

**MONARO**  
HIGHER EDUCATION

# Student Handbook

Suite 401, 4 Railway Parade, Burwood NSW 2134, Australia

+612 9249 7800

Email: [info@monaroeducation.com.au](mailto:info@monaroeducation.com.au)

[www.monaroeducation.com.au](http://www.monaroeducation.com.au)

ABN: 39 650 606 910

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Monaro Education Pty Ltd trading as Monaro Higher Education is applying to be categorised as an Institute of Higher Education under subsection 18(1) of the TEQSA Act and intends to apply for registration with CRICOS once this is approved. Images in this document are indicative only and not actual students of Monaro Higher Education.

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## Introduction to Monaro Higher Education

### Welcome to Monaro Higher Education

We are so proud to welcome you into the Monaro community! Thank you so much for choosing Monaro Higher Education (MHE) to support you to gain the skills and knowledge you need. All the staff are honoured to know that you have entrusted us to help you to build your career.

Let me assure you that we have every intention of returning that honour. Everyone here is dedicated to ensuring that you succeed. We will give you the encouragement, challenges and support you need to build a solid foundation for a rewarding, satisfying and successful career. Our professionalism, innovation and experience will give you the outstanding service you need and deserve.

This Handbook includes important information about how we operate and how you can gain the best possible results here. By reading it carefully, you will understand how to excel in your chosen course. If you need any further information, any of our staff will be delighted to answer your questions.

Thank you again and best wishes.

Dr Safayet Hossen  
CEO

### MHE’s Vision, Mission and Values

We seek to become one of Australia’s most reliable, high-quality private providers of higher education that produces adaptable, innovative and agile graduates and whose academics are engaged in scholarly activities that are widely regarded to be useful both in theory and in practice.

We provide a high-quality learning environment where its courses encompass cutting-edge knowledge and skills that will enhance career opportunities of our students and stimulate their personal development. When you graduate, you will be highly employable and thoroughly prepared to thrive in your career. We provide inter-disciplinary, socially inclusive education allowing for a diversity of knowledge, collaboration, reciprocity, and learning. We employ the best academics in their respective fields, so that the teaching imparted and the scholarly activities they undertake, are of the highest standard.

We embrace the following values through all aspects of our operations:

- **Excellence:** We strive for the highest quality in its courses, in our learning resources, in the services we offer, and in your learning outcomes and career prospects.
- **Scholarship:** We nurture freedom of intellectual inquiry, encourage the development of knowledge, and reward rigor in the academic work of our staff and students.
- **Access:** We encourage and celebrate diversity and inclusion, to create equitable and transformative educational experiences.
- **Engagement:** We strive to ensure that its students and staff are a resource for its community. We are committed to local and national partnerships that are innovative, professionally enriching, and mutually beneficial.
- **Integrity:** We act in a fair, honest and non-discriminatory manner, respect each individual, and maintain the highest ethical standards.

## MHE Graduate Attributes

Every graduate from MHE will be:

- Professionally competent and equipped with relevant knowledge and skills
- Forward looking, critical thinkers and problem solvers
- Digitally engaged and technologically competent
- Effective collaborators and leaders with well-developed social, cultural and emotional awareness
- Skilled communicators utilising a variety of contemporary media
- Ethically and socially responsible decision makers with a global perspective

## Before your first class...

Be sure that you:

- Read and understand everything in the Pre-Enrolment Booklet and this Handbook
- Attend Orientation
- Know what units you need to enrol in and when your assessments are due in your first trimester
- Know the regular weekly days and times of your lectures and tutorials
- Organise a personal study timetable that you can adhere to with discipline, which should include ten hours per unit per week of study (including attending lectures and tutorials)
- Learn how the Moodle works and what you can do with it
- Understand how your earlier studies feed into this course, especially if you have already studied parts of the curriculum (this might entitle you to Advanced Standing)
- Know the name of your Course Coordinator and how to contact them if you need to
- Know how to make a complaint or give feedback
- Understand your rights and responsibilities as a student
- Give your current contact details to the administrative staff and know how to update them if they change (you must update them within seven days with the administrative staff and, if you are an international student, with the Department of Home Affairs)
- Understand the conditions of your student visa if you are an international student
- Know what resources and services are available for you and how and when to access them, including study support with your lecturers or tutors
- Talk to the staff about compensating for any physical disability or other hardship which affects your ability to study (this compensation is called “reasonable adjustment” and is explained in the Student Support Framework).

## MHE Campus

Our campus is at Level 4, 4 Railway Parade, Burwood. It is easily accessible by public transport. There is a car park behind the building and there is convenient parking around the local streets. It is a short walk from a range of shops, cafés and important services.

The campus is designed to give you the best possible learning experience. The resources are the most up-to-date and efficient available. The staff are supportive professionals, and the environment is conducive to learning, including:

- **Wi-Fi:** The whole campus has free Wi-Fi for all students. You will receive a Wi-Fi password and an MHE email address when you enrol.
- **Library:** a wide range of books, as well as access to the EBSCO online database and electronic journals. You can borrow up to five books at a time for up to two weeks. It also has accessible computers, photocopying and printing.
- **Classrooms:** equipped with audio-visual equipment. Furniture can be moved but must be put back in an orderly fashion at the end of each class.
- **Common area:** A kitchenette and space for eating, recreation and socialising.

If you notice any potential hazards, please mention them to staff as soon as possible. We always have a well-stocked first aid kit and at least one first aid officer will always be present while the campus is open. The fire exit is indicated. Our Critical Incident Policy and Procedure ensure that we are prepared for potential natural disasters, abuse, violence, accidents, or any other potential threat to life, physical health, mobility, mental health or cause of trauma.

You are expected to dress in neat casual or business clothing on campus. Clothing may not display offensive, culturally insensitive or intimidating images or messages. Students who arrive on campus dressed inappropriately will be asked to cover any inappropriate clothes or else leave immediately.

Under the Smoke Free Environment Act (2000), you can be fined if you smoke within four metres of the entrance or exit of a public building, including emergency exits. This applies to the location of the campus.

### Orientation

Orientation is compulsory for all new students. It is your best opportunity to familiarise yourself with what it means to be a higher education student and how to thrive here. You will receive a valuable opportunity to meet key staff and your classmates and become part of the MHE community. Features of Orientation include:

- Meeting key people
- Meeting your classmates
- Familiarising yourself with the campus
- Understanding how to be a higher education student
- What support services are available
- Important administrative details

### Important Contact Details

CEO	Dr Safayet Hossen	0402 938 142	safayet@monaroeducation.com.au
Dean	A/Prof Elaine Evans		elaine@monaroeducation.com.au
Course Coordinator – Bachelor of Business			

Course Coordinator – Master of Professional Accounting (Advanced)			
Student Administration			
Student Support Officer			
Academic Skills Advisor			
Librarian			

## MHE’s Study Options

### Courses

Each course here is designed to give you the skills, qualities and capabilities to start a rewarding career. When you graduate, you will potentially be qualified to apply for membership of an industry/professional body relevant to your field of study. Monaro Higher Education intends to apply soon for accreditation of its courses with Certified Practising Accountants Australia, Chartered Accountants Australia / New Zealand, Institute of Public Accountants and the Australian Institute of Project Management.

Through each twelve-week trimester, you will be required to attend two hours of lectures and one hour of tutorials per unit. A normal study load is four units per trimester. You should organise your time to spend seven hours per unit per week outside lectures or tutorials doing personal study and completing assessments. At the end of each trimester, there is a final examination period. The available courses are:

- **Master of Professional Accounting (Advanced) (MPAA)**, which consists of sixteen core units
- **Bachelor of Business (BBus)**, which consists of fourteen core business units and ten elective units, eight of which form a major. You must complete two unspecific electives from a choice of seven. There are three majors:
  - Project Management
  - Business Management
  - Accounting.

### Fees

Tuition fees payment may be up front or in two instalments but in either case, full payment must be made no later than the census date of the student’s first trimester.

- Bachelor of Business: \$52,800
- Master of Professional Accounting (Advanced): \$40,000

Other fees and charges:

- Enrolment fee: \$500
- Overseas Student Health Cover: (provided by a third party - costs to be determined)

- Late payment fee: \$100
- Course transfer fee: \$200
- Printing fee: ten cents per black and white page
- Library late fee: \$3 per day
- Lost library book replacement fee: \$150
- Graduation fee: \$80
- ID card replacement fee: \$15
- Testamur replacement fee: \$100

Please read the Fees and Refunds Policy and Procedure on our website for full details.

## Study

### 2023 Academic Calendar

Important Academic Dates:

	Trimester 1:	Trimester 2:	Trimester 3:
First Day for Enrolments	20 <sup>th</sup> February	12 <sup>th</sup> June	23 <sup>rd</sup> October
Orientation:	6 <sup>th</sup> – 10 <sup>th</sup> March	3 <sup>rd</sup> – 7 <sup>th</sup> July	6 <sup>th</sup> – 10 <sup>th</sup> November
First Class:	13 <sup>th</sup> March	10 <sup>th</sup> July	13 <sup>th</sup> November
Census Date*:	3 <sup>rd</sup> April	31 <sup>st</sup> July	4 <sup>th</sup> December
Last Class:	2 <sup>nd</sup> June	6 <sup>th</sup> October	5 <sup>th</sup> February
Exam Period:	12 <sup>th</sup> – 16 <sup>th</sup> June	16 <sup>th</sup> – 20 <sup>th</sup> October	19 <sup>th</sup> – 23 <sup>rd</sup> February
Results Released:	3 <sup>rd</sup> July	6 <sup>th</sup> November	12 <sup>th</sup> March

\* The Census Date is an important day for students. It is the last day on which you can finish enrolling for the trimester. It is the due date for student fees. It is the last day you can withdraw from a unit without an academic penalty (that is, a Failure for that unit on your official results) and get a refund of your fees for that unit.

2023 Public Holidays:

- New Year's Day: 1<sup>st</sup> January
- Australia Day: 26<sup>th</sup> January
- Good Friday: 7<sup>th</sup> April
- Easter Monday: 10<sup>th</sup> April
- Anzac Day: 25<sup>th</sup> April
- King's Birthday: 12<sup>th</sup> June
- Labour Day: 2<sup>nd</sup> October
- Christmas Day: 25<sup>th</sup> December
- Boxing Day: 26<sup>th</sup> December

## Enrolment

You can enrol at any time during normal business hours at the campus office. Enrolments open three weeks before the first class and continue until the third week of lectures. We strongly recommend enrolling as early as you can.

Every student in Australian higher education needs a Unique Student Identifier (USI). International students must arrive in Australia before they can get one. We will record your USI at enrolment. See [Home page | Unique Student Identifier \(usi.gov.au\)](#) for full details.

## Deferring Enrolment

Ordinarily, you must enrol in the first trimester which starts after you receive your letter of offer. However, you can apply for a deferral. You may apply to defer your studies:

- When compassionate or compelling circumstances would affect your course progress or wellbeing
- Only for the course to which you were admitted, i.e., deferred entry is not transferable from one course to another
- Only within normal trimesters
- Only if you accept unconditionally any course changes that MHE implements during the period of deferment
- For a maximum of 12 months unless the Dean approves a longer time.

For international students, deferred entry may require a revised eCoE, which has a fee. MHE will advise you to check with the Department of Home Affairs about any potential impacts on your visa.

You must apply for Deferred Entry in writing together with reasons and supporting documentary evidence. MHE will assess your application and provide a decision in writing within ten working days. If the application is refused, MHE will provide reasons for its decision. Any tuition fees paid in advance may be transferred to the next available trimester.

If MHE confirms your deferred entry, we will also tell you about starting your studies and enrolment. You must accept the revised offer for deferred entry within fifteen days for MHE to issue a revised eCOE with your new starting date. MHE reserves the right to cancel your deferred offer if you do not comply with its terms and conditions.

## Unit Outlines

The Unit Outline is an important document. It is the first source of information about each unit and reveals the purpose, aims and key ideas of each unit and how it relates to the whole degree. The Unit Outline guides you in setting up your study timetable by laying out each week's theme, required reading and suggested other reading. It also offers an important guide to the assessments, including due dates, what is required from you, their weighting (that is, how much they contribute to the overall grade for the unit), what you need to focus on and what knowledge, skills and application each one requires. Make sure that you read the Unit Outline for every unit in which you enrol and keep referring to it throughout the trimester.

## Satisfactory Progress

It is crucial to maintain satisfactory academic progress. Progression requirements include:

- a maximum time for completion of the course (three years for the BBus; two years for the MPAA)

- a minimum and maximum study load (four units per trimester is the required study load for full-time students)
- limits to the number of times you may repeat a failed subject.

If you do not meet academic progression requirements, academic or administrative staff will offer you the support you need to succeed. We recognise that you may have extenuating circumstances that affect your performance.

Make sure that you read the Academic Progression and Students at Risk Policy on our website for full details.

### Changes of Preference

You may decide during your studies that you want to change to a different degree or to a different major within MHE. If you do, your academic standing and progression status still apply when you move to the new course. You cannot change to another course within MHE if you are suspended or excluded for any reason.

If you want to change courses, we advise you to discuss it informally with your Course Coordinator first. International students should also discuss it with their agent. Sponsored international students must have written consent to change from their sponsor.

Download the Internal Transfer Application Form from the MHE website, fill it in and give it to the Student Administration Manager ideally before the start of the trimester you want to start the new course, or at the very latest one week before the Census Date for that trimester.

Approval is not automatic. You have to meet all the admission criteria for the course to which you want to transfer. The Dean and the Course Coordinator will consider your application and they may interview you about why you want to change. You will be notified of the result of your application by email.

If your application is accepted, MHE will send you a new Letter of Offer and Written Agreement, a new Confirmation of Enrolment (for overseas students) and a Completion/Progression Plan indicating the units you need to complete. You will then have to sign the Agreement and accept the Offer and return it to the Student Administration. Then you will be automatically withdrawn from your old course. If your application is unsuccessful, you have the right to appeal.

### Leave of Absence

The maximum length of a leave of absence is one trimester. Any tuition fees paid upfront for the period of the leave of absence will be held by MHE as a deposit for study when you return.

To apply, you must fill in the Deferral, Suspension or Withdrawal Application Form, which is available from our website. Applications for leave of absence are approved only on compassionate or compelling grounds. You must attach evidence of these grounds to the application and give it to the Student Administrator.

An international student granted leave of absence is required to leave Australia within four weeks of the approved starting date of leave. Students must return to Australia at least two weeks prior to the start of the next trimester. MHE is legally bound to notify the Department of Home Affairs when a student is granted a leave of absence. If an application for leave of absence is denied, you have the right to appeal this decision.

## Assessments

We have a wide variety of assessments. Some involve writing, others verbal presentations, others design or practical projects. Together, they test the learning outcomes of each course and each unit at an appropriate level. They cover both theory and practical applications of your learning. Use the weighting of each assessment to indicate how much effort to put in.

Read the assessment brief carefully. If there is anything in it you cannot understand, ask your tutor or lecturer as early as possible to clarify it. Presentation must be exactly according to the format in the brief.

Some assessments are designed to be completed in groups with classmates. For group activities, you will have to organise yourself to form a group and then arrange when and how you will meet and work together.

Assessments and feedback are designed to ensure that you and your lecturers and tutors can evaluate your progress. You are primarily responsible for your own academic performance and academic progression.

Please read the Assessment Policy on our website for full details.

## Late submissions

You will need to make sure that assessments are all done to the best of your ability and by the due date. An assessment handed in after the due date will lose five percent of the marks for every day of lateness unless you have an extension.

Extensions are only granted when illness, accident or misadventure outside your control prevents you from completing the assessment on time. You will need to apply in writing to the Unit Coordinator to explain clearly what prevented you from completing the assessment on time and include documentary evidence of the circumstances. Until you have written approval from the Unit Coordinator, which is not automatic, you must not assume that it will come. Under some circumstances an alternative form of assessment may be arranged instead. Deferrals cannot be indefinite and all the unit learning outcomes, course learning outcomes and graduate attributes must be assessed to the same extent as for all other students.

## Final Exams

Final exams happen in the week 14 of each trimester. Not all units have final exams, but for those that do, you must take their conduct very seriously.

The Unit Outline says whether the exam is open-book or closed-book, and you must not take anything into the exam room unless the Unit Outline allows it. There must be no attempt to communicate with another student, no use of any kind of electronic device and no attempt to look at another student's exam paper. Breaching any of these rules or causing any kind of disturbance during an exam can result in eviction from the exam room.

If you miss an exam, there is no guarantee that you can sit another exam later. Permission for a later exam is granted on similar grounds to assessment extensions. If you don't complete every assessment, including the final exam, you cannot pass.

Please read the Examination Policy on our web site for full details.

## Your Rights and Responsibilities

Acceptance of your Letter of Offer begins a binding contract between you and MHE. It is important to recognise, right from the start, what is expected of you and what you should expect from us. The Pre-

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Enrolment Handbook and the Orientation session will introduce these rights and responsibilities and the support staff are always ready to guide and support you.

The Australian Federal Government and the NSW State Government have legislation to protect your rights while studying. If there is any service you need, staff will direct you to a service either on campus or in the nearby community.

Your responsibilities and rights are set out in the Student Code of Conduct and the Policies which you can read in this Handbook and on our website. Breaches of these policies result in a range of penalties depending on the severity. There are internal and external appeal processes if you feel that any of our decisions is unfair.

### National Code of Practice

The Australian Federal Government regulates higher education through the Education Services for Overseas Students (ESOS) Legislative Framework. This protects your rights by ensuring that the education you will receive will be the highest quality and that you will be treated fairly. It ensures our professionalism, reliability and ethical standards, which all our staff uphold and all our policies and procedures reflect.

For full details of the National Code of Practice, see: [Education Services for Overseas Students \(ESOS\) Framework - Department of Education, Australian Government.](#)

### The Tuition Protection Service

As part of our legal requirements under the National Code of Practice, we are a member of the Tuition Protection Service (TPS). The TPS applies to domestic students who pay fees upfront and to all international students. If we cannot offer you the entire course in which you are enrolled, the TPS will help you complete the course at another provider or else you can either receive a full refund for any unit you did not complete. If you move to another provider, fees already paid are transferred to the other provider.

Please refer to Transfers Between Providers Policy and Procedures on our website for full details.

### Privacy

We are legally obliged to collect information about you as part of your application and enrolment. We will collect no more than is necessary and will never collect information about you without your knowledge.

We are committed to maintaining our records with the highest respect to your privacy and confidentiality. Staff will only look at your personal details when they need to for their work and will never keep their own records separate from the records in MHE's administration. Your information will only be shared with third parties when we are legally required to share it and/or when you give informed consent in writing. It will never be passed on to marketers or used for any purpose other than to meet our administrative and legal requirements.

We are required to make sure that information we hold about you is accurate and current. You have the right to look at your records. If you notice any incorrect information or if any of your personal details change, please let our administrative staff know as soon as possible.

### Student Support

MHE is committed to maintaining a positive culture, providing all students with the best possible learning experience and removing barriers to effective, rewarding learning. We believe that:

- You learn best when your wellbeing is at its best, and when you feel safe.
- Supportive relationships and reasonable standards of support help you manage their wellbeing.
- Support services are delivered when needed.
- MHE policies and procedures support student wellbeing.
- Personal information is treated confidentially.

MHE recognises that students have individual physical, emotional, psychological or academic needs and that you have challenges and needs specific to your life context and background. Therefore, all MHE staff have a responsibility to help and support you or refer you to appropriate external support services when needed.

Monaro provides a wide range of support services at no extra charge. They are all designed to empower you for success.

### Language Literacy, Numeracy (LLN)

- English for Academic Purposes – All classes and assessments at MHE must be in English. The Academic Skills Advisor runs workshops and seminars for students to improve their English.
- English Discussion Groups – The Academic Skills Advisor runs weekly casual discussions during trimesters. You can come and learn about Australian culture while sharing about your own culture, make friends with classmates and get confident in speaking English socially.
- Numeracy – students may contact the Academic Skills Advisor for help with numeracy if necessary. The Academic Skills Advisor may refer a student to a Skills for Education and Employment (SEE) program.

Note: MHE cannot provide general English classes. The Academic Skills Advisor can refer a student to an English Language Intensive Course for Overseas Students (ELICOS) provider, which will have to be reported to the Department of Home Affairs with implications for a student's visa.

### Technology Support:

- Learning Management System (LMS) – You will get a password to log on to the LMS before your first class. After that, you will be able to log in from your own computer or device anywhere. You will get training in the LMS during Orientation and you can always ask the Librarian for help with it.
- Library computers – You can use the computers in the library whenever the campus is open. They have the full Microsoft suite on them, as well as software you will use in your course and software you may need to complete assessments. You can use them for any purpose related to study. The librarian and IT Support Officer can help you use them.
- IT Support – The MHE campus has free wi-fi. You can call the IT Support Officer for help with your own laptop, tablet or device if you are using it for activities directly related to your study.
- EBSCO – EBSCO is a huge online database of useful, up-to-date research materials. It is free of charge for all students on the computers in the library. The Academic Skills Advisor or the Librarian can help you take advantage of EBSCO.

### Library and Research Support

- Assessment Skills Help – The first trimester of any Bachelor's degree at Monaro contains the unit MGT104 Academic and Professional Skills. This introduces you to academic integrity,

formats of academic writing, group projects, research methods and presentation skills. There are also models of different text types in the LMS. The Academic Skills Advisor also runs workshops on various skills. Students can also book a time to meet the Academic Skills Advisor or their lecturers or tutors.

- Course Help – each academic staff member has set times when they are available on campus. Students may book times to ask them questions or talk about their course.
- Mentoring – Students may be paired with a successful student at a higher level who will work with them for peer support and informal guidance. Students at enrolments in second and third year will be encouraged to volunteer as mentors.

The Academic Skills Advisor can help you with a range of academic skills training, such as:

- Research skills
- Library skills
- Essay writing
- Numeracy skills
- Organisation for your study notes and timetable
- Using the Learning Management System (Moodle)
- Maintaining academic integrity
- Help with English proficiency.

### Social and Mental Support

- Social Activities – MHE organises social activities to introduce you to Sydney and help you make friends. There may or may not be a charge depending on the type of activity.
- Counselling – The Student Support Officer can help with motivation, interpersonal skills, stress and time management, and lifestyle balance. The Student Support Officer can arrange a professional, sensitive counsellor in crisis situations, mental health issues and legal advice. That counsellor can also refer students to psychological clinics or mental health services.
- Employment Help – Students looking for casual work are offered support in presentation, CV writing and interview skills run by the Academic Skills Advisor. The Academic Skills Advisor runs workshops on job search skills for students in their last trimester.

Any student can book a session with the Student Support Officer to receive free, non-judgemental, confidential advice on any personal issues related to:

- their student experiences
- harassment, victimisation or bullying\*
- accommodation and financial issues
- legal advice
- disability
- personal health, safety and wellbeing
- mental health
- homesickness for international students.

\*We have a strict policy forbidding anything like this from either students or staff. If you experience bullying on campus, please report it immediately to the Student Support Officer. We take seriously our responsibility to eliminate discrimination or harassment based on disability, parent/carer status, ethnicity, race, nationality, age, gender, industrial activity, religion, pregnancy, breastfeeding, sexual preference/orientation, marital status, political persuasion, social origin or medical record.

## Your Safety and Health

- First Aid – there is at least one first aid officer on campus whenever MHE is open. Administrative staff have contact details for nearby chemists, medical clinic and hospital.
- Reasonable Adjustments – in conjunction with relevant medical professionals, the Student Support Officer can arrange permanent or temporary adjustments to your study environment. We can offer support for students with impairments to their vision, hearing, mobility or manual dexterity.
- Critical Incidents - The Designated Safety Officer or Delegated Authority authority oversees immediate and ongoing responses to critical incidents.

We take every reasonable precaution to provide a safe environment for everyone on campus. Both students and staff have a duty to watch out for any potential hazards and bring them to the attention of appropriate staff.

The Orientation session will introduce you to various work health and safety measures, including:

- the name and contact details of the Designated Safety Officer
- the location of fire exits, fire extinguishers and emergency evacuation points
- the location of the first aid kit and the names of first aid officers.

You should report any incidents injuries, accidents or risks to health, even minor ones, which take place in or around the campus. We take every report seriously and take whatever action is necessary to maintain our duty of care regarding everyone present, including calling police or medical professionals.

Please stay away if you are unwell and there is any possibility that your illness is contagious. If you submit a medical certificate to the administrative staff, you will not be penalised for absenteeism, and you can seek deferral of due dates for assessments.

## External Support

Our staff cannot provide every service but will have contact details of nearby services which can provide crisis counselling, crisis accommodation and food relief, emergency financial relief and medical clinics.

- To contact police, ambulance or the fire brigade in life-threatening emergencies, call 000.
- For advice about your working rights, go to [Work restrictions for student visa holders \(homeaffairs.gov.au\)](https://www.homeaffairs.gov.au).
- For information and services about your physical, mental and emotional health, please refer to <https://www.studyaustralia.gov.au/english/visas-travel-and-covid-19/study-in-australia-student-support/health-and-wellbeing/health>.
- In an acute personal crisis, you can find help 24 hours a day, 7 days a week from Reach Out <http://au.reachout.com/> Tel: 8029 777 or Lifeline <https://www.lifeline.org.au/> Tel: 13 11 14
- For help with housing, health, medical, legal advice or money, go to [Ask Izzy](#).

## International Students

The above support is equally available to domestic and international students but in addition, the upheavals international students undergo when moving to another country to study warrant special support. At the same time, MHE and the international students themselves must keep aware of the restrictions placed on them by the Department of Home Affairs as conditions of their student visa. Those restrictions include:

- International students can work more than 48 hours a fortnight in any sector of the economy.

- You must keep your Overseas Student Health Cover current.
- You must maintain satisfactory progress with your course, maintain a full-time study load and complete your course within the set time.
- If any of your contact details change, inform the Department of Home Affairs within seven days.
- You cannot transfer to a course with a lower Australian Qualification Framework level than the one you originally started in Australia.
- You must consult with academic staff before reducing your study load. Any reduction must not prevent you from completing the course before your Confirmation of Enrolment expires.

## The Student Code of Conduct

Being a student here means being a member of an extended community. Each individual member of the MHE community has a responsibility to behave in ways that do not adversely affect any other member of the MHE community. We are committed to providing everyone on our premises with a safe and inclusive environment and affirm that everyone on our premises has the right to be safe and free from threats to their wellbeing. You should enjoy your study experience and the environment in which this occurs. At all times, all members of the MHE community should be treated with dignity and respect.

However, we recognise that misconduct does occur that can put you at risk, and that we need clear policies and procedures for dealing with incidents of student misconduct.

This Code of Conduct will establish the expectations and guidelines for the management of student behaviour that are designed to maintain a positive environment and foster a sense of camaraderie and collaboration for the entire MHE community. The guidelines set out the processes for dealing with student misconduct in a manner that is clear, consistent, and fair, and in accordance with the principles of natural justice.

Please make sure that you read the Student Code of Conduct on our website.

## MHE Policies

Note: the information here is only a summary of the policies as they apply to you. If you are concerned about any of the issues in these policies, please refer to the full versions of the policies and corresponding procedures on our website and discuss the issue with staff. Policies are subject to regular review and updates.

## STUDENT POLICIES

### Advanced Standing Policy

We are happy to recognise your prior learning recognised. We are committed to ensuring fair, transparent, and flexible advanced standing arrangements to award credit for prior learning while maintaining our commitment to ensure the integrity of learning outcomes.

In granting advanced standing:

- Standards of academic integrity should always be maintained.
- the process must adhere to this policy and the specific course and/or entry requirements.

- students granted advanced standing are not disadvantaged in achieving the expected learning outcomes for the course of study or qualification.
- decisions must be evidence based, clear, equitable, and transparent.
- procedures must be applied consistently and fairly with decisions subject to appeal and review.
- decisions must be academically defensible; and
- decisions must be timely
- the outcome will be documented.

Entry to our courses will be in accordance with the Student Admission Policy. An offer of credit does not guarantee admission into a course. No advanced standing granted exempts a student from achieving all necessary course learning outcomes and graduate attributes.

Please read the Student Admission Policy and Advanced Standing Policy on our website.

## Academic Integrity Policy

One condition of your enrolment is that all assessment responses must be entirely your own original work produced by you without the aid of any commercial service or artificial intelligence.

You will learn the appropriate use of referencing, intellectual property and copyright laws pertaining to all material produced by or for MHE for any purpose.

All new students must complete an academic integrity module in the Learning Management System during their Orientation.

Academic Staff will demonstrate academic integrity to you, integrate academic integrity into their curricula, and be fair, consistent, transparent and timely in dealing with accusations of academic misconduct.

Anyone who fails to comply with our commitment to academic integrity will receive appropriate sanctions proportionate to the extent of the breach.

Information about academic integrity is available to students from the Academic Skills Advisor, on our website and in the Moodle.

## Assessment Policy

Working on assessments allows you to develop and demonstrate newly acquired knowledge and skills. Grades reflect your level of attainment. Assessment feedback will encourage you to learn more, give appropriate recognition of your work, reward your achievements and highlight areas for improvement with appropriate, clear, useful, balanced, prompt constructive criticism. Assessment results will chart your progress towards succeeding at your goals.

All assessments must be designed, expressed and marked in the English Language.

Each assessment will be described in the unit outline, including its due date, its weighting, its form and its alignment with the unit learning outcomes, course learning outcomes and Graduate Attributes.

Assessments should not force you to exceed ten hours per unit per week including attendance at lectures and tutorials, independent self-directed study and research. The effort required for each assessment should be proportional to its weighting.

If you require Reasonable Adjustment, in accordance with our Student Support Framework, will have the format of their assessments modified accordingly.

## Examination Policy

The Unit Outline will state the length and weighting of the examination and whether it is open book or closed book. Academic staff will inform you of the examination conditions. Invigilators will be responsible for ensuring that you comply with the conditions.

An examination may be deferred for you if an extreme illness or misadventure outside your control and/or which you could not have reasonably avoided prevents you from sitting the examination. You must have documentary evidence to justify this.

## SERVICES AND FACILITIES POLICIES

### Academic Language and Learning Support Policy

Academic staff who are concerned about the quality of academic writing or speaking exhibited in the first assessment or the first few tutorials may discuss with you the option of referring you to the Academic Skills Advisor. The purpose of this support is to help you excel.

You may voluntarily initiate contact with the Academic Skills Advisor to receive support.

There is no additional fee to access the Academic Skills (including numeric, research and library skills) or English Support.

### Academic Progression and Students at Risk Policy and Procedure

It is important that you complete your course within acceptable time limits. The Higher Education Standards Framework (2021) requires us to measure, record and report on your academic progress as well as implement policies and procedures to identify and provide support for students who are struggling to succeed.

We will provide institutional oversight and monitoring of students with different levels of academic performance to ensure that students at risk of not progressing satisfactorily receive appropriate support and assistance wherever necessary. If your progress remains unsatisfactory, we may impose conditions on your continued enrolment, or you may be excluded from continuing studies.

We aim to provide a quality environment in which barriers to learning are overcome wherever possible. Our staff will identify those barriers and work with you to bring out your potential.

During each trimester, we will monitor your attendance, participation and progress, ensuring early intervention, if necessary, to achieve academic success.

If you are referred to the Academic Skills Advisor, you will be assisted with Language Literacy, Numeracy (LLN), Library and Research Support as well as study skills. The Student Support Officer is available where disabilities, wellbeing or medical conditions may impact your ability to participate or progress (in these cases referral to other types of external support may be required).

### Appropriate Use of Information Technology Policy and Procedure

You are expected to exercise sound judgement, professionalism and decency regarding your use of our resources, including but not limited to:

- abiding by the Student Code of Conduct, all relevant policies and procedures and standards of decency always
- backing up stored or uploaded content (including, keeping copies of assessments submitted via the Learning Management System)

- ensuring that anything uploaded to our website, Learning Management System or cloud storage is free from viruses and malware

Under no circumstances may you use our IT equipment, Wi-Fi or email addresses to:

- Engage in, access, create or share any material which may be considered bullying, stalking, harassment, hate speech, intimidation, defamation or discrimination (see the Anti-Harassment Policy and Procedures for more information)
- Engage in or access, create or share material which may be considered objectionable, obscene, inflammatory or offensive or upload such content to our website or Learning Management System
- Engage in, access, create or share any material which breaches copyright or intellectual property law, including pirated or inappropriately licenced software or illegally distributed media (see the Intellectual Property Policy and Procedures)
- log in using any other person's password or look at or use any information in any other person's email account or browser history, attempt to access another person's personal details, circumvent user authentication or in any other way breach security or invade privacy
- conduct or take part in personal commercial business unrelated to MHE, or any political activity or online gambling
- access confidential internal information or staff members' or students' personal details, store such information on one's own personal storage devices or make it available to any person
- commit any cyber-crime
- copy, distribute, share or broadcast any part of any recording or other information on the Learning Management System other than that required for study or completing assessments
- connect a computer or device to our Wi-Fi which they know, or suspect, contains malware, viruses, Trojans or any other kind of malicious software
- modify, maliciously damage or disassemble our computers or equipment or otherwise use them contrary to the manufacturer's norms or in a way that voids the manufacturer's warranty
- in any other way expose themselves, us, any staff member, any student or any contractor we engage to legal or financial liability or disrepute.

Anyone suspected of breaching any part of this policy will be reported and investigated in the manner described in the Student Code of Conduct. Where we have reasonable grounds to suspect that a student's device breaches this policy, we reserve the right to confiscate that device to investigate. Breaches will be dealt with according to our standard disciplinary procedures.

## Library and Information Resources Policy

We will keep a collection of relevant, current texts in various formats which advance and complement learning and teaching. These sources must be gathered, maintained and updated efficiently. The library will include:

- E-books
- Paper books
- Audio and audio-visual recordings
- Online databases
- Journals.

Unless copyright laws and licencing terms and conditions restrict use of resources, e-books and e-journals will be available to all students via our website using a pass code.

The library will not keep resources in languages other than English.

The library will be open from 8.30 am to 9.00 pm on days with scheduled evening classes and 8.30 am to 5.00 pm on other weekdays. It will be open on weekends only on days with scheduled classes. It will not be open on public holidays.

The librarian will respond to your enquiries for assistance in finding resources by guiding you in how to use the catalogue and how to conduct other research.

## Student Support Framework

We are committed to supporting a positive culture, providing the best possible educational experience and removing barriers to effective, rewarding learning. The following principles underpin this commitment:

1. You learn best when your wellbeing is optimised and you feel safe.
2. Supportive relationships and reasonable standards of support enable you to manage your wellbeing.
3. Support services are delivered in a timely manner.
4. Our policies and procedures support decision making that optimises your wellbeing.
5. Personal information is treated confidentially.

We recognise that students have individual physical, emotional, psychological or academic needs and that they have challenges and needs specific to their life context and background. Therefore, we are responsible for assisting you or referring you to appropriate external support when needed.

For full details of the student support services such as counselling, special needs support, Language Literacy Numeracy (LLN) and academic skills support we offer, please refer to the Student Services Framework on the website, or to appropriate staff or the Student Support Officer.

## HEALTH, SAFETY AND WELLBEING POLICIES

### Anti-Harassment Policy and Procedure

The Anti-Harassment Policy provides information and clear guidelines on understanding and preventing unlawful discrimination and harassment and provides the framework for handling behaviour that breaches this Policy.

We are committed to maintaining an environment that is free from all forms of harassment, bullying and discrimination, which values and fosters good working relationships that enable students and staff to be treated with dignity, courtesy and respect.

All students have a right to study in an environment free from discrimination and harassment.

Discrimination, bullying and harassment constitute a risk to the health and safety of the student body and MHE as an organisation. Such behaviour is unacceptable and will not be tolerated. Further, any retaliation against an individual who has complained of harassment, or who is cooperating with an investigation of a complaint, will not be tolerated.

We prefer to use educative approaches to prevent discrimination, bullying, and harassment, to inform members of the MHE community of their rights and responsibilities, to encourage the reporting of behaviour, practices or publications that contravene this Policy, and to ensure that our systems and processes are not discriminatory.

We take allegations of discrimination and harassment seriously. Allegations of discrimination and harassment involving students or staff will be handled with sensitivity and impartiality in accordance with the complaint procedure.

Where it is determined that discrimination or harassment has occurred, we will act promptly to stop the improper conduct and take corrective action and impose appropriate disciplinary action.

If a person makes a false accusation in bad faith, that person may be disciplined and may be exposed to a defamation claim.

Sexual harassment is a specific and serious form of harassment. It is unwelcomed sexual behaviour, which could be expected to make a person feel offended, humiliated or intimidated. Sexual harassment can be physical, spoken or written. Care and consideration for a person's wellbeing is the primary focus when responding to any disclosure, seeking a resolution and addressing any formal complaint of sexual assault or sexual harassment.

Students and staff are bound by their respective Codes of Conduct and national legislation to refrain from sexual harassment and abuse. Everyone must discontinue behaviour demonstrated to have offended, humiliated or intimidated another person. Sexual harassment will not be tolerated by anyone in the MHE community.

## Equity and Diversity

We recognise, value and promote the diversity of our student community and our staff as a positive feature of our teaching and learning environment.

We are committed to meeting the learning and support needs of all our students, so that as far as possible all students have equal opportunities for academic success. Our policies, practices and approaches are designed to accommodate diversity and identify and support the under-represented and disadvantaged groups.

The seven classes of under-represented students that have been specifically identified in Australian higher education policy are:

- students from a non-English speaking background (NESB)
- students with disability
- women in non-traditional areas of study (WINTA)
- Aboriginal and Torres Strait Islander students
- low socio-economic status (LSES) students
- students from regional and remote areas and
- students who are the first in their families to attend a higher education institution.

Our approach to increasing the access, retention, and success rates of underrepresented students includes:

- reaching prospective students with potential (outreach)
- helping them to connect with higher education (facilitating access)
- assisting the learning experiences and providing the support once the students commence (developing experience), ultimately improving their retention and completion rates
- evaluating the effectiveness of equity programs in achieving their goals (measuring outcomes).

We provide special consideration to the recruitment, admission, participation, and completion of Aboriginal and Torres Strait Islander students.

Students with identified and/or stated needs are consulted concerning their study requirements and supported throughout their enrolment to be as successful as they can within the limits of the available resources. Each student's situation will be handled on its merits. We will provide reasonable adjustments within the learning environment for students with special needs through a range of services such as, but not limited to, reasonable modifications to assessment, special consideration,

and physical access to premises. We will also offer literacy, numeracy, academic skills development, counseling services and support.

## Student Counselling Policy

We have a duty to help you overcome all academic and non-academic barriers to education and to take all potential disadvantages seriously. Counselling is a vital component of that care for many students. It is essential that everyone here finds acceptance, respect and dignity.

You are expected wherever possible to take responsibility for your own welfare and for addressing any issues (academic or otherwise) which arise during your studies or through assessment feedback. You may initiate informal counselling with academic staff or formal counselling with the Student Support Officer or the Academic Skills Advisor for issues including but not limited to:

- Their course of study
- Educational experience
- Harassment, victimisation, bullying
- Accommodation issues
- Financial hardship
- Legal advice
- Disability
- Personal wellbeing and safety
- Mental health.

Academic staff may also initiate counselling. This will begin with an informal conversation with you and may lead to their referring you to the Student Services Officer or the Academic Skills Advisor. Formal and informal counselling will always be conducted professionally and impartially.

Unit Outlines and the Learning Management System will state the regular hours which academic staff members have nominated when they are available for informal counselling, as well as their contact details. You must make bookings to meet staff.

Academic staff may give limited support with underlying issues which hamper your academic progress and performance but will be aware of the limits of their professional expertise.

The Student Support Office will be open during business hours during trimesters. You may book counselling sessions. The website will also contain contact details for organisations such as Lifeline.

All counselling will be professional, confidential and respectful of students' right to privacy.

We are committed to ensuring that nobody is ever disadvantaged for their involvement in counselling and that nobody is shamed or disrespected for using counselling.

The primary aim of the Student Support Officer is to collaborate with you to improve your physical and mental health and optimise their academic performance.

## GRADUATION POLICIES

### Conferral of Qualifications and Graduation Policy

In conferring qualifications and conducting graduation ceremonies, we will be compliant with relevant standards and conducted with integrity and authenticity.

You are eligible to graduate from your course if:

- a) all course requirements have been met and there are no outstanding grades for any units contributing to their course/award

- b) you owe no financial debt to us
- c) there is no current Suspension, Exclusion or expulsion penalty on their record
- d) there are no outstanding proceedings related to allegations of Student Misconduct and/or not be under investigation for misconduct and
- e) have provided us with their unique student identifier (USI).

You must register to graduate before the end of the last teaching period of your course of study as defined by the relevant rules of your course. The deadlines for graduation applications will be published on our website.

Deferment of graduation is normally not permitted. If you qualify for graduation, you must apply to graduate in the graduation ceremony immediately following the trimester in which you complete requirements for an award.

Students eligible to graduate may choose to graduate *in absentia*. Students who elect to graduate *in absentia* are not permitted to participate in any future graduation ceremony as a “presentee” for that award.

## Degree Issuance and Replacement Policy

All students who graduate from one of our higher education programs are entitled to authorised qualification certification, including a testamur and academic transcript.

We are committed to providing this documentation in a timely manner and in a manner that protects the integrity and quality of the academic award. We are responsible for ensuring that your documentation presents an accurate record of your achievement, can be readily authenticated and is protected against fraudulent use.

To maintain our high academic standards and processes, academic administration staff will:

- be subject to regular monitoring and periodic review (including external referencing)
- reflect a student-centred emphasis
- be delivered on a timely basis
- be subject to robust approval processes
- be evidence based
- be informed by and comply with legislative, regulatory, and industrial requirements.

All information included in certification documentation must be written clearly in plain English. We will ensure that all prospective graduates are fully informed about the graduation arrangements.

Every student who completes one or more units will be issued an academic transcript. The academic transcript is the official and certified version of your academic record. The academic transcript lists:

- units and programs in which you are enrolled
- all units you have attempted
- grades received.

An official academic transcript is included as part of your graduation documents. Additional copies of an academic transcript may be purchased as required.

Every student enrolled in an AQF course who meets the requirements for completion of that course will be issued a testamur at the graduation ceremony. There can only be one testamur in circulation for a graduate of the degree for which they were awarded. We cannot produce extra copies unless requirements for a replacement are met.

You are entitled to receive replacements if the original document is damaged, lost, stolen, destroyed, or otherwise misplaced. We implement a strict process for replacement to protect against fraud.

## FINANCIAL POLICIES

### Fees and Refunds Policy

Students must be aware of the cost of their studies. The fees, due dates and payment methods must be clear. The process of applying for a refund must be clear and responses to those requests must be timely.

You will be made aware of changes to fees, offers or any policies applicable to them with as much notice as possible.

Wherever possible, we will resolve complaints without charge or else at a reasonable cost.

We will endeavour to prevent you from incurring unexpected costs through accessing learning resources.

Domestic students must pay an application fee when they lodge their application. Remaining fees must be paid no later than the census date. Students who have not paid a tuition fee or instalment by the due date will be sent a warning letter. If payment is still not forthcoming, a final warning letter will be sent. After this, we may employ debt collectors to recover unpaid fees. These students will be denied access to our resources and facilities and may not sit final assessment. A late payment administration fee may be applicable.

International students must pay tuition fees for each trimester in advance. Their written agreements will include all payment dates.

The minimum payable to ensure enrolment is:

- offshore students: four units
- onshore students: one unit initially and three units before the first class.

Students who have not paid the tuition fee by the due date will be sent a warning letter. A late payment administration fee may be applicable. If payment is still not forthcoming, a final warning letter will be sent. We will cancel the student's enrolment and inform the Department of Home Affairs accordingly.

For full details of refunds, fee waivers etc, please see Fees and Refunds Policy and Procedures on our website.

### Internal Course Transfer Policy and Procedures

You may transfer between our courses and majors within a course. Such internal transfers may be approved by the Dean for reasons that may include:

- you are performing poorly in their current course and believe that you would achieve better results in the other course
- you have decided on a different career direction.
- you have been allowed to graduate by articulating to a lower-level award.

Before applying, you must seek academic advice from your Course Coordinator to discuss academic progression consequences and your eligibility to graduate with the new course. International sponsored students must also first seek written approval from their sponsor.

If you wish to apply for transfer to another course or to a different major you must submit an Internal Transfer Application Form to the Student Administration Manager, at the latest by one week before census date.

Approval of applications will depend on your meeting the admission criteria as well as places being available in the course or major for which you are applying to transfer.

You may be entitled to have units automatically credited to the new course. Course transfer recognition of prior learning will automatically apply where the unit number and version number are identical in each course. In such cases, the unit grade will be recorded for the course to which you transfer. Units are automatically credited to students' new course.

In all other cases, recognition of prior learning is not automatic and an application for recognition of prior learning must be made. For more information, see the Advanced Standing Policy and Procedures. Full details of the internal transfer application process and the specific requirements for domestic and international students can be found on our website.

## Student Grievances or Complaints Policy

We want to establish and maintain an approachable, efficient, impartial and prompt mechanism for hearing and resolving grievances that upholds students' and staff members' rights and our reputation.

We view any grievance as a chance to enhance our operations. By paying attention to a complainant and taking their opinion seriously, we will learn how to prevent further grievances and improve service. We will be sensitive and respectful to all parties in a grievance. Responses to grievances will be consistent, sensitive, objective and confidential and will never open complainants to negative consequences.

There will be no cost, financial or otherwise, in airing or responding to a grievance. While a grievance or appeal is being handled, your enrolment will not be at risk and the fact of the grievance or appeal must have no influence on your grades or assessment marks. There must be no suggestion of victimisation, bullying, reprisal or discrimination against any person involved, at least until a formal written decision states that that person is in the wrong.

Both the complainant and any person who is the subject of a grievance will have the right to speak freely without interruption and be heard respectfully. Responses to all people involved will be impartial, objective and fair. The decision will be made by someone independent to the case.

Any aggrieved person, or any person who is the subject of a formal complaint, may have a support person present during any part of the grievance handling process but not legal counsel.

We will keep secure, confidential records of all grievances and appeals and their outcomes. We will monitor the nature, frequency, results and causes of formal complaints and grievances and misconduct allegations and act to address all underlying causes.

A feedback/complaints form is available on our website. For full details of internal and external grievances processes and procedures, please refer to our website.

## Student Life Off Campus

### Student Concessions

Full-time domestic tertiary students and disabled part-time students are entitled to public transport concessions in New South Wales. International students are only entitled when their study is fully funded by an Australian Government scholarship. To apply for a transport concession entitlement card, go to [Tertiary or TAFE students | transportnsw.info](https://www.transportnsw.info).

Higher education students can get discounts on a range of items including clothes, entertainment, dining, magazine subscriptions and technology with Unidays. For information, see [About \(myunidays.com\)](https://myunidays.com).

## Important services near MHE

Our campus is in the suburb of Burwood. Nearby essential services include:

Police:

- Burwood Police Station: 24 Burleigh Street, Burwood, 9745 8499

Medical:

*Note: in life threatening emergencies, call 000.*

- Burwood Medical Centre: 3 / 36 Belmore Street, Burwood, 9744 9208
- My Health Medical Centre: Shop 48, Level 1, Burwood Plaza, 42-50 Railway Parade, Burwood, 9030 0488
- Burwood Westfield Medical Centre: Shop 300, Westfield Shopping Centre, 100 Burwood Road, Burwood, 9744 3330
- St John of God Hospital, 15 Grantham Street, Burwood, 9715 9200
- Alcohol and Drug Information Service (24/7 information, support and referrals for those affected by alcohol and other drug use), 1800 250 015, [Alcohol Drug Information Service \(ADIS\) NSW](#)

Religion:

*Christian:*

- Baptist: 23 Conder Street, Burwood, 9744 2530
- Christ the King: 24 Grantham Street, Burwood, 9747 5322
- Christadelphians: 86 Shaftesbury Road, Burwood
- Holy Innocents' Catholic Church: 36 Cheltenham Road, Croydon, 9747 4291
- Maronite Catholic: 105 The Boulevarde, Strathfield
- Presbyterian: 46 Belmore Street, Burwood, 9744 6542
- St Nectarios' Greek Orthodox: 26 Railway Parade, Burwood, 9747 6522
- St Paul's Anglican: 207 Burwood Road, Burwood, 9747 4327
- True Love Grace Church: 96 Burwood Road, Burwood, 9701 0785
- Uniting: 134a Burwood Road, Burwood, 9744 9635

*Other religions:*

- Musalla, 73 Burwood Road, Burwood
- Al-Azhar Mosque, 172B Burwood Road, Belmore, 9759 8191
- Wat Buddharangsee Buddhist Temple, 49 Trafalgar Street, Annandale, 9557 2879
- Sydney Buddhist Centre, 24 Enmore Road, Newtown, 9519 0440
- Sze Yup Temple, 2 Edward Street, Glebe, 9660 6465
- The Great Synagogue, 166 Castlereagh Street, Sydney 9267 2477
- Sri Karkphaga Vinayakar Hindu Temple, 123 The Crescent, Homebush West, 9746 9590
- Sri Mandir, 286 Cumberland Road, Auburn, 9643 1919

Government Support Services

- Important information for international students

- During your studies in Australia - Department of Education, Australian Government
- IE Home (internationaleducation.gov.au)
- Education Services for Overseas Students (ESOS) Act (studyaustralia.gov.au)
- Translation and Interpreter Service, 131450, [www.tisnational.gov.au](http://www.tisnational.gov.au)
- Overseas Students' Ombudsman, 1300 362 072, [Overseas Students - Commonwealth Ombudsman](#)
- Department of Home Affairs, 2 – 10 Wentworth Street, Parramatta, [Department of Home Affairs](#)
- Service NSW (a centre for a range of NSW State Government resources), 1 – 17 Elsie Street, Burwood, 13 77 88
- Law Access NSW, 1300 888 529, [Welcome to LawAccess NSW](#)
- My Legal Mate (a free legal resource designed by the NSW State Government specifically for international students), [My Legal Mate - Study NSW](#)
- Victims of Crime Support Services, [Victims Services \(nsw.gov.au\)](#)
- Study Australia (set up by the Australian Federal Government to support international students), [International student support \(studyaustralia.gov.au\)](#)
- Mental Health Hotline, 1800 011 511, [Mental health and wellbeing - Study NSW](#),
- International Students' Health Hub, [Sex, Contraception & Pregnancy - International Student Health Hub \(nsw.gov.au\)](#)

#### Mental Health Services

- Black Dog Institute, [Black Dog Institute | Science. Compassion. Action.](#)
- Beyond Blue, 1300 22 46 36
- Lifeline, 13 11 14
- SANE Australia, 1800 187 263
- Men's Line, 1300 78 99 78, [Free help, referrals & counselling for men: MensLine Australia](#)

#### Sexual Assault, Abuse or Harassment Support

- 1800Respect, 1800 737 732, [Home | 1800RESPECT](#)
- NSW Sexual Violence Helpline, 9621 0800, [NSW Sexual Violence Helpline \(Formerly NSW Rape Crisis\) – Domestic Violence Service Management \(dvnsdsm.org.au\)](#)

#### Other Community Support


- Qlife (counselling and support for lesbian, gay, bisexual, transsexual, queer and intersex (LGBTQI) people), 1800 184 527, [QLife](#)
- Link2Home (Housing and Homelessness Support), 1800 152 152, [Link2home – Sydney Homeless Connect](#)

“Never regard study as a duty,  
but as the enviable opportunity to learn.”  
Albert Einstein



 MHEStudents

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