

Student Enquiry Process

If a student has an academic enquiry, we have developed a range of resources to help you assist them in finding the right answer. Always direct the student to UQ Answers as the first step, and refer them to the Faculty [Student Enquiries webpage](#) for any future enquiries, which outlines the enquiry process.

1. Ask UQ Answers

Visit [UQ Answers](#) where you'll find answers to hundreds of frequently asked questions, including:

- [Academic accommodations](#)

support.my.uq.edu.au

2. Check the Student Centre

Visit the [UQ Student Centre webpage](#) for informational regarding:

- Admissions and changing programs
- Orientation and timetables
- Enrolment
- Fees and payments
- Exams and calculator approvals
- Forms and student letters
- Withdrawing from a course
- Graduation queries
- Witnessing and certifying documents
- Legal support
- QTAC

my.uq.edu.au/contact/student-centre

3. Ask your Faculty

Contact your Faculty for information regarding:

- Assessment remarking
- International student study plans
- Credit applications
- Withdrawal without academic penalty
- Early exit

- Interruptions to study progress check for graduations
- Program change
- Reactivating students
- Late addition of courses information
- Supplementary exams
- Show causes
- Grade changes
- Extension of COE application (international)
- Outgoing cross-institutional applications
- Overloading in a semester

General enquires

P: +61 7 3365 7487 or 1800 656 157

E: habs@uq.edu.au

Student enquires

E: habs@enquire.uq.edu.au

4. Ask your School

Contact your School for information regarding:

- Career paths
- Assessment remark
- GPA Calculations (for Honours)
- Student placements
- Mid-semester deferred exams application
- Application for assignment extension/late submission
- First Aid certificate, Blue Card, immunisation
- Postgraduate programs
- Applications for postgraduate programs