

# Show Cause & Exclusion

Survival kit for  
postgraduate  
coursework  
students



Sydney  
University Postgraduate  
Representative Association

## **Disclaimer**

This kit is general in nature and does not constitute legal advice. Our best efforts have been made to ensure its accuracy at the time of publication. Despite those efforts there may be errors in the information provided. SUPRA strongly advises students supplement their use of this kit with a range of advice and up-to-date information on your particular circumstances.

## **International students**

If you are an international student, we suggest you carefully read this kit to familiarise yourself with the academic progression requirements you must meet. If you do not meet these requirements and are excluded from your course, this can result in a breach of mandatory student visa conditions in relation to academic progress. Strongly consider getting advice from a qualified Migration Agent.

**Updated March 2018**

# Contents

Introduction.....	1
5 steps to showing good cause.....	5
Template letters.....	8
Some common questions and answers.....	15
Policy references.....	19
Contact SUPRA.....	20

# Introduction

## Who is this survival kit for?

If you are a postgraduate coursework student and have received a notice from the University requiring you to show cause as to why you should be allowed to re-enrol, or if you have received a notice excluding you from your course, this survival kit is for you.

This kit should help to answer some of the most common questions asked about show cause procedures.

SUPRA's Student Advice and Advocacy Officer (SAAO) service is available to review draft letters and offer advice. More details are at the back of this kit.

## What if I am a research student?

IF YOU ARE A RESEARCH STUDENT FACING SHOW CAUSE PROCEEDINGS OR ARE OTHERWISE FACING TERMINATION OF YOUR CANDIDATURE, PLEASE DO NOT USE THIS GUIDE.

Problems with progression in candidature and termination because of lack of progress for postgraduate research students often involve distinct and different issues, and they are dealt with using a different combination of policies and procedures of the University than those mentioned in this kit.

Research students should strongly consider becoming SUPRA members and contact a SAAO for assistance.

All postgraduate students of the University of Sydney are constituents of SUPRA, are eligible to become free SUPRA members, and can use the SAAO service.

## What are the progress requirements for your degree?

Under the *University's Coursework Policy 2014* if you fail to meet academic progression requirements of your course, you will be sent a notice requiring you to take actions.

You will appear on an Academic Progression Register and may be required to show good cause if:

- you fail to complete more than fifty percent of the credit points in which you enrolled in any semester
- do not achieve an average mark of fifty percent or more
- do not complete a compulsory unit
- fail a unit for the second time
- have an unsatisfactory attendance record
- can't complete your course within the maximum time while enrolled in a normal study load.

### **STAGE 1 (WARNING)**

All students identified as not meeting academic progression requirements for the first time are sent a notice. The notice requires participation in Staying On Track program activities that are designed to help you improve results. These activities might include consulting with an adviser, attending a seminar, or referral to an appropriate support service. We recommend you take this notice seriously and participate in Staying on Track.

### **STAGE 2 (SHOW GOOD CAUSE OR WARNING)**

If a student is enrolled in an award course of two years or less (full time) and is listed on the Faculty's Academic Progression Register for the second time they will proceed to Stage 3 and be asked to Show Good Cause.

If a student is enrolled in an award course of more than two years full time, they will be sent a notice requiring them to participate in Staying On Track activities.

If you meet progression requirements for two consecutive semesters you will be removed from the Academic Progression Register.

### **STAGE 3 (SHOW GOOD CAUSE NOTICE)**

If you appear on the academic progression register for a third time, or a second time in the case of degrees of two years or less, you will be asked to show good cause as to why you should be allowed to re-enrol.

### **What does it mean if I am asked to show cause?**

You can be asked to show cause for a number of reasons, depending on the degree you are enrolled in, the individual course resolutions that apply, and other policy and procedures that might be in place in your Faculty. If you are not sure as to why you are being asked to show cause, ask your faculty for more details.

If you do not successfully show cause, you may be excluded from your course, or alternatively be allowed to continue in your degree under certain conditions. Exclusions are for a period of 4 semesters after which time you can apply to the Associate Dean of your Faculty to be readmitted. You can appeal the exclusion decision.

### **What does good cause mean?**

Good cause means circumstances beyond your reasonable control, which may include serious ill health or injury, but do not include demands of employers, pressure of employment or time devoted to non-University activities, unless these are relevant, such as financial hardship, or carer responsibilities. Good cause also includes demonstrating reasonable prospects of meeting progression requirements in the next semester. The University may take into account relevant aspects of your student record in other courses or units of study within the University and relevant aspects of academic studies at other institutions. If you have actively participated in Stage 1 activities such as going to the workshops or meeting an academic adviser, we recommend you mention this in your response.

### **If I don't want to re-enrol, should I still attempt to show cause?**

SUPRA recommends you respond and attempt to show cause even if you do not want to continue in your current course. Failure to respond to a show cause letter will lead to exclusion from the course, which might affect your chances of gaining entry back into the University of Sydney or other universities in future. In Australia when you apply for entry to a university course you will usually be required to declare whether you have been excluded from a course of study previously.

Even if you do not think this will affect you at the present, there is no harm in responding if there is a chance you will want to do university level study again.

For international students failure to show good cause can lead to serious consequences for student visas because you will have failed to meet course requirements. Failure to meet course requirements can constitute a breach of mandatory academic progress conditions of your student visa.

If you are asked by your Faculty to show cause, there are specific steps SUPRA recommends you take to maximise your chances of successfully demonstrating good cause.

Try to remain calm. If you carefully work through your options to put together your show cause case you will increase your chances of getting through the process. In all cases, there are personal and academic strengths you can draw upon from earlier experiences, and they should help

you to frame your response as to why you should be allowed to re-enrol and make better progress.

We recognise the show cause process can cause a great deal of stress for students. Counselling support, financial help or advice, career advice, and academic learning support are just some of the kinds of support that may be helpful. If you have particular needs but are not sure where to go for assistance, please see SUPRA's annual Survival Guide as a useful first source for referral and service ideas. Strongly consider accessing professional support services.

### **International students**

If you are an international student on a student visa, be sure to check and understand the visa implications of failing to show good cause. If you are not successful in showing good cause the University is required to contact the Department of Immigration and Border Protection, and this can lead to cancellation of student visas. If you need information consult with the International Student Compliance Officers of the University via student.compliance@sydney.edu.au or call 1800 SYD UNI (1800 793 864). If you need visa advice consult with a qualified and registered Migration Agent. SUPRA organises once per month advice sessions on a Friday.

# 5 steps to showing good cause

## Step 1

Read the show cause notice very carefully. The notice contains information you will need to prepare your response. It should give you lists of websites where you can get more information, a list of support services at the University, and inform you of your right to consult with and receive assistance from SUPRA. In some postgraduate course resolutions and Faculty publications (most notably Faculty handbooks), there are specific progress requirements that might apply. Consult with your Faculty to help you to work out if there is anything you specifically need to know about course-specific requirements.

Take note of the date your response is due. If you cannot submit by the due date, contact your Faculty immediately to ask for an extension. Contact details should be in your Stage 3 show good cause notice.

## STEP 2

Think about reasons that might explain why you have not made sufficient progress. Explain any ongoing issues for you over the entirety of your course when you first started uni, but you should focus on the last semester. Examples of reasons students have given to explain disappointing academic performance include: poor physical health; mental health difficulties; financial difficulties; work commitments (where these are relevant to ill health and/or misadventure); relationship and family problems; accommodation problems; transport difficulties; harassment and discrimination issues; language and study difficulties; lack of support; lack of suitable study space; pregnancy, and family/carer commitments.

Did you experience any of these issues? Try to make notes about how different things in your life impacted your academic progress.

### Step 3

Once you have identified different factors that impacted your study, think about how you might be able to overcome or avoid these in coming semesters. Make a list of the things you will do to make sure you are able to pass every subject you attempt in the future.

Look for different services that might help you to achieve your plan to address problems that previously affected your progress to improve your academic performance. For example, if you had difficulties in planning and writing essays, then making arrangements to do a relevant course with the University's Learning Centre might be an appropriate strategy to commit to in your letter. If you suffered from mental health problems, making arrangements to see a counsellor during the next semester might be appropriate. Demonstrating a positive plan for what you would do if you were allowed to re-enrol can help persuade Faculties into allowing students to re-enrol.

### Step 4

Gather documentation. Once you have established a clear list of factors that impacted your progress and strategies to improve your studies, start to think about what evidence you can get to support your case. Supporting documents may include letters from medical practitioners, counsellors or your employer, or other relevant correspondence, such as contracts. When you mention the supporting documentation, you need to clearly explain the relevance of the material. Explain in your letter how each supporting document demonstrates impact on your progress or how it relates to your plans for improvement.

## STEP 5

Begin writing your show cause response. If you feel confident in your ability to write the letter with the help of our kit and the template letter provided on page 8, you can finalise and submit the letter yourself. However, we do recommend you have someone proof read the letter before you submit it. Consider making an appointment to see a SAAO for confidential assistance in reviewing your response if needed. When you come to the appointment make sure you bring a copy of the show cause notice you were given, a copy of your academic transcript, all supporting documents you may have, and your first draft show cause response.

When you are ready, upload your response with support documentation by the due date via Sydney Student. Keep a copy of all documentation including confirmation of successful show cause lodgement, and continue attending classes and studying as normal. A result will be provided generally within two to three weeks. It is important to remember that until the Faculty makes a decision on your response, you remain an enrolled student.

## What if you don't think you have valid reasons to show cause?

Some students fail to meet their progress requirements because they struggled to manage their study load or did not perform well in exams, and don't believe these are good reasons to show cause.

SUPRA's advice is to explain why things did not go as well as you would have liked. You can write a show cause letter explaining in detail the academic problems you faced during the semester, strategies you tried such as attending workshops, or perhaps you can demonstrate small improvements in a series of assessments over the semester or from the previous semester. The second half of your letter should demonstrate how you will overcome these issues. You could include here an academic plan, health plan, lifestyle changes, and workshops at The Learning Centre.

# Template letters

The following pages contain template letters to help draft your show good cause letter, and draft appeal letters if needed.

## Template show cause letter

[Your Name]

[SID]

[Degree]

[Date]

[Your Faculty]

[Faculty Address]

University of Sydney NSW 2006 Australia

### Requirement to Show Good Cause

To Whom It May Concern:

**Step 1:** Introduction. Explain your understanding of why you have been asked to show cause.

e.g. I understand I have been required to show cause because this is the second time I have been identified as at risk because of concerns with my academic progress...

**Step 2:** Problems that have impacted your studies. List the reasons why your academic performance has not been as good as you would hope. Make one point per paragraph. Establish the link between your experiences and the effects on your studies. If you have supporting documentation attach it and make sure you refer to it in your letter.

e.g. I request the Faculty consider the explanation outlined below which details the factors I believe have affected my previous academic performance...

**Step 3:** Solutions to these problems. How have these problems ended? If they are ongoing, how will you approach your issues differently next semester?

e.g. I have taken the following steps to overcome the problems I experienced previously...

Emphasise strengths in your academic background.

e.g. I have previously had a very good academic record having achieved...

**Step 4:** Provide evidence of both the problems and the solutions you have mentioned.

e.g. You could refer to your evidence and explain how it relates to your letter.

**Step 5:** Conclusion. State your commitment to your course. Describe your motivation to continue study, passion for your degree, etc.

e.g. I believe I have taken the steps necessary to overcome the problems I have experienced, and am confident if I am permitted to re-enrol I will demonstrate I am a capable student.

I request the Faculty consider the circumstances outlined above, and allow me the opportunity to re-enrol in my course. I look forward to your response.

Yours sincerely,  
[Your Name]

Attachments:

List your supporting evidence in the order they are referred to in your letter, e.g.

- Medical Certificate
- Statutory Declaration
- Letter of support
- Evidence of other solutions to improve your studies [e.g. enrolment in Learning Centre workshop, contact with an academic adviser, evidence of misadventure, etc.]

#### **REMEMBER**

Keep a copy of your letter and all supporting evidence.

If the response to your letter says you have not shown good cause and are excluded from your course note you have the option of appealing to the Faculty within **20 working days**.

## Template academic appeal letter against a Faculty decision

[Your Name]

[SID]

[Degree]

[Date]

[Your Faculty]

[Faculty Address]

University of Sydney NSW 2006 Australia

### Academic Appeal Against Exclusion

To Whom it May Concern:

**Step 1:** Introduction. State you are appealing against the decision to reject your show cause request.

e.g. I am a student in the [name of course] and write to appeal against the decision of the Faculty to exclude me from my course.

**Step 2:** State your understanding of why the Faculty excluded you. It should be summarised in the letter notifying you of the exclusion.

e.g. I understand the Faculty excluded me because...

**Step 3:** If you had the opportunity to submit a show cause letter, reinforce whatever points you made in your letter and explain why they should be reconsidered by the Faculty. If you were excluded without a show cause opportunity state the exceptional circumstances you would have raised if you had the chance to show cause. Explain why you think the Faculty has made the wrong decision. Reasons could include breaches of process, or the Faculty had not considered all of the circumstances impacting you.

e.g. I ask the Faculty to consider further information about the circumstances affecting my studies...I do not believe the Faculty considered all of the factors affecting my academic performance before I was excluded, because...

**Step 4:** State what you have done or are going to do to change your circumstances so you can study more effectively in the future.

e.g. I have taken the following steps to overcome the problems I have experienced...

**Step 5:** Conclusion. Write a paragraph that ties all of your arguments together. State your commitment to the course, why you wish to continue.

e.g. I believe I have demonstrated above that my academic performance has been affected by exceptional circumstances, and I am capable of better academic performance in different circumstances. I am confident if I am permitted to re-enrol, I will demonstrate I am a capable student. I look forward to your response.

Yours sincerely,  
[Your Name]

Attachments:

List supporting evidence in the order it is referred to in your letter. Even if you have attempted to show cause before, you can attach additional supporting documents, e.g.

- Faculty letter asking you to Show Cause
- Your response to the Faculty
- Faculty letter excluding you from candidature
- Letter of support
- Medical Certificate
- Statutory Declaration

### **REMEMBER**

Keep a copy of your letter and all supporting evidence.

Make sure you lodge your appeal to your Faculty office within **20 working days** of the decision to exclude you.

If you miss the deadline or otherwise need an extension contact SUPRA for advice immediately.

If the Faculty response rejects your appeal you have the option of appealing to the University's Student Appeals Body (SAB). Remember that until you receive a final decision you remain an enrolled student.

## Template student appeals body appeal

[Your Name]

[SID]

[Degree]

[Date]

The Student Appeals Body  
C/O Registrar Student Appeals  
Student Affairs Unit Level 5, JFR Building G02  
University of Sydney NSW 2006, Australia

### Academic Appeal Against Exclusion

To The Student Appeals Body:

**Step 1:** Introduction. State you are appealing against a Faculty decision e.g. I write to appeal against the decision of the Faculty of [Faculty name] to reject my appeal against exclusion from the [name of your course].

**Step 2:** State your understanding of why the Faculty excluded you and rejected your appeal.

e.g. I understand the Faculty excluded me and rejected my appeal because...

**Step 3:** Reinforce whatever points you would like to bring to the attention of the Student Appeals Body.

e.g. In my appeal to the Faculty I made it clear I have previously had a strong academic record. I want to highlight my performance only began to decline because...

**Step 4:** Explain why you think the Faculty has made the wrong decision. State why you think the Faculty has breached due academic process and should have allowed you to re-enrol in your course. This might well be the most important step of all because in the end you have to establish there was a breach of due academic process if your appeal is to be upheld. Breaches can include matters pertaining to special consideration (i.e. illness and misadventure). You need to show how there has been a breach of due academic process in your case.

e.g. I believe the Faculty has breached due academic process in considering my case because...

e.g. In considering the exceptional circumstances that were affecting me I believe the Faculty did not properly consider my situation for the following reasons...

**Step 5: Conclusion.**

e.g. I believe I have taken the steps necessary to overcome the problems I have experienced previously, and I believe if due academic process had been followed I should have been allowed to re-enrol by my Faculty. I am confident if I am permitted to re-enrol I will demonstrate I am a capable student. I therefore request the Student Appeals Body uphold my appeal and replace the decision of the Faculty to exclude me with a new decision allowing me to re-enrol in my course.

Yours sincerely,  
[Your Name]

**Attachments:**

List supporting evidence in the order it is referred to in your letter. You can include additional supporting documentation in addition to what was presented in the original letter. To make sure it gets considered, explain why it was not presented previously and how it helps to demonstrate the initial Faculty decision was wrong, e.g.

- Original Faculty letter asking you to show cause
- Your response to the Faculty
- The Faculty letter excluding you from candidature
- Your letter of appeal to the Faculty and their response
- Letter of support
- Medical Certificate
- Statutory Declaration

**REMEMBER**

Keep a copy of your letter and supporting evidence. Appeals to the SAB are due within **15 working days** of the decision to uphold your exclusion.

# Some common questions and answers

**Q. I've followed your 5 step guide and submitted my show cause response. What do I do now?**

**A.** Continue studying as normal and wait for the Faculty to respond. Typically responses are provided within 2-3 weeks. You should receive an email notice and the outcome should be available in your intray in Sydney Student. If you have not received any response within this timeframe, ask your Faculty for an update on processing your matter. While you are waiting for an outcome, enrol as per normal and continue studying until a decision is made. If you have to pay fees or incur a HELP debt as a result of enrolling it will be re-credited to you if you are ultimately excluded.

**Q. What are the possible outcomes?**

**A.** The relevant Associate Dean of your Faculty has to decide whether or not you have shown good cause. If you have shown good cause you will be allowed to re-enrol (or remain enrolled if you have already completed the enrolment process). If you have not shown good cause, you will either be excluded from your course or permitted to re-enrol, subject to conditions. Conditions can include successful completion of units in the current semester or the requirement to reduce your study load.

**Q. How can I appeal against exclusion?**

**A.** In the first instance you can appeal to your Faculty. The letter notifying you of exclusion should outline this appeal

right. You have 20 working days from the date of exclusion to lodge your appeal to your Faculty. A template letter to help you if you wish to appeal is on page 11.

**Q. What are my further appeal options if my Faculty rejects my appeal?**

**A.** You are able to appeal against the decision of your Faculty to the Student Appeals Body (SAB). You need to write to the SAB addressed to the Registrar, and make a case the Faculty has breached due academic process in deciding not to allow you to re-enrol. Due academic process includes "matters pertaining to special consideration". If you feel you have had illness or misadventure that would normally allow you to apply for special consideration, and you don't think it was properly taken into account in the Faculty decision, you will need to explain how the Faculty failed to properly consider these factors.

The *University of Sydney (Student Appeals Against Academic Decisions) Rule 2006 (As Amended)* defines Due Academic Process as "the making of Academic Decisions according to published Faculty, Academic Board, and University rules". Strong cases include ones where you are able to argue a Faculty has not sufficiently or rigorously considered all of the reasons you put forward in your show cause attempt, or when they have failed to follow relevant policy or procedures of the University. Other examples include where you can argue for real

or apprehended bias on the part of relevant decision makers.

Each case needs to be investigated closely and individually to see if there are strong grounds for appeal.

**Q. How do I go about appealing to the Student Appeals Body (SAB)?**

**A.** A template letter you can use to help you frame your appeal is located on page 13. You need to lodge your appeal letter within 15 working days of the decision of the Faculty to uphold (keep) the original decision to exclude you from your course. We strongly recommend you use our template to prepare a first draft appeal and provide it with all of your associated documentation to a SAAO for confidential review. Once you have lodged your appeal the Registrar has to confirm the basis for your appeal has been previously considered by the Faculty, and you have set out in writing your reasons as to why you believe the Faculty has breached due academic process, including any written evidence and submissions. If you satisfy these requirements, your case will be considered by the SAB.

**Q. Can I still study while I wait for a response?**

**A.** You are allowed to remain enrolled in your course while waiting to hear back as to whether the SAB will consider your case. If the SAB agrees and you get a hearing (meeting), you will be allowed to remain enrolled until you receive an outcome. If you are in this position, continue studying as per normal. In an appeal hearing, it can sometimes help to talk about how well your studies have been going.

**Q. What happens after I lodge my appeal to the Student Appeals Body?**

**A.** You should receive at least 10 working days' notice of the date of an appeal hearing. The Faculty must provide written evidence and submissions that give reasons for their decision. In their submission, the Faculty can address whether they believe they have observed due academic process. The Faculty's submission will be provided to you by the Registrar at least 5 working days before the hearing date. At the hearing, 3 people will constitute the SAB, and these will normally be the Chair or the Deputy Chair of the Academic Board, an academic from a Faculty different to yours, and a student also from a Faculty different to yours. You can invite a support person to be with you at the hearing, and this can be a SAAO from SUPRA. A representative from the Faculty will also be invited to appear in person.

The purpose of the SAB hearing is for you and the Faculty to address questions the SAB might have. It is possible that new evidence will be accepted at the hearing but do not rely on this. The SAB has discretion regarding whether it will accept such evidence. As much as possible, make sure you submit everything you want the SAB to consider when you initially lodge your appeal.

**Q. How should I prepare for an appeal hearing?**

**A.** Before the hearing, make notes of what you want to say and think about your responses to possible questions. You can consult a SUPRA SAAO for ideas on potential questions, and

practice answering them clearly and concisely. You can arrange to have a support person with you on the day and you can ask a SAO. On the day of the hearing, arrive in plenty of time. Dress neatly and try to stay calm and relaxed. SAB members should have read your letter as well as any submissions from the Faculty. It is also ok to turn to a SAO for advice. Answer clearly and concisely. Do not rush. You may have the opportunity to make a final comment. Emphasise why you think due academic process was breached, why you will pass in the future, and address any outstanding issues raised by the Faculty and the SAB.

**Q. What are the possible outcomes of the appeal?**

**A.** The SAB can either uphold (agree with the appeal) or dismiss a student appeal. They can also refer the matter back to the Faculty for further consideration, or make a new or amended decision, or determine no further action be taken. An appeal that is upheld will mean a student is able to re-enrol and continue studies. An appeal that is dismissed will mean the exclusion will stand.

**Q. Are there any other free means of raising a complaint or concern if I don't feel my case has been dealt with fairly by the University?**

**A.** For international students, the University has to have in place an independent and external person or body to hear complaints or appeals in order to comply with a National Code of Practice that all providers of higher education services for

overseas students have to follow. The NSW Ombudsman is the University's current complaint handler. If an international student lodges a complaint to the NSW Ombudsman, the University is obliged to maintain the student's enrolment while this appeal or complaint is ongoing. This means they will not notify the Department of Immigration and Border Protection of your exclusion until after the result of your complaint is known. The Ombudsman will only consider complaints once internal processes have been exhausted, so wait until you know the outcome of your appeal before making an Ombudsman complaint.

If you are a local student, you are able to make a complaint to the NSW Ombudsman, although it will not be made under the same provisions. You would be asking the NSW Ombudsman to receive and investigate complaints about NSW public sector agencies including public universities. The University is under no obligation to maintain your enrolment while the appeal or complaint is ongoing.

For more information on the NSW Ombudsman and details on how to make a complaint see here: [www.ombu.nsw.gov.au](http://www.ombu.nsw.gov.au)

**Q. Once I have been excluded can I apply for readmission to my course?**

**A.** If you are excluded under the *Coursework Policy 2014* and either don't appeal or are unsuccessful in your appeal, you do have the right to apply for readmission. Normally, you would be excluded for 4 semesters after which time you can write to the relevant Associate Dean of Faculty to

request readmission to your course. If you are unsuccessful in your attempt to gain readmission, you have the option to lodge an academic appeal against this decision. Once again, such an appeal would need to be addressed to the Student Appeals Body and be lodged within 15 working days of the decision of the Faculty to reject your attempt to be readmitted.

One issue that sometimes arises is the problem of maximum allowable times to complete award courses. This can sometimes be a problem for students who are attempting to apply for re-admission after a period of exclusion. If you are close to or have exceeded a lesser time limit, consult your Faculty for advice in the first instance.

# Policy references

Where do I get more policy information and the actual rules mentioned in this survival kit?

## **Coursework Policy 2014**

Parts 15 and 16 include University wide provisions setting out the academic progression support and warning system, and the powers to ask students to show good cause and exclude in cases where good cause is not shown.

<http://www.usyd.edu.au/policy>

## **University of Sydney (Student Appeals Against Academic Decisions) Rule 2006 (As Amended)**

This Rule sets out procedures for appealing against academic decisions of faculties including the decision to exclude a student from candidature. The following website includes a link to the Rule along with information about how it works.

<https://sydney.edu.au/students/academic-appeals.html>

## **Faculty Handbooks**

Some postgraduate programs have further progress rules in Faculty handbooks and in the course resolutions. Handbooks can be found online.

<http://www.sydney.edu.au/handbooks>

# Contact SUPRA

## How to get individual casework help from SUPRA

SUPRA's Student Advice and Advocacy Officers (SAAOs) offer a free, confidential, independent and professional casework service, available to all postgraduate students at the University of Sydney.

**Phone:** 9351 3715

**Toll Free (outside Sydney):**

1800 249 950

**Email:** [help@supra.usyd.edu.au](mailto:help@supra.usyd.edu.au)

**Web:** [www.supra.net.au](http://www.supra.net.au)

**Address:** Level 2

Holme Building (A09)

Science Road

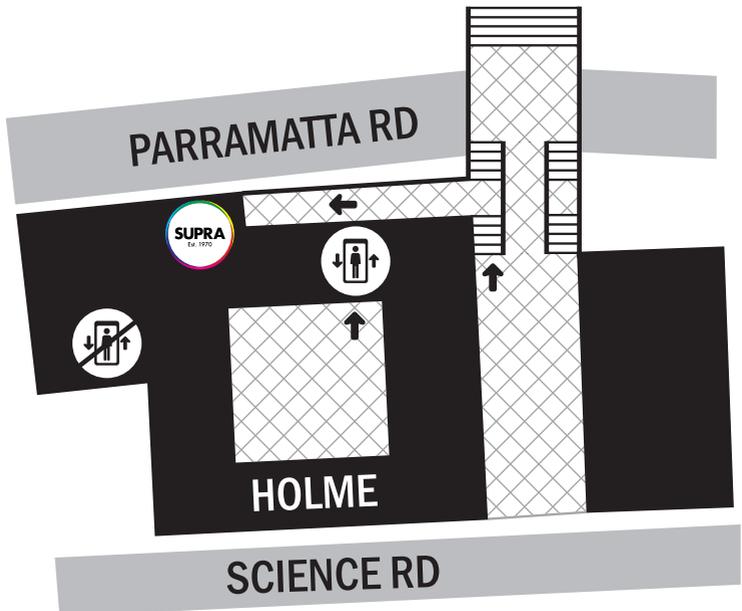
Camperdown Campus

The University of Sydney NSW 2006

**Opening hours:**

Monday to Friday 9am-5pm

Closed daily 12pm-1pm



**Phone:** 9351 3715

**Toll Free (outside Sydney):**

1800 249 950

**Email:** [help@supra.usyd.edu.au](mailto:help@supra.usyd.edu.au)

**Web:** [www.supra.net.au](http://www.supra.net.au)

**Address:** Level 2

Holme Building (A09)

Science Road

Camperdown Campus

The University of Sydney NSW 2006

**Opening hours:**

Monday to Friday 9am-5pm

Closed daily 12pm-1pm