have taken your Staying on Track status seriously and that you have tried to bring about an improvement in your academic performance. The faculty will note whether or not you have participated in the program and this information may be used to make decisions about your enrolment in the future if you proceed to a later stage of the program. If you do proceed to a show cause situation, a record of your participation in the earlier stages of the program will show the faculty that you have made active attempts to address your issues.

**I've done all I can in the Staying on Track program, but I can't change the problems that are affecting my academic performance. What else can I do?**

If University services are not helping you to address the problems and you feel as though you have done all that you really can do, remember that you can always withdraw from some units of study or defer from your degree. Taking some time out can be a helpful way of getting perspective, and could give you a chance to address your issues. It is better to withdraw from units of study, or defer for a period if you can, than to be asked to show cause.

**If I am placed on the Staying on Track program and then I begin to do well, do I still need to participate in the program?**

Records relating to your initial status of not meeting minimum academic progression requirements will remain on your progression profile until you finish your degree. However, if you are doing well, you will not appear on a future Staying on Track report and therefore will not be required to participate in the program. There is no stigma to having been involved in the program. Many students will be at some stage of their degree.

**I am a postgraduate student and recently received a letter from the faculty informing me that I have reached stage three of the Staying on Track program and must show good cause. The last I remembered, I was at stage one of the program. How did I skip a stage?**

As full-time postgraduate coursework degrees are usually two years or less duration, you proceed directly from stage one to stage three of the program.

**Does an exclusion mean that I can't study in another degree in the University?**

No, exclusion means that you are excluded from the degree course in which you are enrolled. You have the right to apply to another degree course in another faculty. However admission is subject to the dean's approval and your earlier exclusion may be taken into account.

**How does being excluded impact on my International Student Visa status?**

If you hold an Australian student visa, exclusion from your degree constitutes a failure to meet course requirements and is a breach of mandatory condition 8202 of your student visa. Under the ESOS Act

2001, the University is obliged to report the breach to the Department of Immigration and Citizenship (DIAC), which may result in the cancellation of your student visa. Should you have any queries regarding this matter please contact the International Compliance Manager at the International Office:  
[compliance@io.usyd.edu.au](mailto:compliance@io.usyd.edu.au)

## **4. Common scenarios**

**Have you ever found yourself in any of the following situations?**

### **Getting essays in on time**

*You attend all your lectures, tutorials and seminars - and keep up with all the readings and class activities you are given. But when it comes to submitting work, you always find it difficult to get your essays in on time.*

Try to prepare yourself for what is to come by planning ahead and prioritising. You can do this by developing weekly, monthly and per semester time management plans. It can be helpful to look at all the assignments you have due and write them on a wall calendar so you can see how everything falls throughout the semester. Remember that any time spent on your assignment won't be wasted - you can even use brief time slots for constructive work, such as bus or train trips for writing an essay plan. For the bigger tasks, take a look at your schedule and allocate the completion of different elements of your assignment according to your free time.

### **Living Arrangements**

*You were looking forward to moving out of home and discovering a new found independence, but living with your friends has turned out to have a negative influence on your study.*

It is important to surround yourself with people who have the same priorities as yourself and who support your studies. Sometimes little issues like noise can determine whether or not you feel motivated to study. It's hard to study when your friends are partying. Having to manage your finances and trying to make the money last can also place extra pressures on you and compromise important aspects of being a student. You may be required to work more hours to pay for rent and food instead of using that time for study. It is important to find a middle ground and make sure you're in an environment where you can learn and have the resources to succeed at uni.

### **Just can't get on top of time**

*You are having some trouble fitting in time for your friends, family and job with your hectic uni timetable.*

Managing your time at uni can be extremely stressful and can influence both you and those around you. Even when you are studying hard, you need some leisure time and time with your friends and family. It may be helpful to look at time management courses such as those on offer at the Learning Centre (see contact list in back pages) which will help you to look at your lifestyle whilst highlighting its different aspects and what can change. Time management doesn't have to be stressful, but if not properly considered it can very easily change your positive experience at uni to a negative one. Get on top of it early so you have an efficient plan for how to balance not only your assignments and exams, but also your job, friends and family.

### **Exam Anxiety**

*You think submitting essays is a breeze but always get stumped at exam time. You find it difficult to revise a whole semester's worth of work and nerves get to you once you enter the exam room making it hard for you to organise your thoughts and use the time properly.*

Be prepared and find out about the style of exam you will be sitting. Is it an essay exam, multiple choice exam, open book exam or a combination? There are many different types of learning that can aid you in exam preparation. It's best to start at the course outline - study the main concepts and try to find details to support them. You can use flash cards to memorise the information - even carry them with you and challenge friends doing the same subject. There are lots of different study techniques and it's important to see what works best for you. For example READ, RECALL, and REVIEW. Before you do this though, it is important to organise your material subject by subject. Make sure you have all the supplementary material, and then it's easier to go through the lectures, readings etc and study by topic. It is also vital to listen to your body and work out what time of the day suits you best. If you're more alert in the morning then set aside an hour to study before you head out of the house. If late nights suit you, that's fine but make sure you get enough sleep before morning exams or lectures. There is no point sitting at your desk for hours if you're tired - jump up and have a 30 minute break in the sun! You'll feel rejuvenated and be able to take in more of what you're reading.

When it comes to the exam itself, make sure you get there early so you are not anxious and rushed. Sit outside and revise the main points. In the exam, read the paper carefully, noting the questions that you can

answer easily. This will settle you down and give you more time to concentrate on the more difficult questions. Half an hour before the end of the exam, look over what you have done and work out what you can comfortably do for the rest of the time. And take advantage of the Learning Centre courses on exam preparation.

If you are feeling overwhelmed or are experiencing constant anxiety, don't ignore it, seek help and advice. The Counselling Service provides professional, confidential help to students.

### **Overload**

*You are anxious about falling behind because you failed some subjects last semester. So you increase the number of credit points to 60 for the year in an attempt to catch up and are now struggling to get your assignments in on time.*

It's tempting to overload when you are falling behind in your studies so that you can complete your degree in the minimum time or graduate at the same time as your friends. But the stress this causes is not worth it and the quality of the work inevitably suffers. Before enrolling in a heavy load, talk to an academic advisor in your faculty. They will know whether your aspirations are realistic or not as they know the time that should be devoted to each assessment task and also how difficult each piece of work will be. If you fail units of study because you don't have enough time to devote to each task, it will be worse than successfully completing fewer units. It will be more demoralising as well! It is better to do a few things well than a large number poorly. Remember, most degrees have a maximum completion time of 10 years so if you do badly one year, you should still have plenty of time to finish and to finish well.

The Summer and Winter School programs also cover a wide range of courses and may provide the opportunity for you to make up units without overloading yourself during semester.

### **A long way from home**

*You have never lived away from home before and now you are a long plane ride away from your family and everything that was familiar to you. You share a house with strangers and don't feel connected to your new world.*

Starting uni is hard enough, finding your way around, studying new subjects, sitting in large lectures with strangers. If you are also far

away from your family and looking after yourself for the first time, eating strange food and possibly studying in a second language, then the pressures can be overwhelming. If you are an international student, the International Student Support Unit (ISSU) provides a range of services including counselling and advice, social and cultural programs, trips away and other activities. The Learning Centre has a range of courses that will help your learning and the student organisations, SRC or SUPRA, can also assist you in finding your feet. The University of Sydney Union website also lists a wide range of clubs and societies (see <http://www.usydunion.com/>) and most faculties have societies too. It is a great way to meet people and who knows, you might find a mentor.

Sometimes events back home, such as a family member becoming ill or something happening to their business, can make you feel helpless. Even a positive event, such as a close friend's birthday, can make you feel isolated if you are away. Maybe you are homesick. If you do feel you need to return home for a period, make sure you withdraw from any units of study you will be missing and get permission from your faculty before you go. If you are an international student, make sure you tell the International Office that you are leaving the country.

### **For the love of money**

*When you enrolled at uni you decided to look for a casual weekend job to free up your study timetable. Now you are finding it hard to get by with the money you are earning so you decide to pick up any extra night time shifts. This means late nights which influence not only your study time, but also the amount of time you show up to uni (and the condition you show up in!).*

Remember to choose your jobs wisely. If you've got morning classes at uni try to steer clear of late finishes at work. Look at the resources available, such as youth allowance and rent assistance, and try to maintain a timetable which allows you enough time to study as well as a few free days to work. Also check if you are eligible for any prizes, bursaries or scholarships. Student loans are also available in certain circumstances. See:

[http://www.usyd.edu.au/stuserv/financial\\_assistance\\_office/index.shtml](http://www.usyd.edu.au/stuserv/financial_assistance_office/index.shtml)

Successful time management can have an extremely positive influence on your lifestyle and remember the holidays are a good time to work the extra shifts without them having an impact on your studies. If you

have to work, some of the Learning Centre courses can help you to develop a flexible timetable so that you can balance work and study.

### **Father knows best**

*Your father is an engineer as his father was before him. So that's what the family expects you to be. But you hate maths and well, you're actually good at drawing, but you prefer fine art to technical.*

Many students start university with the weight of parental expectations on their shoulders, doing courses that they find hard or that they are not interested in because mum and dad want them to or because they have a UAI that allows them to. You might come to like the course, even if it wasn't your choice, but what if you don't? It's hard to succeed in something that doesn't excite you and sometimes students deliberately fail so that they won't have to complete the degree. It is also hard not to succumb to family pressure, especially if the family is making sacrifices to send you to university. But remember, this is your time and what you do now may shape your entire life. If you really want to do something different from the course you are enrolled in, find out as much as you can about the course you want to do and the feasibility of being admitted to it. Talk to the SRC or SUPRA and get their advice, or talk to a counsellor. Talk to an advisor at your current faculty and enlist their help. The most important thing is to tell your parents how much you want to do art, or teaching, or linguistics; and to be a success in your chosen degree.

### **Feeling unwell**

*Halfway through the semester, you get really sick with tonsillitis and can't get out of bed. You can't shake it off and spend weeks on medication before you are diagnosed with glandular fever. You begin to fall behind at uni, miss classes, can't hand in your assessments and miss your exams.*

If you are unwell, or you have to care for someone in your family who has a medical condition, try to think about how this will affect your study in the short and long term. It can be incredibly stressful when you go back to uni to try and catch up on the work that you missed. It can be tempting to overload yourself with work, but this isn't always a good idea as you might get sick again.

You can apply for Special Consideration but if you know that your situation isn't going to improve, you can withdraw from units of study to lighten your study load until you get better. Keep your lecturers

informed about what is going on and perhaps ask them for advice. If it's properly documented, your serious illness or misadventure will allow the faculty to properly assess your performance. Be sure to keep documentation of any illness, it will help if you need to apply for Special Consideration.

## 5. Student Services & Organisations Directory

<p><b>Accommodation Services</b></p> <p><a href="http://www.usyd.edu.au/stuserv/accommodation/index.shtml">http://www.usyd.edu.au/stuserv/accommodation/index.shtml</a></p> <p>Ph: 02 9351 3312</p>	<p>Finding a suitable place to live is central to students' success and well being. The Accommodations Services provide information about the wide range of on-campus options at the University's campuses as well as information about off campus and temporary accommodation.</p>
<p><b>Careers Centre</b></p> <p><a href="http://www.careers.usyd.edu.au/">http://www.careers.usyd.edu.au/</a></p> <p>Ph: 02 8627 8403</p>	<p>The Careers Centre has qualified careers advisors on site to help students with any career related queries, as well as skill development workshops. The Careers Centre also offers advice and information on career options, career development and works with faculties to offer targeted services to their students.</p>
<p><b>Casual Employment Service</b></p> <p><a href="http://www.usyd.edu.au/stuserv/casual_employment_service/">http://www.usyd.edu.au/stuserv/casual_employment_service/</a></p> <p>Ph: 02 8627 8403</p>	<p>The Casual Employment Service is part of the Careers Centre and offers free advertising of casual and part time employment to organizations with an ABN, householders, students and researchers. Their casual and graduate employment vacancy database functions as a notice board for currently enrolled University of Sydney students and recent graduates.</p>
<p><b>Child Care Information Office</b></p> <p><a href="http://www.usyd.edu.au/stuserv/child_care/">http://www.usyd.edu.au/stuserv/child_care/</a></p> <p>Ph: 02 8627 8420</p>	<p>The Child Care Information Office provides information about the child care centres on or near the Camperdown, Darlington and Cumberland campuses and other relevant government agencies. Five child care centres currently operate on or near two campuses catering to over 200 children aged from 0 to five years.</p>
<p><b>Computer Access Centres</b></p> <p><a href="http://www.usyd.edu.au/ict/switch/labs/index.shtml">http://www.usyd.edu.au/ict/switch/labs/index.shtml</a></p> <p>Ph: 02 9351 5449</p>	<p>ICT Access Labs give students access to computer outlets on campus. ICT Access Labs help to ensure that all students and staff members have easy access to IT resources, the internet, print and scan facilities and expert staff assistance.</p>
<p><b>Counselling Service</b></p> <p><a href="http://www.usyd.edu.au/stuserv/welfare/counselling.shtml">http://www.usyd.edu.au/stuserv/welfare/counselling.shtml</a></p> <p>Ph: 02 8627 8433</p>	<p>The Counselling Service is set up to assist students with any issue, problem or concern that may be interfering with their studies. Counselling can be provided for issues ranging from study related problems, procrastination and perfectionism, through to interpersonal difficulties, such as family problems, relationship difficulties and feelings of isolation and loneliness. Grief issues, sexuality and mental health problems are also common among students at uni. Counselling is free and confidential. International students can access</p>

	counselling assistance through the International Students Support unit (ISSU).
<b>Cumberland Students Guild</b> <a href="http://www.csg.org.au/">http://www.csg.org.au/</a> Ph: 02 9351 9970	The Cumberland Student Guild is the student-based organisation for all undergraduate and postgraduate students enrolled on the Cumberland Campus of the University of Sydney.
<b>Disability Services</b> <a href="http://www.usyd.edu.au/student-services/disability/index.shtml">http://www.usyd.edu.au/student-services/disability/index.shtml</a> Ph: 02 8627 8433	Disability Services is the principal point of contact and support for current and prospective students with disabilities and works closely with others in the administration and academic departments of the University. The Disability Services Officers are involved in the provision of services and recommendations of adjustments for students with disabilities. Disability Services Officers are located at Camperdown and Cumberland campuses.
<b>Financial Assistance Office</b> <a href="http://www.usyd.edu.au/student-services/financial_assistance_office/index.shtml">http://www.usyd.edu.au/student-services/financial_assistance_office/index.shtml</a> Ph: 02 9351 2416	The University of Sydney has a number of loan and bursary funds to assist students who experience financial difficulties. This assistance is not intended to provide ongoing income support or payment of fees but to help in emergencies and to supplement other income.
<b>International Office (IO)</b> <a href="http://www.usyd.edu.au/internationaloffice/">http://www.usyd.edu.au/internationaloffice/</a> Ph: 02 8627 8300	The International Office is the arm of the University of Sydney dedicated to assisting International Students in their application to study at the University, and in their time while they are students at the University.
<b>International Student Support Unit (ISSU)</b> <a href="http://www.usyd.edu.au/student-services/issu/index.shtml">http://www.usyd.edu.au/student-services/issu/index.shtml</a> Ph: 02 86278437	The ISSU provides an integrated service to international students and their families, which includes free and confidential counselling, welfare advice, information, and assistance with accessing other support services and resources on campus and in the community.
<b>Koori Centre</b> <a href="http://www.koori.usyd.edu.au/">http://www.koori.usyd.edu.au/</a> Ph : 02 9351 2046	The Koori Centre provides programs, services and facilities to encourage and support the involvement of Indigenous Australians in all aspects of tertiary education at the University of Sydney.
<b>Learning Centre</b> <a href="http://www.usyd.edu.au/student-services/learning_centre/index.shtml">http://www.usyd.edu.au/student-services/learning_centre/index.shtml</a> Ph: 02 9351 3853	The Learning Centre helps students develop the generic learning and communication skills that are necessary for university study and beyond. The Centre's program includes a wide range of workshops on study skills, academic reading and writing, oral communication skills and postgraduate writing and research skills. Other services include an individual learning program, a faculty-based program and

	access to online and print-based learning resources.
<p><b>Mathematics Learning Centre</b></p> <p><a href="http://www.usyd.edu.au/student/learning_centre/index.shtml">http://www.usyd.edu.au/student/learning_centre/index.shtml</a></p> <p>Ph: 02 9351 4061</p>	The Mathematics Learning Centre offers bridging courses and assists eligible undergraduate students to develop the mathematical knowledge, skills and confidence that are needed for studying mathematics or statistics at university.
<p><b>Multifaith Chaplaincy Centre</b></p> <p><a href="http://www.usyd.edu.au/chaplains/">http://www.usyd.edu.au/chaplains/</a></p> <p>Chaplains' individual contact details and are provided on their individual pages within the website.</p>	Chaplains are professional women and men who have been appointed by their faith community and officially recognised by the University to provide spiritual support and pastoral care to students and staff on campus.
<p><b>Scholarships and Prize Office</b></p> <p><a href="http://www.usyd.edu.au/scholarships/">http://www.usyd.edu.au/scholarships/</a></p> <p>Ph: 02 8627 8450</p>	The Scholarships & Prizes Office administers scholarships and prizes for undergraduate and postgraduate coursework degrees at the University of Sydney.
<p><b>Staff and Student Equal Opportunity Unit</b></p> <p><a href="http://www.usyd.edu.au/eo/home/index.shtml">http://www.usyd.edu.au/eo/home/index.shtml</a></p> <p>Ph: 02 9351 2212</p>	The Staff and Student Equal Opportunity Unit works with the University community to promote equal opportunity in education and employment, to create opportunities for staff and students who have traditionally been disadvantaged by mainstream practices and policies, and to create an environment that is free from discrimination and harassment.
<p><b>Student Centre</b></p> <p><a href="http://www.usyd.edu.au/studentcentre/">http://www.usyd.edu.au/studentcentre/</a></p> <p>Ph: 02 8627 8200</p>	The Student Centre provides core student administration services to all students. Student Centre staff can assist with a range of enquiries about students' studies including enrolments, changing degrees, HECS and Domestic Fees, timetables, examinations and graduation. The Student Centre also issues academic transcripts, result notices and confirmation of enrolment notices. If you are unsure who to contact, the Student Centre can assist or point you in the right direction.
<p><b>Student Association of Sydney College of the Arts (SASCA)</b></p> <p><a href="http://www.sasca.com.au">http://www.sasca.com.au</a></p>	SASCA is the on-campus student organisation for SCA students. It provides a range of student support services from a student gallery to yoga classes and a kitchenette. An open program has been established by SASCA to encourage all SCA students to participate in cross-studio and cross-cultural artistic and social events.

<p><b>Student Representative Council (SRC)</b>  <a href="http://www.src.usyd.edu.au">http://www.src.usyd.edu.au</a>  Ph: 02 9660 5222</p>	<p>The SRC is the organisation representing undergraduate students within the University of Sydney and the wider community. The SRC provides a number of services including legal representation, housing and welfare advice, advice on harassment and discrimination, academic appeals and “show cause” advice, help with Austudy and Centrelink and emergency interest free loans and consultation for financial assistance.</p>
<p><b>Sydney University Postgraduate Representative Association (SUPRA)</b>  <a href="http://www.usyd.edu.au/supra">http://www.usyd.edu.au/supra</a>  Ph: 02 9351 3715</p>	<p>SUPRA represents all postgraduates at Sydney University. SUPRA provides assistance with any issues that may confront them - both academically and personally - during the course of their candidature.</p>
<p><b>University Health Service</b>  <a href="http://www.usyd.edu.au/stuserv/welfare/uhs.shtml">http://www.usyd.edu.au/stuserv/welfare/uhs.shtml</a>  Ph: 02 9351 3484</p>	<p>The University Health Service provides a fully experienced general practitioner service, &amp; emergency medical care, for staff and students. The Health Service bulk bills for the cost of consultations.</p>
<p><b>The University Library</b>  <a href="http://www.library.usyd.edu.au">http://www.library.usyd.edu.au</a></p>	<p>The University of Sydney Library is a network of many libraries across several campuses. Information about library services, as well as access to electronic services, is available from the website.</p>
<p><b>Yooroang Garang (Cumberland Campus)</b>  <a href="http://www3.fhs.usyd.edu.au/yg/intro.html">http://www3.fhs.usyd.edu.au/yg/intro.html</a>  Ph: 02 9351 9393</p>	<p>The Yooroang Garang aims to facilitate improvements in Indigenous health and well being through innovation and excellence in teaching and research.</p>