How to make an online booking for a consultation or workshop with the Learning Centre

To begin, head on over to the Learning Centre web site at:

http://www.usq.edu.au/learningcentre

Now choose Consultations or Workshops from the top of the home:

Support for current students

- **Consultations**: Book a face-to-face, email or telephone consultation with Learning Advisors across each of our campuses.
- **Workshops**: The Learning Centre offers a number of face-to-face and online workshops for students.
- **24/7 Support**: Smarthinking is a 24/7 online service which offers support for writing and mathematics when you need it. Read more about Smarthinking.
- **Academic success planner**: The Academic success planner can help you get back on track with your studies. Read more about the Academic Success Planner.

OR

Click the Book a session icon at the bottom of the home page:

You will be taken off to the Consultations or Workshop pages. Click the Book Now button to begin making a booking.
**Bookings are essential**

The Learning Centre uses an online booking system, for both workshops and consultations, to help you to manage your appointments. It is intuitive and simple to use. All you will need to know is the code for the course you are seeking support at time of booking: get this code from the course StudyDesk.

Please book early to allow sufficient time after the consultation for completion of your assignment before its due date.

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**Book a one-on-one consultation**

Read the [How to book](#) instructions to help you or if you need further help, please contact the tlc@usq.edu.au

Your feedback would also be appreciated - email feedback to the tlc@usq.edu.au at your campus.

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**Here we have chosen to have a Consultation**

When you click the “Book Now” button you will be taken off to the USQ Username Password login and when you have completed that – to the Online Booking System.

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Here you select whether you want help with Academic Language or with Mathematics

**I would like help with...**

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**I would like to book a ...**

And how you would like that help - in a consultation or as part of a workshop.

A group workshop can be on-campus or online

A one-on-one consultation can be face-to-face, by telephone or online through email
Once you have chosen what you want help with and how you need that help, click **Submit** to move on to the next screen.

Choose your appointment options.

Here you get to add some details about the booking you want to make.

You choose **where** you want the booking.
If you have chosen “online” or “telephone consultations” or “online” workshops” you will not be able to choose a “Location” here.

Also, the “Appointment type” options will depend on what you have chosen previously.

For example, if you choose to have help on Academic language in a one-on-one consultation the “appointment type” option will already show “On campus consultation”.

You now choose **when** you want the booking. You do this by clicking on a white slot in the grid displayed. You do not have to take the first free slot or even on that day. You can use the calendar options to move forward to a date/day/time which is suitable for you and chose a free slot there.

Remember, you can only have two half hour slots per week. These slots can be consecutive though.

You can book into as many workshops as you like. You would need to book each workshop individually though.

Once you have chosen a slot, you will be taken to the next screen where you need to complete some details about the course you need help in and the type of help you are seeking. The screen will depend on what you have chosen previously.
The Next screen...

Once you have entered the required information, you move to the next screen by clicking "Next" at the bottom of the screen.

You might have to scroll down to see the buttons though.

At the next screen you get to review and finalise your booking (Make Appointment), start over (Back) or Cancel (Cancel Appointment Request).
If you choose Make Appointment, your booking will be made. You will soon receive a confirming email with your booking details and an SMS the day before your appointment (if we have your contact details).

You can use the Tabs on this screen to view and manage your appointments and to Start a new booking.

If you need any help, please contact the Learning Centre team. Our contact details are:

Toowoomba: 4631 2751
Fraser Coast: 4194 3125
Springfield: 3470 4466

Or you can email us at tlc@usq.edu.au

Your feedback would also be appreciated. Again, please send any feedback to the Learning Centre team at your campus by email at tlc@usq.edu.au