

Chisholm

STUDENT SERVICES

STUDENT GUIDE 2020

Get set for study success

TAFE VICTORIA

1300 244 746 chisholm.edu.au

On campus | Online | Workplace | International

WELCOME

Hello and welcome to Chisholm! We look forward to supporting you to achieve your goals.

As you begin this exciting new chapter, we want to make sure you are prepared for studying with us, and that you have a smooth transition into student life. While studying is both a rewarding and valuable experience, we understand that it can feel a bit daunting and present challenges along the way. That's why we're here to help!

We have put this Student Guide together with you in mind. Whether this is your first time at Chisholm, or you are returning to study after a break, we want you to have all the information you need to succeed in your studies. It's important to us that you get the best out of your time with us, and we're here to support you throughout your entire study journey.

Don't be afraid to reach out and ask for help if you need it, and make the most of your time with us by getting involved in all that is on offer outside of the classroom.

We wish you all the very best with your studies!

WOMIN DJEKA, WELCOME TO CHISHOLM

Chisholm acknowledges the Traditional Custodians of the lands on which we live, work, and study. We pay our respects to Elders past, present, and future of all Aboriginal and Torres Strait Islander nations.



CONTENTS

Getting started	2	Get support	11
Get connected		Get support	
Student ID number	2	Student Services	11
Student login and passwords	2	Diversity and Inclusion	13
Student email account	4	International students	14
Moodle	4	Support for apprentices	15
Wi-Fi	4	Wellbeing	
Studying online	4	Student Massage Clinic	15
Get organised		Student hair and beauty services	15
Student ID card	5	Academic	
Parking permit	5	Library	16
Books, uniforms and equipment	6	Learning Skills	16
Timetable	6	LinkedIn Learning – online tutorials	16
Academic Calendar	6	Studiosity – free, online study support	16
Get prepared		Meet with a Librarian	16
Finding your way	7	Admin essentials	17
Safety on campus	7	Your rights and responsibilities	17
Multi-faith rooms	8	Complaints, appeals and feedback	18
Food on-campus	8	Online safety	18
Get involved	9	Setting up for success	19
Student Life		Are you ready?	19
Student Activities	9	Tips for your first day	20
Social Clubs	10	Study tips	20
Trips and Tours	10	Planning your future	21
Student Voice Initiative	10	Certificates	21
Student Ambassador Program	10	Graduation	21
		Further study, scholarships	21
		Employment	22



GETTING STARTED

There is quite a lot of information in this section, so we recommend that you set some time aside to read through the details before you begin the process of setting up your login and email accounts.

You should now have a student number, which will help us to identify you and will connect you to your course. You can use this number to set-up a login and password, which allows you access to a range of digital portals, including Wi-Fi on campus, online study support, and your own Chisholm email address. This email address is important because this is how we will communicate with you. There is also a digital learning platform called Moodle, and this is where you will access learning material and work with your teachers.

1 GET CONNECTED

- > Student ID number.
- > Student login and passwords.
- > Student email account.
- > Moodle.
- > Wi-Fi.
- > Studying online.

STUDENT ID NUMBER

When you enrol in a course at Chisholm, you will be provided with a student ID number that is unique, just like you are. This enables you to access our services throughout your studies.

If you don't know your student ID number, you can contact the enrolment hub on **1300 244 746**. Visit [chisholm.edu.au/contact-us](https://www.chisholm.edu.au/contact-us) for opening hours.

STUDENT LOGIN AND PASSWORDS

Your student login gives you access to all things digital when studying with us. This includes accessing the computers or Wi-Fi network on campus, your student email account, your course work in Moodle and online services and resources.



Please login now to activate your account via the Office Portal: **portal.office.com**.

When logging in for the first time you will be prompted to set up your contact information. This will allow you to reset your password yourself in the future.

Username

Your username is your email address which starts with upper case S followed by your student ID number and **@my.chisholm.edu.au**.

e.g. S202012345@my.chisholm.edu.au.

Password

Your default password will be:

- > the first letter of your surname (capitalised)
- > followed by the second letter of your surname (lowercase)
- > followed by your student ID number and an exclamation mark (!).

Here is an example using the surname 'Smith', and an example student ID number: e.g. Sm202012345! All passwords have a 90-day expiry period. You can reset your password at **chisholm.edu.au/reset** provided you have first activated your account via the Office Portal at **portal.office.com**.

If you have activated your account through the Office Portal, when it is time to reset your password you will receive an email or SMS from our IT Service Desk to let you know that your password is about to expire. These will remind you 7, 3 and 1 day prior to your password expiration date.

When changing your password, please ensure your new password meets the following requirements.

- > a minimum of 10 characters in length
- > include at least 3 of the following:
 - a lowercase letter
 - a number
 - a special character (e.g. !, #, \$, %).

If you need help with your login, or you are a returning student who requires their password to be reset, you can contact our IT Service Desk for support. Call **03 9212 5444** or email **servicedesk@chisholm.edu.au**.

You can also report an IT issue through our online portal, ServicePoint. Visit **chisholm.service-now.com** and login with your student account details. Or you can visit the library on-campus for support in-person.

You can download and install your free copy of the Microsoft Office 365 Suite to your own device from the Office Portal at **portal.office.com**.

Instructions on how to do this can be found on our library website at **library.chisholm.edu.au** under the 'How Can We Help?' section, under the 'IT help' page.

STUDENT EMAIL ACCOUNT

To make the most of your time with us and to ensure you don't miss any important information, you need to login and check your student email account regularly through Outlook in the Office Portal at **portal.office.com**. We use this email to let you know about your course, support services, free student activities and student news.

So that you don't have to check two email accounts, you can forward your student email to your preferred email service. Library staff can help you do this, or you can find instructions on our library website at **library.chisholm.edu.au** under the 'How Can We Help?' section, under the 'IT help' page.

Your student email account will remain activated throughout your course and for 30 days after the completion of your studies.

MOODLE

Chisholm's e-learning portal is known as Moodle. Moodle enhances your learning experience, allowing you to communicate and collaborate with your teachers and complete learning activities all in the one place. You can easily access your course materials, assessments and grades within your Moodle account. You can use the same username and password as your Chisholm student account. If you require assistance, the library staff can help you with accessing Moodle.

Moodle works great on a laptop or desktop computer, and you can also download the Moodle Mobile app for your tablet or smart mobile device.

To access Moodle, visit **moodle.chisholm.edu.au**.

WI-FI

You can access Chisholm's Wi-Fi network on your devices while on-campus for free! When connecting for the first time, you'll need to select the 'Chisholm' network, click 'Connect' and then enter your student username and password. If you need help to connect your devices to the Wi-Fi, you can visit the library on-campus, or contact the IT Service Desk for support by calling **03 9212 5444** or email **servicedesk@chisholm.edu.au**.

Stay connected with what's happening at Chisholm by checking our social media pages, our blog and the digital signage screens on campus.

It is your responsibility to be aware of our policies and to follow them. As a Chisholm student, you need to ensure you comply with the Student Code of Conduct, which includes the way you use IT software, hardware, social media and the internet. See page 17 for more information.

STUDYING ONLINE

If you are a Chisholm Online student, you're welcome to access the facilities and services listed in this guide. There's also a Chisholm Online Student Handbook available at **chisholm.edu.au/study-online/online-current-students**, which contains information to help you to get started and make the most of your time studying with us.

If you need any advice or help, the Chisholm Online Student Engagement Team is available Monday to Friday, 9am-7pm, Saturday and Sunday, 1pm-5pm on **1300 275 265**.

When you have set up your digital space at Chisholm, you will need other important materials that will help you to access services and parking, books and equipment, as well as your timetable and yearly calendar.

2 GET ORGANISED

- > Student ID card.
- > Parking permit.
- > Books, uniforms and equipment.
- > Timetable.
- > Academic calendar.

STUDENT ID CARD

Your student ID card is very useful. It is your on-campus ID, your library card to borrow books, and your access card to use the printing and photocopying services on-campus. You can also use your student ID card to get student discounts! You should receive your student ID card at enrolment, but if you don't have one yet, visit front reception on-campus to organise one. If you lose your card, visit front reception as soon as you can to get a replacement.

PARKING PERMIT

Free parking is available on-campus, but spaces are limited. We encourage you to find alternative methods of transportation if possible, or consider car-pooling with your friends. When parking on-campus, you are required to display a current parking permit, which you should have received from front reception when you enrolled. If you haven't received one yet, visit front reception on-campus to organise one. If you lose your permit or change vehicles, you can purchase a replacement permit for \$12 from front reception.

Our campus parking areas are managed in the same way as any public parking space, so they are regularly monitored to ensure that they're only being used by students (and staff). This also means that vehicles without a displayed parking permit, or not obeying parking signs will be issued with a parking infringement notice (a fine). To avoid this: ensure you park only within marked bays, do not obstruct driveways, crossovers or footpaths, always read signage before leaving your vehicle, and display your permit clearly. If you are issued with an infringement, please refer to the instructions on the back of the ticket explaining how to pay, or how to appeal the fine.

Parking on-campus is strictly at your own risk. We advise against leaving any valuable objects in your vehicle at any time. Accessible parking bays are also available on-campus, just make sure you display the relevant permit.



BOOKS, UNIFORMS AND EQUIPMENT

Your teaching area will provide you with a list of books, uniforms and equipment that you will need for your course. Chisholm has an outlet of The Campus Bookstore located at our Frankston campus. The Campus Bookstore was originally started by students and is not-for-profit.

You can purchase:

- > A range of textbooks, trade books, second-hand books and course materials
- > Art supplies, medical and nursing equipment, hairdressing and beauty equipment
- > Stationary, and computer accessories
- > Chisholm merchandise and clothing
- > Discounted movie tickets for Hoyts and Village Cinemas.

The Campus Bookstore also offers textbook rentals, cash for your books and buy now, pay later (ZipPay) options.

The Campus Bookstore

Frankston campus, Building L (lower level, next to the Aroma Café)

Monday - Friday, 9.30am - 1pm

E chisholm.frankston@thecampusbookstore.com

T **03 9238 8435**

W thecampusbookstore.com.

TIMETABLE

Your teaching area will provide you with your course group name and timetable at enrolment or shortly after. You can check updates to your timetable online. Simply go to the link below and enter your group name provided by your teaching area.

timetable.chisholm.edu.au.

ACADEMIC CALENDAR

We offer a wide range of courses with many different study modes, so there is no official academic calendar. Course dates will be confirmed by your teaching area at orientation.

The term dates included in the calendar below can be used as a guide.

The public holidays and Chisholm staff events in the calendar below are student free days. This means there will be no classes or access to front receptions, libraries or Student Services on these days.

Term 1	Tuesday 28 January - Friday 27 March
Term 2	Tuesday 14 April - Friday 26 June
Term 3	Monday 13 July - Friday 18 September
Term 4	Monday 5 October - Friday 18 December
New Year's Day	Wednesday 1 January
Australia Day Holiday	Monday 27 January
Labour Day	Monday 9 March
Good Friday	Friday 10 April
Easter Saturday	Saturday 11 April
Easter Sunday	Sunday 12 April
Easter Monday	Monday 13 April
ANZAC Day	Saturday 25 April
Staff Conference Day	Friday 22 May
Queen's Birthday	Monday 8 June
Staff Planning Day	Friday 4 September
AFL Grand Final Friday	Friday 25 September
Melbourne Cup	Tuesday 3 November
Christmas Day	Friday 25 December
Boxing Day	Saturday 26 December
Boxing Day Holiday	Monday 28 December

Make sure your contact and residential details are up to date in our system, so that we can contact you with essential information about your enrolment, fees, support services and more. You will need to update your contact details by visiting front reception on-campus, by calling **1300 244 746** or emailing AcademicAdmin@chisholm.edu.au.

If you have a diagnosed disability, mental health or medical condition – you can register for support before you commence your studies. Check page 13 for more information.

If you are an Aboriginal or Torres Strait Islander person, you can reach out to the Koorie Liaison Officer for support. Check-in before you even start your studies, give them a call on **03 9212 5298**. Head to page 13 for more information.

Now that you have set up your Chisholm digital profile and accessed your online learning tools, found a carpark, and have your books and materials, it's time to discover your campus and to make the most of being a part of the Chisholm community.

3 GET PREPARED

- > Finding your way.
- > Safety on campus.
- > Multi-faith rooms.
- > Food on-campus.

FINDING YOUR WAY

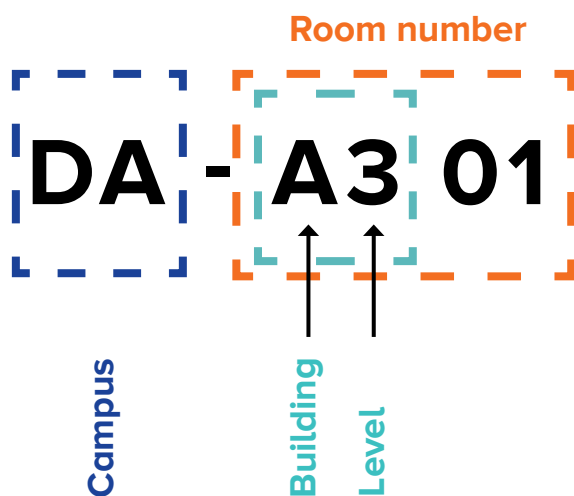
Navigating your way around a new campus can be difficult. Start to familiarise yourself with your campus before you even begin classes, by downloading a copy of your campus map at chisholm.edu.au/locations.

Here you can also find transport options for your campus. You can also plan your travel to campus through the Public Transport Victoria (PTV) Journey Planner at ptv.vic.gov.au/journey.

You may be eligible for a 50% discount on travel fares with a concession myki for public transport. Visit ptv.vic.gov.au/tickets/myki/concessions-and-free-travel to check your eligibility and apply.

How to read a room number

Room numbers are listed in the following format: campus, building, level and room. So, if you checked your timetable and it listed DA-A301, you would be at our Dandenong campus, in Building A, level 3. The room number on the door will be A301.



SAFETY ON CAMPUS

We aim to provide a safe and welcoming environment for everyone at Chisholm.

There is on-campus security that you can contact if you:

- > require first aid
- > feel unsafe
- > need an escort to walk you across campus
- > notice any suspicious behaviour
- > see someone else feeling unsafe
- > need to report a hazard.

We recommend saving the number for your campus security in your phone, just so you have it handy before you commence your studies with us.

Bass Coast	0419 506 564
Berwick	0400 483 123
Chisholm @311	0457 098 633
Cranbourne	0400 483 005
Dandenong	0400 483 277
Frankston	0400 483 002
Mornington Peninsula	0427 281 803

Emergencies and evacuation signals

Serious injuries or emergency incidents on-campus are rare, but if one takes place you need to contact:

1. a Chisholm staff member immediately OR
2. campus security immediately OR
3. if there is no time to wait, call 000 (on internal Chisholm landlines dial 0 000), ask for police, fire or ambulance, and make sure a Chisholm staff member is advised of the situation.

If you need to evacuate in the case of an emergency, a warning signal will sound through the alarm system. The building's emergency warden will guide you when it is time to leave. There are fire and emergency evacuation plans in the common areas of each building. These show you where the nearest exits and assembly areas are. The evacuation plans for each building are different, so please familiarise yourself with the ones relevant to the building/s where your classes are held during your first few days.

MULTI-FAITH ROOMS

Multi-faith prayer rooms are available for all students to use during our opening hours.

You can find them at:

Berwick	Building B	Room B123
Cranbourne	Building A	Room A150
Dandenong	Building B	Room B116
Frankston	Building N	Room N210
Mornington Peninsula	Building A	Room A110A
Springvale		Room SP112

FOOD ON CAMPUS

At Chisholm, you'll find a café with great coffee and delicious food. Some campuses also have a student-run café*, with super friendly student prices.

Student-run cafés are usually open Monday to Friday during term time (depending on student group numbers), with themed menus each week.

Berwick, Aroma Café	Building A and G
Cranbourne, Aroma Café	Building A
Dandenong, Aroma Café	Building A
Dandenong, Patisserie 121*	Building P, Level 2
Frankston, Aroma Café	Building J
Frankston, Café 101*	Building N
Bunarong Restaurant	
Mornington Peninsula, Canteen	Building A

There are also kitchenettes on-campus in the cafés, student lounges and common areas. These have microwaves, hot water facilities and some have fridges so that you can store your lunch if you prefer to bring it from home.

You can breathe easy – all Chisholm grounds and buildings are smoke-free. If you are a smoker, you must butt-out before coming onto campus.

GET INVOLVED

STUDENT LIFE

- > Student Activities.
- > Social Clubs.
- > Trips and Tours.
- > Student Voice Initiative.
- > Student Ambassador Program.

Life at Chisholm is so much more than what you do in the classroom, it's all about balance. Our Student Life programs give you the opportunity to make new friends with fellow students and create a fun and memorable study experience.

STUDENT ACTIVITIES

Relax and connect with other students on-campus at student activities. Our activities are awesome – think free food, live music, dance performances, interactive games and so much more! Student Life run over 40 events throughout the year, giving you plenty of opportunities to unwind, de-stress, meet new people or simply just grab a bite to eat on us!

Orientation and Career Events

O-FEST and Winter Orientation are our orientation events to welcome you to Chisholm. Held in the first few weeks of term one and term three, it's here that

you can make friends with other new students who are also transitioning to life at Chisholm, and connect with the support services available to help you during your studies. O-FEST has a summer festival vibe with free food, live music, entertainment and activities. Winter Orientation has a cosy winter feel to it, with free coffee, competitions, and indoor activities.

Career Events are held at the beginning of term 4 to celebrate all that you have achieved throughout the year, and help you prepare for your next steps. Here you will have access to our Career Information Hub, where our careers staff are available to provide valuable, on the spot career advice. You will also be able to relax with your classmates with free food, live music and entertainment to celebrate achieving your study goals!

Cultural celebrations

Throughout the year there is a range of cultural celebrations you can get involved in. Aboriginal and Torres Strait Islander cultural events include Apology Anniversary, Reconciliation Week, Sorry Day and Children's Day with activities like Yidaki (didgeridoo) Healing, BBQs, and marngrook making. Join the Dots is by far the biggest celebration of Aboriginal and Torres Strait Islander culture – with bushfood lunch, Indigenous dance performances and workshops.

In March, we acknowledge national Harmony Week and celebrate the cultural diversity we have here at Chisholm.



SOCIAL CLUBS

Social Clubs are a great way for you to meet new people, develop new skills and connect with other students who share your interests. Whether you're into table tennis, board games or books – there's a club for you! Check the events calendar at chisholm.edu.au/currentstudents to see when your Social Club of interest is next meeting and get involved.

TRIPS AND TOURS

Our student trips give you the opportunity to try something new or go somewhere you haven't been before, at a heavily discounted student price! If adventures outdoors are your thing, or you're more interested in a fun activity inside – there is a student trip you can enjoy!

Check the events calendar at chisholm.edu.au/currentstudents to see upcoming student trips and register your attendance.

STUDENT VOICE INITIATIVE

Want to provide the student voice? We need your help to get involved in focus groups and feedback sessions, which will help us ensure that we continue to provide you with a great learning experience. Your participation will help shape the future direction of Chisholm, and help make Chisholm your education provider of choice now and into the future.

Call Student Services on **03 9212 5269** or email studentservices@chisholm.edu.au to register your interest for future opportunities and sign up to the Student Voice Initiative.

STUDENT AMBASSADOR PROGRAM

Student Ambassadors work across Chisholm in a range of roles including concierge at front reception, student activities and campus tours to ensure both current and prospective students receive a seamless customer service experience. So keep an eye out for them when you're on-campus, they're here to help you!

The Student Ambassador program also aims to provide students with the opportunity to engage in meaningful, paid work opportunities at Chisholm. Through the program students can also develop employability skills and enhance career readiness which can help to gain employment.

If you are interested in on-campus job opportunities, please email studentambassador@chisholm.edu.au.

For the latest info, and to keep up to date with what's happening at your campus – check the events calendar on the Current Students webpage at chisholm.edu.au/currentstudents.



GET SUPPORT

1 GET SUPPORT

- > Student Services.
- > Diversity and Inclusion.
- > International students.
- > Support for apprentices.

STUDENT SERVICES

At Student Services, we're here to help. Offering free and confidential counselling and support including:

- > Career Support
- > Equitable Learning and Disability Support
- > Financial Support
- > Indigenous Engagement Unit - engagement/ support for Aboriginal and Torres Strait Islander students
- > Personal Support.

We're here to support you to stay on track throughout your studies, achieve your educational goals, engage in student life and get career ready.

Whatever it is that you need, we are available to chat to you face-to-face on-campus, via video call or over the phone.

Connect with Student Services Monday to Friday, from 9am – 5pm.

E studentservices@chisholm.edu.au

T 03 9212 5269.

TIP: save the Student Services number in your phone, so you have it handy if you ever need to call us.

Berwick	Building A	next to the Aroma Café
Dandenong	Building A, Level 1	next to Aroma Café
Frankston	Building J	above the Aroma Café

Career Support

From course selection through to when you commence your course, and when you start to think 'what's next?', consider speaking with a Careers Counsellor. During a one-on-one appointment or through a workshop, the careers team empower you to develop your career skills by supporting you to:

- > Plan your pathway to further study to get to your dream career
- > Review your resume and help you target your strengths for your industry prospects
- > Polish your LinkedIn profile and improve your industry awareness
- > Help you prepare for interviews and the transition to work.

Your appointment can take place over the phone, via our videophone network or face-to-face on campus. To make an appointment with a Careers Counsellor call Student Services **03 9212 5269** or email **studentservices@chisholm.edu.au**.

To access the resume review service, visit **chisholm.edu.au/student-services** and download the templates under the Career Support section to complete your initial draft. To have your draft reviewed, email it to the careers team at **careers@chisholm.edu.au**, and let the team know the types of roles you'll be applying for.

Financial Support

If you are facing budget challenges and struggling to get your finances under control, our Student Wellbeing Officer is here to help with workshops that cover:

- > Budgeting
- > Managing your expenses (e.g. school fees, rent)
- > Improving your finance knowledge
- > Referrals to external resources in the community.

To make an appointment for Financial Support, call Student Services on **03 9212 5269** or email **financesupport@chisholm.edu.au**.

Personal Support

If life is getting in the way of your studies, you can talk one-on-one with our professionally qualified student counsellors. They can help you get the support you need and help lighten the load. This service is free and confidential.

Student counsellors can help you with:

- > Mental health concerns, including anxiety and depression
- > Debriefing about out-of-school concerns like relationship issues, financial stress, homesickness
- > Study or course related pressures
- > Guidance on Chisholm policies such as special consideration.

Your appointment can take place over the phone, via our videophone network or face-to-face on campus.

To make an appointment call Student Services on **03 9212 5269** or email **studentservices@chisholm.edu.au**.

You can also email the counselling team directly at **counselling@chisholm.edu.au**.

External services

Beyond Blue (24/7 support)	1300 224 636 beyondblue.org.au
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Beyond Blue provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

Kids Help Line (24/7 support)	1800 551 800 kidshelpline.com.au
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Kids Helpline is Australia's only free, private and confidential 24/7 phone and online counselling service for young people aged up to 25.

Lifeline (24/7 support)	13 11 14 lifeline.org.au
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Lifeline is a national service providing all Australians experiencing a personal crisis with access to 24-hour crisis support and suicide prevention services.

If you are experiencing extreme financial hardship or homelessness, need to report a sexual assault, are experiencing suicide ideation, are at risk of self-harm, or need counselling or mental health support, please contact Student Services on **03 9212 5269** during business hours, or contact Lifeline on **13 11 14**.

DIVERSITY AND INCLUSION

Equitable Learning and Disability Support

If you are a student with a physical, medical or mental health condition, you can apply for equitable learning and/or disability support. Our Disability Liaison Officers can support reasonable adjustments.

We encourage you to get in touch with us as soon as you can after enrolling so that we can help organise support, including:

- > Specialised equipment
- > Alternative formats of learning materials
- > Auslan interpreters.

To apply, you will need to complete the Disability Support Registration Form and Consent for Provision of Information Form, and email or post them to us. We'll be in touch to make an appointment and tell you the documentation you need to bring. You can access the forms at chisholm.edu.au/disability.

Send by email to **disabilitysupport@chisholm.edu.au**

Send by post to: The Disability Officer
Chisholm Institute
Student Support and Engagement
PO Box 684, Dandenong 3175.

If you have any questions, you can call the Disability Liaison team on **03 9212 5269** or email them at **disabilitysupport@chisholm.edu.au**.

Indigenous Engagement Unit

If you are an Aboriginal and/or Torres Strait Islander student, our Koorie Liaison Officer is here to help. Our Koorie Liaison Officer provides a link for our students to the services at Chisholm.

From first contact, course enrolment and through to course completion, the KLO is here to help.

Support for students includes:

- > Guidance with applications (including scholarship applications)
- > Course advice and information
- > Study and cultural support
- > Connecting with community
- > Student support and advocacy
- > Collaborating with staff and assisting with creating culturally safe learning spaces
- > Providing a link to local Aboriginal support
- > One-on-one support over the phone or face-to-face.

You can reach out at any time during your learning journey to discuss your personal learning and support needs. You can do this by dropping in to our Indigenous Engagement Unit at our Frankston campus, located in Building J, level one (above the Aroma Cafe). Or you can call Student Services on **03 9212 5269** or email **studentservices@chisholm.edu.au** to make an appointment face-to-face at a campus of your choice, or over the phone.

You can contact the KLO directly by calling **03 9212 5298** or email **klo@chisholm.edu.au**.

LGBTQIA+ students

Chisholm acknowledges and embraces our lesbian, gay, bisexual, transgender, intersex, queer/questioning and asexual students and staff.

We actively celebrate and support our queer community and are committed to fostering an inclusive and respectful culture, taking a proactive stance against discrimination based on a person's sexuality or gender identity.

Rainbow Community Social Club

One of our Social Club offerings includes the Rainbow Community, which provides students with a safe and inclusive space for those who support and/or identify with the LGBTQIA+ community.

For more information about the Rainbow Community, visit the Current Students website at **chisholm.edu.au/currentstudents**.

External support services

Australian GLBTIQ Multicultural Council

Australian AGMC is a national body that advocates for the rights of multicultural and multi-faith GLBTIQ individuals and communities. **agmc.org.au**.

Bisexual Alliance

Bisexual Alliance Victoria Inc. is a non-profit volunteer-run organisation dedicated to promoting the acceptance of bisexual people in LGBTI and mainstream society. **bi-alliance.org**.

Cultural Rainbow Service Directory

Directory of multicultural GLBTIQ services and supports. **agmc.org.au/resources-support/cultural-rainbow**.

IHRA Australia

Intersex Human Rights Australia Ltd is an independent support, education and policy development organisation, by and for people with intersex variations or traits. **ihra.org.au**.

Melbourne Bisexual Network

The Melbourne Bisexual Network (MBN) is made up of mental health and advocacy professionals working to improve and promote bisexual+ inclusivity in LGBTQIA+ programs and services.

melbournebisexualnetwork.com.

Peninsula Pride

Peninsula Pride is Queer Straight Alliance (QSA) community group led by headspace Frankston. Runs weekly youth groups for people aged 13-17 and 18-25, a QSA camp, and offers services and support to schools.

headspace.org.au/headspace-centres/frankston/peninsula-pride.

Rainbow Network

Membership organisation where you can find relevant resources and services for same sex attracted, intersex, trans and gender diverse youth.

rainbownetwork.com.au.

Trans 101

Trans 101 is a starter pack designed to help support trans people around you. trans101.org.au.

Transgender Victoria

TGV is Victoria's leading body for trans and gender diverse advocacy. transgendervictoria.com.

INTERNATIONAL STUDENTS

If you're an International Student, then you can access support from the International Students' Office in Dandenong. Support can also be accessed on other campuses through International Student Coordinators and our Welfare Coordinator.

Our staff in the International Students' Office provide a wide range of services including:

- > Ensuring your arrival to Chisholm is successful and worry-free
- > You are settled into appropriate accommodation
- > You are introduced into student life at Chisholm
- > Tuition Fee payment services
- > A regular social gathering of international students to meet for coffee.
- > Compliance associated with the Student Visa regulations
- > Any welfare issues where you may need some support
- > Referral on Student Visa issues.

An Allianz representative attends Dandenong campus once per week in the International Students Office for student enquiries and assistance. The 24/7 Allianz Assistance Student Health Line number is **1800 854 344**.

International students studying at Chisholm can access a range of free support services and facilities. During your orientation and enrolment, these facilities and services will be introduced to you. In addition to these, international students can access the following support services:

Overseas Student Health Cover:

International students on student visas must be covered by Overseas Student Health Cover (OSHC) for the duration of their studies. Chisholm's provider is OSHC Global Assistance, which is owned and operated by the global company Allianz.

24-hour International Student Assistance Line **1800 175 349**.

Save this number into your phone so you will always have it when you might need to ask a question. This special-after hours telephone hotline for international students at Chisholm allows you to get advice and support at night, and on weekends.

Phone this number for advice or support:

- > If you are unwell or physically injured and don't know what to do
- > If you are worried about your safety
- > If you are feeling stressed, anxious or emotionally upset
- > In a situation that is causing you concern (but you are not sure if it is an emergency).

You can also call if you need information, such as:

- > transport information (timetables, taxi, car accident assistance)
- > health or medical information
- > accommodation information
- > banking information and more.

It is a free call from landlines anywhere in Australia. Standard call rates apply from mobile phones.

SUPPORT FOR APPRENTICES

If you're an apprentice, our Apprenticeship Support Program is here to support you in your apprenticeship journey with Chisholm. Our Apprenticeship Support Officers (ASOs) can give you advice on workplace, training or personal issues that could be impacting your apprenticeship.

We can also help you contact services outside the VET sector, like Centrelink, the FairWork ombudsman and Worksafe, and get literacy and numeracy support, mental health, and drug and alcohol counselling.

The service is confidential and absolutely free.

If you need apprenticeship support or would like more information, call us on **03 9238 8186** or **0423 826 745** or email aso@chisholm.edu.au.

Apprenticeship Hub

Chisholm recently opened our innovative Apprenticeship Hub, which creates a streamlined process and single point of contact for apprentices and employers.

The Hub is staffed by a specialist team of Employer and Industry Liaison Officers and Enrolment Officers, who have detailed knowledge of the apprenticeship process and can help you with dedicated support, solutions and information.

First-year apprentices will be enrolled at the Apprenticeship Hub and can obtain their student card and parking permit from the Hub.

Located in Dandenong, Building Z (the orange and blue building near Aroma Café) and available Monday to Friday, 8am – 5.30pm.

You can contact the Apprenticeship Hub directly on **1300 775 265** or email apphub@chisholm.edu.au.

Support for employers of apprentices

Sometimes your employer may need some help from Chisholm with navigating the Employer Portal, signing your training plan, signing off your units of competency or checking your timetable to know when you are required on campus.

Chisholm has dedicated Employer and Industry Liaison Officers here to help. To be put in contact with your Officer, please call us on **1300 775 265** or to gain access to the portal, please email us at employerportal@chisholm.edu.au.

2 WELLBEING

- > Student Massage Clinic
- > Student hair and beauty services

Student Massage Clinic

Support Chisholm students in their training by attending our Student Massage Clinic and receive Relaxation or Remedial massage treatments at student friendly prices.

Cost: \$25 for 60min treatment

Location: Frankston - Building D, top level

Hours: Monday to Friday, 4 – 7pm

Bookings by appointment only, call the Student Massage Clinic on **03 9238 8484** or email messageclinic@chisholm.edu.au.

Student hair and beauty services

Get quality hair and beauty services for a fraction of the normal cost by supporting Chisholm students' in training. All treatments are performed in our campus salons and spa. Each student is developing their treatment skills, while being supervised by the salon manager and teacher. Our aim is to rebalance and rejuvenate, helping you feel and look your best every day. Every treatment is customised to achieve optimal results.

Treatments include haircuts, colours and styling, nail treatments like manicures and pedicures, relaxation massage, and waxing.

Bookings are essential. Contact the salons on the numbers below to make an appointment.

Berwick Beauty services – **03 9212 4563**

Dandenong Hair and beauty services – **03 9212 5401**

Frankston Hair and beauty services – **03 9238 8515**

Mornington Hair services – **03 5950 2066**

Peninsula Beauty services – **03 5950 2016**

3 ACADEMIC

- > Library.
- > Learning Skills.
- > LinkedIn Learning – online tutorials.
- > Studiosity – free, online study support.
- > Meet with a Librarian.

LIBRARY

Chisholm's libraries are a great place for you to meet your classmates and study. You can access resources to help with your assessments. The libraries also have computers for you to use and can help you connect to the free Wi-Fi.

Along with helping you with Moodle, Library staff can help with IT issues, show you how to load credit onto your student ID card for printing, and how to download the most current version of Microsoft Office suite onto your own computer for free!

So, come and say hi to the staff at your campus library, or give us a call on the numbers below. You can also chat with us online using the "Chat to Library staff" service on the library website.

Library locations

Berwick	Building B – 03 9212 4532
Cranbourne	Building A – 03 5990 7233
Dandenong	Building A, Level 2 – 03 9212 5353
Frankston	Building A – 03 9238 8372
Mornington Peninsula	Building A – 03 5950 2038

Email us at library@chisholm.edu.au.

You can find our opening hours on our website at library.chisholm.edu.au.

LEARNING SKILLS

Learning Skills teachers run a help desk at Berwick, Dandenong and Frankston libraries during term. They can assist you with writing reports and essays, referencing and bibliographies, preparation with tests or exams, and presentation skills.

Connect with the Learning Skills Help Desk in your campus library during scheduled sessions. You can also check the available times of the Learning Skills Help Desk at the library, or on the 'Study Support' page under 'Study' on the library website library.chisholm.edu.au.

LINKEDIN LEARNING – ONLINE TUTORIALS

Want to learn a new skill? As a Chisholm student, you have free access to LinkedIn Learning – a leading online learning resource that provides online tutorials to learn everything from computer skills to design software and basic business skills.

To access LinkedIn Learning visit the library website at library.chisholm.edu.au and login using your student login details.

STUDIOSITY – FREE, ONLINE STUDY SUPPORT

Prefer to work on your assignments from home and get help online? You're going to love Studiosity. Studiosity provides free, online advice from expert tutors to help you with assignment and study questions, whether that be a complex maths concept, or simply how you're responding to a question. Tutors can also guide you on how to improve your grammar and language choices. Tutors are available through Connect Live all-day, every day.

If you have an essay or assignment, that you'd like someone to read or review before you submit, a 24/7 essay review service operates all year round. It's easy to use: just login using your student login details and upload a draft, and in just 24 hours you'll receive feedback to make that credit a high distinction!

To access Studiosity visit studiosity.chisholm.edu.au and login using your student login details.

MEET WITH A LIBRARIAN

If you are returning to study after a break, need a refresher on how to find reputable information for your assignments, need guidance on how and where to find the best resources, or you're unsure about how to reference the resources you have used in your assignment – book an appointment with a Librarian.

Though a one-on-one, personalised session they can help you to develop your skills in researching and finding reputable information for your assignments, and how to correctly reference this.

To make a booking, visit your library on-campus, email library@chisholm.edu.au or you can contact your course Librarian directly by visiting the library website at library.chisholm.edu.au under the 'Study' section and click 'Chat to an Expert'.



ADMIN ESSENTIALS

ADMIN ESSENTIALS

- > Your rights and responsibilities.
- > Complaints, appeals and feedback.
- > Online safety.

YOUR RIGHTS AND RESPONSIBILITIES

The policies that may affect you as a Chisholm student are all in one place, we call it the QMS. It's our Quality Management System.

To access the QMS, visit chisholm.edu.au/policies.

It's your responsibility as a Chisholm student to be aware of our policies and to follow them. They are also a roadmap to your rights and Chisholm's responsibility to you. Some of the policies you should be aware of are listed below. Click on the name to go straight to that policy and the supporting documents.

Student Code of Conduct (QMS117)

Withdrawals, Refunds and Breaks in Study (QMS115)

Recognition of Prior Learning (RPL), Credit Transfer (CT) and Recognition of Current Competency (RCC) (QMS107)

Complaints and Appeals (QMS306)

Special Assistance Application (assignment extensions) (QMS111_01)

Practical Placement (QMS109)

Fees and Charges (QMS127)

Academic Misconduct (QMS129)

Privacy and Freedom of Information (QMS301)

Copyright and Intellectual Property (QMS302)

More on the Student Code of Conduct

Part of being a student at Chisholm is ensuring that what you do meets our standards of behaviour. It's your responsibility to read the Student Code of Conduct and familiarise yourself with what is expected of you. It's simple: treat everyone with respect, make them feel welcome and help others to enjoy their learning experience at Chisholm.

Child Safety at Chisholm

Chisholm is committed to child safety in accordance with the Child Safe Standards, which are compulsory minimum standards for all organisations in Victoria that provide services to children under the age of 18 years.

Chisholm has zero-tolerance for child abuse and all forms of harm to children and is committed to the safety, participation and empowerment of all students. Students who are concerned about their own safety or that of another student can report it to any member of staff.

Plagiarism

Plagiarism is when you use someone else's work or ideas in your assignment without crediting the source (where you found it, or who wrote it).

If you're not sure what this means or how to provide credit in your assessment correctly, speak to your teacher or Library staff at your campus.

You can also find out more about plagiarism and other forms of academic misconduct if you look at **Academic Misconduct** (QMS129) in the QMS.

In summary, you can't:

- > copy sections of someone else's text into your work, without crediting the original author
- > buy an essay or other piece of work from someone else and then submit it for assessment as your own work
- > use a phone, other mobile or fixed device or other unauthorised sources to improperly access information, support or text during an examination or other regulated assessment setting
- > allow others to copy your own work for their assessments or complete someone else's work for them.

If you do any of these things, it is regarded as cheating. Chisholm has policies in place to address the seriousness of inappropriate behaviour and implement consequences.

Remember: you can book a one-on-one, personalised session with a Librarian who can help you to develop your skills to reference correctly in your assignments. Support with referencing is also available online through Studiosity.

COMPLAINTS, APPEALS AND FEEDBACK

There may be a time where you feel that you need discuss an academic or procedural decision, or you feel that a process or situation affects you unfairly compared to other students. It is important to remember that your teacher is there to assist, and they should be your first point of contact.

Raise your concerns with them and let them know why you feel that way. If you're unable to do that in the first instance or perhaps you want more clarification or resolution, then you can access the next process, which is to submit a more formal complaint with the Institute.

If you submit a formal complaint, it will be managed through an independent complaint and appeal resolution process. You can find out more about this in the **Student Code of Conduct** (QMS117) or **Complaints and Appeals** (QMS306) in the QMS.

You can also reach out to the Student Rights Coordinator for information at any time, by emailing feedback@chisholm.edu.au.

ONLINE SAFETY

Take care online by following some simple tips.

- > Don't give out your personal information when online, e.g. your phone number, date of birth, where you live and what your plans are.
- > Don't click on links in emails from people you don't know, or don't know well.
- > Protect your passwords: when using a public computer, make sure you log out of the accounts you've accessed before leaving the terminal.
- > Protect your digital footprint: don't put anything online that you wouldn't want your friends, family, teachers and future employers to see.

Equipment safety on campus

Use common sense. If you don't know how to use something, ask. Follow all safety procedures and instructions from your teacher and wear all required personal protective equipment (PPE). Always take note of any warning signs and don't interfere with equipment in classrooms, workshops, salons, kitchens and other places around Chisholm.



SETTING UP FOR SUCCESS

SETTING UP FOR SUCCESS

- > Are you ready?
- > Tips for your first day.
- > Study tips.

ARE YOU READY?

It's important that you take some time before starting your studies to get organised, as this will help take the stress out of your first few weeks.

Have you got your

- student ID card
- parking permit
- books, uniform, equipment
- timetable

Have you

- activated your student account
- logged on to Moodle
- planned your trip – know your public transport options or where to park if you're driving
- downloaded a copy of your campus map
- worked out where you need to go for your first class
- saved your campus security and the Student Services number in your phone
- checked out what events are coming up at your campus
- joined a social club
- registered to attend a student trip
- signed up to provide the Student Voice
- accessed support if you need it
- familiarised yourself with Chisholm policies in the QMS
- read the Student Code of Conduct
- Followed Chisholm on Social Media including LinkedIn, Facebook, Twitter and Instagram to keep up to date with campus news

TIPS FOR YOUR FIRST DAY

Here are some tips to help you make the most of your first day:

- > **Get enough sleep the night before** – this may sound simple, but if it has been a while since you have been in a classroom, a good night's sleep will really help. You will feel more refreshed and be able to take in much more information.
- > **Allow extra time and arrive early** – traffic, parking and finding your classroom can add to the stress of your first day. Give yourself extra time and arrive early so you're not rushing. Treat yourself to a coffee at the campus café during the spare time you'll have before class.
- > **Be prepared** – re-read over the information your teaching area provided you at enrolment or your induction. It should tell you what to expect on your first day, and what books, equipment or uniform you may need to bring.
- > **Keep smiling** – your first day will be information overload (so take notes) but try to keep it all in perspective. It all might seem a little overwhelming, but in just a few weeks it will feel much more familiar. Enjoy getting to know the classmates and teachers you will be working with throughout your course as you work towards achieving your goals. One of the best aspects of your Chisholm experience are the friends you make, and the people who support you along the way.

STUDY TIPS

Maintain balance

Make time to relax and to do what you enjoy most. Studying is all about balance, so spend time with your friends and family, read a book or go to the movies to unwind – whatever it is that you enjoy!

Stay focussed

It is often hard to stay focussed when studying. Set yourself some realistic goals and have a clear workspace to help you power through.

Schedule study time

Set up a dedicated study space or visit the library and schedule time to study when you know you're at your most alert. Are you a morning or afternoon person? Make sure you take breaks, eat lots of healthy food to fuel your brain and stay hydrated to study at your best.

Make friends

Your support network will be essential to your studying success. Utilise your first few weeks to meet new people and make some friends whether this is in class, at student activities, or social clubs. Visit page 10 for more information.

Access support services

If you ever need support, Student Services can be your first point of contact. Offering a range of support services that can be accessed on or off campus. Head to pages 11 - 15 for more information.

PLANNING YOUR FUTURE

PLANNING YOUR FUTURE

- > Certificates.
- > Graduation.
- > Further study and scholarships.
- > Employment.

CERTIFICATES

When you finish your qualification, you'll receive your certificate from us in the mail, so please make sure that you keep us updated with any address changes. You can update your details by visiting front reception on-campus or by calling **1300 244 746**.

Certificates are withheld if you have outstanding fees, parking fines or overdue library books or charges.

Questions? Contact us at awards@chisholm.edu.au.

GRADUATION

Graduation ceremonies are a great opportunity for you to reflect on your journey at Chisholm and be recognised for your achievements with your family, friends, classmates and teachers.

In 2020, there will be two ceremonies held, one in March and one in September.

To attend graduation, you will need to apply. For more information visit chisholm.edu.au/graduation.

FURTHER STUDY AND SCHOLARSHIPS

You have so many options for further study at Chisholm, with our partner universities and more. Moving from certificate to diploma, diploma to degree, or undergraduate to postgraduate degrees is easy. We'll advise you throughout the entire process to ensure you have the full picture on what pathways and credit transfers are available to you. For more information visit chisholm.edu.au/students/pathways.

Chisholm Career Counsellors

Chisholm Career Counsellors are here to help you, every step of the way. You can access career support for up to six months after you graduate. So whether you're thinking of pathways in to further study, or you're wanting to leap into the world of work – they're here to help.

Call Student Services on **03 9212 5269** or email the careers team at careers@chisholm.edu.au to book an appointment.

Scholarships

Scholarships are available through the Caroline Chisholm Education Foundation (CCEF), to help students who may be experiencing financial hardship with tuition and materials fees. Eligibility criteria apply. Call the CCEF on **03 9238 8114** or email ccef@chisholm.edu.au.

For more information, visit chisholm.edu.au/ccef.



EMPLOYMENT

If you're nearing the end of your qualification and you're keen to take the leap from student to employee, there is support available.

Skills and Jobs Centre

The Chisholm Skills and Jobs Centre provides a suite of job readiness workshops to prepare you for the workforce, and can connect you with local employment opportunities. To see the latest job vacancies, check their Facebook page at

[facebook.com/chisholmskillsandjobs](https://www.facebook.com/chisholmskillsandjobs).

For more information, call **03 9212 4909** or email **skillsandjobs@chisholm.edu.au**.

GoinGlobal

Throughout your time studying with us, you have free access to GoinGlobal – the market leader in online career and employment resources. This self-service portal is your go-to tool to enhance your career planning, job readiness and employment outcomes.

GoinGlobal offers:

- > Unlimited access to more than 16 million of the latest job and internship listings, both at home and abroad.
- > In-depth career guides for 42 countries packed with all the need to know information if you're planning on working abroad.
- > More than 450,000 corporate profiles for key employers around the world.
- > Personal profile creation to customise your career resource experience, and save your favourite career guides, job and internship listings and employer profiles.

Login to GoinGlobal now via the Career Support page on the Current Students website at **[chisholm.edu.au/currentstudents](https://www.chisholm.edu.au/currentstudents)**, and start accessing expert career support to meet your career goals. See our Careers team in Student Services for more support.

For more information about the content of this guide, or if you need help or advice, contact Student Services during business hours on **03 9212 5269**.

Visit our website at **chisholm.edu.au** for the latest information.

Stay in touch and connect with us online



facebook.com/chisholmInstitute



youtube.com/chisholmInst



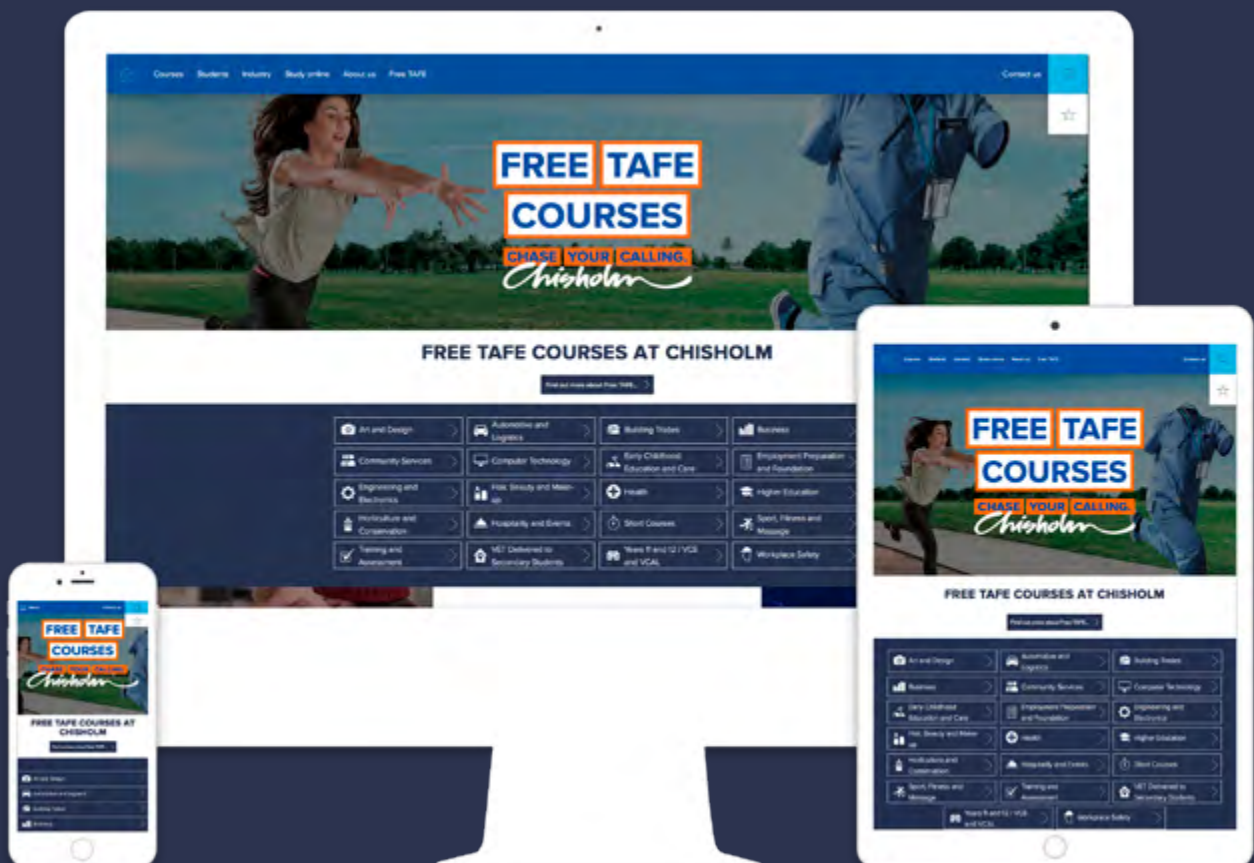
twitter.com/chisholm_Inst



instagram.com/chisholm_institute



linkedin.com/company/chisholm-institute



Chisholm

STUDENT SERVICES