









Orientation Trimester 1, 2025 February 2025

Welcome

Ms. Danica Pinto Registrar, Director Student Services









Acknowledgement of Country

ECA Higher Education acknowledges the Traditional Custodians of Country throughout Australia and their connections to land, sea and community. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

As we share our own knowledge, teaching, learning and research practices; may we also pay respect to the knowledge embedded forever within the Aboriginal Custodianship of Country.



House Keeping

- We encourage you to have your camera on
- There will be opportunity to ask questions



About ECA Higher Education



3 Institutes of Higher Education











Asia Pacific International College

College of Health Sciences



Higher Education Leadership Institute ECA Higher Education Strategic Objectives

1. Enhanced student experience

We have a commitment to all students that you will have an exceptional student experience, from initial contact through recruitment to education then graduation. All staff are here to help you succeed in your educational journey.

2. Reputation for quality

Our programmes have a reputation for quality and for career relevance. We have staff who are highly qualified content experts who are dedicated to educating students. We have an exciting learning management system which encompasses the best of in-class and blended learning.



Your ECA Higher Educations Deans

Associate Professor Michelle Cavaleri Dean (Academic) ECA Higher Education Email: michelle.cavaleri@eca.edu.au

Professor Gary Day Deputy Dean (Programs) ECA Higher Education Email: <u>gary.day@eca.edu.au</u>

Dean's Advice

- **1. Prioritise your studies** Make time in your week for your classes, individual study, and assessment preparation.
- 2. Connect with others– Engage in discussions with your classmates and lecturers and reach out to them when you have queries or need clarification.
- **3. Make the most of the support on offer –** Explore the Library and Learning Support resources and book an appointment with the team to put your best foot forward with your studies and assessments.









ASIA PACIFIC INTERNATIONAL COLLEGE



ECA COLLEGE OF HEALTH SCIENCES





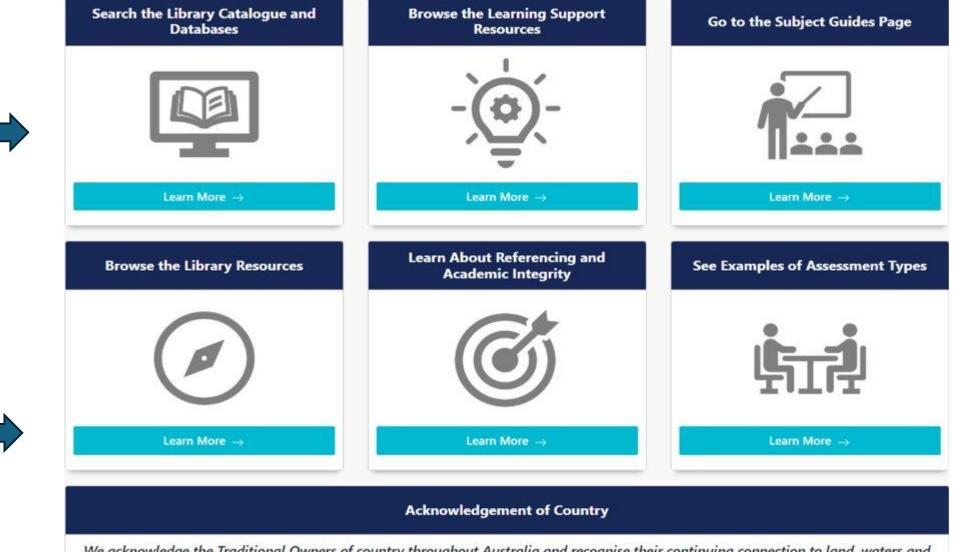
Your Library and Learning Support Services

Mr John Williams Librarian

FINDING RESOURCES

Go to the Library & Learning Support Homepage at

https://eca.libguides.com

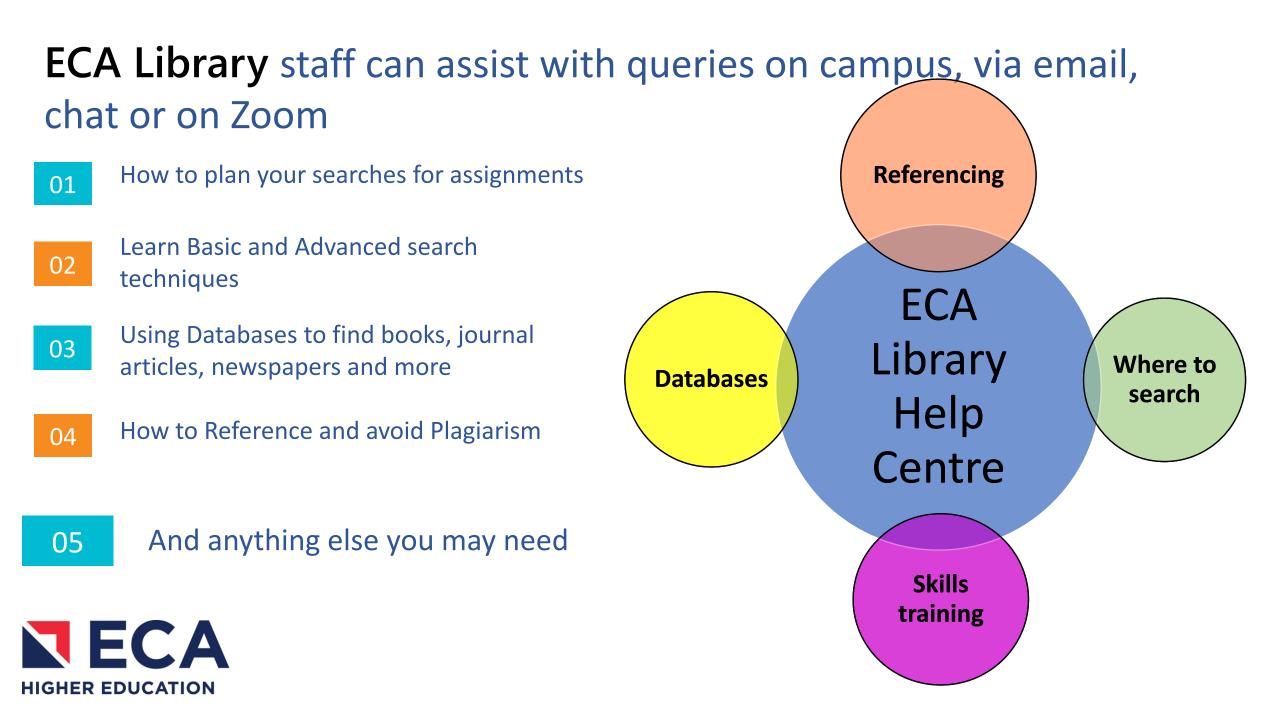




FCA

HIGHER EDUCATION

We acknowledge the Traditional Owners of country throughout Australia and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past and present.









John Melbourne



Louisa Melbourne



Yasmin Brisbane

Any questions?

Please contact The ECA Library Team, Sue, John, Louisa and Yasmin

Via **email** –

library@eca.edu.au

Your Learning Support Team



LEARNING SUPPORT HELPs STUDENTS TO:

- develop study and time management plans.
- understand assessment tasks.
- develop academic writing skills.
- think and write critically.
- research and reference accurately.
- read and take notes effectively.

academic.support@eca.edu.au



Book an appointment



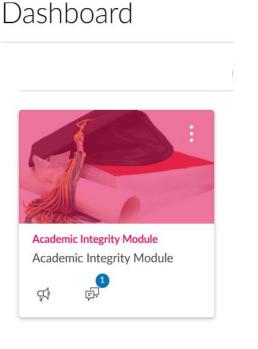
Fiona Perry Melbourne

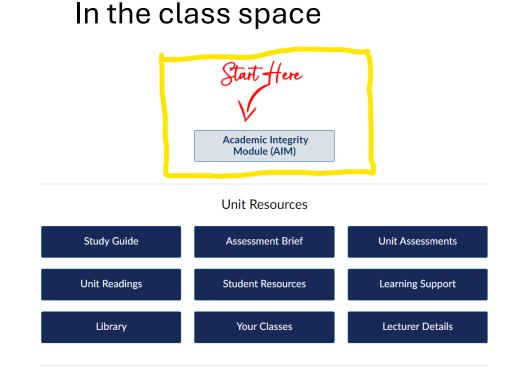




ACADEMIC INTEGRITY MODULE (AIM)!

- All new students **must** complete the AIM by the end of week 3.
- If you do not successfully achieve 100% on the AIM you will not be able to see your results or enrol in the next trimester.



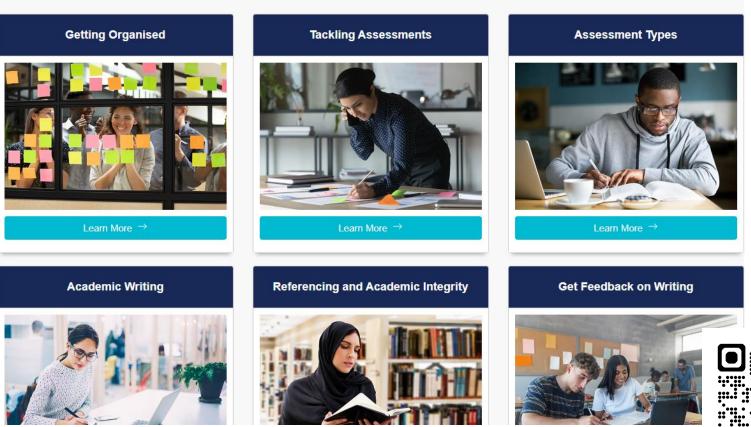






/ ECA Library & Learning Support / Learning Support Resources / Home

Learning Support Resources



https://eca.libguides.com/

Support Services, Policies, Procedures, Health, Wellbeing and Safety

Ms. Danica Pinto Registrar, Director Student Services

Academic Advice and Contacts

Academic and Course Advice Contacts

Your Course Coordinator can help you with a range of enquiries, including unit selection and course progression. They can also issue you with a study plan that will map your progress from enrolment to course completion. If you require further advice regarding your course, you may contact your Course Coordinator.

Contact information for your Unit Coordinators, Lecturers and Tutors can be located in your Canvas Units.



INTERNATIONAL COLLEGI

Course

Coordinators

Jenny.katis@apicollege.edu.au **Dr Jenny Katis Course Coordinator Bachelor of Business** oday.jerew@apicollege.edu.au **Dr. Oday Al-Jerew Course Coordinator** Master of Information Technology **Dr Jahangir Alam** jahangir.alam@apicollege.edu.au **Course Coordinator** Bachelor of Business Information Systems, and **Bachelor of Information Technology Dr Rosa Faaliyat** rosa.faaliyat@apicollege.edu.au Course Coordinator Master of Business Administration **Dr Ahmad Kaleem** ahmad.kaleem@apicollege.edu.au **Course Coordinator** Master of Project Management and Business CHS **Dr Mohamed Kalifa** mohamed.khalifa@chs.edu.au **Course Coordinator** ECA COLLEGE OF HEALTH SCIENCES Master of Health Management **Dr John Read** coordinator@heli.edu.au **Course Coordinator** john.read@heli.edu.au Master of eLearning Assoc Prof Ahmad Saedisomeolia

HIGHER EDUCATION EADERSHIP INSTITUT

> **Course Coordinator** Master of Research

> > HEALTH SCIENCES

LEADERSHIP INSTITUT

ahmad.saedisomeolia@eca.edu.au





Your Non-Academic Support Teams

Non-Academic Support Teams

Danica Pinto: Registrar, Director of Student Services

Student Services Team

Student Support Teams:

- Student Learning Support
- Library Services
- Digital Learning Support
- Technical support (IT)



Non-Academic Support

The Student Services team provides a range of support services to all current students, including:

- Adjusting to study and life in Australia
- Study support and referral
- English language support and referral
- Applications for special consideration and extensions
- Applications for course change, withdrawal or deferral
- Health and wellbeing
- Appeals and complaints



Student Services Contact Details

The Student Services team can be contacted by:

- Visiting campus, during office hours
- Lodging an online enquiry
- Telephone

APIC	APIC Online Enquiry Form	Tel: 1300 870 962
CHS	CHS Online Enquiry Form	Tel: 1300 219 159
HELI	HELI Online Enquiry Form	Tel: 1300 00 4354

Please note that our Student Services email addresses are used as a no reply email address. We request that students lodge an online enquiry instead of sending an email to enable a faster response time.

Campus Locations:

Sydney: Level 6, 1 - 3 Fitzwilliam Street, Parramatta, NSW **Melbourne:** Level 3, 655 Collins Street, Docklands, VIC **Brisbane:** Level 2, 269 Wickham Street, Fortitude Valley, QLD

Office Hours:

The Student Services team are available Monday – Friday between the hours of 9:00am – 5:00pm, excluding public holidays.



Policies and Procedures Your Rights and Responsibilities Health, Wellbeing, Safety

Student Responsibilities

- Satisfying your student visa conditions
- Maintaining your Overseas Student Health Cover (OSHC) for the period of your stay
- Meeting the terms of your written agreement with APIC, CHS and HELI including abiding by the Student Code of Conduct
- Familiarise yourself with the policies on when your enrolment can be deferred, suspended or cancelled, requirements for satisfactory academic progress in your course, how to use the grievance and appeals process.
- Update your details in the Student Portal if you change your address or contact information

Maintain your academic integrity

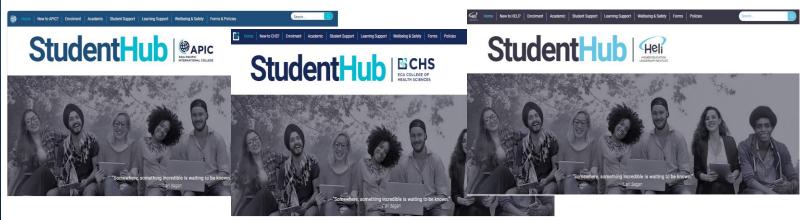
- International students must complete their studies within the duration of their CoE
- Maintaining satisfactory academic progress



Policies, Procedures and Forms

The Student Code of Conduct

Policies, Procedures and Forms Libraries are available via your Student Hub and College or Institute website:



APIC | Policies, Procedures and Form Library

CHS | Policies, Procedures and Form Library

HELI | Polices, Procedures and Forms Library

Student Code of Conduct

ECA Higher Education expects that all students (and staff) behave professionally and with respect for others. Therefore, students must not behave in a manner that may be considered disruptive and/or inappropriate by any reasonable standard.

The Student Code of Conduct is available via your College or Institute's Policies page of your Student Hub.



Personal Contact Details

It is the responsibility of all students to ensure that your current and correct contact information is accurate.

Student visa holders MUST notify the College or Institute of any changes to your contact information within 7 days (even if you have relocated to another address for a short period or are living in temporary accommodation).

After today's Orientation all students are asked to login to their Student Portal to **review and update their contact information with your current address, personal email, mobile number and emergency contact details**. Telephone numbers are entered with no spaces.



Unique Student Identifier (USI) Number

Students studying in Australia need to have a Unique Student Identifier number or USI. From 1 January 2023, all higher education students, including international students studying in Australia are required to have a USI to graduate and receive their award.

Your USI is your individual Australian education identification number for life. You need a USI if you are:

- an International student who is onshore in Australia and has a valid visa
- a new or continuing domestic student
- a student who has completed their studies from 2023

If you have a USI, please record it in your Student Portal. Login to your Student Portal and select the Profile menu, enter your USI in the USI field and save or update your profile record



Apply for your USI Number

The process of applying is simple (enter your name as it appears on your passport), there is an online tutorial video which is available to view. Apply for your USI using the following url: <u>https://www.usi.gov.au/students/get-a-usi</u>

Once you have received your USI, you need to record the number in your Student Portal (select the Profile menu and enter your USI in the USI field).





Credit for Prior Learning Applications If you have completed previous studies, or have relevant professional work experience you may be eligible for credit towards your course based on prior learning from formal studies or professional work experience.

Students should apply for credit before commencing their course to ensure that you don't enrol into units that you may be eligible to receive credit for.

Policies, Procedures and Forms Libraries are available via your Student Hub or College or Institute website.

Application form links can also be found via your Student Hub's Forms page.

APIC Award of Credit Policy	APIC Application for Credit
CHS Award of Credit Policy	CHS Application for Credit
HELI Award of Credit Policy	HELI Application for Credit



Academic Calendar

ECA Higher Education's academic calendar is based on a **TRIMESTER** model

There are full 3 trimesters in 1 year, each trimester has 12 weeks.

There are usually 3 or 4 week breaks between full trimesters (longer over the end of the year/Christmas period).

Academic calendars can be located on your College or Instutute website.

Academic Calendar for 2025

Trimester 1			Trimester 2			Trimester 3		
Wk	Monday	Friday	WR	Monday	Friday	w	Monday	Friday
0	3/02/2025	7/02/2025	0	26/05/2025	30/05/2025	0	22/09/2025	26/09/202
1	10/02/2025	14/02/2025	1	2/06/2025	6/06/2025	1	29/09/2025	3/30/202
2	17/02/2025	21/02/2025	2	9/06/2025	13/06/2025	2	6/10/2025	10/10/202
а	24/02/2025	28/02/2025	а	16/06/2025	20/06/2025	а	13/10/2025	17/10/202
4	3/03/2025	7/03/2025	4	23/06/2025	27/06/2025	4	20/10/2025	24/10/202
\$	10/03/2025	14/03/2025	s	30/06/2025	4/07/2025	s	27/10/2025	31/10/202
6	17/03/2025	21/03/2025	6	7/07/2025	11/07/2025	6	3/11/2025	7/11/202
7	24/03/2025	28/03/2025	7	14/07/2025	18/07/2025	7	10/11/2025	14/11/202
8	31/03/2025	4/04/2025	8	21/07/2025	25/07/2025	8	17/11/2025	21/11/203
9	7/04/2025	11/04/2025	9	28/07/2025	1/08/2025	9	24/11/2025	28/11/202
10	14/04/2025	18/04/2025	10	4/08/2025	8/08/2025	30	1/12/2025	5/12/202
11	21/04/2025	25/04/2025	11	11/08/2025	15/08/2025	11	8/12/2025	12/12/202
12	28/04/2025	2/05/2025	12	18/08/2025	22/08/2025	12	15/12/2025	19/12/202
u	5/05/2025	9/05/2025	13	25/08/2025	29/08/2025	Christmas shutdown	22/12/2025	26/12/202
34	12/05/2025	16/05/2025	14	1/09/2025	5/09/2025	Christmas shutdown	29/12/2025	2/01/202
15	19/05/2025	23/05/2025	15	8/09/2025	12/09/2025	13	5/01/2026	9/01/202
	•		16	15/09/2025	19/09/2025	34	12/01/2026	16/01/202
						15	19/01/2026	23/01/202
						36	26/01/2026	30/01/202

* Where a public holiday fails within the trimester the educator will laise with the class regarding other arrangements. * Census date fails on the Friday of the third week of each study period.

Notes

Week 0 is Orientation week for the new students; for current students 0 week is a break week. Study week is for units which have exams and final assessments may be due.

Orientation week
Census date
Teaching weeks
Study week
Final Assessments
End of Term
Break



Course Progression

Please ensure you fully familiarise yourself by your Student Progression Policy.

Your Student Progression and Student Progression and Intervention Procedure can be found via the Polices page of your Student Hub.

- You must progress through your course
- If you make UNSATISFACTORY course progression your enrolment will beat risk of cancelation

Course Progression Stages



APIC Student Progression Policy APIC Student Progression and Intervention Procedure
CHS Student Progression Policy CHS Student Progression and Intervention Procedure
HELI Student Progression Policy HELI Student Progression and Intervention Procedure



Appeals and Grievances

A grievance can be defined as a person's expression of dissatisfaction with any aspect of your College or Institute's services and activities, for both academic and non-academic matters.

Students have the right to appeal any decision taken by the College however, students must have grounds and documentary evidence to support an appeal. Students cannot appeal because they do not like a decision.

Policies and Procedures can be found via the Polices page of your Student Hub.

APIC | Academic Grievances and Appeals Policy and Procedure

APIC | Non-Academic Grievances and Appeals Policy and Procedure

CHS | Student Academic Grievance and Appeals Policy and ProcedureCHS | Student Non-Academic Grievance and Appeals Policy and Procedure

HELI | Student Academic Grievance Handling Policy and ProcedureHELI | Student Non-Academic Grievance Handling Policy and Procedure



Appeals and Grievances

Process:

- Grievances and appeals submissions must include the background to the grievance or appeal
- The exact grievance or nature of the appeal (grounds)
- What steps have been taken to address the grievance or appeal (if applicable) including dates
- A brief description of how the matter can be resolved from the point of view of the student

Online application forms can be found via the Forms page of your Student Hub.

- APIC | Student Appeal Form
- **APIC | Student Grievance Form**
- CHS | Student Appeal Form
- CHS | Student Grievance Form
- HELI | Student Appeal Form HELI | Student Grievance Form



Tuition Fee Information

Tuition Fee Instalments

To assist students studying on a visa, we have introduced a 4-instalment fee payment option.

Students can now pay their tuition fees in 4 instalments of 25% each at the beginning of Weeks 1, 4, 7 and 10 of each study period. Students can choose to make full fee payment in Week 1.

Fee Instalment Due Dates for Trimester 1, 2025:

- 25% Week 1: Monday 10 February 2025
- 25% Week 4: Monday 3 March 2025
- 25% Week 7: Monday 24 March 2025
- 25% Week 10: Monday 14 April 2025



Tuition Fee Information and Payment Options Further information about tuition fees including payment options can be located on the Tuition Fees page of your Student Hub.

APIC Student Hub Tuition Fees Page CHS Student Hub Tuition Fees Page HELI Student Hub Tuition Fees Page

If you have a query about your fees, don't hesitate to drop into see Student Services.



Tuition Protection Service (TPS) and the Fair Work Commission

TPS and the Fair Work Commission **The Tuition Protection Service (TPS)** ensures that; in the unlikely event APIC, CHS or HELI are unable to deliver the course you have paid for and not meet our obligations to either:

- Offer you an alternative course that you accept, or
- Pay you a refund of your unspent prepaid tuition fees.
- The TPS will assist you in finding an alternative course if a suitable alternative is not found.

International students studying in Australia on a student visa are protected under the **Education Services for Overseas Students (ESOS) Act 2000.** The Act sets out the legal framework for the delivery of quality education by setting standards. The framework also provides tuition and financial assurance through the Tuition Protection Service.

Australia has Workplace Protection laws to ensure fair wages and conditions. Australia adheres to 'award wages and the **Fair Work Commission** provides information about what they are and what they mean for you. Should you need assistance or advice then contact: Fair Work Commission: https://www.fwc.gov.au/



www.fairwork.gov.au

The Fair Work Ombudsman is Australia's workplace regulator.

Its FREE services can help you understand your workplace rights and obligations and resolve workplace issues.



Join its regular webinars by visiting www.fairwork.gov.au/webinars

/fairwork.gov.au 💟 @fairwork gov au 🕒 /fairworkgovau 🞯



Get information and downloadable resources in different languages – www.fairwork.gov.au/languages

Find dedicated information for young workers –

www.fairwork.gov.au/youngworkers

/fairworkgovau



Use the Pay and Conditions Tool to calculate your pay rates, leave entitlements, and notice & redundancy – www.fairwork.gov.au/PACT



Keep track of your work hours using the free Record My Hours app, available in 18 languages – www.fairwork.gov.au/app



Report a workplace issue anonymously in 17 languages – www.fairwork.gov.au/tipoff



Make use of the Small Business Showcase to help you find your way in the workplace – www.fairwork.gov.au/smallbusiness

Fair Work Infoline – **13 13 94** Translating and Interpreting Service (TIS) – **131 450**



Emergency Evacuation Induction

Emergency Evacuation Induction

Fire wardens will provide direction during an evacuation, always follow the instructions from the Fire Wardens.

The building's alarm system has a two tones: BEEP BEEP and WOOP WOOP. The fire alarm system detects and first sounds on the affected level, along with the level below and 2 levels above, followed by the other levels.

The BEEP BEEP tone/sound is a preparatory tone and warns of a possible evacuation.

The WOOP WOOP tone/sound can be accompanied by an audible evacuate directive, which means everyone on that level must evacuate. the building immediately via the closest stairwell.

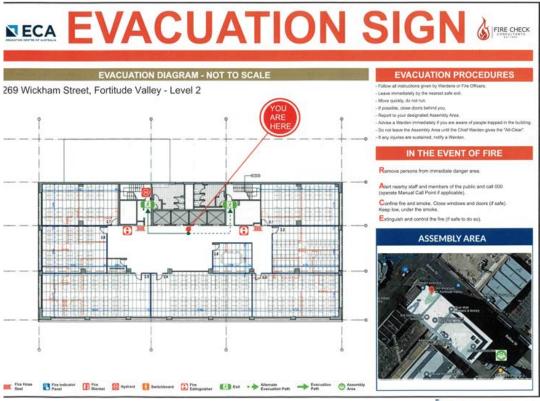
Always evacuate the building via the closest stairwell. The stairwells are located either side of the elevator bank. Never use an elevator in an emergency. Everyone is asked to leave backpacks and bulky bags unless you are directed to take them.

Students who may be unable to evacuate due to an injury or disability must report to a Fire Warden, who will assist the student to the landing of a stairwell. Once the level has been evacuated the fire doors of the stairwell are closed providing protection, and a Fire Warden will stay with the student until help arrives. In such an instance, a message is sent to the attending Fire Brigade to request their assistance to evacuate safely.

While on campus, <u>always</u> follow instructions from the Fire Wardens.

Brisbane Campus

Emergency Evacuation Map and Assembly Point

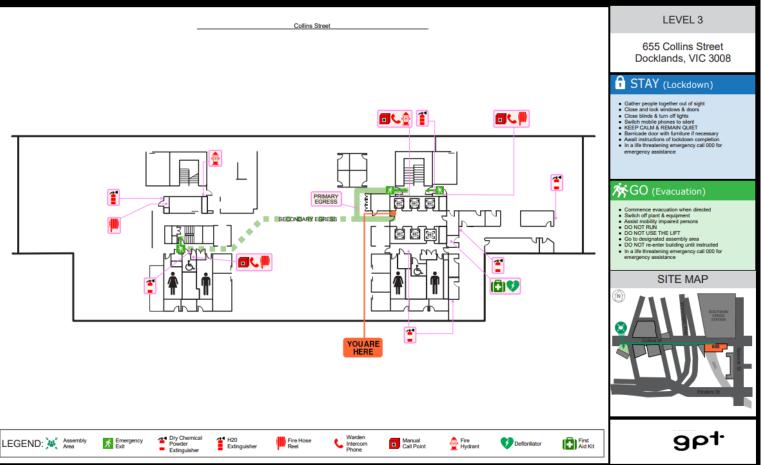


Assembly Point:

• Ballow Street, car park area



EVACUATION DIAGRAM

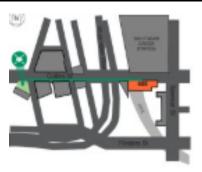


Melbourne Campus

Emergency Evacuation Map and Assembly Point

Assembly Point:

• Corner Batmans Hill Drive and Collins Street



Sydney Campus

Emergency Evacuation Map and Assembly Point



Assembly Point:

• Church Street, corner of Rivoli Way (before Campbell Street)



PERSONAL SAFETY & HEALTH

Critical Incident Policy and Procedure A Critical incident includes a traumatic event, or the threat of such (within or outside Australia), which causes or is likely to cause extreme stress, fear, or injury, and includes physical or psychological harm and/or distress.

These may include, but are not limited to:

- serious or life-threatening illness/injury of a student
- sexual and/or physical assault of a student or staff
- threats or acts of violence by or towards students, staff and/or their family members
- domestic violence, physical, sexual, or other abuse
- sudden or unexpected death or suicide of colleague, classmate, staff member
- natural disaster
- cybersecurity attack and business continuity



Reporting Critical Incidents ECA Higher Education encourages students to contact Student Services for support and assistance to report the critical incident.

Students can choose to report a critical incident directly by completing an online Critical Incident Report.

Your Critical Incident Policy and Procedure is available via your the Polices page of your Student Hub. Online forms are available via the Forms page of your Student Hub.

> APIC | Critical Incident Policy and Procedure APIC | Critical Incident Online Report Form

CHS | Critical Incident Policy and ProcedureCHS | Critical Incident Online Report Form

HELI | Critical Incident Policy and ProcedureHELI | Critical Incident Online Report Form



Sexual Harassment and Sexual Assault are not tolerated @ ECA



All reports of sexual harassment or sexual assault are treated in the strictest confidence and privacy.



Information on what constitutes Sexual Harassment and Sexual Assault (SASH), the available support services and reporting options can be found on the SASH webpage of the <u>APIC</u>, <u>CHS</u> and <u>HELI</u> websites.

For more information visit the Sexual Harassment and Sexual Assault Policy on the <u>APIC</u>, <u>CHS</u> and <u>HELI</u>SASH webpages, the policy and procedures are also available your Student Hub.

For informal reporting to the College or Instutite, please speak to one of the below staff members who are trained to help. Students can choose to lodge a report to the College or Institute by completing the online Sexual Assault and Sexual Harassment Incident Report (<u>APIC, CHS</u>, <u>HELI</u>), or via a Critical Incident report (<u>APIC, CHS</u>, <u>HELI</u>). Students are also able to report SASH incidents anonymously.

Confidential and Private Student Support

Samantha Hollow	Michelle Gillick	Pia Pohankar	Darsha Pathirage
Solution No. 103 Solution State Stat	🌭 03 7035 5327	Solution 2 8766 3645	Sec. 07 3210 7407
samantha.hollow@eca.edu.au	michelle.gillick@eca.edu.au	pia.pohankar@eca.edu.au	darsha.pathirage@eca.edu.au

For information on formal reporting to the police, please visit the websites below:

 VIC POLICE

 %

 Report Sexual Assault in VIC





Gender Based Violence (GBV) is not tolerated @ ECA



All reports of gender based violence are treated in the strictest confidence and privacy.



Gender-based violence (GBV) is defined by the United Nations as any act that results in, or is likely to result in, physical, sexual or psychological harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life. Gender-based violence also includes harmful acts directed towards someone because of their gender – such as someone from the lesbian, gay, bisexual, trans, intersex, queer and questioning (LGBTIQ+) community. Gender-based violence is not just physical – it includes behaviours that are controlling or cause psychological, emotional and financial harm. For more information refer to the information available via the <u>APIC, CHS</u> and <u>HELI</u> websites.

For informal reporting to the College or Institute, please speak to one of the below staff members who are trained to help. Students can choose to lodge a report to the College by completing the online a Critical Incident report (<u>APIC, CHS</u>, <u>HELI</u>). Students are also able to report GBV incidents anonymously.

Confidential and Private Student Support

Samantha Hollow	Michelle Gillick	Pia Pohankar	Darsha Pathirage
& 03 7035 5353	& 03 7035 5327	S 02 8766 3645	📞 07 3210 7407
samantha.hollow@eca.edu.au	michelle.gillick@eca.edu.au	pia.pohankar@eca.edu.au	darsha.pathirage@eca.edu.au

Support information and police reporting options are available via the below links:



LGBTIQA+ Prejudice Motivated Crime Domestic and Family Violence

Sexual Assault and Harassment



LGBTIQ+ Hate Crime Domestic and Family Violence Sexual Assault and Harassment



S LGBTIQ+ Hate Crime

Domestic and Family Violence

Sexual Assault and Harassment

Consent Matters – a free online course



Consent Matters: Boundaries, Respect and Positive Intervention

The Consent Matters course is an online course that covers sexual consent, communication and relationships, and bystander intervention.

The course will help you seek consent, recognise what consent looks like and identify situations where it can't be given. It will teach you how to recognise difficult situations and possible ways of stepping in if others need help.

The course consists of three modules that you must complete, including an end-of-module quiz. There are all support resources embedded throughout.

Watch the Introductory Video and when you are ready to begin, click or tap on the Module buttons below the video to start the course.

Introductory Video



ECA Higher Education is committed to ensuring a safe and healthy learning and working environment that is free from sexual harassment and sexual assault. We maintain the right of every student and staff member to always feel safe and respected on campuses.

Consent Matters is free online interactive course that uses activities, quizzes and relatable character scenarios to explore the nature of sexual consent, how to identify when consent needs to be given and/or received, when consent should not be given and how to look after others.

The course consists of three (3) modules, each have a different focus: Module 1: Thinking about consent Module 2: Communication skills and relationships Module 3: Looking out for others

At the end of each module there is a short multiple choice online quiz.

Consent Matters is available via Canvas. ECA Higher Education expects students complete the Consent Matters course in their first study period.



Counselling Services

To make an appointment or to speak with a Converge counsellor you can call **1300 687 399**

Converge International

Converge International understands that people face many challenges in their lives and that sometimes, these require specialised support. We believe the counsellors providing this support should be specialists with specific social or cultural experience, knowledge and understanding of the issues and challenges



www.convergeinternational.com.au



Situational Awareness and Opportunistic Crime

Situational awareness and your safety

- Be aware of what's going on around you and where possible remove yourself from potential harm
- Noise cancelling headphones/ear buds hinder your awareness as you can't hear what's happening around you. It's recommended not to use them whilst on public transport and when walking close to roads.

Opportunistic crime and your belongings

 Never leave your belongings unattended. Leaving your belongings unattended presents an opportunity for another person to come along and take off with your items.



Emergency Services -Ambulance, Fire and Police

Ambulance, Fire, Police Call 000 in an emergency!

This emergency number operates in all states of Australia.

The operator who answers your call will ask what emergency service you require, the nature of the emergency, and your address/location. You'll then be connected to the service you require (Ambulance, Fire, Police).

When making an emergency call remain calm and follow the direction of the Emergency Service's call taker/s.



Emergency + App

Ambulance, Fire and Police



Emergency+ is a free application developed by Australia's emergency services and industry partners. The application works across Australia, using GPS functionality built into smartphones to help a Triple Zero (000) caller provide critical location details required to mobilise emergency services.

Emergency+ is available for free download via the Apple Application Store and the Google Play Store, or visit: <u>https://www.triplezero.gov.au/triple-zero/smartphone-applications</u>



Emergency Services - Police

Call 000 for an emergency

NSW



QLD



State Emergency Service (SES) **The State Emergency Service (SES)** is an emergency and rescue service dedicated to providing assistance with natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia.

For emergency assistance in a flood or storm dial 132 500.



Legal Aid

Legal Aid provides free and confidential consultation to students.

Sydney Central Legal Aid Office 323 Castlereagh Street, Haymarket 2000, Ph: 02 9219 5000

Melbourne Legal Aid Office 570 Bourke St, Melbourne VIC 3000, Ph: 1300 792 387

Brisbane Legal Aid Office 44 Herschel St, Brisbane City QLD 4000, Ph: 1300 651 188



Tenancy Advice If you have problems with your residential rental provider or real estate agent, free tenancy advice is available.

Sydney:

Tenants NSW, <u>https://www.tenants.org.au/</u>, and the Tenants Union of NSW, <u>https://www.tenants.org.au/tu/</u>

Melbourne:

Tenants Victoria: <u>https://www.tuv.org.au/</u>, and Housing Vic: <u>http://www.housing.vic.gov.au/</u>

Brisbane:

Tenants Queensland: <u>https://tenantsqld.org.au/</u> Residential Tenancies Authority: <u>https://www.rta.qld.gov.au</u>



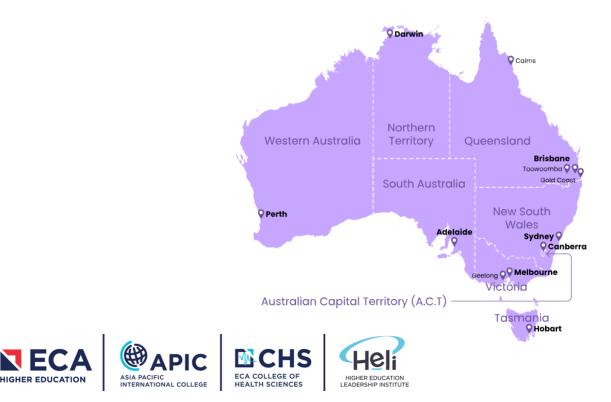
International Student Services Directory The international student services directory is designed to provide information about services which international students can access while living and studying in Australia.

Visit <u>https://www.isengagement.org/virtual-map</u> and select your state on the Virtual Map

International student services directory

This directory contains information about support services for international students

Click on your state or territory for services available to you.



International Student Services Directory

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VICTORIA

} 🤍	Intercultural + Community Engagement
~	Mental Health + Wellbeing
~	Engagement through Teaching, Learning + Language
~	Accommodation
~	Work Integrated Learning + Employability
~	Crisis Navigation

NEW SOUTH WALES

~	' Study Cluster
~	Intercultural + Community Engagement
~	' Mental Health + Wellbeing
~	Engagement through Teaching, Learning + Language
~	Accommodation
~	Work Integrated Learning + Employability
~	Crisis Navigation



QUEENSLAND

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	✓ Study Cluster
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	V Mental Health + Wellbeing
	 Engagement through Teaching, Learning + Language
	V Accommodation
	V Work Integrated Learning + Employability
	Crisis Navigation

QUEENSLAND

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Stu	dy Queensland
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Cai Stud	rns Student Hub
Cair Stua ASE	rns Student Hub dy Australia - Industry Experience Program (SAIEP)

Study Australia - Information about volunteering in Australia **Go Volunteer** Volunteering Australia

V Mental Health + Wellbeing

Overseas Student Health Coverage (OSHC) Hospital treatment in Australia can be expensive and most international students are not eligible for Medicare which is the Australian government's public health insurance system.

Overseas Student Health Cover (OSHC) ensures international students have adequate health care arrangements during their stay in Australia and can access appropriate health care without undue financial hardship.

The Department of Home Affairs (DHA) requires most holders of a student visa to maintain Overseas Student Health Cover

If you have requested the College or Institute arrange your OSHC, Allianz is your OSHC provider. Allianz OSHC - 24/7 emergency helpline number is 1800 814 781. For general enquires Allianz can be contacted via 136 742.

If you have opted to arrange your own OSHC, please refer to your provider's contact details.



Health Services

A **general practitioner (GP)** is usually the first person you go to if you have a health problem or minor injury.

A GP can assist you a wide variety of medical conditions from colds and flu to minor injuries such as sprains or cuts, to travel vaccinations and sexual health checks.

If needed a GP can provide a script for medication or write a referral letter for you so you can see a specialist.



Health Services -After Hours Medical Assistance **For non-life-threatening medical matters after hours:** Call Doctors on Demand 1800 854 344.

For serious non-life-threatening medical matters:

Visit the closest hospital emergency department.

For life-threatening medical emergencies: Call 000 and ask for an ambulance.





Health Services – Immediate Mental Health Support Lifeline has a 24/7 telephone counselling service. Lifeline telephone counsellors are ready to talk and listen, no matter how big or small the problem may see. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice. Lifeline Ph: 13 11 14.

Beyond Blue is an independent, not-for-profit organisation working to increase awareness of depression, anxiety and related disorders throughout Australia. Beyond Blue works with health services, colleges, schools, workplaces, universities, media and community organisations, as well as people living with these disorders, to bring together their expertise. For students dealing with depression, anxiety and related disorders the Beyond Blue website has excellent resources: <u>https://www.beyondblue.org.au/home</u>. **Beyond Blue Ph: 1300 224 636**



Health Services – more contacts

Direct Health 24 Hour Health Advice Line Ph: 1800 022 222 NSW: My Health Medical Practice - Parramatta Westfield, Ph: (02) 8624 6977 NSW: Isra Medical Services Parramatta, Ph: (02) 9098 4545 QLD: Brisbane City Doctors, 289 Queen Street, Brisbane Ph: (07) 3221 3366 QLD: Royal Brisbane and Women's Hospital, Ph: (07) 3646 8111 VIC: CBD Doctors Melbourne -10/53 Queen St, Melbourne, Ph: (03) 9077 9912 VIC: QV Medical, Level 7, 1 Elizabeth Street Melbourne, Ph: (03) 9662 2256 All states: Visit the emergency department of a hospital NSW: Sydney Dental Hospital, 2 Chalmers Street, Surry Hills, Ph: 02 9293 3200 QLD: Oral Health Services, many locations, Ph: 1300 300 850 VIC: Dental Hospital, 20 Swanston Street Carlton, Ph: (03) 9341 1000



Health Services – more contacts NSW Health Sexual Assault Services: RPA Day (02) 9515 9040, after hours (02) 9515 6111

NSW Rape Crisis Centre Ph: 1800 424 017

NSW Health Sexual Assault Services

VIC: Centre Against Sexual Assault: (03)9635 3600, after hours: Victorian Sexual Assault Crisis Line: (03) 8345 3495 or 1800 806 292

Sexual Assault Services Victoria

QLD: Queensland Sexual Assault Helpline: 1800 010 120 (7.30am - 11.30pm 7 days)

QLD Health Sexual Assault Services

National: Full Stop Australia Ph: 1800 385 578

National: 1800Respect (National Domestic, family & Sexual Violence) Ph: 1800 737 732



Health Services – more contacts

National Poison Information Services, Ph: 13 11 26 NSW: Alcohol & Drug Information Ph: 1800 422 599 QLD: Alcohol and Drug Support Ph: 1800 177 833 VIC: Alcohol and Drug Support Ph: 1800 888 236 National Quit (smoking) Line Ph: 137 848 National Suicide Call Back Service 1300 659 467 National LGBTIQA + Support: QLife Ph: 1800 184 527 NSW: LGBTIQ+ Support Services VIC: LGBTIQ+ Support Services QLD: LGBTQ+ Support Services MensLine Australia Ph: 1300 78 99 78



Fire Safety at Home



Beach Safety

BEACH FLAGS

Always swim between the RED and YELLOW flags.

RED FLAG: No swimming.



YELLOW FLAG: Caution required. Potential Hazards.



RED AND WHITE FLAG: Evacuate the water.

BLACK AND WHITE FLAG: Surfcraft riding area boundary. ind the flags and always swim between them, the red and yellow flags mark the safest place to swim at the beach

ook at the safety signs – these identify potential dangers and the daily beach conditions

sk a lifesaver for good advice – surf conditions can change quickly so be aware before entering the water

et a friend to swim with you

Stick up your hand if you need help in the water – if you get into trouble stay calm and raise your arm to signal for help. Float with the current or rip – don't try and swim against it Beach Safety and the Beach Safe App The Beachsafe App can assist you to locate the nearest patrolled beach that has Lifeguards on duty.

Download the Beachsafe App at: <u>https://beachsafe.org.au/apps</u>

For further information about beach safety, please visit the below websites:

Top Tips: <u>https://beachsafe.org.au/surf-safety/lifeguards-top-tips</u> Flags and Signs: <u>https://beachsafe.org.au/surf-safety/flags-and-signs</u> Swimming Safety: <u>http://insiderguides.com.au/swimming-safety-guidelines/</u>



Sun Safety

Protect yourself in five ways from skin cancer



UV radiation can't be seen or felt and can be harmful on warm, sunny days and on cool, cloudy days too! When the UV index hits 3, cover up from UV.

Check out the Cancer Council's SunSmart Global UV app! Access worldwide UV levels which can be tailored to your specific location, providing clear guidance on when sun protection is and is not required: <u>https://www.sunsmart.com.au/resources/sunsmart-app</u>

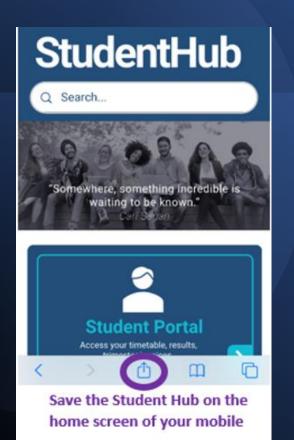


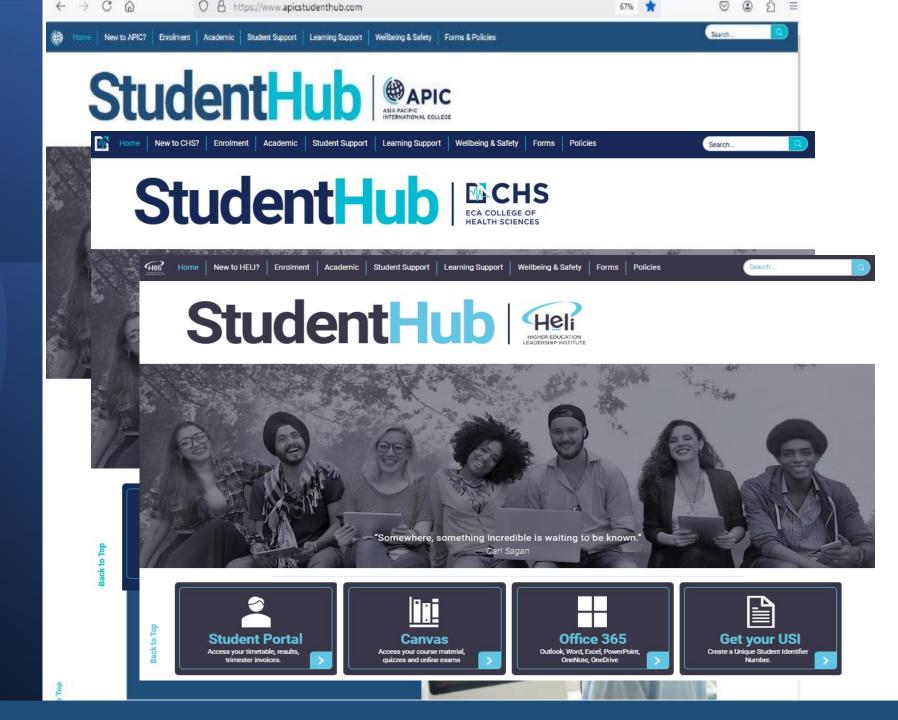




Your Online Accounts

Your Student Hub





Your Online Accounts





Online Account Information and IT Support An introduction to your online accounts including default login details and IT support are available via the My Online Accounts of your Student Hub StudentHub







How to login to your Student Portal



CHS ECA COLLEGE OF HEALTH SCIENCES



CHS: Url: <u>https://chs.meshedhe.com.au/</u>

APIC Url: https://apic.meshedhe.com.au/



HELI: Url: https://heli.meshedhe.com.au/

	Login
Enter your *All fields a	ogin Information Below, then select Login re required
	Your Student Id number
Username	Your Student id humber

Agent Registration Agent List Pay Fees

dent Application

Username: Your student number (e.g. 2025#####)

Password: Your date of birth in this format: ddmmyyyy (e.g. 01052001)



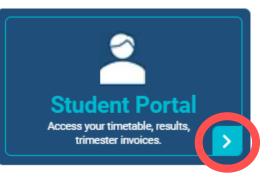
Check and Update your Personal Contact Details

It is the responsibility of all students to ensure ECA Higher Education always has your current and correct contact information. Student visa holders MUST notify the College or Institute of any changes to your contact information within 7 days (even if you have relocated to another address for a short period or are living in temporary accommodation).

All students are now asked to login to your Student Portal to **review your details and update your contact information with your current address, personal email, mobile number and emergency contact details.**

Telephone numbers including mobile are entered with no spaces.

Go to the home page of your Student Hub and select the Student Portal. Click on the arrow (circled in red) to connect.



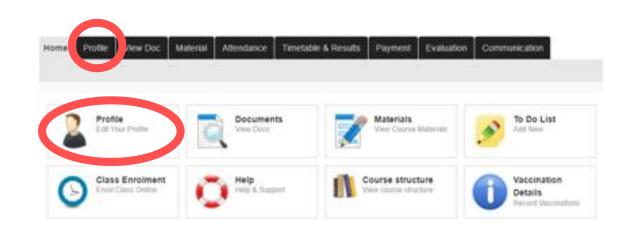


Check and Update Your Contact Details

When you log in for the first time, the below pop-up will appear

Update your primary contact address					
Building/property name:					
Flat/unit details:	Unit 36				
Street number (e.g. 205 or Lot 118):	5000				
Street name:	John Citzen Street				
Postal delivery information (e.g. PO Box 254):					
City/Town/Suburb:	BLACKTOWN				
Country:	Australia	~			
State:	NSW 🗸				
Postcode:	2148				
Home phone:					
Work phone:					
Mobile phone:					
Email:	john@citizen.edu.au				
	Update				

No pop-up, no problem! Select the Profile menu or Profile tab







💻 Edit Your Profile

Personal Infoma	ition												
Student ID:	202000347		Full	name:	Mr Johr	n Citizen							
Nickname:				USI:	Enter	your va	id USI he W	at is USI?	Steps to Create you	r own USI			
College email:	202000347@s	student.apicollege	e.edu.au Private	email:	john@)citizen.	edu.au						
Birthplace:	City of birth		Country o	f birth:	Eritrea	a			~				
Current Street Addre	SS												
	he obvious addre	en (street number	and name not post of	See here)			reside rether the		an address studiets	en secido for incipi	ing work or o	thes summers hefe	re returning your home.
									residential street addr		ing, work or o	ther purposes belo	e returning your nome.
	Country:	Australia				~							
Building/p	property name:												
	lat/unit details:	Unit 45											
Street number (e.g. 2	05 or Lot 118):	185											
	Street name:	Bourke Road											
Sub	urb/Town/City:	Macot			State/Pr	ovince:	NSW 🗸						
	Postcode:	2174				Mobile:	0470405903						
	Phone:				Work	phone:							
	Fax:												
Postal Address	Overseas/Peri Overseas/Peri	manent Address											
	country:	India				~							
Building/	Property Name:												
F	lat/Unit Details:	House No: 17											
Street Number (e.g.	205 or Lot 118):				•								
	Street Name:		je Road										
Sut	ourb/Town/City:				State/P	rovince:	Telangana						
	Postcode:					Mobile:							
	Phone:				Wor	k phone:							
	Fax:												
Edit Emergency/Guardian contact details:													
Contact Type	Relation C	ontact Name	Flat/Unit Str	eet S	uburb	State	Postcode	Email		Phone	Mobile	Work Phone	Language Spoken
		ggrg	6 6		1d	NSW	3252		t@eca.edu.au	032535242			

Update

Introduction to Canvas

APIC, CHS and HELI use Canvas as the Online Learning System (OLS), also known as a Learning Management System (LMS).

Students can access study materials and resources, zoom links for online classes, TurnItIn software, submit assignments and online quizzes, communicate with lecturers and tutors and collaborate with other students – all through Canvas!





APIC Url: https://apic.instructure.com

Username: Your student number+@student.apicollege.edu.au

(e.g. 2020202@student.apicollege.edu.au)

Password: APIC + Your date of birth in this format:

AP!Cddmmyyyy (e.g. AP!C01021998)

CHS

ECA COLLEGE OF HEALTH SCIENCES CHS: Url: https://eca-health.instructure.com/login/canvas

Username: Your student number+@student.chs.edu.au (e.g. <u>2020202@student.chs.edu.au</u>)

Password: CH\$ + Your date of birth in this format: CH\$ddmmyyyy (e.g. CH\$01021998)



HELI: Url: https://heli.instructure.com/login/canvas

Username: Your student number+@student.heli.edu.au

(e.g. 202020202@student.heli.edu.au)

Password: HEL! + Your date of birth in this format:

HEL!ddmmyyyy (e.g. HEL!01021998)

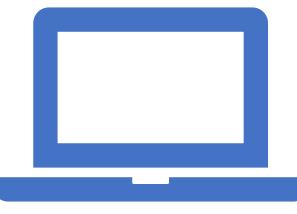


Canvas Login Details

Canvas Password Recovery To recover your Canvas password, follow the steps below:

- Click the "Forgot Password?" link on the Canvas login page.
- Enter your APIC, CHS or HELI student email address
- Click on the "Request Password" link
- Check your student email Inbox/Spam folder to see the 'Request Password' email.

If you can't reset your Canvas password or are experiencing an issue with your Canvas account, please lodge a ticket with the Digital Learning Support team.



Canvas IT Support Tickets

HOME SOLUTIO	DNS			
Submit a ticket				
Requester- *	Email			
Subject *				
Priority	Low .			
Description *	B / ⊻ ≔ ≔ ∆ ₨ ∞			
Business Unit	ECA HE -			
Are you a student or staff? *				
College •				
Campus Name				
	I'm not a robot			
	Submit Cancel			

If you can't reset your Canvas password or are experiencing an issue with your Canvas account, please lodge a ticket with the Digital Learning Support team.

Canvas IT support tickets can be lodged using the following url: <u>https://canvasservicedesk.eca.edu.au/support/tickets/new</u>

In the **Subject field please use a few words that briefly describe the problem you are experiencing. For example: Forgot my Canvas** password. The subject field doesn't ask for the name of the unit/s you are studying, it asks for a very brief description of the issue you are facing.

More detailed information is asked for in the Description section of the online ticket.



Introduction to Office365

Microsoft Office 365 is available to every student free of charge. This means the latest version of the full Office productivity suite, including Outlook, Word, Excel, PowerPoint, OneNote and OneDrive cloud storage. This software is available free of charge during your studies and students can install it on up to 5 of their compatible devices.

All official communications are sent to your Office365 Outlook student email account. It is a student's responsibility to activate and use their student email. Students are required to regularly check their student email account, which includes reading all emails from and responding as directed.



Office365 Login Details



Username: Your student number+@student.apicollege.edu.au

(e.g. 202020202@student.apicollege.edu.au)

Password: APIC + Your date of birth in this format:

Office365 Url: https://portal.office.com

AP!Cddmmyyyy (e.g. AP!C01021998)

ECA COLLEGE OF HEALTH SCIENCES

Username: Your student number+@student.chs.edu.au (e.g. <u>2020202@student.chs.edu.au</u>)
 Password: CH\$ + Your date of birth in this format: CH\$ddmmyyyy (e.g. CH\$01021998)



Username: Your student number+@student.heli.edu.au

(e.g. 2020202@student.heli.edu.au)

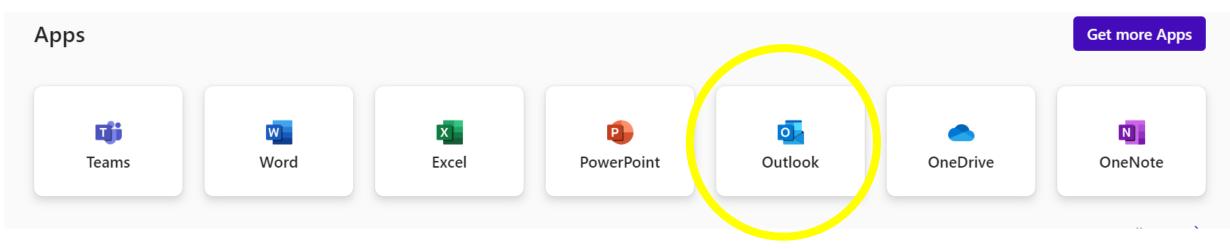
Password: HEL! + Your date of birth in this format:

HEL!ddmmyyyy (e.g. HEL!01021998)



Outlook365 - Your Student Email Address

Once you have logged into to your Office 365 account, select the Outlook 365 menu to open your student email account:



Having trouble logging in or require IT support?

Please lodge a ticket with the ITS Team using the following url to the ticketing system: <u>https://servicedesk.eca.edu.au/support/tickets/new</u>

Default Password Tip:

APIC: The i in APIC is an exclamation mark (!) not a capital I CHS: The s in CHS is a dollar sign (\$) not a capital S HELI: The i in HELI is an exclamation mark (!) not a capital I



ITS Support Tickets for Office365

	IT Service Desk
HOME SOLUTIC	NS
Submit a ticket	
Requester- *	Email
Subject *	
Priority	Low
Description *	B <i>I</i> <u>U</u> == :≡ <u>A</u> <u>E</u> N oo
	𝕜 Attach a file
Business Unit	(n
Request Type \star	
School *	
Campus Name *	
	I'm not a robot
	Submit Cancel

Having trouble logging in or require IT support for your Office365 account?

Please lodge a ticket with the ITS Team using the following url to the ticketing system: <u>https://servicedesk.eca.edu.au/support/tickets/new</u>

In the **Subject field please use a few words that briefly describe the problem you are experiencing.** More detailed information is asked for in the Description section of the online ticket. **You can upload screen captures to assist the ITS team to resolve your matter.**





Student Services Contact Details

The Student Services team can be contacted by:

- Visiting campus, during office hours
- Lodging an online enquiry
- Telephone

APIC	APIC Online Enquiry Form	Tel: 1300 870 962
CHS	CHS Online Enquiry Form	Tel: 1300 219 159
HELI	HELI Online Enquiry Form	Tel: 1300 00 4354

Please note that our Student Services email addresses are used as a no reply email address. We request that students lodge an online enquiry instead of sending an email to enable a faster response time.

Campus Locations:

Sydney: Level 6, 1 - 3 Fitzwilliam Street, Parramatta, NSW **Melbourne:** Level 3, 655 Collins Street, Docklands, VIC **Brisbane:** Level 2, 269 Wickham Street, Fortitude Valley, QLD

Office Hours:

The Student Services team are available Monday – Friday between the hours of 9:00am – 5:00pm, excluding public holidays.



Course Coordinators



ECA COLLEGE OF HEALTH SCIENCES

INTERNATIONAL COLLEGE



Dr Mohamed Kalifa Course Coordinator Master of Health Management	mohamed.khalifa@chs.edu.au
Dr John Read Course Coordinator Master of eLearning	coordinator@heli.edu.au john.read@heli.edu.au
Assoc Prof Ahmad Saedisomeolia Course Coordinator Master of Research	ahmad.saedisomeolia@eca.edu.au













HIGHER EDUCATION LEADERSHIP INSTITUTE



ECA COLLEGE OF HEALTH SCIENCES







ASIA PACIFIC INTERNATIONAL COLLEGE

MACHS

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