



Orientation

Mid-Trimester 3, 2024

Tuesday 26 November 2024

 **ECA**
HIGHER EDUCATION

 **APIC**
ASIA PACIFIC
INTERNATIONAL COLLEGE

 **CHS**
ECA COLLEGE OF
HEALTH SCIENCES

Welcome

Mrs. Samantha Hollow
Student Services Coordinator



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

Dean's Welcome

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: gary.day@eca.edu.au



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.

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.

Academic and Course Advice Contacts

APIC	Dr Jenny Katis Course Coordinator Bachelor of Business	Jenny.katis@apicollege.edu.au
APIC	Associate Professor Oday Al-Jerew Course Coordinator Master of Information Technology	oday.jerew@apicollege.edu.au
APIC	Dr Jahangir Alam Course Coordinator Bachelor of Business Information Systems Bachelor of Information Technology	jahangir.alam@apicollege.edu.au
APIC	Dr Rosa Faaliyat Course Coordinator Master of Business Administration	rosa.faaliyat@apicollege.edu.au
APIC	Dr Ahmad Kaleem Course Coordinator Master of Project Management and Business	ahmad.kaleem@apicollege.edu.au
CHS	Dr Mohamed Kalifa Course Coordinator Master of Health Management	mohamed.khalifa@chs.edu.au

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.





Keep the end in mind!

Your Library Support Service

Ms Sue Taylor
Library Manager

Mr John Williams
Librarian

ECA Library staff can assist with queries on campus, via email, chat or on Zoom

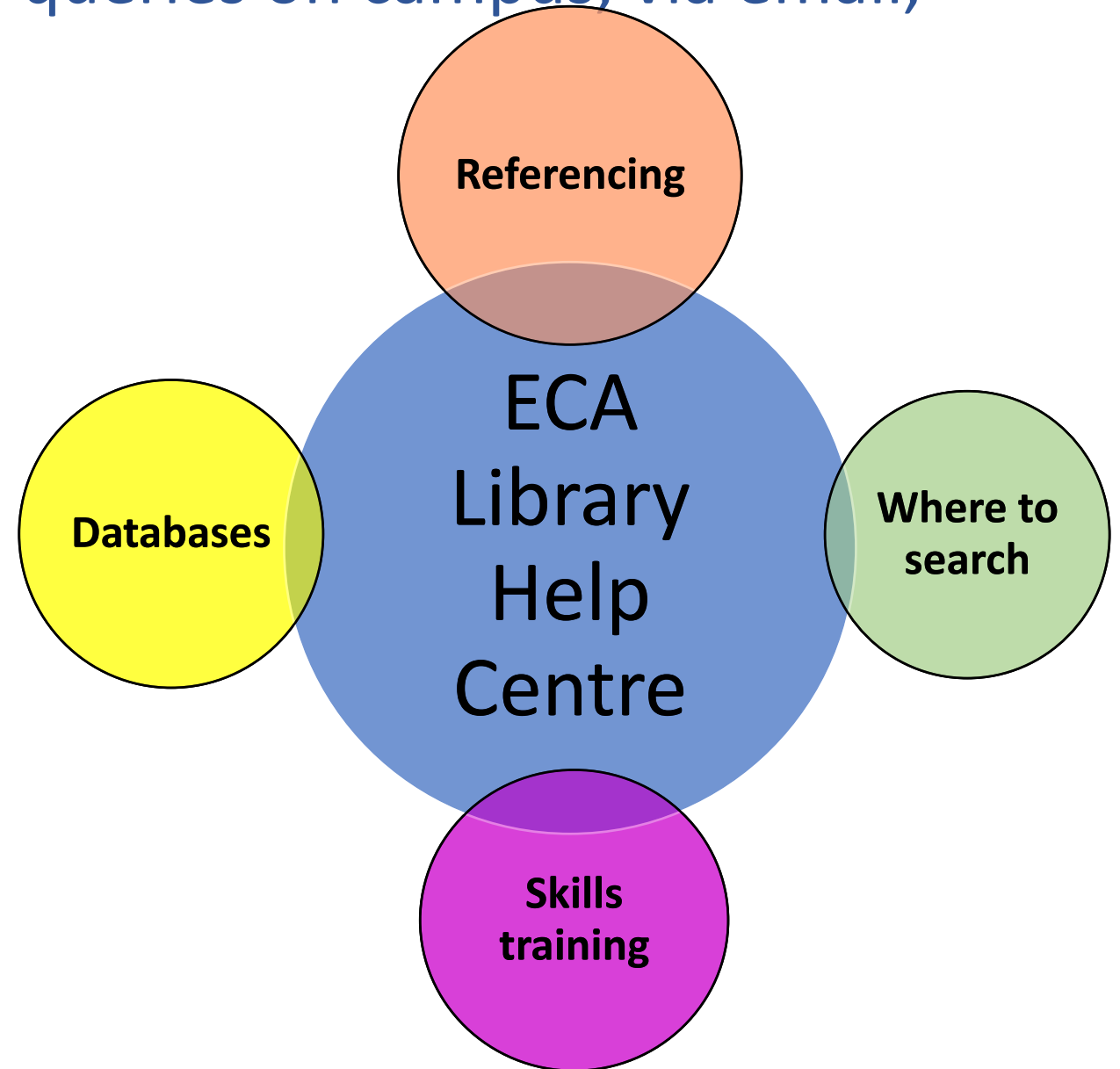
01 How to plan your searches for assignments

02 Learn Basic and Advanced search techniques

03 Using Databases to find books, journal articles, newspapers and more










04 How to Reference and avoid Plagiarism

05 And anything else you may need



Library Resources

Welcome to ECA Library where you can navigate the various resources ECA Library has to offer. We provide students with access to a wide range of information and eResources that specialise in the current areas of study for Business, Information Technology, Health Care, Digital Learning, Research and Project Management.

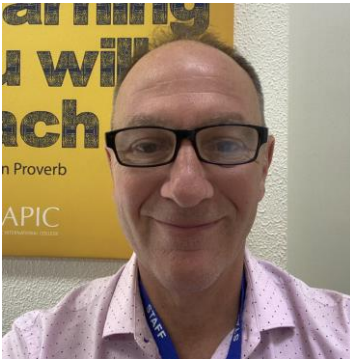
<h3>Search the Library Catalogue</h3>  <p>Learn More →</p>	<h3>Referencing</h3>  <p>Learn More →</p>	<h3>Databases Guide</h3>  <p>Learn More →</p>	<h3>Quick Links</h3> <p>Have a Question?</p> <p>ECAAnswers</p> <p>Full list of Databases</p> <p>Go to Databases A-Z List</p> <p>Learning Support Resources</p> <p>Learning Support</p> <p>Library Resources</p> <p>Library</p> <p>Other Useful Resources</p> <p>Useful Resources</p> <p>LaLSBlog</p> <p>LaLSBlog</p>
<h3>Library Orientation & Services</h3>  <p>Learn More →</p>	<h3>Plan your Search</h3>  <p>Learn More →</p>	<h3>Copyright</h3>  <p>Learn More →</p>	<h3>All guides</h3> <p>Guide List</p> <p>Select a Guide... <input type="text"/></p> <p><input type="button" value="Go"/></p> <p>View More Results</p>
<h3>Subject Guides</h3>  <p>Learn More →</p>	<h3>Digital Skills</h3>  <p>Learn More →</p>	<h3>Open Education Resources</h3>  <p>Learn More →</p>	

Library Homepage





Sue
Parramatta



John
Melbourne



Yasmin
Brisbane

Any questions?

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

Via email –

library@eca.edu.au

Your Learning Support Service

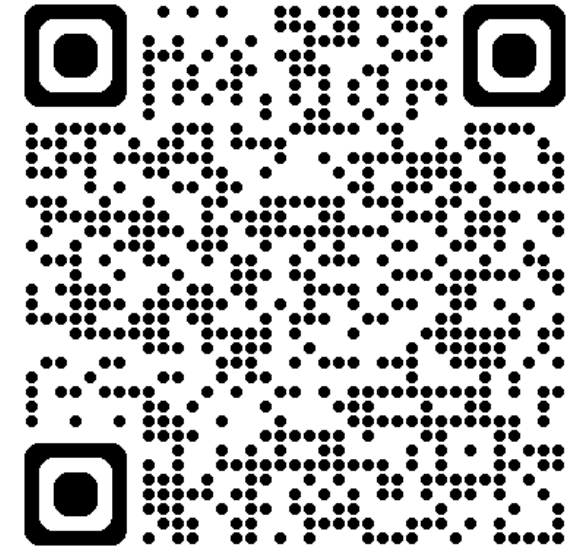
Ms Fiona Perry
Learning and Teaching Support Manager

Welcome from the Learning Support Team

WE HELP STUDENTS:

- 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



Yasmin McNally
Brisbane

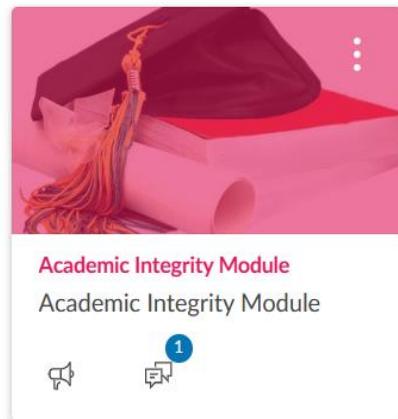


Anu Sharma
Sydney

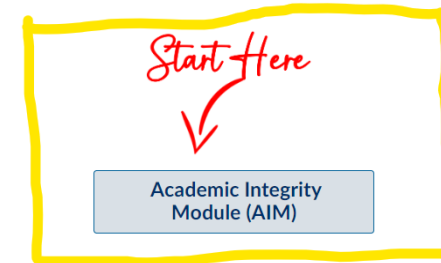
ACADEMIC INTEGRITY MODULE (AIM)!

- 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.

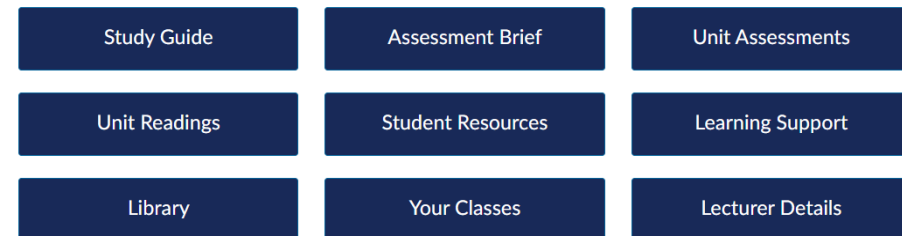
Dashboard









In the class space



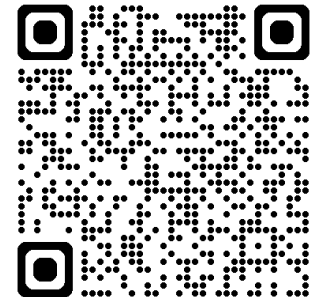
Unit Resources



Learning Support Resources

<p>Getting Organised</p>  <p>Learn More →</p>	<p>Tackling Assessments</p>  <p>Learn More →</p>	<p>Assessment Types</p>  <p>Learn More →</p>
<p>Academic Writing</p>  <p>Learn More →</p>	<p>Referencing and Academic Integrity</p>  <p>Learn More →</p>	<p>Get Feedback on Writing</p>  <p>Learn More →</p>

<https://eca.libguides.com/>



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

Mrs. Samantha Hollow
Student Services Coordinator

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

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.

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 or CHS including abiding by the Student Code of Conduct and completing your studies within the duration of your CoE
- Maintaining satisfactory academic progress
- 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

Policies, Procedures and Forms

The Student Code of Conduct

Policies, Procedures and Forms Libraries are available via your College website:

[APIC | Policies, Procedures and Form Library](#)

[CHS | Policies, Procedures and Form 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 Policies webpage.

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 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, there is an online tutorial video which is available to view. **Apply for your USI using the following url:** <https://www.usi.gov.au/students/get-a-usi>

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)

Tip for students who have a single name: when you apply for your USI, insert a dash (-) in the first name field and enter your name in the last name 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.

Award of Credit/Recognition of Prior Learning/Credit for Prior Learning policies are available via your College Policies, Procedures and Forms webpage. The forms are located at the end of the page.

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

[APIC | Award of Credit Policy](#)

[APIC | Application for Credit](#)

[CHS | Recognition of Prior Learning Policy](#)

[CHS | 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.

APIC and CHS also offer a 6 week intensive mid-trimester intakes.

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 website.

Academic Calendar for 2024

Trimester 1			Trimester 2			Trimester 3		
Wk	Monday	Friday	Wk	Monday	Friday	Wk	Monday	Friday
0	5/02/2024	9/02/2024	0	3/06/2024	7/06/2024	0	23/09/2024	27/09/2024
1	12/02/2024	16/02/2024	1	10/06/2024	14/06/2024	1	30/09/2024	4/10/2024
2	19/02/2024	23/02/2024	2	17/06/2024	21/06/2024	2	7/10/2024	11/10/2024
3	26/02/2024	1/03/2024	3	24/06/2024	28/06/2024	3	14/10/2024	18/10/2024
4	4/03/2024	8/03/2024	4	1/07/2024	5/07/2024	4	21/10/2024	25/10/2024
5	11/03/2024	15/03/2024	5	8/07/2024	12/07/2024	5	28/10/2024	1/11/2024
6	18/03/2024	22/03/2024	6	15/07/2024	19/07/2024	6	4/11/2024	8/11/2024
7	25/03/2024	29/03/2024	7	22/07/2024	26/07/2024	7	11/11/2024	15/11/2024
8	1/04/2024	5/04/2024	8	29/07/2024	2/08/2024	8	18/11/2024	22/11/2024
9	8/04/2024	12/04/2024	9	5/08/2024	9/08/2024	9	25/11/2024	29/11/2024
10	15/04/2024	19/04/2024	10	12/08/2024	16/08/2024	10	2/12/2024	6/12/2024
11	22/04/2024	26/04/2024	11	19/08/2024	23/08/2024	11	9/12/2024	13/12/2024
12	29/04/2024	3/05/2024	12	26/08/2024	30/08/2024	12	16/12/2024	20/12/2024
13	6/05/2024	10/05/2024	13	2/09/2024	6/09/2024	Christmas shutdown	23/12/2024	3/01/2025
14	13/05/2024	17/05/2024	14	9/09/2024	13/09/2024	13	6/01/2025	10/01/2025
15	20/05/2024	24/05/2024	15	16/09/2024	20/09/2024	14	13/01/2025	17/01/2025
16	27/05/2024	31/05/2024				15	20/01/2025	24/01/2025
						16	27/01/2025	31/01/2025

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

Notes

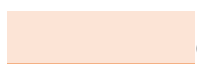




Week 0 is Orientation week for the new students; for current students 0 week is a break week. Study week is for units which have exams and final assessments may be due.

	Orientation week
	Census date
	Teaching weeks
	Study week
	Assessment or Examinations where applicable for specific units
	End of Term
	Break

Mid-Trimester 3,2024 Academic Calendar

Mid-Trimester 3, 2024 6 Week Academic Calendar

Mid Trimester 3, 2024		
Wk	Monday	Friday
0	11/25/2024	11/29/2024
1	12/02/2024	12/06/2024
2	12/09/2024	12/13/2024
3	12/16/2024	12/20/2024
Christmas shutdown	12/23/2024	1/03/2025
4	1/06/2025	1/10/2025
5	1/13/2025	1/17/2025
6	1/20/2025	1/24/2025

	Orientation week
	Census date
	Teaching weeks
	Break
	End of Term

Mid-Trimester 3, 2024 Key Dates

Commences: 2 December 2024

Census Date: 13 December 2024

Break (2 weeks): 23 December 2024 - 3 January 2025

Classes Resume: 6 January 2025

Mid T3, 2-24 Ends: 24 January 2025

Course Progression

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

Your Course Progression Policy can be found on your College Policies, Procedures and Forms webpage.

- You must progress through your course
- If you make UNSATISFACTORY course progression your enrolment will be at risk of cancellation

Course Progression Stages



[APIC | Student Progression Policy](#)

[CHS | Student Progression Policy](#)

Appeals and Grievances

A grievance can be defined as a person's expression of dissatisfaction with any aspect of your College'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 on your College Policies, Procedures and Forms webpage.

[APIC | Academic Grievances and Appeals Policy and Procedure](#)

[APIC | Non-Academic Grievances and Appeals Policy and Procedure](#)

[CHS | Student Academic Grievance and Appeals Policy & Procedures](#)

[CHS | Student Non-Academic Grievance and Appeals Policy & Procedures](#)

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 on your College Policies, Procedures and Forms webpage.

[APIC | Student Appeal Form](#)

[APIC | Student Grievance Form](#)

[CHS | Student Appeal Form](#)

[CHS | Student Grievance Form](#)

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 or CHS 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/>



Australian Government

Fair Work

OMBUDSMAN

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



Find dedicated information for young workers – www.fairwork.gov.au/youngworkers



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



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



**ANY
QUESTIONS?**

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.**

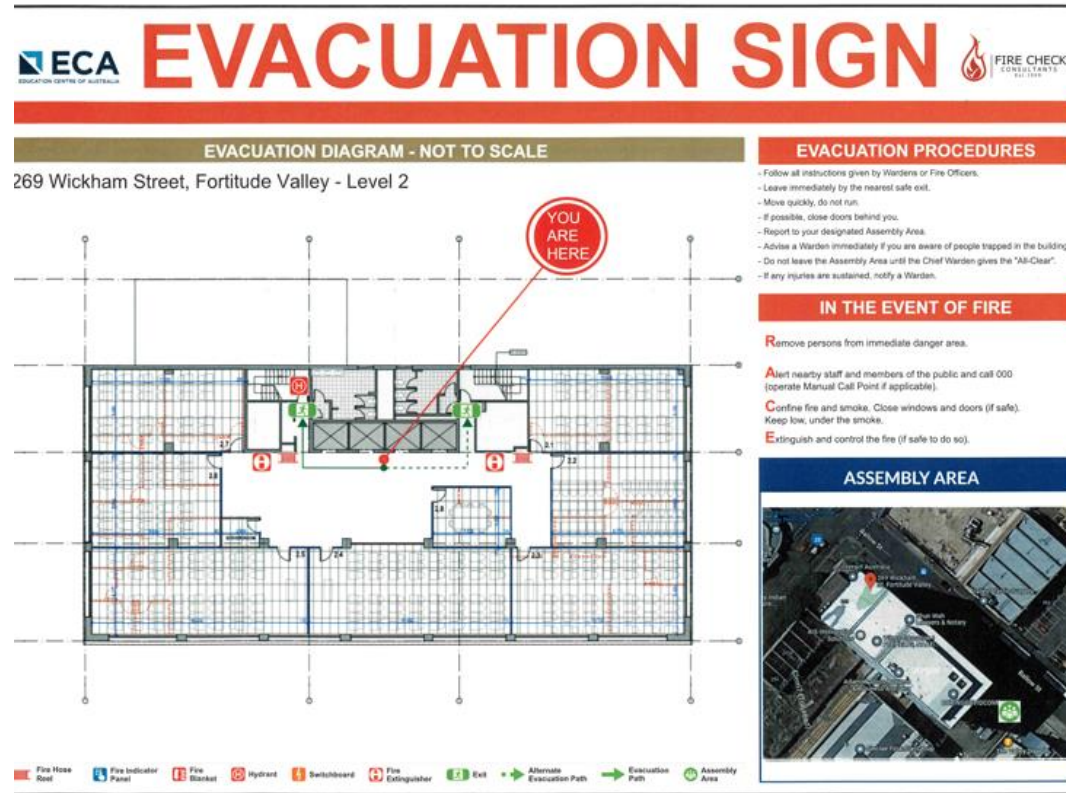
Students who may be unable to evacuate due to an injury or disability must report to a Fire Warden, who will assist the student to the landing of a stairwell. Once the level has been evacuated the fire doors of the stairwell are closed providing protection, and a Fire Warden will stay with the student 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, always follow instructions from the Fire Wardens.

Brisbane Campus

Emergency Evacuation Map and Assembly Point



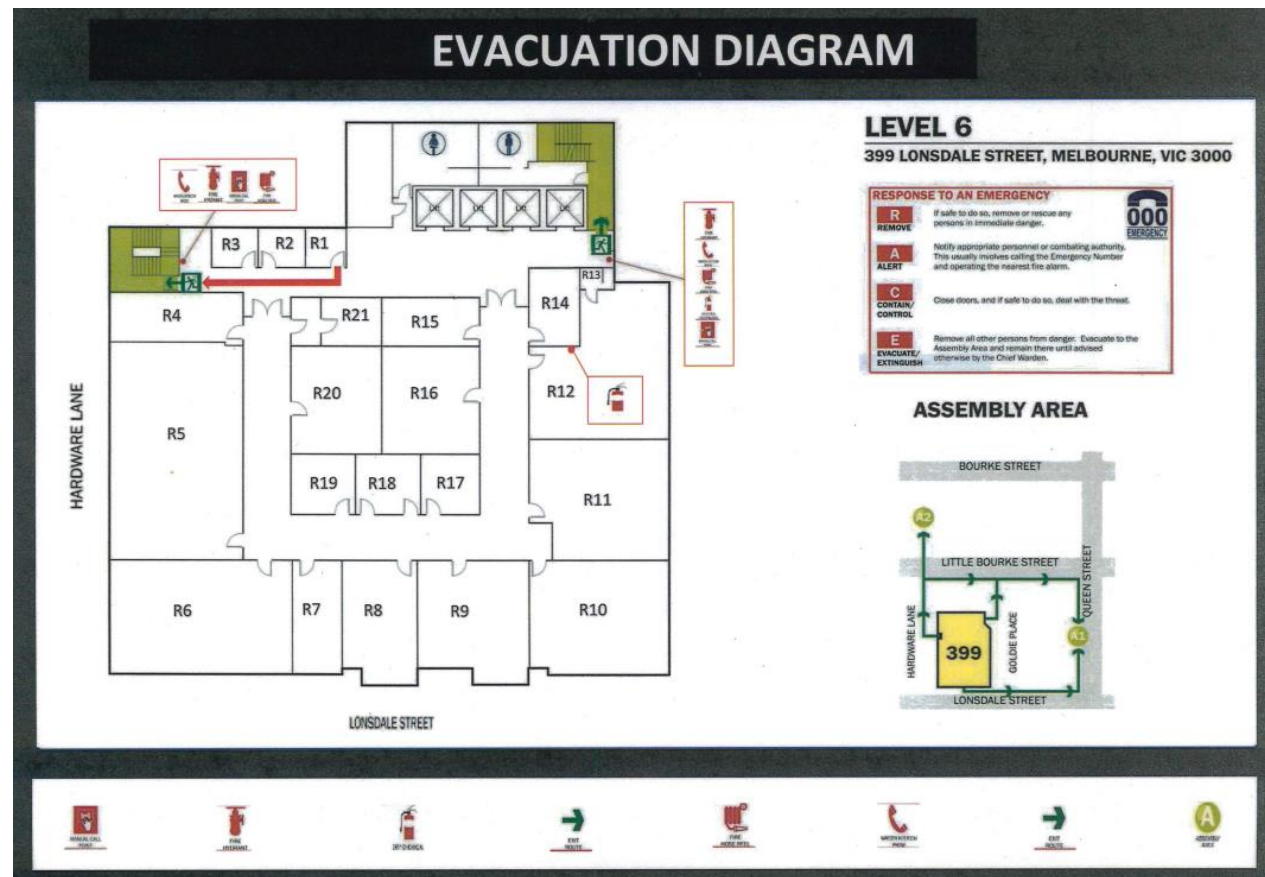
Assembly Point:

- Ballou Street, car park area



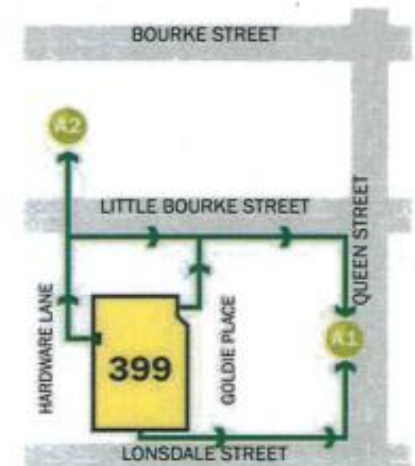
Melbourne Campus

Emergency Evacuation Map and Assembly Points



Assembly Points:

- **Hardware Lane** - Hardware Lane & Little Bourke St (near McDonalds)
- **Queen Street** - between Lonsdale and Little Bourke Streets



Sydney Campus

Emergency Evacuation Map and Assembly Point



Assembly Point:

- **Church Street**, corner of Rivoli Way (before Campbell Street)



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 College Policies, Procedures and Forms webpage.

[APIC | Critical Incident Policy and Procedure](#)

[APIC | Critical Incident Online Report Form](#)

[CHS | Critical Incident Policy and Procedure](#)

[CHS | 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 [APIC](#) and [CHS](#) websites.

For more information visit the Sexual Harassment and Sexual Assault Policy on the [APIC](#) and [CHS](#) SASH webpages, the policy and procedures are also available your Student Hub.

For informal reporting to the College, 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 Sexual Assault and Sexual Harassment Incident Report ([APIC](#), [CHS](#)), or via a Critical Incident report ([APIC](#), [CHS](#)). Students are also able to report SASH incidents anonymously.

Confidential and Private Student Support

Samantha Hollow

☎ 03 7035 5353

samantha.hollow@eca.edu.au

Michelle Gillick

☎ 03 7035 5327

michelle.gillick@eca.edu.au

Pia Pohankar

☎ 02 8766 3645

pia.pohankar@eca.edu.au

Darsha Pathirage

☎ 07 3210 7407

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](#)

NSW POLICE

[Report Sexual Assault in NSW](#)

QLD POLICE

[Report Sexual Assault in QLD](#)

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 [APIC](#) or [CHS](#) websites.

For informal reporting to the College, 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 ([APIC](#), [CHS](#)). Students are also able to report GBV incidents anonymously.

Confidential and Private Student Support

Samantha Hollow

☎ 03 7035 5353

samantha.hollow@eca.edu.au

Michelle Gillick

☎ 03 7035 5327

michelle.gillick@eca.edu.au

Pia Pohankar

☎ 02 8766 3645

pia.pohankar@eca.edu.au

Darsha Pathirage

☎ 07 3210 7407

darsha.pathirage@eca.edu.au

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

[VIC POLICE](#)

🔗 [LGBTIQ+ Prejudice Motivated Crime](#)

[Domestic and Family Violence](#)

[Sexual Assault and Harassment](#)

[NSW POLICE](#)

🔗 [LGBTIQ+ Hate Crime](#)

[Domestic and Family Violence](#)

[Sexual Assault and Harassment](#)

[QLD POLICE](#)

🔗 [LGBTIQ+ Hate Crime](#)

[Domestic and Family Violence](#)

[Sexual Assault and Harassment](#)

Consent Matters – a free online course

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.



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 also 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

0:00 / 1:06

Module 1
Thinking About Consent

Module 2
Communication Skills and Relationships

Module 3
Looking Out For Others

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



**Save the
app that
could save
your life**



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.

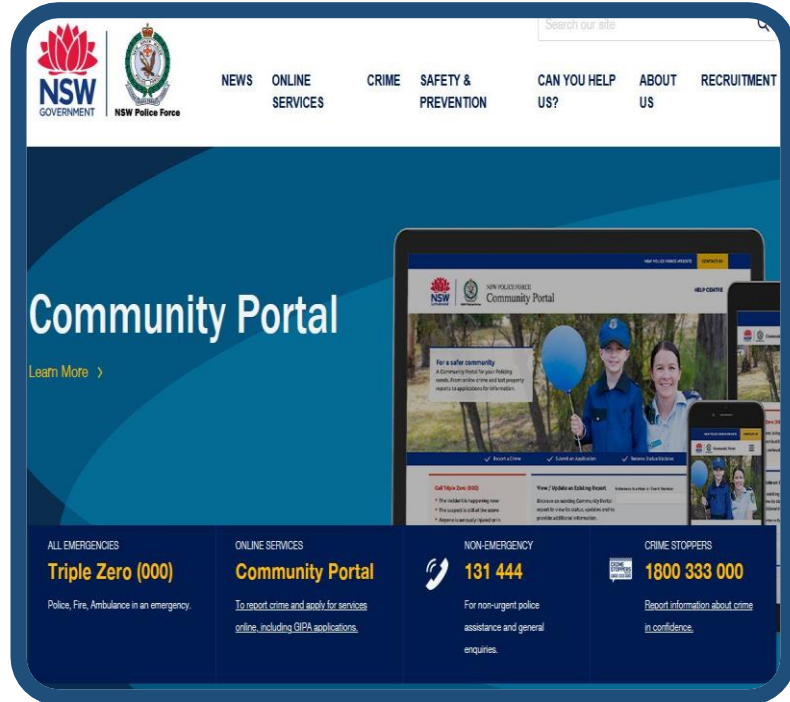
Emergency+ is available for free download via the Apple Application Store and the Google Play Store, or visit:

<https://www.triplezero.gov.au/triple-zero/smartphone-applications>

Emergency Services - Police

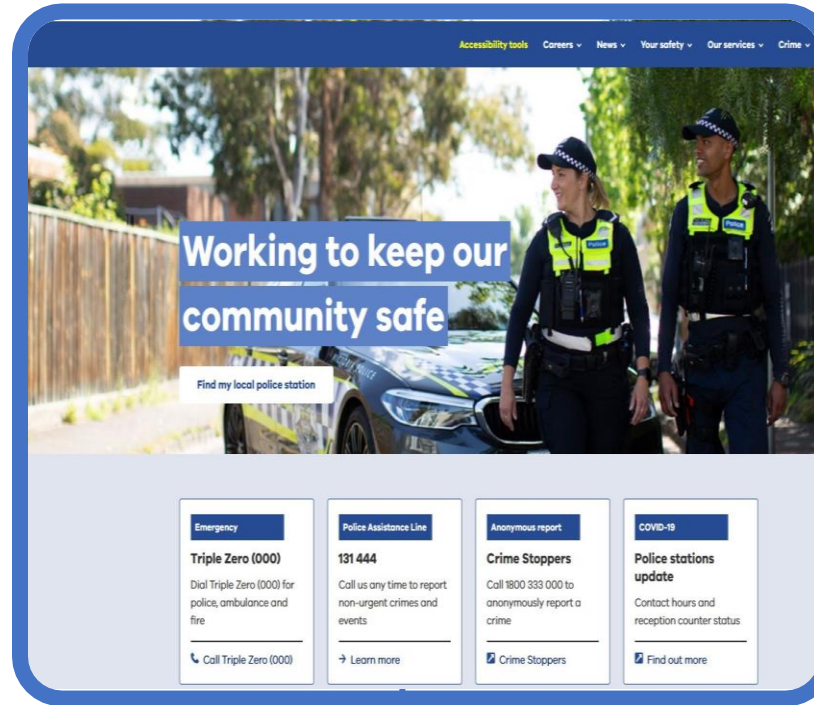
Call 000 for an emergency

NSW



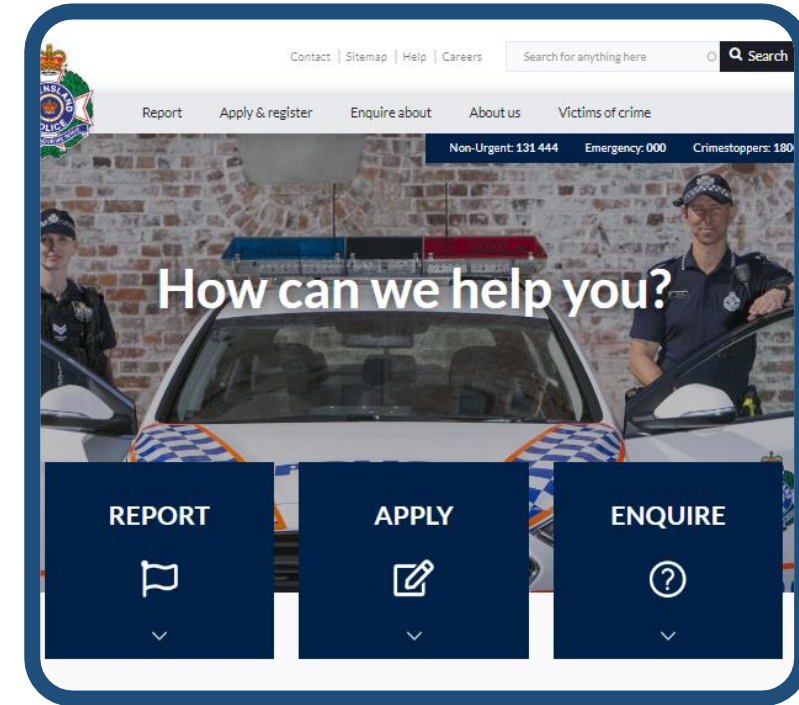
<https://www.police.nsw.gov.au>

VIC



<https://www.police.vic.gov.au>

QLD



<https://www.police.qld.gov.au>

Call 131 444 for non urgent Police matters

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

Melbourne:

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

Brisbane:

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

International Student Services Directory

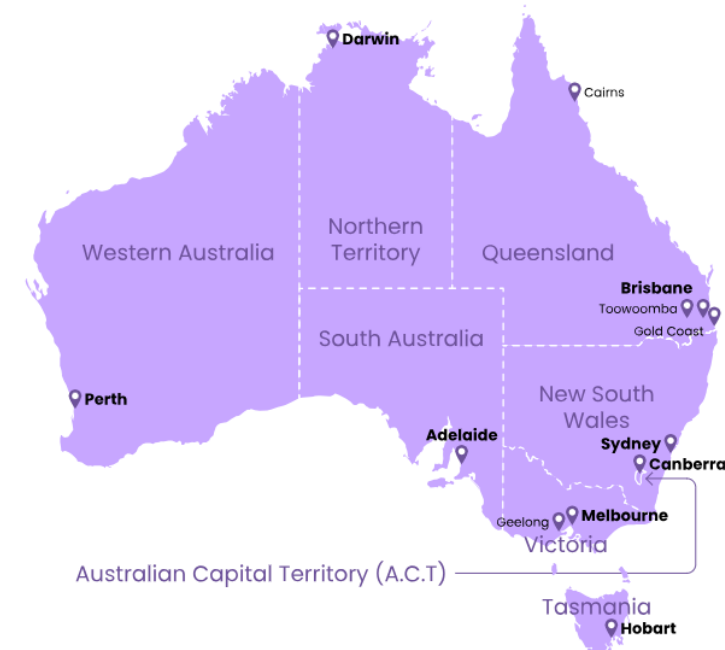
The international student services directory is designed to provide information about services which international students can access while living and studying in Australia.

Visit <https://www.isengagement.org/virtual-map> 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



VICTORIA



- Study Cluster
- 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



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

QUEENSLAND



Study Cluster

- [Study Queensland](#)
- [Study Gold Coast](#)
- [Study Toowoomba](#)
- [Study Cairns](#)

Intercultural + Community Engagement

INTERCULTURAL ENGAGEMENT

- [Gold Coast Student Hub](#)
- [Cairns Student Hub](#)
- [Study Australia - Industry Experience Program \(SAIEP\)](#)
- [ASEAN-Australia Strategic Youth Partnership \(AASYP\)](#)

VOLUNTEERING

- [Volunteering Queensland](#)
- [Study Australia - Information about volunteering in Australia](#)
- [Go Volunteer](#)
- [Volunteering Australia](#)

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 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 seem. 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: <https://www.beyondblue.org.au/home>. **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 LGBTIQ+ 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



01

Get down on the floor. Crawl to the door



02

Get out of the room



03

Close the door (this prevents smoke and fire from spreading)



04

Alert others



05

When outside, stay out



06

**Call
000**

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.

Find the flags and always swim between them, the red and yellow flags mark the safest place to swim at the beach

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

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

Get 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: <https://beachsafe.org.au/apps>

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

Top Tips: <https://beachsafe.org.au/surf-safety/lifeguards-top-tips>

Flags and Signs: <https://beachsafe.org.au/surf-safety/flags-and-signs>

Swimming Safety: <http://insiderguides.com.au/swimming-safety-guidelines/>

Sun Safety

Protect yourself in **five ways** from skin cancer



SLIP



SLOP



SLAP



SEEK



SLIDE

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: <https://www.sunsmart.com.au/resources/sunsmart-app>

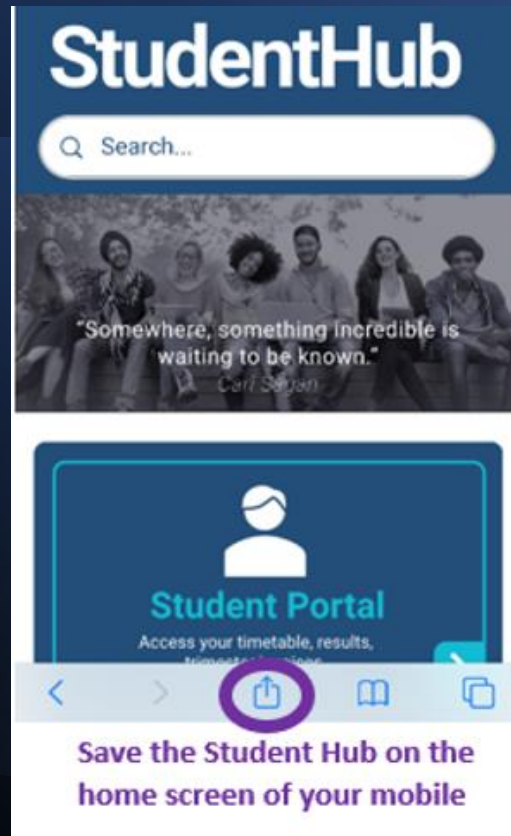


**ANY
QUESTIONS?**



Your Online Accounts

Your Student Hub



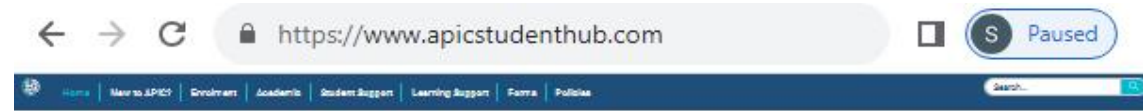
StudentHub

Search...

"Somewhere, something incredible is waiting to be known."
— Carl Sagan

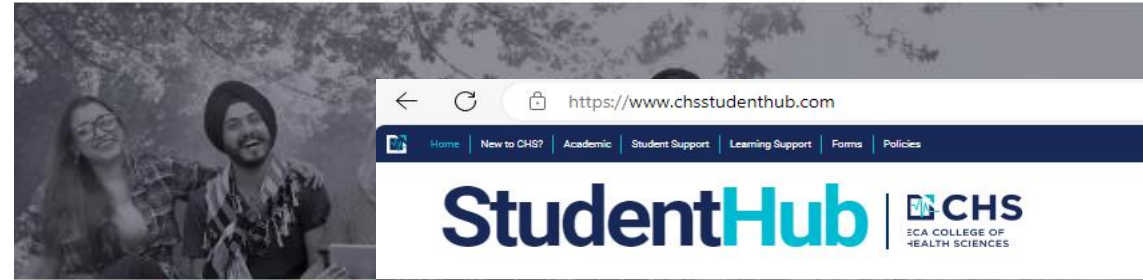
Student Portal
Access your timetable, results, trimester invoices.

Save the Student Hub on the home screen of your mobile



StudentHub | APIC

ASIA PACIFIC INTERNATIONAL COLLEGE

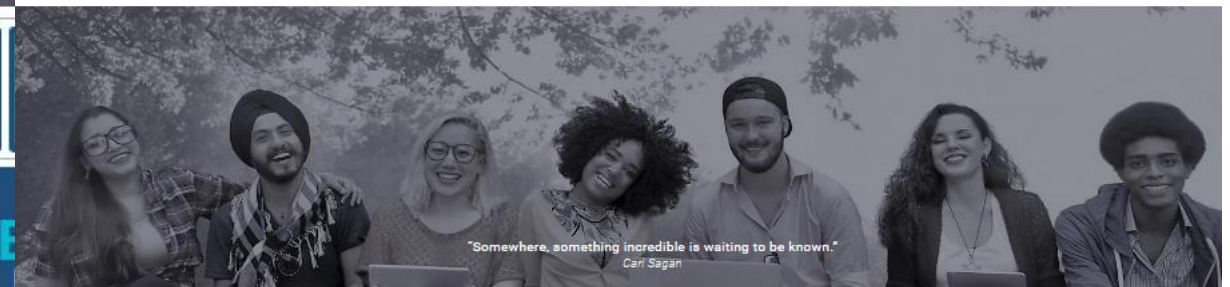


Student Portal
Access your timetable, results, trimester invoices.



StudentHub | CHS

ICA COLLEGE OF HEALTH SCIENCES



- Student Portal**
Access your timetable, results, trimester invoices.
- Canvas**
Access your course material, quizzes and online exams.
- Office 365**
Outlook, Word, Excel, PowerPoint, OneNote, OneDrive.
- Get your USI**
Create a Unique Student Identifier Number.

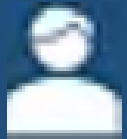


NEED HELP?

ENQUIRE NOW

Image of a student wearing a headset, likely a support agent.

Your Online Accounts



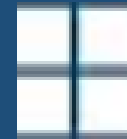
Student Portal

Access your timetable, results, trimester invoices.



Canvas

Access your course material, quizzes and online exams



Office 365

Outlook, Word, Excel, PowerPoint, OneNote, OneDrive

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

My Online Accounts

Students can log on from their 2D or 3D via the Student Portal, Canvas and Office 365 to view their Student Hub details. The following information provides an introduction to each of your accounts and log-in information.

Student Portal

The Student Portal is your Student Information System. Students use the Student Portal to undertake online enrolment and enrolment enquiries, view academic records, view financial applications, track and manage their enrolment, view their course details and view their enrolment history.

How to log in to your Student Portal

Go to www.studentportal.edu.au and log in using your Student Portal ID and password. If you are having trouble logging in, please contact your enrolment officer.

Canvas

Canvas LMS is the Online Learning System. Students can access Canvas to view their course materials, view their enrolment history, view their academic records, view their financial applications, view their enrolment history and view their enrolment details.

How to log in to your Canvas Learning System

Go to www.canvaslms.edu.au and log in using your Canvas ID and password. If you are having trouble logging in, please contact your enrolment officer.

Office 365 (College Email)

Office 365 is the Microsoft Office 365 to view your email. The Office 365 is the Microsoft Office 365 to view your email. The Office 365 is the Microsoft Office 365 to view your email. The Office 365 is the Microsoft Office 365 to view your email.

How to log in to your Office 365 and Student Email

Go to www.office365.edu.au and log in using your Office 365 ID and password. If you are having trouble logging in, please contact your enrolment officer.

How to login to your Student Portal

APIC: <https://apic.meshedhe.com.au/>

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

Student Application Agent Registration Agent List Pay Fees

Login

Enter your login information below, then select Login
*All fields are required

Username Your Student Id number *

Password Your date of birth ie: 01052001 *

Keep me logged in

Login Cancel

Username: Your student id number e.g.: 2024#####

Password: Your date of birth in this format: ddmmYYYY
(e.g.: 01012001 enter 0 before a single digit day or month).

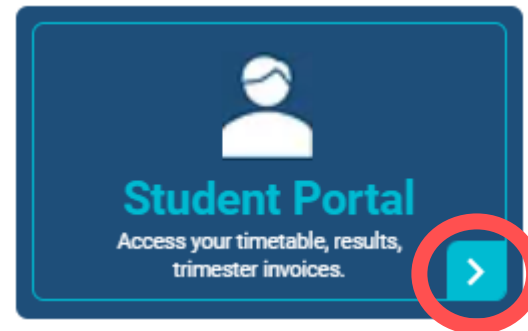
Check and Update your Personal Contact Details

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 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:

Street number (e.g. 205 or Lot 118):

Street name:

Postal delivery information (e.g. PO Box 254):

City/Town/Suburb:

Country:

State:

Postcode:

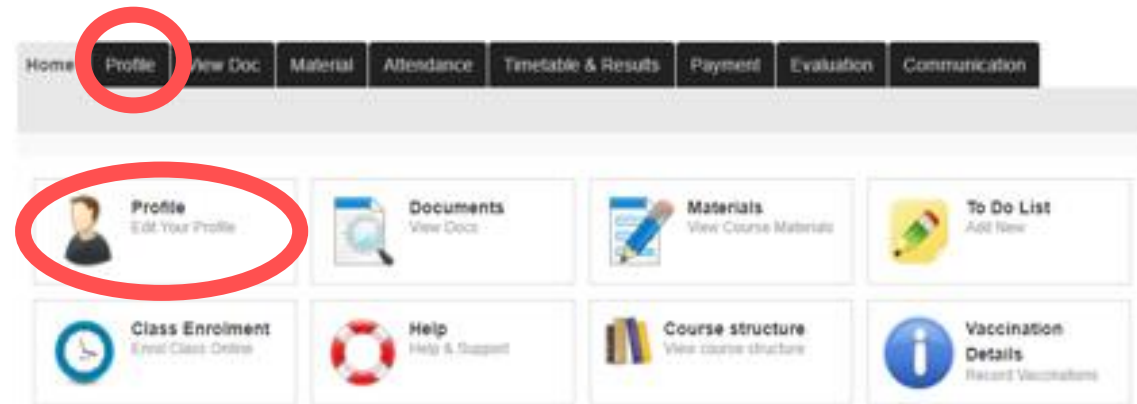
Home phone:

Work phone:

Mobile phone:

Email:

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



Edit Your Profile

Personal Information

Student ID: 202000347 **Full name:** Mr John Citizen
Nickname: **USI:** Enter your valid USI here [What is USI?](#) | [Steps to Create your own USI](#)
College email: 202000347@student.apicollege.edu.au **Private email:** john@citizen.edu.au
Birthplace: City of birth **Country of birth:** Eritrea

Current Street Address

Please provide the physical address (street number and name not post office box) where you usually reside rather than any temporary address at which you reside for training, work or other purposes before returning your home. If you are from a rural area use the address from your state's or territory's 'rural property addressing' or 'numbering' system as your residential street address.

Country: Australia
Building/property name:
Flat/unit details: Unit 45
Street number (e.g. 205 or Lot 118): 185
Street name: Bourke Road
Suburb/Town/City: Macot **State/Province:** NSW
Postcode: 2174 **Mobile:** 0470405903
Phone: **Work phone:**
Fax:

Postal Address Overseas/Permanent Address

Country: India
Building/Property Name:
Flat/Unit Details: House No. 17
Street Number (e.g. 205 or Lot 118):
Street Name: Degree College Road
Suburb/Town/City: Gudivada **State/Province:** Telangana
Postcode: 45875875 **Mobile:**
Phone: 32546857 **Work phone:**
Fax:

Edit Emergency/Guardian contact details:

Contact Type	Relation	Contact Name	Flat/Unit	Street	Suburb	State	Postcode	Email	Phone	Mobile	Work Phone	Language Spoken
Guardian	re	r ggrg	6	6	Nd	NSW	3252	testtetstet@eca.edu.au	032535242			

Update

Introduction to Canvas

APIC and CHS 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!

Canvas Login Details

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

Username: Your student number+@student.apicollege.edu.au
(e.g. 202020202@student.apicollege.edu.au)

Password: AP!C + Your date of birth in this format:
AP!Cddmmyyyy (e.g. AP!C01021998)

CHS: Url: <https://eca-health.instructure.com/login/canvas>

Username: Your student number+@student.chs.edu.au
(e.g. 202020202@student.chs.edu.au)

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

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 or CHS 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

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: <https://canvasservicedesk.eca.edu.au/support/tickets/new>

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.

The screenshot shows the 'Submit a ticket' form on the ECA Canvas Service Desk. The 'Subject' field is highlighted with a yellow border. The form includes the following fields and options:

- Requester: Email
- Subject: (highlighted)
- Priority: Low
- Description: Rich text editor with 'Attach a file' link
- Business Unit: ECA HE
- Are you a student or staff?: (dropdown)
- College: (dropdown)
- Campus Name: (dropdown)
- I'm not a robot: (checkbox)
- Submit and Cancel buttons

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 College 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

Url: <https://portal.office.com>

APIC

Username: Your student number+@student.apicollege.edu.au
(e.g. 202020202@student.apicollege.edu.au)

Password: AP!C + Your date of birth in this format:
AP!Cddmmyyyy (e.g. AP!C01021998)

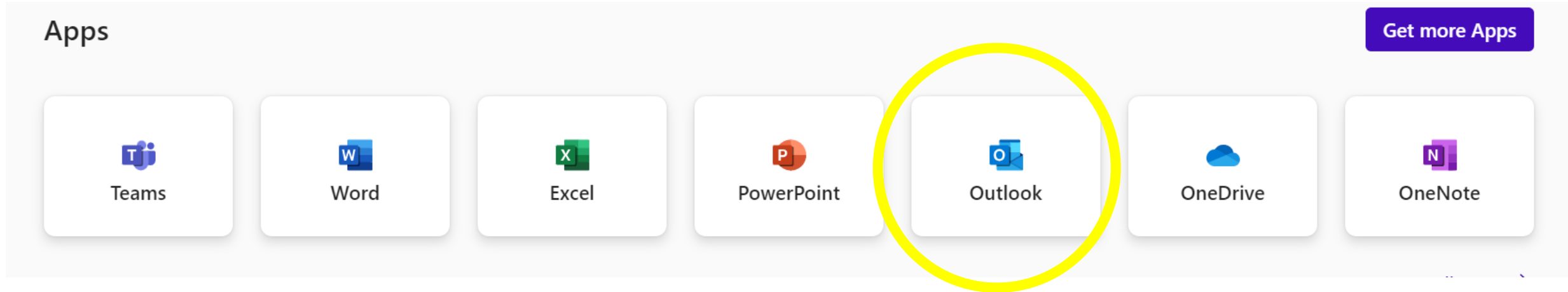
CHS

Username: Your student number+@student.chs.edu.au
(e.g. 202020202@student.chs.edu.au)

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

<https://servicedesk.eca.edu.au/support/tickets/new>

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

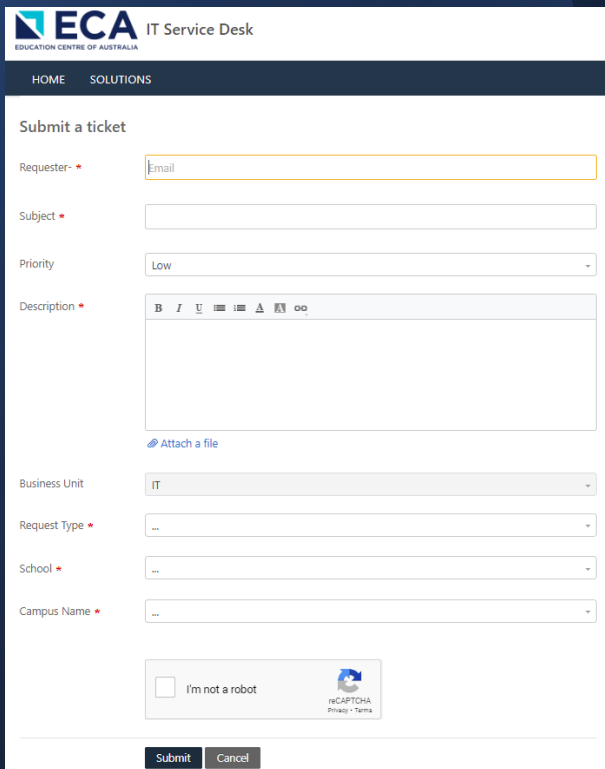
ITS Support Tickets for Office365

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:

<https://servicedesk.eca.edu.au/support/tickets/new>

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.**



The screenshot shows the 'Submit a ticket' form on the ECA IT Service Desk. The form includes the following fields and options:

- Requester:** A text input field with 'Email' entered.
- Subject:** An empty text input field.
- Priority:** A dropdown menu set to 'Low'.
- Description:** A rich text editor with a toolbar (bold, italic, underline, link, unlink, list, image, video, help) and an empty text area.
- Attach a file:** A blue link icon and text.
- Business Unit:** A dropdown menu set to 'IT'.
- Request Type:** A dropdown menu set to '--'.
- School:** A dropdown menu set to '--'.
- Campus Name:** A dropdown menu set to '--'.
- reCAPTCHA:** A checkbox labeled 'I'm not a robot' and the reCAPTCHA logo.
- Submit/Cancel:** Two buttons at the bottom of the form.



**ANY
QUESTIONS?**

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

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, Sydney NSW

Melbourne: Level 6, 399 Lonsdale Street, Melbourne, 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

APIC	Dr Jenny Katis Course Coordinator Bachelor of Business	Jenny.katis@apicollege.edu.au
APIC	Associate Professor Oday Al-Jerew Course Coordinator Master of Information Technology	oday.jerew@apicollege.edu.au
APIC	Dr Jahangir Alam Course Coordinator Bachelor of Business Information Systems Bachelor of Information Technology	jahangir.alam@apicollege.edu.au
APIC	Dr Rosa Faaliyat Course Coordinator Master of Business Administration	rosa.faaliyat@apicollege.edu.au
APIC	Dr Ahmad Kaleem Course Coordinator Master of Project Management and Business	ahmad.kaleem@apicollege.edu.au
CHS	Dr Mohamed Kalifa Course Coordinator Master of Health Management	mohamed.khalifa@chs.edu.au



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