

STUDENT SUPPORT SERVICES

Student Services is open from 9am to 5pm (Monday to Friday) and is one of the key providers of support services to you during your studies.

The information below highlights some of the key things that you need to know while studying at Academies Australasia Polytechnic.

1. Course Assistance, Counselling and Support

- Your first point of contact for Academic Support should be your trainer. You should contact them using the email listed in the Course Description or the contact details given to you in your first lecture. You can also make appointments directly with your trainers.
- Make an appointment at Reception to see either the Student Counsellor (Angela Rivera) or the VET Programs Department Head, Reece Thomas.
- General queries regarding your course can be answered by Student Services.

2. Library Services

- The Library is open on Level 7 from 9am to 5pm (Monday to Friday)
- Reference books are available for use in the Library
- You can borrow books for a three day period.

3. Computer Services

- There are 4 computer labs, a computer kiosk in the Level 8 student lounge and additional PC's in the library for students to use.
- All PCs throughout the campus have Internet access and MS Office pre-installed and are to be used for education purposes only.
- Printing on campus is \$0.10 per page, and credit can be purchased at the Level 7, 628 Bourke Street Campus reception for a minimum of \$5.00.
- For I.T support (lost password etc.), I.T can be contacted via the reception desk on Level 7, 628 Bourke Street Campus or at the Swanston Street Campus.

4. Leave from Studies

- In the cases of leave from studies/deferrals or missed classes, the 'Leave from Studies Form' must be completed and to be submitted, along with supporting documentation to Student Services.
- Student Services will send the form to the Department Head for approval. You will be notified of the outcome by Student Services.
- Extended absence without leave approval will have adverse implications on your results.

5. Attendance and Reporting

- For each scheduled session (lectures, tutorials, laboratories, extra classes), attendance will be taken as a core requirement of your studies and a requirement of your student visa.
- Absence from class may negatively affect your ability to pass the program.
- Full-time international students are expected to attend at least 80% of scheduled classes.
- If your attendance and academic progress is unsatisfactory, you may be excluded from continuing your studies.

6. Correspondence and Communication

- If you change your personal details (e.g. current address, personal email address, phone number etc), you will need to complete a "Change of Contact Details Form" as soon as possible and submit to Reception at the Bourke Street Campus. It is important that all contact details are correct and up-to-date in case we need to contact you regarding academic matters including class changes and extra revision classes

7. Documentation

- If you need any official documentation such as a Confirmation Letter, Academic Transcript, a Letter for a Bank Loan, Reference Letter, Attendance Letter, please complete a "Documentation Request Form" and submit it to Reception at 628 Bourke Street Campus. You will need to allow 2-3 working days.

8. Submission of Assignments

- As specified in the Course Descriptions, you are required to complete all assessment tasks which may include written assignments and presentations.
- Written submissions of assignments must be accompanied by an Assessment Cover Sheet. You need to complete all the required fields on the cover sheet (for individual and group assignments). The Coversheet must be signed by each student submitting an assignment to certify that the assignments are your own work.
- Submissions must be done on or before the due dates as specified in the Course Descriptions. Any special arrangements between you and your trainer should be indicated on the Assignment Cover Sheet.
- All written assignments are to be placed into the Assessment Box which is cleared daily at 5:00pm.
- The written assignments will be returned to you by the trainers in class or in special circumstances be available via Student Services.
- It is a requirement that you keep soft copies of all your assignments for the entire semester.
- You must not change other student's assignments. This is a violation of the Privacy Act and may also be considered as cheating.
- AAPoly has strict policies and procedures applied to copying work from other sources (including other students and the internet), collusion (working with other students and producing similar work) and purchasing assignments whether from other students or from the internet.
- Offences such as Plagiarism and Cheating are considered very serious offences and if proven, you may receive zero for the assignment, zero for the course or be excluded from your studies. You should ensure that you have a discussion with your trainer about this to make sure that you understand what he/she requires.

9. Enrolment and Re-enrolment

- Each semester, you must enrol into the courses that you have chosen to study. Enrolments are not recognised unless the appropriate forms are completed and fees paid in full.
- If you are a continuing student, you must re-enrol each semester, confirming the courses that you will be studying.
- A full-time study load cannot be less than 4 courses, in some exceptional cases, a reduced study load may be permitted.
- If you are suspended for poor academic performance or poor attendance, you will not be allowed to re-enrol.

10. Payment of Fees

- Fees are to be paid in advance of the semester.
- You must retain all receipts for monies paid.
- Should there be any fees outstanding, you will not be allowed to access your electronic student records and/or your results.

11. Changing and/or Withdrawing from Programs and Courses

- If you want to change from one program to another, an 'Internal Program Transfer' must be completed for the old program and a new 'Application Form' must be completed for the new program.
- Depending on the Transfer date and the date the changes are made, you may or may not be liable for the fees for courses not studied. You are advised to check the dates carefully before making changes. All changes after the Transfer date will incur a financial debt to AAPoly, regardless of whether the course is studied or not.

12. Failure to Sit for a Mid-Term Test, Submit an Assignment and/or the Final Examination and lodging Special Consideration Applications

- If you are ill and unable to sit for your mid-term test, submit your assignment on time or sit for the final examination, you MUST submit a Medical Certificate and a "Special Consideration" Form. Every Registered Australian Doctor has a "Provider Number" and the doctor MUST stamp your documentation with their official medical stamp. It is your responsibility to ensure that the doctor correctly completes your form. You will also be asked to provide a copy of your receipt of payment for your doctor's visit.
- These must be submitted within THREE WORKING DAYS of you missing the test/exam and/or not submitting an assignment.
- AAPoly allows you to apply for Special Consideration (if your studies have been adversely affected during the course of the Semester. Special Considerations can only be made on one of the following grounds:
 - (a) that your work at any time during the academic year has to a substantial degree been hampered by illness or other cause;
 - (b) that you has been prevented by a serious or disabling illness or other significant cause from preparing or presenting for all or part of a component of assessment; or
 - (c) that you were to a substantial degree adversely affected by illness or other cause during the performance of a component of assessment.