



UNIVERSITY of  
TASMANIA

# Key Resources & Referral Points

## 1. 'Ask Us' Self-Service Portal

For information and questions, students should first visit Ask Us for answers to frequently asked questions.

[askus.utas.edu.au](http://askus.utas.edu.au)

## 2. Student Administration and Course Inquiries

### UConnect

Initial advice and referral for all inquiries is provided at all front counters in Student Centres and Libraries, online and via telephone.

- forms and University/School/College/Institute processes
- Student ID and access cards
- fees, withdrawal, leave of absence processes
- enrolment and eStudent help and navigation
- navigation of the physical and administrative environments
- referrals to all other services

No appointment is needed - drop in, phone 1300 361 928 or e-mail [u.connect@utas.edu.au](mailto:u.connect@utas.edu.au)

### Course Information Officers

Course Information Officers are available for every college and institute to assist students with inquiries about their degrees and the units in a particular college or institute.

They can assist with enrolment queries including:

- admission requirements for a degree
- taking a second major
- applying for advanced standing
- unit pre-requisites, unit substitutes, overloads
- exchange and studying abroad
- understanding student study plans
- graduation eligibility

There are Course Information Officers for each College and Institute. Contact UConnect to book an appointment

[www.utas.edu.au/enrolments/enrolment-advice](http://www.utas.edu.au/enrolments/enrolment-advice)

## 3. Student Advisers

### Student Advisers

All undergraduate students:

- Personal issues impacting on studies
- Adjustment to university
- Issues impacting on academic progress,
- Time and study management
- Understanding and navigating policies/procedures
- CALD cultural adjustment and access to NESB exam provisions

[www.utas.edu.au/students/learning/advisers](http://www.utas.edu.au/students/learning/advisers)

### International Student Advisers

All international students:

- Settlement
- Attendance difficulties
- Cultural adjustment
- Homesickness
- Visa issues
- Fees issues
- Finances
- Accommodation

[www.utas.edu.au/students/international-students](http://www.utas.edu.au/students/international-students)

## Student Adviser Contact Details

### Hobart

**Arts** (excl. Fine Arts), Psychology (and combined Law)  
[CALE.AdviserHbt@utas.edu.au](mailto:CALE.AdviserHbt@utas.edu.au) 6226 8359

**Business** (and combined Law)  
[COBE.AdviserHbt@utas.edu](mailto:COBE.AdviserHbt@utas.edu) 6226 1916

**Education**  
[CALE.AdviserHbt@utas.edu.au](mailto:CALE.AdviserHbt@utas.edu.au) 6226 8359

SET (and combined Law)  
[COSE.AdviserHbt@utas.edu.au](mailto:COSE.AdviserHbt@utas.edu.au) 6226 1916 • 6226 8359

**Health**  
[COHM.AdviserHbt@utas.edu.au](mailto:COHM.AdviserHbt@utas.edu.au) 6226 7811

**Law**  
[CALE.AdviserHbt@utas.edu.au](mailto:CALE.AdviserHbt@utas.edu.au) 6226 8359

**Fine Arts and Conservatorium**  
[CAM.AdviserHbt@utas.edu.au](mailto:CAM.AdviserHbt@utas.edu.au) 6226 7811

**Wicking Centre**  
[DementiaCare.Support@utas.edu.au](mailto:DementiaCare.Support@utas.edu.au) 6226 6911

### International Student Advisers

#### Hobart

All degree programs, including ELC and HDR  
6226 1797, 6226 6633 & 6226 2160  
[ISA.Hobart@utas.edu.au](mailto:ISA.Hobart@utas.edu.au)

#### Launceston

**Inveresk Campus** (all courses)  
[Inveresk.Adviser@utas.edu.au](mailto:Inveresk.Adviser@utas.edu.au) 6324 3105

**Arts** (excluding Inveresk)  
[CALE.AdviserLtn@utas.edu.au](mailto:CALE.AdviserLtn@utas.edu.au) 6324 9701

**AMC**  
[COSE.AdviserLtn@utas.edu.au](mailto:COSE.AdviserLtn@utas.edu.au) 6324 9701

**SET** (excluding Inveresk)  
[COSE.AdviserLtn@utas.edu.au](mailto:COSE.AdviserLtn@utas.edu.au) 6324 9701

**Business**  
[COBE.AdviserLtn@utas.edu.au](mailto:COBE.AdviserLtn@utas.edu.au) 6324 9701

**Health Sciences**  
[COHM.AdviserLtn@utas.edu.au](mailto:COHM.AdviserLtn@utas.edu.au) 6324 3105

**Education**  
[CALE.AdviserLtn@utas.edu.au](mailto:CALE.AdviserLtn@utas.edu.au) 6324 9701

**Sydney**  
[Sydney.Adviser@utas.edu.au](mailto:Sydney.Adviser@utas.edu.au) 02 8572 7953

**Cradle Coast**  
[CradleCoast.Adviser@utas.edu.au](mailto:CradleCoast.Adviser@utas.edu.au) 6430 4904

#### Launceston

All degree programs, including ELC and HDR  
[ISA.Launceston@utas.edu.au](mailto:ISA.Launceston@utas.edu.au) 6324 3506

## 4. Specialist Services for Students – Enhancing Students' Learning and Success

Student Learning

Student Wellbeing: Counselling  
and Disability

Careers, Leadership and Employability

[www.utas.edu.au/students/learning](http://www.utas.edu.au/students/learning)

[Student.Learning@utas.edu.au](mailto:Student.Learning@utas.edu.au)

[facebook.com/StudentLearningDropIn](https://www.facebook.com/StudentLearningDropIn)

[www.utas.edu.au/appointments](http://www.utas.edu.au/appointments)

[www.utas.edu.au/students/shw](http://www.utas.edu.au/students/shw)

Phone: 1800 817 675

[www.utas.edu.au/students/careers](http://www.utas.edu.au/students/careers)

[careers.service@utas.edu.au](mailto:careers.service@utas.edu.au)

### Student Learning Advisers/Librarians:

- Academic writing and communication
- Referencing and research strategies
- Study skills development
- Numeracy skills
- English language development
- Drop In for academic assistance

No appointments needed for Drop In and PASS

### Counselling:

[Counselling.Consultancy@utas.edu.au](mailto:Counselling.Consultancy@utas.edu.au)  
- Confidential, professional counselling  
on academic and personal concerns

### Disability Advisers:

[Disability.Services@utas.edu.au](mailto:Disability.Services@utas.edu.au)  
- Services for students with a disability  
and/or health condition  
- Learning Access Plans

### Careers:

- Career planning and developing links  
between courses and careers
  - Advice on job seeking and job application
  - Graduate programs
  - Leadership development
  - Career Mentoring
  - Industry Experiences
- Drop in service available in Hobart and Launceston  
for job application and job search support.

### UTASLife

UTASLife provides social activities for through a range of  
campus based events. [www.facebook.com/UTASLife](https://www.facebook.com/UTASLife)

### Riawunna Centre

Education services and assistance, mentoring and pathway  
programs for Aboriginal and Torres Strait Islander students.  
[www.utas.edu.au/riawunna](http://www.utas.edu.au/riawunna) [riawunna.admin@utas.edu.au](mailto:riawunna.admin@utas.edu.au)

### Accommodation and Unigym

[www.accommodation.utas.edu.au](http://www.accommodation.utas.edu.au) [www.unigym.com.au](http://www.unigym.com.au)

### Safety

[www.utas.edu.au/safe20](http://www.utas.edu.au/safe20) [www.utas.edu.au/safezone](http://www.utas.edu.au/safezone)

### Library and IT Support

Assistance with accessing library resources and IT support.  
[www.utas.edu.au/library](http://www.utas.edu.au/library) or phone 1300 304 903

### Student Advocates (TUU)

Assist students with Academic Progress, Academic Misconduct,  
General Misconduct and Complaints procedures, Compliance, Fees  
and other issues that affect their ability to study. They also provide  
specialist Postgraduate Advocacy and welfare support, including  
practical financial assistance, applications to the Safety Net Grant  
Scheme and referrals to appropriate community agencies.

[www.tuu.com.au/assistance/advocacy](http://www.tuu.com.au/assistance/advocacy)  
[student.advocacy@tuu.utas.edu.au](mailto:student.advocacy@tuu.utas.edu.au)