Enrolment Guide
For new and continuing students

You must read this guide to complete your enrolment

Instructions for enrolling online using mySI-net at http://my.uq.edu.au

2003
The use of computers is integral to studying at UQ. Most academic, information and administrative services are provided through the UQ website (for instance, your enrolment, change of enrolment, invoices, HECS/PELS and communications such as library notifications). As a UQ student you will need to use:

**my.UQ**
my.uq.edu.au

to open all University online transactions, including:

- access to your student email
- access to mySI-net
- access to myAdvisor
- links to the Cybrary
- the latest news/announcements
- your calendar
- and undertake web searches

**mySI-net**
www.sinet.uq.edu.au

to maintain your enrolment online, including:

- adding courses
- dropping courses
- requesting a program change
- changing your plan
- maintaining your personal details
- viewing your timetable
- viewing your exam results
- viewing and printing your fee invoice
- viewing your HECS or PELS statement
- paying by Internet
- submitting your HECS ePODF or PELS eLRF application

**myAdvisor**
uq.edu.au/myadvisor

to view comprehensive online information, including:

- designing your program
- program and course changes
- forms online
- help with... (a range of personal and study advice)
- assessment
- financial matters
- your rights and responsibilities
- graduation

**my.email**
my.uq.edu.au

to read online notices, including:

- important dates, events and deadlines
- changes to administrative processes
- library notifications
- fee invoice notification
- HECS/PELS statements notification
- course information and updates from academic staff

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**Student Centres**

Friendly staff at the Student Centres can answer your questions about uni. Information, forms and service for admissions, enrolment, examinations, prizes and scholarships, HECS, PELS, tuition fees, graduations, parking, and referral to other services.

Open Monday – Friday:
- **Herston** 8.30–4.30 (ph 3365 5446)
- **Gatton** 8.30–4.30 (ph 5460 1276) Building 8101A
- **Ipswich** 8.00–6.00 (ph 3381 1011) Building 6208
- **St Lucia** 8.00–5.30 JD Story Building
Important information for students

Please read carefully

Email
UQ uses email as the preferred means of fast and efficient communication with students. All students are issued with a free student email address. You must check your student email on a regular basis.

If you have a personal email address (eg hotmail) that you prefer to use, you can easily re-direct your email. Instructions are on: uq.edu.au/cgi-bin/forward.pl

Please note that as a student your email server is ‘student’ not ‘dingo’.

Internet Access
You will need to use the Internet to complete your enrolment. If you do not have Internet access at home, there are many computer facilities on campus you can use to lodge or check your enrolment.

Computers can be found in:
• the libraries;
• the Student Centre on each campus (see inside front cover); and
• some schools and faculties also have computer labs for student use. For details please contact AskIT on (07) 3365 8811 or askit.uq.edu.au/facilities/

If you don’t have access to the Internet and cannot come to campus
If you are unable to access the Internet to enrol for 2003, especially if you are living in a remote area, please phone 07 3381 1011 during business hours, Mon-Fri (9am–5pm EST), and we will mail a paper enrolment form to you.

Only call this number if you are unable to access my.UQ via the Internet.

For help and further information
If you experience problems or have enquiries regarding enrolment, fees, examinations, graduations, or username and password, use the Help/Feedback facility in mySI-net to email the relevant section. Click on Help/Feedback then select Email for help and choose the appropriate contact. Alternatively, you can visit the Student Centre on your campus (see inside front cover).

Please see page 13 for information on Computer/Internet access and computer training and assistance.

Privacy
The University holds a large amount of your personal information – including that provided by you and that generated in the course of undertaking University activities (for example, your examination results). University policy holds that the privacy of personal information must be respected. Your personal information is not divulged to any individual or outside organization without your authority, except where the University has a statutory obligation to report to government bodies or where information is already a matter of public record (eg details of awards conferred). Please be aware that organisations within the University such as UQ Sport, UQ Union, UQ Connect, Unicard and the Bookshop have access to basic information to confirm your status as a student so that their respective services can be provided appropriately.
Enrolling for 2003

Privacy at UQ
The first time that you log in to mySi-net you will be informed of UQ’s privacy policy. You will be asked to acknowledge that you have read and understood the content.

You must accept the conditions of the privacy policy in order to progress with your enrolment at The University of Queensland.

The University’s Privacy Management Policy can be viewed at: uq.edu.au/hupp/contents/view.asp?s1=1&s2=60&s3=2

New Undergraduate (QTAC) students – start at Step 1

STEP 1

Accept your QTAC offer
(New QTAC students only)

■ Please follow the instructions in the QTAC offer material to accept your offer.

■ Enclosed in the enrolment package is your welcome letter from the Secretary and Registrar of the University. Make sure you keep this letter, as you will need to produce it to get your student ID card.

Go to Step 2

STEP 2

Sign in to my.UQ
(All students)

■ New students (except international students) – You will receive your user ID and password in a separate envelope a few days after receiving the enrolment pack.

■ New international students – You will be told how to get your username and password at a “Getting Started” session.

Note: International students arriving outside the Orientation period should make an appointment to see an International Student Adviser at Reception, Student Support Services (at St Lucia and Gatton) and at the Student Centre (Ipswich).

■ Continuing students – use your established user ID and password.

If you were not enrolled at UQ in 2002, you may need to contact your faculty or school office to be ‘activated’ for enrolment in 2003.

If you cannot remember your user ID and password, please contact Information Technology Services (ITS) using the Helpline numbers listed on page 13 or go to the Student Centre on your campus.

■ Open your web browser and type in my.uq.edu.au

■ Enter your user ID then enter your Password.

■ Click on the Sign-In button to enter. You are now in your personalised my.UQ home page.

Go to Step 3

All other students – start at Step 2
STEP 3

Access mySI-net
(All students)

To enrol or change your enrolment, access your mySI-net student home page by selecting the mySI-net link in the top left hand corner under “Go Direct To”.

mySI-net provides prompts and instructions for mandatory information. Click on “Finish” at the bottom of the page after you have read the notices. Use the yellow menu bar at the top of the page to navigate the site.

Your enrolment will not be valid until you have entered all required information.

If you are not sure what to do, use the HELP buttons on each page to access more comprehensive instructions, or contact AskIT.

Go to Step 4

STEP 4

Check your Personal Details
(All students)

Select Personal Info from your personalised yellow menu bar at the top of the screen. Check your personal information in each item of the drop-down menu and add missing information or amend where necessary.

If you have a disability and it is possible you will require support from the University, it is important that you indicate this when you enrol. For further information regarding the Disability Program see page 12.

Note: You cannot change some details, eg, name, date of birth, citizenship, as these require documentary evidence. Please submit such changes, with your documentary evidence, to a Student Centre (see inside front cover) on your campus.

Please pay particular attention to any outstanding alerts or action items which are indicated by a message above your program details. Click on the red View/Action Alerts link to the left of that message to see the outstanding items.

It is very important that you specify when you expect to graduate so that your ID card is valid for the duration of your program.

Select your Program Info from the menu on the top yellow bar and click on the change Graduation Semester item to enter/update this field.

Study Abroad and Exchange students, cross-institutional and P/G Misc students should use their expected completion date to determine Graduation Semester.

Ensure you update your details, especially address and telephone contact information, where necessary.

Go to Step 5
STEP 5

Choose your courses
(All students except postgraduate research students)

- For commencing QTAC students – it will be helpful to use the program information supplied with your UQ offer to assist with planning your enrolment.
- For commencing international students – please attend the course advising and enrolment sessions run by your faculty/school or make an appointment with an academic adviser to assist with planning your enrolment. You must enrol full-time to comply with student visa conditions. A standard full-time study load is 4 courses (#8) per semester.
- Study Abroad, Exchange Students, P/G Misc and Cross-institutional students need to select “non-award” as the academic career.
- Continuing students – select General Info on the yellow menu bar at the top to access program and course information.
- If you are a postgraduate research student you may already have had your courses added to your enrolment.

Enrol in your courses
(All students except postgraduate research students)

- Select the link under the Add Course heading to enter each course you have selected for your enrolment in Semester 1.
- Repeat this process for your Semester 2 enrolment.
- For year-long courses, be sure to enter the course in both first semester and second semester, using the same code. If you only complete one semester of a year-long course you will receive a failing grade.
- Some year-long courses can be commenced in either first semester or second semester. There are different codes for first semester and second semester commencement. Please ensure you select the correct course code – the descriptions in the Course Catalogue provide details.

Note: You will not be considered an ‘enrolled student’ until you have successfully added at least one course. You therefore need to have added at least one course before you can get your student ID card.

- Some classes require you to sign on to tutorials. This facility will not be available until approximately one week before the start of the semester. When it is available, you can register for lecture and tutorial times using the sign-on link. Select the appropriate times.
- Once you have enrolled in your courses and registered for lecture/tutorial times you can view your personal timetable. See page 9 for help in understanding the timetable.
- Check your preferred study load and amend it if necessary by going to your Program Info menu item in the top yellow menu bar and selecting the Change Study Load item from the drop down menu. Full-time = #6 or more; Part-time = #5 or less.

Note: If you are not a postgraduate research student, you have the option to set this field to full-time or part-time so that your student card can be produced with the load you intend enrolling in, even if you have not yet added all of your courses at the time the card is produced (which is the day after you add your first course). This study load is not automatically calculated by the system. International students on a student visa must set this field to full-time.

- You can also order your textbooks online by clicking on the TEXT BOOK MART link.

Undergraduate students go to Step 6
Postgraduate coursework students go to Step 7
Postgraduate research students go to Step 8
International students go to Step 9
Organise your HECS payment option (ePODF)
(Undergraduate students only – except international students. Continuing students who have not changed program or do not wish to change their previously advised payment option can go to Step 8)

Before you start this step, please ensure that you are fully informed of HECS Information, either by reading the booklet that was sent to you in your enrolment package, or by viewing this booklet on the government HECS website at www.hecs.gov.au.

Check your eligibility.
New Zealand citizens and some Australian Permanent Residents must pay HECS up-front without the discount – see Section 5 of the HECS Information booklet.

■ Click on the HECS ePODF Quick Link at the bottom of the screen. You may need to scroll down to access the link.

■ Select your payment option: New eligible HECS-liable students and continuing students who are changing their program must select a HECS payment option, either:

1. Defer your liability for later payment through the taxation system.
   If you select this option you must supply your Tax File Number (TFN).
   If you cannot supply your TFN at enrolment, you must still select your payment option, as you can resubmit your option and TFN by the census date. See below.
   If you do not have a TFN, use the link from mySI-net to the Australian Taxation Office or contact the University’s HECS Office immediately on (07) 3365 2622.
   You can make a partial payment of $500 or more and receive a 25% discount on the payment. You can make this payment along with your Student Services Charge (SSC), online (see Step 8), via B-Pay or at a University cashier before the census date.

OR

2. Pay the liability up-front.
   Most up-front payers receive a 25% discount. You can view your electronic invoice within 2 days of enrolment or change of enrolment on mySI-net.
   ■ You can change your payment option each semester provided you submit new details by that semester’s census date.
   ■ If you change your program, for example from the BA to BA(Honours), you must immediately submit a new HECS ePODF.
   ■ What is the census date? HECS charges are based on your enrolment at the census date, 31 March for first semester and 31 August for second semester. Cancellation of courses after these dates will not reduce your liability.
   If you enrol after the census date, you will be charged tuition fees in lieu of HECS.
   ■ Statement of HECS liability: Within thirty days of the HECS census date for each semester you will be advised via your UQ student email of the availability of your electronic HECS Statement of Liability. It lists the program and courses in which you are enrolled at the census date, and the calculation used to determine your liability. If you do not have Internet access and want us to send you a copy of your statement, please write to the HECS & PELS Office, The University of Queensland, 4072, when you enrol.

Now go to Step 8
STEP 7

Organise your PELS request (eLRF)

(Australian Postgraduate coursework students only)

Before you start this step, please ensure you read and understand the PELS – Your Questions Answered booklet. You can view this booklet on the government PELS website at www.hecs.gov.au. Copies are also available from the Student Centres (see inside front cover).

Check your eligibility – International Students, New Zealand citizens and some Australian Permanent Residents are not eligible for PELS. See Section 2 of the PELS – Your Questions Answered booklet.

- Applications must be received by the census date, 31 March for first semester or 31 August for second semester. Only one application is required per program.
- A new form will be required if you change program (for example from the Graduate Diploma in Arts to the Master of Arts).
- You must provide your Tax File Number (TFN).
- You can submit your PELS Loan Request form online on mySI-net. Forms are also available at the Student Centres. Select the PELS eLRF Quick Link at the bottom of the screen. You may need to scroll down to access the link.
  - pay no tuition fees and take a loan for the full amount
  - pay partial tuition fees of $500 or more and take a loan for the balance
  - don’t use PELS and pay the full amount upfront
- PELS debts are based on your enrolment at the census date. Cancellation of courses after these dates will not reduce your liability.

Within 30 days of the census date you will be advised via your UQ student email of the availability of your electronic notice of PELS liability for the semester. If you don't have Internet access and want us to send you a copy of your statement, please write to the HECS & PELS Office, The University of Queensland, 4072, when you enrol.

Now go to Step 8

STEP 8

Pay your Student Fees and Charges (All students)

Students are required to view their student invoice on mySI-net. Your fee liability will be available on mySI-net for first semester from mid-January and for second semester from early June. Please allow one working day after you have enrolled and/or added your courses before checking your fee liability.

Students with outstanding fees will be sent a reminder notice via their student email address.

When to pay:
Students must meet each published due date for payment of student fees and charges. The due dates for payment are 28 February in first semester and 25 July in second semester. If you change enrolment after the due date, you should pay any outstanding amount within 2 days to avoid an administration charge.

What to pay:
Students are required to pay either HECS or tuition fees and a Student Services Charge.

You can print out your invoice by the following method:

- Access mySI-net
- Click on the View/Pay fees Quick Link at the bottom of the screen
- Click on the Invoice icon to view your e-invoice.
- Click on the Print icon to print your e-invoice.

**Note:** If you require a copy of your invoice it must be printed prior to payment of your fees.

Please refer to page 13 for details of Internet access. If there is no way you can access mySI-net to view and print your invoice, phone (07) 3365 2328 during business hours before the due date and an operator will post an invoice to you.

Student Services Charge (SSC) is payable by all students – except international students (as it has already been included in tuition fees). SSC is a compulsory fee collected by the University that helps to fund UQ Union and UQ Sport. Some of your personal information confirming your status as a student is passed on to these bodies so that they can provide you with access to their services and facilities.
The SSC for 2003 per semester is as follows:

- All students not enrolled in external courses:
  - Full-time $136
  - Part-time $68
- External students $21

Additional administrative charges apply for payment of Fees after due date:

- after due date to census date $20
- after census date $200

How to pay

**BPAY**
Contact your participating bank, credit union or building society to make the payment from a cheque, savings or credit card account.

- Biller Code: 18119
- Customer Reference Number: your eight-digit student number.

**Internet**
Access mySi-net

- Click on the View/Pay fees Quick Link at the bottom of the screen – scroll down to the bottom of the screen and
- click on UQ Pay which will take you to a secure bank site where Bankcard, MasterCard and Visa will be accepted.
- You will receive a payment receipt from the bank via email.

To protect our clients, the University does not store credit card numbers in the university system.

**Mail**
If you do not have access to set up BPAY or do not possess a credit card then send a cheque, along with your name and student number to The University Cashier, The University of Queensland, QLD, 4072.

Please allow 2 – 4 working days for your payment to be processed.

**Inquiries**
If you have any further questions about fees, please contact (07) 3365 2328 or email: fees@uq.edu.au prior to the payment due date (see Important Dates back cover)

**Note:** Students who discontinue their studies are responsible for cancelling their own enrolment. All students that are enrolled at Census date will remain liable for the relevant student fees.

**New students go to Step 9**
**All other students go to Step 11**
STEP 10

Attend Orientation
(New students)

For most new students, Orientation is your introduction to life on campus and provides the ideal opportunity to familiarise yourself with the campus as a whole. You can locate services that will be important to you, such as your faculty/school office, the Student Centre, the libraries and your classrooms.

All of the activities and timetables for Orientation are provided in the Orientation Guide. For QTAC students, this is included in your enrolment package. International students will receive the Orientation Guide at a Getting Started session.

Now go to Step 11

STEP 11

Work out your timetable
(All students)

In some programs, you have to choose your own courses so you will need to consult the timetable carefully to ensure your selected courses do not clash. If you find there is a clash, you may have to alter some of your course choices. First year courses usually offer enough attendance options to avoid clashes, but if you do have a clash think about whether you can take the course next semester/year or even take another course altogether.

You can use the ‘Timetable Info’ facility on mySI-net to check offerings first (select General Info from the yellow menu bar and then click on Timetable Info, Classes), or you can enrol and then use the timetable facility to check your own personal timetable (select ‘Class Timetable’ in the relevant semester). When you are reading the timetable you can use the ‘Help Using this Page’ option to find information on understanding the timetable. Select ‘General Info’ from the yellow menu bar and then select Help/Feedback.

Symbols Explained

Class Contact Type

The first symbol denotes the kind of contact (eg C = General Contact; L = Lecture, T = Tutorial, P = practical laboratory, F = fieldwork, etc.)

Groups – All or Choice?

1. The letters A, B, C mean CHOICE (A or B or C).
   The same material is repeated in each session.
   Example: TA, TB, TC, TD etc. Choose a letter (eg TC, and go to tutorial C).

2. The numbers 1, 2, 3 mean ALL (1 + 2 + 3).
   Attend each lecture as there will be new material in each session.
   Example: L1, L2, L3 etc. (ie. go to all lectures).

3. If the course offers a choice of streams but requires attendance at a number of lectures each week in a stream, it is denoted as A1, A2, A3; B1, B2, B3 etc.
   Choose a letter (A or B or C) and attend all the numbers with that letter.
   Example: LA1, LB1
            LA2, LB2
   Choose a letter (eg B, and go to all the lectures in the B group ie. B1 + B2).

4. A few courses require attendance at more than one lecture a week but give you a choice for each of these, denoted as 1A, 1B, 2A, 2B etc.
   Choose either 1A or 1B, and then either 2A or 2B.
   You must go to each number, but you may choose which letter.
   Example: 1A + 2B
   Once you have made a choice you should continue with that pattern of attendance or you may miss a sequence of information.

Times

Classes are shown with a start time and an end time. End time is 10 minutes before the hour to allow time to travel to a following class or to connect with public transport.

Location and Venue

The campus or other site for the class is shown in the ‘Location’ column. In the ‘venue’ column is a code made up of two parts - a building code and a room number in that building. For example, on St Lucia campus, 1-E203 represents building number 1, (Forgan-Smith Building) and room number E203 (the east wing, level 2).

How do I sign up for a tutorial/lecture?

In some courses, you can choose the class that you attend but you might be required to ‘sign-on’ (register) for classes, (eg tutorial and practical groups, which are often limited to 20-30 students per group). Signing on usually occurs from the week before semester starts, into the first week. Sign-on sheets might appear in departmental corridors or be passed around at the first lecture. For some courses however, mySI-net is used and you sign-on electronically.

If your course requires you to sign-on using mySI-net, the sign-on menu item will appear under ‘Course list’ details. When you click this item it will display the course/s involved and instructions for proceeding. The advantages of electronic sign-on are that you can do it day or night, without having to visit the campus. You can see all the available times, how they are filling up and even move yourself from one group to another if there is space.

Now go to Step 12
**STEP 12**

**Changing your enrolment**

*(All students, except postgraduate research students)*

You can change your courses or program without paying any administrative charges up to the end of the second week of semester. You can drop courses on mySI-net up to the start of examinations, however academic and financial penalties may apply.

Check the Important Dates Section of this guide (see back cover) for deadlines.

If you pay upfront HECS or tuition fees, your amended online invoice will be available for viewing within 2 days of the enrolment change.

**Always check your enrolment prior to HECS/PELS census date.**

**Adding a course:**

- Access mySI-net (see Step 3).
- Click on the link for the appropriate semester under the Add Course heading, then follow the prompts.
- After the end of the second week of semester, you will not be able to add courses online as you will need the approval of the Course Co-ordinator and/or Director of Studies in your faculty. You will also incur an administrative charge as follows:
  - from Monday of the third week of classes until Census date $50
  - from Census date onwards $200

Change of Enrolment forms are available from a Student Centre (see inside front cover) or online.

**Note:** Some students may request a program change on mySI-net. Consult your faculty/school or a Student Centre for advice.

**Changing your plan**

Some programs require students to complete a major, a field of study, or a specialisation. This is referred to as a ‘plan’. You can nominate your plan on mySI-net by going to your Program Info menu in the top yellow bar and selecting the Change Plan item in the drop down menu.

**International students**

To cancel your enrolment you will also need to submit an International Student – Application To Withdraw From Program form, which is available from a Student Centre (see inside front cover), or online.

Note that Federal legislation requires that once an international student (on a student visa) has enrolled in a program, the University must not allow them to defer commencement of their studies or suspend their studies except on medical grounds, evidenced by a doctor’s certificate, or other exceptional compassionate circumstances beyond the control of the student. It is a condition of a student visa that you remain with the education provider with whom you originally enrolled for the first 12 months of your program, or if the program is less than 12 months, for the duration of the program.

**Cancellation of courses does not attract an administrative charge. However, the following apply:**

<table>
<thead>
<tr>
<th>Date</th>
<th>HECS/PELS/Tuition Fees</th>
<th>Academic Penalty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beginning of semester to 31 March</td>
<td>No HECS/PELS/tuition fees apply</td>
<td>No academic penalty</td>
</tr>
<tr>
<td>1 April to 30 April</td>
<td>HECS/PELS/tuition fees apply</td>
<td>No academic penalty</td>
</tr>
<tr>
<td>1 May to commencement of examinations</td>
<td>HECS/PELS/tuition fees apply</td>
<td>Academic penalty applies*</td>
</tr>
<tr>
<td>Beginning of semester to 31 August</td>
<td>No HECS/PELS/tuition fees apply</td>
<td>No academic penalty</td>
</tr>
<tr>
<td>1 September to 30 September</td>
<td>HECS/PELS/tuition fees apply</td>
<td>No academic penalty</td>
</tr>
<tr>
<td>1 October to commencement of examinations</td>
<td>HECS/PELS/tuition fees apply</td>
<td>Academic penalty applies*</td>
</tr>
</tbody>
</table>

*‘Academic Penalty’ means that effectively a result of zero is recorded on your academic record.

Year-long courses must be cancelled prior to 31 March to avoid HECS/PELS or tuition fee liability, or prior to 30 April to avoid academic penalty.

Under some circumstances your faculty may allow you to withdraw without academic penalty. Contact your faculty (or school in the case of Health Sciences) for details.
Change of program:

New QTAC students wishing to change program (including dual programs) are advised to follow the instructions listed in their UQ offer letter.

International students wishing to change program should note that all changes of program must be reported to the Department of Immigration and Multicultural & Indigenous Affairs (DIMIA). Once your faculty or school has approved your program change, the International Admissions Section will send you a new Confirmation of Enrolment form and information about what to do next.

Sponsored international students should check whether the terms and conditions of their scholarship permit program change.

Continuing students wishing to change program should seek advice from the relevant faculty (or school in the case of Health Sciences).

You can lodge your request for change of program via mySI-net.

- On the yellow menu bar at the top of the screen, click on Program Info, then select Program Change from the drop down menu and follow the prompts.

Note: If you are a HECS liable student you must submit a new HECS Payment Options Declaration form (see Step 6) at the time of the program change, or your enrolment will be cancelled.

Program changes are not permitted after the HECS/PELS census date for each semester (see back cover).

Final Checklist

(All students)

Make sure you’ve done everything you need to do to be enrolled at UQ by checking off this list:

For new students

- Accept your offer
- International students – attend ‘Getting Started’ and one of the compulsory International Student Orientation sessions
- Check your Personal Details
- Enrol in your courses
- Work out your timetable using mySI-net
- Complete your HECS Payment Options Declaration (HECS liable students only)
- Submit your PELS application (Optional for Australian Postgraduate coursework students only)
- Pay your Student Services Charge, up-front HECS, tuition fees
- Get your ID card
- Take part in Orientation activities

For continuing students

- Check your Personal Details
- Enrol in your courses
- Work out your timetable using mySI-net
- Submit your PELS application (Optional for Australian Postgraduate coursework students only)
- Pay your Student Services Charge, up-front HECS, tuition fees

Take note of the Important Dates (see back cover)
Disability Program

The University is committed to providing equal opportunity for all students and to promoting inclusion through valuing diversity. In particular, the University has a longstanding commitment to assisting students with disabilities.

A University of Queensland Disability Action Plan has been developed to guide the University’s activities in providing for the needs of students with disabilities.

Policies and procedures have been developed to provide reasonable academic adjustments for students with disabilities to complete their program requirements. These adjustments may include examination arrangements, alternative academic programs, alternative forms of assessment, part-time study, etc.

A range of services and facilities is available for students with disabilities. It is strongly advised that you see a Disability Adviser at Student Support Services if you consider that you may require academic adjustments and/or services so that an individual plan can be developed.

It is important that you notify the University at enrolment to ensure that you are sent more detailed information about the services provided by the University and to enable planning to accommodate your requirements if you choose to register with the Disability Program.

If you develop a disability that affects your study and/or examination requirements during the academic year, it is advisable for you to contact a Disability Adviser as soon as possible.

Information provided to Disability Program personnel is protected by the University’s Privacy Management Policy. The Department of Education, Science and Training (DEST) requires each university to report numbers and disability category as part of the equity performance monitoring. This information is protected by the Privacy Act.

Appointments can be made to see a Disability Adviser by telephoning the following numbers:

- **St Lucia**: Phone (07) 3365 1704, TTY (07) 3365 1508 or (07) 3365 1757
- **Ipswich**: Phone/TTY (07) 3381 1011
- **Gatton**: Phone/TTY (07) 5460 1046
Computer/Internet Access

As a UQ student you are eligible for a free Internet and email account to assist with your studies. This allows connection to the Internet for up to 8 hours per week from your home. For longer access hours, private Internet accounts may be purchased from Information Technology Services, Client Services.

Your account information, including personal username and password, will be mailed to your current Mailing Address. International students will be provided with account information at ‘Getting Started’ sessions. If you have any queries or are a new student and have not received your free account details, please contact Information Technology Services (ITS), Client Services or go to the Student Centre on your campus. Please note that you need your student ID for all queries.

Help Desk

ST LUCIA
UQConnect, Staff House (next to ANZ Bank) (Bldg 41)
Mon – Fri: 8am – 6pm

GATTON
Lower ground floor, J.K. Murray Building (Bldg 8102)

Mon – Fri: 8.30am – 4.30pm

IPSWICH
Self Directed Learning Centre (SDLC)
Level 3 (Bldg 12)
Mon – Fri: 8am – 9pm
Sat – Sun: 9am – 5pm

Telephone Helpline:
St Lucia (07) 3365 6000
Gatton (07) 5460 1316
Ipswich (07) 3381 1230

Email Enquiry Service:
Internet access enquiries/ITS general enquiries: info@its.uq.edu.au
Dialin access problems: dialin@its.uq.edu.au
Email system & services enquiries: postmaster@its.uq.edu.au

Website:
askit.uq.edu.au

Email Enquiry Service: help@askit.uq.edu.au

List of computing facilities: askit.uq.edu.au/facilities

Computer training and assistance

AskIT – askit.uq.edu.au
AskIT offers a wide range of services and free training to assist students with their computing needs:
- word processing – Microsoft Word, StarOffice Writer
- spreadsheets – Microsoft Excel, StarOffice Calc
- presentations – Microsoft PowerPoint, StarOffice Impress
- student information (academic and personal) – mySI-net
- general computing – Microsoft Windows, file management, Macintosh environment
- Browsing with Netscape – internet, browsers, my.UQ, UQ websites, email
- WebCT
- Email – myMail, Eudora, Netscape Messenger Mail, Microsoft Outlook Express

AskIT Help Desks on each campus:

ST LUCIA
Level 2, Duhig Building (Bldg 2)
Mon – Thu: 8am – 10pm
Fri: 8am – 5pm
Sat/Sun: 9am – 5pm

IPSWICH – Self Directed Learning Centre (SDLC)
Level 3, Building 12
Mon – Fri: 9am-5pm

GATTON – Centenary Learning Centre
UQ Gatton Library (Bldg 8102)
Mon, Wed & Fri: 10am – 1pm
Tue & Thu: 1pm-4pm
Fri: 10am – 12noon Training

Telephone Helpline: (07) 3365 8811
Website: askit.uq.edu.au/
Email Enquiry Service: help@askit.uq.edu.au
List of computing facilities: askit.uq.edu.au/facilities
## Important Dates 2003

### 1ST SEMESTER

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 January</td>
<td>QTAC offer round 1</td>
</tr>
<tr>
<td>3 February</td>
<td>Due date for enrolment*. Fees apply for enrolments submitted after the semester commencement date</td>
</tr>
<tr>
<td>3 February</td>
<td>Last date for application for permission to re-enrol following exclusion</td>
</tr>
<tr>
<td>28 February</td>
<td>New international students: due date for enrolment</td>
</tr>
<tr>
<td>28 February</td>
<td>All students: due date for payment of Student Services Charge, tuition fees and up-front HECS</td>
</tr>
<tr>
<td>3 March</td>
<td>Semester commences</td>
</tr>
<tr>
<td>14 March</td>
<td>Last date for addition or substitution of courses or change of program</td>
</tr>
<tr>
<td>31 March</td>
<td>HECS &amp; PELS Census Date</td>
</tr>
<tr>
<td>31 March</td>
<td>Last date for cancellation without financial penalty (fees refunded on application and no HECS or PELS liability incurred) International students please refer to refund policy.</td>
</tr>
<tr>
<td>30 April</td>
<td>Last date for cancellation without academic penalty (financial liability remains); for both first semester and year-long courses</td>
</tr>
</tbody>
</table>

### 2ND SEMESTER

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>11 June</td>
<td>QTAC offer round</td>
</tr>
<tr>
<td>16 July</td>
<td>Due date for enrolment. Fees apply for enrolments submitted after the semester commencement date</td>
</tr>
<tr>
<td>16 July</td>
<td>Last date for application for permission to re-enrol following exclusion</td>
</tr>
<tr>
<td>25 July</td>
<td>New and continuing students: due date for payment of Student Services Charge, tuition fees and up-front HECS</td>
</tr>
<tr>
<td>25 July</td>
<td>New international students: due date for enrolment</td>
</tr>
<tr>
<td>28 July</td>
<td>Semester commences</td>
</tr>
<tr>
<td>8 August</td>
<td>Last date for addition or substitution of courses or change of program</td>
</tr>
<tr>
<td>31 August</td>
<td>HECS &amp; PELS Census Date</td>
</tr>
<tr>
<td>31 August</td>
<td>Last date for cancellation without financial penalty (fees refunded on application and no HECS or PELS liability incurred)</td>
</tr>
<tr>
<td>30 Sept</td>
<td>Last date for cancellation both second semester and year-long courses commenced in second semester</td>
</tr>
</tbody>
</table>

### *EXCEPTIONS*

- 10 Jan MBBS students
- 17 Jan BDSc Year 2
- 19 Jan BOccThy and BPhty Year 4 students
- 28 Feb New International students

### Academic Timetable

#### ORIENTATION

<table>
<thead>
<tr>
<th>Date</th>
<th>Location</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fri 21 Feb – Fri 28 Feb</td>
<td>St Lucia</td>
</tr>
<tr>
<td>Tues 25 Feb – Fri 28 Feb</td>
<td>Gatton</td>
</tr>
<tr>
<td>Tues 25 Feb – Sat 1 Mar</td>
<td>Ipswich</td>
</tr>
</tbody>
</table>

#### IST SEMESTER

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mon 3 March**</td>
<td>Classes commence</td>
</tr>
<tr>
<td>Mon 21 April</td>
<td>Mid-semester break</td>
</tr>
<tr>
<td>Mon 28 April</td>
<td>Classes</td>
</tr>
<tr>
<td>Mon 9 – Sat 14 June</td>
<td>Revision period</td>
</tr>
<tr>
<td>Mon 16 – Sat 28 June</td>
<td>Examinations</td>
</tr>
<tr>
<td>Sat 28 June</td>
<td>Semester ends</td>
</tr>
</tbody>
</table>

#### SUMMER SEMESTER

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mon 1 Dec – Sat 14 Feb 2004</td>
<td>Semester ends</td>
</tr>
</tbody>
</table>

### **EXCEPTIONS**

- 20 Jan BDSc Year 2
- 28 Jan MBBS Year 1
- 28 Jan MBBS Year 2
- 28 Jan BPhty Year 4
- 3 Feb BOccThy Year 4
- 10 Feb BEd (Graduate Entry and Professional Year)