

Chisholm

Student guide 2026



Wominjeka

Chisholm acknowledges the Bunurong people of the Kulin Nation as the Traditional Custodians of the Country on which our campuses are located. We recognise their continuing connection to land, waters, and community. We wish to thank them for protecting the Country and its ecosystems that we enjoy today. We pay our respects to Elders, past and present, and extend that respect to all First Nations people.



Welcome

I'm so pleased that you've joined the Chisholm community. We look forward to supporting your education journey and providing you with an outstanding student experience. Our vision is ambitious: to develop empowered local communities with global impact. To achieve this vision, we will work with you to provide the education and training necessary to positively impact your life.

We do this by placing you at the centre of everything we do. We also encourage you to provide feedback throughout your time with us, so we can continue to improve.

Whether you're training with us on campus, in the workplace, through blended learning or online study, this guide has everything you need.

You will discover how to create a digital profile, use our study platforms and IT systems, access personal support, navigate your campus, and understand your rights and responsibilities as a student.

Please keep this guide handy and use it as a constant reference as you progress through the year.

On behalf of Chisholm's Executive and the entire team at Chisholm, I wish you all the best with your studies.

Jane McLennan

Chief of Student Success and Support

Chisholm

Contents

2026 Academic calendar

- Victorian school term dates
- Chisholm Higher Education College
- Victorian public holidays

Access your digital network

- Your unique student ID number
- Activate your student account
- Wi-Fi
- IT support
- Your new digital network
- Student email and communications
- Setting up Multi-Factor Authentication (MFA)
- myChisholm
- Getting started with myChisholm module
- Student orientation module
- Office 365
- Timetables
- Online safety
- List of key contacts at Chisholm

Access your rights and responsibilities

- Your responsibilities as a Chisholm student
- Vaccinations and placements
- Child Safety at Chisholm
- Plagiarism and academic misconduct
- Complaints, appeals and feedback
- Student feedback
- Assessments

Access your campus

- Student ID card
- Campus maps
- How to read a room number
- Disability access
- Parking
- Travel to campus
- Security on campus
- Emergencies
- Evacuations
- Equipment safety on campus
- Health and safety communications
- Multi-faith rooms
- Cafés on campus
- Hair, beauty and massage

1 Access support

- 1 Short-term counselling 9
- 1 External supports 9
- 1 Youth support 10
- 2 Success and Wellbeing 10
- 2 Family violence support for students and family violence response services 10
- 2 Career Guidance 11
- 2 Equitable Learning and Disability Support 11
- 2 Disability Transition Support 11
- 2 Koorie Student Support 11
- 2 International students 12
- 3 Student services fees 12
- 3 Access scholarships 12

Access apprenticeships and traineeships 13

- 3 Apprenticeship Hub 13
- 3 Apprenticeship Support Officers 13

Access study resources 14

- 4 Library and Learning Centre 14
- 5 Learning Skills 14
- 5 LinkedIn Learning: online tutorials 14
- 5 Studiosity: free, online study support 14

Access activities 15

- 6 Student Life 15
- 6 Orientation 15
- 6 Celebrating diversity 15
- 6 Student Representative Council 15
- 6 Student Ambassador Program 15

7 Plan your future 16

- 7 Qualification certificates 16
- 7 Graduation 16
- 7 Chisholm Careers Counsellors 16
- 7 Further study 16
- 7 Employment: Skills and Jobs Centre 16

Important information for Chisholm

8 Online students 17

- 8 myChisholm 17
- 8 Engage with your teacher via Zoom 17
- 8 Engaging with your course content 17

8 Stay in touch 18

2026 Academic calendar

Chisholm follows Australian public holidays (both Victorian and national), and Victorian school terms. However, dates can differ based on your chosen course, study mode and start date.

Your teaching area will confirm your course dates with you at commencement.

Public holidays are student-free days with no classes, or access to support services.

Victorian school term dates

Term 1 Tuesday 27 January – Thursday 2 April

Term 2 Monday 20 April – Friday 26 June

Term 3 Monday 13 July – Friday 18 September

Term 4 Monday 5 October – Friday 18 December

Chisholm Higher Education College

Semester 1 2 March – 5 June (or 26 June for the courses with exams)

Census date Friday 2 April

Semester 2 27 July – 30 October (or 20 November for the courses with exams)

Census date Friday 28 August

Victorian public holidays

New Year's Day

Thursday 1 January

Australia Day

Monday 26 January

Labour Day

Monday 9 March

Good Friday

Friday 3 April

Saturday before Easter Sunday

Saturday 4 April

Easter Sunday

Sunday 5 April

Easter Monday

Monday 6 April

ANZAC Day

Saturday 25 April

King's Birthday

Monday 8 June

Friday before the AFL Grand Final

Friday 25 September

Melbourne Cup

Tuesday 3 November

Christmas Day

Friday 25 December

Boxing Day

Saturday 26 December. Holiday on Monday 28 December

Access your digital network

Your unique student ID number

When enrolled at Chisholm, you will receive a welcome email that includes your unique student ID number, username, and password. All student ID cards will include your username, which you can use to access your course information and all student services.

If you can't locate your welcome email, please call **1300 244 746** or email enquiries@chisholm.edu.au.

Activate your student account

Your student account provides access to:

- > computers and on campus wi-fi
- > our Library and Learning Centres
- > your student email
- > the myChisholm learning platform
- > your course work, and
- > support services.

Go to [the portal](#) and use your unique email (located in the welcome email) to create your account and log in.

You'll need to add your contact information including a mobile phone number for multi-factor authentication (MFA) and self-service password reset.

Please note: your password will expiry every 90 days and you will need to have MFA activated to create a new password.

Wi-Fi

Wi-fi is available to all students when on campus.

When connecting for the first time, select the 'Chisholm' network, choose 'Connect' and then enter your student username and password.

IT support

If you've already activated your account, you can reset your password anytime [here](#). If you need further support, call our IT Service Desk on **9212 5444** or visit our [ITS Portal](#).

Your new digital network

Your student account is your gateway to the technology platforms needed for studying with us, including:

- > Library and Learning Centre
- > LinkedIn learning
- > My eEquals
- > myChisholm platform
- > Office 365
- > Student email
- > Student support
- > Studiosity
- > Timetables
- > Wi-Fi.

Student email and communications

During your time at Chisholm, we'll share important information to your student email. This includes course information, campus updates, student support and activities, and our student e-newsletter Student News. Your student Office 365 account will remain active during your course and for 30 days after you complete your studies.

Your teachers will also use this email to communicate important course information with you.

myChisholm

The myChisholm e-learning platform makes learning easier. It's your central online space where you can chat with your teachers and complete learning activities. Here you'll find key information about:

- > your course (including units, assessments and results)
- > forums
- > campus news and
- > your student emails.

You can access myChisholm via:

- > **laptop or desktop:** Click [here](#) to log in using your Chisholm student account username and password.
- > **mobile:** Download the myChisholm app from the [Apple](#) or [Android](#) app stores and log in using your Chisholm student account username and password.

Getting started with myChisholm module

The 'Getting started with myChisholm' module will help you navigate and get the most out of myChisholm.

It will also demonstrate the different ways your learning resources and assessments are available.

To find out how to get started with myChisholm, click [here](#).

Student orientation module

Before you begin your course, set yourself up for study success by completing Chisholm's **Student Orientation Module** on [myChisholm](#). Discover important information around our support services, key dates, how to get the most out of your study experience and more.

Office 365

As a Chisholm student, you have access to the Office 365 suite of programs and templates. Download your free copy of the Microsoft Office 365 suite [here](#). Find out more via the [Library and Learning website](#).

Timetables

Before the start of term, your teachers will advise you of your assigned group name and timetable. Enter your group name and check your timetable online [here](#).

Online safety

Take care online by following some simple tips:

- > don't give out your personal information online, such as your phone number, date of birth, where you live or your plans.
- > don't click on links in emails from people you don't know.
- > protect your passwords; log out of all accounts before leaving a public computer.
- > protect your digital footprint; don't post anything online that you wouldn't want your friends, family teachers or future employers to see.

Setting up Multi-Factor Authentication (MFA)

Chisholm uses multi-factor authentication (MFA) to protect your personal information in systems and apps from unauthorised access.

To set it up, you'll need two ways to prove your identity:

1. Your password, and
2. SMS/phone or Microsoft Authenticator App.

Click [here](#) to access our helpful guide on how to set up MFA.

List of key contacts at Chisholm

To help ease you into your studies, we've put together a summary of the key contacts you may need when studying at Chisholm. Below is a list of the most common queries and the best contact to reach out to.

Service area	Type of query	Contact details
Teachers	Your key contact for: <ul style="list-style-type: none"> > course content > class details > homework > assessments > industry insights. 	Speak directly with your teacher during class or contact them via myChisholm or email.
Placement coordinators (if your course includes a placement component, you will have a dedicated placement coordinator)	Practical placement coordination and guidance.	They will contact you before your placement begins. For any general enquires email: placementadmin@chisholm.edu.au
Enquiry and Enrolment Hubs	General queries and enrolment information about: <ul style="list-style-type: none"> > fees > administration services > student ID cards > personal details. 	Email: enquires@chisholm.edu.au Call: 1300 244 746 Monday – Friday, 8.30am – 5.30pm
Student Support and Engagement	Support you need to help you succeed in your studies including: <ul style="list-style-type: none"> > personal support > wellbeing support > Disability support > career readiness > Koorie support. 	Email: studentservices@chisholm.edu.au Call: 1300 244 746 (option 4) Monday – Friday, 9am – 5pm
Library and Learning Centres	Study support, digital learning, academic resources.	Email: library@chisholm.edu.au Online: Library Chat Hours: see library opening hours
IT Service Team	IT support with: <ul style="list-style-type: none"> > computer issues > connecting to wi-fi > Chisholm software. 	Online: Portal Call: (03) 9212 5444 Monday – Friday, 8am – 6pm

Access your rights and responsibilities

As a Chisholm student, it's your responsibility to understand and adhere to specific policies and procedures during your time with us. State and national laws, including Australian consumer laws, determine these policies to ensure student and employee wellbeing, and academic integrity.

Our policies also describe your rights and Chisholm's responsibility to you. You'll find all the policies that affect you in one place – in our [Quality Management System \(QMS\)](#).

Chisholm policies include:

- > [Student Code of Conduct](#)
- > [Student Performance Review](#)
- > [Academic Integrity](#)
- > [Withdrawals, Refunds and Breaks in Study](#)
- > [Recognition of Prior Learning, Credit Transfer \(CT\) and Recognition of Current Competency](#)
- > [Student Complaints and Appeals](#)
- > [Assessment of Learning – Vocational Education and Training](#)
- > [Fees and Charges](#)
- > [Privacy](#)
- > [Copyright and Intellectual Property](#)

Higher education

- > [Assessment Special Consideration \(HE assessment variations\)](#)
- > [Advanced Standing \(HE\)](#)
- > [Assessment \(HE\)](#)
- > [Academic Progress \(HE\)](#)

International students

- > [Course Monitoring, Attendance and Course Duration \(Int.\)](#)
- > [International Students – Suspension, Deferment or Cancellation of Enrolment](#)
- > [International Students – Transfers between Registered Providers](#)
- > [Scholarships](#).

Your responsibilities as a Chisholm student

At Chisholm, we want everyone to feel safe, respected and supported. That's why we have a [Student Code of Conduct](#). This sets out what's expected of you while you're studying with us.

This includes how you use:

- > computers and software
- > social media
- > the internet and other digital tools.

We expect all students to treat everyone with respect. This helps create a positive learning environment for everyone.

Bullying, harassment and abuse are not okay, whether it happens in person or online. This includes:

- > racial or sexual harassment
- > victimisation or intimidation
- > ignoring reasonable instructions from teachers and other employees.

Remember: criminal laws apply on campus too.

By following the Code of Conduct, you're helping make Chisholm a safe and welcoming place for all.

Vaccinations and placements

Some of our courses at Chisholm include compulsory practical placements. Check to see if this applies to your course.

To attend a placement, you must meet any vaccination requirements of the host employer or industry. Our placement team will be in touch to confirm these requirements and check that these have been met with the placement host.

If you're managing your own placement arrangements, you'll need to speak directly with your host about any requirements before you start your placement.

Please plan for any placement requirements to ensure successful completion of the course.

Child Safety at Chisholm

Chisholm is serious about keeping children and young people safe. We follow the Child Safe Standards, which apply to all organisations in Victoria that work with people under 18.

If you ever feel worried about a young person's safety or wellbeing, whether it's your own or someone else's, it's important to speak to a Chisholm employee. Everyone has a role to play in keeping kids safe.

We have zero tolerance for child abuse and harm to children, and are committed to all students' safety, participation and empowerment.

You can find our policies and reporting forms on the QMS, including:

- > [Child Safe Policy](#)
- > [Child Safe Reporting and Incident Report](#).

You can also view Chisholm's full Child Safe Statement and access support [here](#).

If you have any questions or concerns about child safety at Chisholm, please email childsafetyandwellbeing@chisholm.edu.au.

If you are a young person, or the parent/guardian of a young person and have questions or feedback about our support, please email wellbeing@chisholm.edu.au.

Plagiarism and academic misconduct

Plagiarism is when you use someone else's work or ideas in your assignment without crediting the source (where you found it or who wrote it). If you don't know what this means or how to provide credit correctly, speak to your teacher or a member of our library team.

It's important to know that if you do engage in academic misconduct, there are consequences. These include failing your assessment, losing your funding eligibility or even being excluded from your course.

You can find out more about plagiarism and other forms of academic misconduct, including unethical use of Artificial Intelligence (AI), in our [Academic Integrity policy](#).

In summary, you must not:

- > copy sections of someone else's text without crediting the original author
- > buy an essay or other work from someone else and submit it as your assessment

- > use a mobile phone, or other source of information during an examination or regulated assessment setting
- > allow others to copy your work for their assessments or complete someone else's work for them.

Complaints, appeals and feedback

There may be times you need to discuss an academic or procedural decision or need support with a situation you feel affects you unfairly compared to others. Your first point of contact should always be your teachers.

Start by raising your issue or concern with a teacher or other employee. If they are unable to assist or you are unhappy with the solution provided, you can complete our [formal complaints form](#).

You can find out more in the [Student Code of Conduct](#) or [Student Complaints and Appeals](#). You can also contact the Student Rights Coordinator for information at feedback@chisholm.edu.au.

Speaking up isn't always easy. If you need support or guidance around the process, contact our Student Support team. Call **1300 244 746 (Option 4)** or email wellbeing@chisholm.edu.au.

Student feedback

At Chisholm, we value your ideas and suggestions. Share your feedback with our team at feedback@chisholm.edu.au.

You can let us know what's working well, or how we can improve. Your insights will help us enhance the student experience for everyone who studies at Chisholm.

If you are a young person, or the parent/guardian of a young person and have feedback about the services or support offered to you, please email wellbeing@chisholm.edu.au.

If you would like to join the Student Representative Council to share your ideas directly with Chisholm leadership, email studentvoice@chisholm.edu.au.

Assessments

Each unit of study will have assessments, and you must complete these by the due date. You can apply for a formal extension if you cannot complete the assessment by the due date. Assessments have set due dates for higher education subjects, and any variations, extensions or deferrals need to be approved via [Assessment Special Consideration \(HE assessment variations\)](#).

Access your campus

Once you've created your digital profile and network log in, it's time to discover your campus. Our facilities, services and events are available to all Chisholm students.

Student ID card

Your student ID card is also your Library and Learning Centre access card. Your card can be issued from any of our Enrolment Hubs or Library and Learning Centres. View our campus location open hours [here](#).

Campus maps

Get to know your campus before your classes begin by downloading a copy of your campus map [here](#).

How to read a room number

Room numbers are listed in the following format: campus, building, level and room. So, if you checked your timetable and it listed DA-A206, you would be at our Dandenong campus, in Building A, Level 2. The room number on the door will be A206.



Disability access

If you need disability access, contact our [Equitable Learning and Disability Support team](#).

Book an appointment with a Disability Liaison Officer for any support in navigating your new environment. Call **1300 244 746 (option 4)** or email disabilitysupport@chisholm.edu.au.

Parking

Free parking is available for cars and motorbikes at Chisholm campuses, along with racks for bicycles.

Parking is free of charge, but you will need to register for a virtual parking permit.

Fines will be issued if users park inappropriately or park without an 'active' registered vehicle.

How does it work?

The system uses license plate recognition to confirm parking eligibility.

Students and staff can register up to three vehicles in the online platform. Only one vehicle must be marked 'active' at a time.

To register your vehicle/s, click [here](#).

For more information and answers to your questions about parking, click [here](#).

Travel to campus

You can access all our campuses by public transport. For most locations, it's a quick walk to class from the train station or bus stop. You may be eligible for a discount on travel fares with a Myki concession or student pass. To find out more, check your eligibility and apply [here](#).

Security on campus

We provide a safe and welcoming environment for everyone at Chisholm. On campus security is available if you:

- > need first aid
- > feel unsafe
- > notice someone else feeling unsafe
- > need an escort to walk you across campus or to your car
- > need to report any suspicious behaviour
- > want to report a hazard or incident.

The all-campus phone number for security is **1300 582 483**.

It's helpful to keep our security phone number handy; save it in your phone or access it via the [myChisholm](#) platform. For more information about your safety on campus, visit [Safer communities](#).

Emergencies

If there's an emergency on campus, contact campus security. If you're in immediate danger, call **000** (triple zero) – ask for police, fire or ambulance – then contact campus security and stay in a safe place.

Evacuations

Evacuation plans showing emergency exits and assembly locations are in the common areas of each building. A warning will sound through the alarm system to signal an evacuation. The building's emergency warden will guide you when it's time to leave. Follow the instructions, remember to stay calm and prioritise your safety.

Equipment safety on campus

Before using any IT and technical equipment, make sure you know how it works. This includes computers, printers, screens or other equipment. If you're not sure ask for help from your teacher, a librarian or IT Support.

This applies to all training tools and equipment on campus. You must follow your teacher's directions, read the instructions carefully and follow all safety equipment guidelines.

If required, you must wear the appropriate personal protective equipment (PPE) and safety clothing, such as gloves and eye and face protection. Always follow safety procedures and instructions from your teacher.

If you don't know how to use something, ask your teacher. Always take note of warning signs and don't interfere with equipment in classrooms, workshops, salons, kitchens and other places around Chisholm.

Health and safety communications

If required, we will send urgent health or safety updates via SMS to your nominated mobile phone number and send an email to your student email account. Checking your student email as a priority to stay up-to-date on critical Chisholm information.

We'll also send essential updates via the myChisholm portal, so it's a good idea to keep your notifications turned on.

If essential or urgent information will impact your classes, your teacher or course department may contact you via email, myChisholm or SMS. Chisholm's social media channels, weekly e-newsletter, Student News, and on-campus digital screens also include student information.

Multi-faith rooms

Multi-faith prayer rooms are available at:

- > **Berwick** Building B
- > **Cranbourne** Building A
- > **Dandenong** Building B
- > **Frankston** Building L102
- > **Springvale** Room SP112.

Our prayer rooms are open to all students during Chisholm business hours.

Cafés on campus

You'll find a café on each campus with great coffee and delicious food:

- > **Berwick** Building A
- > **Cranbourne** Building A
- > **Dandenong** Building A
- > **Dandenong, Patisserie 121** Building P, Level 2
- > **Frankston** Building J and Building C.

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

Hair, beauty and massage

At our Berwick, Dandenong, Frankston and Mornington Peninsula campus salons, you can treat yourself to quality hair and beauty services for a fraction of the average cost – and support Chisholm students in training. Services include haircuts, colours and styling, nail treatments, massage and waxing. Each student develops their skills under the supervision of a teacher in our campus salon and spas.

Find out more or book an appointment [here](#).

Access support

To make the most of your time at Chisholm, you may find that you'll need some personal or study support along the way. We know that everyone's needs are different, and we have a range of professional, free and confidential support services that can help.

Short-term counselling

If life is getting in the way of your studies, our professional registered counsellors can provide free and confidential short-term counselling services. Appointments can take place over the phone, face-to-face or online.

Our professional registered counsellors provide support for a range of concerns, including:

- > mental health, including anxiety and depression
- > study or course pressures
- > guidance on Chisholm policies, such as special consideration.

For more information or to book an appointment, call **1300 244 746 (option 4)**, email studentservices@chisholm.edu.au, or drop into a Student Support Hub on campus. You can find our campus locations and maps [here](#).

You can also book online appointments, meet the team and access internal and external resources through [myChisholm](#).

External supports

Emergency Services **000** (ambulance, police, fire)

- > **Lifeline 13 11 14** (mental health and suicide 24/7)
- > **Beyond Blue 1300 224 636** (mental health 24/7)
- > **Safe Steps 1800 015 188** (family violence 24/7)
- > **1800 RESPECT 1800 737 732** (domestic, family and sexual violence counselling 24/7)
- > **Kidshelpline 1800 551 800** (support for young people aged 5-25 24/7)
- > **13YARN 13 92 76** (Aboriginal and Torres Strait Islander crisis support 24/7)
- > **Headspace 1800 650 890** (mental health 12–25 years 9am – 1am, 7 days)
- > **Qlife 1800 184 527** (LGBTQIA+ peer support 3pm – 12am)
- > **SuicideLine Victoria 1300 651 251** (suicide crisis support 24/7)

Youth support

We are dedicated to the wellbeing of young people at Chisholm. Student Support and Engagement are here to support you if something is worrying you, or even if you just have a question. All support services are free and confidential.

We can support you with:

- > mental health
- > finance and housing
- > family violence
- > sexual harm, including assault, harassment or abuse
- > bullying
- > alcohol and drugs
- > physical and sexual health
- > Koorie student support services
- > making friends and connecting with others.

You can also access information and education on the following topics:

- > online safety
- > learning/study support, motivation, and time management
- > managing your finances.

We run specific events for young people and their parents/guardians, including annual welcome and feedback nights. Every term, we send out the Youth Newsletter to all students under 18, and their parents/guardians. This is where you'll find up-to-date information about these events, as well as articles written by the Student Support and Engagement team, and Child Safe information.

If you are a young person, or the parent/guardian of a young person, and have questions or feedback about our support, please email wellbeing@chisholm.edu.au.

Success and Wellbeing

The Success and Wellbeing team is here to support you throughout your student journey. We can provide practical support strategies such as:

- > wellbeing support, including study/life balance and self-care strategies
- > financial help, including Centrelink, housing support, and fines
- > study help, including time management, study skills and special consideration
- > referrals to community resources.

Book an appointment with the Success and Wellbeing team online through [myChisholm](#), call **1300 244 746** (select option 4) or email wellbeing@chisholm.edu.au.

Additionally, we strongly value feedback to help shape the student experience. If you'd like to provide feedback individually, or take part in our Student Voice initiative, please reach out.

Family violence support for students and family violence response services

At Chisholm, we are committed to providing a safe and respectful place of study for students and employees. We recognise that family violence can occur in many forms and can significantly affect people's lives.

Family violence is defined in the Family Violence Protection Act 2008 (Vic). It includes physical, sexual, financial, verbal, psychological or emotional abuse by a family member. We are committed to supporting those affected by family violence to remain engaged in work and study and to access specialist help.

Call Student Support for non-urgent counselling on **1300 244 746 (option 4)**. If you require immediate support or assistance, you can contact the 24/7 support services below:

- > Emergency Services **000** (ambulance, police, fire)
- > **Safe Steps 1800 015 188** (family violence 24/7)
- > **1800 RESPECT 1800 737 732** (domestic, family and sexual violence counselling 24/7).

Career Guidance

Whether you're aiming for your dream job, seeking part-time work while studying, or exploring further study options, we're here to support you. Our Careers Counsellors can provide:

- > job-seeking strategies and interview tips
- > course advice and pathway planning
- > workshops to develop your employability skills.

For resume support, our Resume Checkpoint service offers tailored feedback from fellow Chisholm students.

Book a session with our Careers team via [myChisholm](#).

Equitable Learning and Disability Support

Our Equitable Learning and Disability Support team is available to assist students with a disability, long-term illness and/or mental health condition. Our Advisors will work with you to help identify and recommend adjustments, so you have a positive study experience on campus.

Examples of support could include:

- > In-class reasonable adjustments
- > specialised equipment
- > alternative formats of learning materials
- > assistive technology to support your learning.

Whether you're studying online or on-campus, our team offers appointments through various channels, including phone or video conference via Zoom.

You don't need a medical diagnosis to book an initial conversation with us. To book an appointment, email disabilitysupport@chisholm.edu.au.

Disability Transition Support

If you're a student with a disability, long-term illness and/or mental health condition, and transitioning from secondary school into Chisholm, our Disability Transition Officer can support you through the process.

The Disability Transition Officer can provide you with practical support and strategies to assist you with your course, including:

- > Assisting with the enrolment process
- > Developing a personalised transition plan
- > Implementing reasonable adjustments in class
- > Facilitating support meetings with key people, including your family/guardians and your school.

If you'd like to find out more, email disabilitytransition@chisholm.edu.au or call **1300 244 746 (Option 4)**.

Koorie Student Support

The Koorie Student Support team provides guidance and support to Aboriginal and Torres Strait Islander students from enrolment to graduation. Koorie Liaison Officers are available to provide cultural support and Koorie-specific services. You can connect with other students through excursions to community hubs and a range of on-campus events.

To link in with the team, book an appointment online through myChisholm, call **1300 244 746** (select option 4), email KLO@chisholm.edu.au or drop into our Koorie Student Lounge at our Frankston campus.

International students

If you're an international student at Chisholm, you can access free support services and facilities. Support for international students is available at any Student Hub, via phone or online. All the details you'll need are available in the International Student Guide, which you can download from our [International Students](#) page.

Our team is available to help with:

- > arrival at Chisholm
- > accommodation
- > student life at Chisholm
- > fee payment information
- > student visa compliance and referral
- > welfare and access to financial support
- > connection to international student networks.

International students on student visas must have Overseas Student Health Cover (OSHC) for the duration of their studies. Our provider is Allianz Care, and the 24-hour International Student Assistance Line is **1800 814 781**.

This dedicated all-hours phone number allows all Chisholm international students to access advice and support at night and on weekends.

Student services fees

Student services fees apply to student enrolments. These fees mean we can provide support services and resources that add to your student experience. Your fees help us assist every student who needs it. They also give you access to a wide range of on-campus benefits.

Services include:

- > Short-term personal counselling
- > Student Success and Wellbeing Support
- > Equitable Learning and Disability Support
- > Koorie Student Support
- > Library and Learning Services, including access to Library and Learning centres and campus computer labs
- > Careers counselling services
- > Family violence support and family violence response services
- > Studiosity
- > Learning skills assistance.

Student services fees are charged when enrolling or re-enrolling. They will be automatically calculated per student, per enrolled hour of training. They will be listed on your Statement of Fees when you enrol/re-enrol.

Each 12-month enrolment period:

- > the student services fees are automatically calculated per student
- > the student services fees are listed on your invoice statement when you enrol/re-enrol
- > the minimum fee per 12-month enrolment period is \$75
- > fees are capped at \$135 for valid concession card holders per 12-month enrolment period
- > fees are capped at \$270 for non-concession cardholders per 12-month enrolment period.

Note: The concession rate only applies to Certificate IV and below qualifications and Indigenous Australian students.

Caroline Chisholm Education Foundation scholarships

Scholarships are available through the Caroline Chisholm Education Foundation (CCEF) to help students experiencing financial hardship with tuition and materials fees. Eligibility criteria apply. Email scholarships@chisholm.edu.au or visit the [CCEF website](#).

Access apprenticeships and traineeships

Chisholm Institute of TAFE is a registered training organisation (RTO) with a long history and extensive experience in apprenticeship and traineeship course delivery.

Our Apprenticeship Hub staff and experienced educators and trainers will work with you to understand your needs and your employer's business requirements, to provide you with high quality training.

Apprenticeship Hub

The Chisholm Apprenticeship Hub is a single point of contact to support you and your employer. With a dedicated team, the Apprenticeship Hub is the best place to start with any queries or concerns. The team is available via phone, email, and webchat.

Apprenticeship Hub

Phone: **1300 775 265**

Email: apphub@chisholm.edu.au

Contact hours: Monday – Friday 8.30am – 5pm

Apprenticeship Support Officers

Apprenticeship Support Officers can advise you on workplace, training or personal issues that could impact your apprenticeship. They can help you contact services outside your training, like Centrelink, the Fair Work Ombudsman and WorkSafe.

If you need apprenticeship support or more information, call **1300 311 820** or email:

apprenticeship.support.case@ecodev.vic.gov.au.



Access study resources

Library and Learning Centre

Chisholm Library and Learning Centres are excellent places to meet your classmates and study.

They are located at Frankston, Dandenong, Berwick, Cranbourne and Mornington Peninsula campuses. For opening times and more information, please visit the Library and Learning Services website or email library@chisholm.edu.au.

At our libraries, you can access a wide range of resources to help with your assessments. Our team can also assist with IT issues. This includes connecting to the free wi-fi, showing you how to load printing credit, assisting you with basic digital literacy support and downloading Microsoft Office 365 suite onto your computer for free.

With the Library and Learning Centre, you can:

- > **Book a 'Getting started at Chisholm session':** Book a personalised 'hands-on' orientation session to assist you in logging onto myChisholm and Chisholm systems, setting up parking permits and finding resources. Book [here](#).
- > **Get research and referencing support:** Our Research and Academic librarians can help you build research skills through one-on-one, personalised information sessions, and show you how to reference correctly. Book [here](#).
- > **Attend free events and activities.** Come along to fun events and programs in your local library during lunchtime.

Learning Skills

Learning Skills teachers run a help desk at Berwick, Dandenong and Frankston libraries during the term.

They can assist you with writing reports and essays, referencing and bibliographies, preparation for tests or exams and presenting skills.

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

LinkedIn Learning: online tutorials

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

Access LinkedIn Learning [here](#).

Studiosity: free, online study support

If you prefer to work on your assignments from home and get help online, you'll love Studiosity. This program provides free online advice from expert tutors to help you with assignments and study questions, whether it's a complex maths concept or simply how to respond to a question. Tutors can also guide you on how to improve your grammar and language choices. Chat to a tutor with typing or audio chat. Tutors are available through Connect Live 24/7.

If you have an essay or assignment that you'd like someone to read or review before you submit it, a 24/7 essay review service operates all year round. Studiosity can also help to review employment documents such as resumes and cover letters. It's easy to use. Log in using your student log in details and upload a draft, and in just 24 hours, you'll receive feedback. To access Studiosity, click [here](#).

Access activities

Life at Chisholm is more than just classes and study. You can also participate in many activities as part of our student community.

Student Life

Relax and connect with other students through our on-campus student activities. The Student Life team creates and hosts more than 20 on-campus activities throughout the year, giving you plenty of opportunities to learn, unwind and meet new people. Our activities are inclusive and fun. Think free food, live music, dance performances, interactive games and more!

Orientation

O-FEST is our event to welcome you to Chisholm. Held in the first few weeks of Term 1, the event allows you to make friends with other new students who are also transitioning to life at Chisholm. You can connect with the support services available to help you during your studies and have some fun. O-FEST has a summer festival vibe with free food, live music, entertainment and activities.

Celebrating diversity

Throughout the year we host a range of events to celebrate our Aboriginal and Torres Strait Islander culture, with bushfood lunch, Indigenous dance performances and workshops.

Our Student Life team also acknowledges Harmony Week as a part of our events calendar, a celebration of the cultural diversity of our student community. We also celebrate our LGBTQIA+ community with our annual Wear It Purple Day celebrations.

For details, visit the [Student Life web page](#).

Student Representative Council

We offer opportunities for aspiring student leaders to apply for positions on our Student Representative Council. As a Student Representative, you will ensure key student feedback is shared with the Chisholm Executive leadership team at regular meetings.

Vacancies are advertised to all students, and we ensure the selected students represent our diverse Chisholm communities.

For more information about the Committee or to connect with your Student Representatives, email studentvoice@chisholm.edu.au or contact Student Services on **1330 244 746 (option 4)**.

Student Ambassador Program

Employed by Chisholm, Student Ambassadors play an important role in welcoming and engaging all students. Ambassadors are students themselves and use their experiences to help answer any questions you may have about student life.

With flexible, paid employment on-campus, the Student Ambassador program helps build your employability skills. You will be provided with the opportunity to connect with a Chisholm mentor, as well as a Careers Counsellor for support and tailored advice.

If you're interested in applying for the Student Ambassador Program, email studentambassador@chisholm.edu.au.

Plan your future

Towards the end of your study time with us, you'll be thinking about your plans beyond Chisholm.

Qualification certificates

Once you have successfully completed all the requirements of your course, we'll issue you with a certificate confirming your qualification.

Digital certificates are available via My eEquals. Once you have qualified to receive your certificate, it will be automatically issued and accessible on your My eEquals account. You will receive a link to register for a My eEquals account upon issuance of transcripts. You can access your academic transcripts for free online and share them securely with potential employers, institutions and other training providers from your mobile phone or desktop. For more information, please visit [My eEquals](#).

Make sure we have the correct details on file to avoid any delays in issuing your transcripts.

Remember, if you have any of the below this will delay your certificate:

- > outstanding fees
- > parking fines
- > overdue library books or
- > other charges related to your studies.

To update your details, you can visit an Enrolment Hub on campus, call **1300 244 746** or email academicadmin@chisholm.edu.au with the following information:

- > student ID number (if known)
- > first name
- > last name
- > course
- > date of birth
- > personal email address
- > mobile phone number.

Graduation

Graduation ceremonies are an excellent opportunity to reflect on your journey at Chisholm and receive recognition for your achievements. We offer two graduation events during the year. Eligible certificate IV and above students will be invited based on their course completion date.

Chisholm Careers Counsellors

You can access our career support services for six months after you graduate. So, whether you're thinking of pathways to further study or want to move into the world of work, our team is here to help. Call Student Support and Engagement on **1300 244 746 (option 4)** or email careers@chisholm.edu.au to book an appointment.

Further study

You have many options for further study with us at Chisholm, with our partner universities and more. Pathways from certificate to diploma, diploma to degree, or undergraduate to a postgraduate degree are already mapped for you. We'll help you throughout the process to ensure you have a complete picture of the available pathways and credit transfers. Visit [Assessment of Learning – Vocational Education and Training](#).

Employment: Skills and Jobs Centre

If you're nearing the end of your qualification and keen to take the leap from student to employee, we have support available. Our Skills and Jobs Centre provides job seekers with free advice on job opportunities, training advice and can link you to a range of services across Melbourne's south east.

Our specialist team of career professionals can help you to enter the workforce, start training or re-skill. We also match employers with qualified job seekers to assist with their workforce needs.

We also have locations across the south-east which you can find [here](#).

To see the latest job vacancies, visit the [Facebook page](#). Call the Chisholm Skills and Jobs Centre on **9212 4909** or email skillsandjobs@chisholm.edu.au.

Important information for Chisholm Online students

Chisholm Online students will access all their learning through myChisholm. They should log into myChisholm at least once a week and spend at least a minimum of ten to fifteen hours per week studying per module.

Online students have access to the same services available to on-campus students as listed in this guide.

For a list of our online courses visit our [study online webpage](#).

myChisholm

myChisholm will be your central place for all your online learning.

You will be able to communicate and collaborate with your teachers and complete all your learning activities here. You can easily access your course materials, assessments, and results within your myChisholm account. It's a good idea to bookmark myChisholm so you can always access it. Unit modules will be added to your myChisholm dashboard.

To access myChisholm, click [here](#) and log in using the same username and password as your Chisholm student account.

It is a requirement that you complete the below as part of your enrolment:

- > Student Orientation
- > Technology and Student services sessions.

We also recommend you also access the below sites as part of your induction. This will set you up with all the information you need to get started.

- > course landing page
- > getting started with myChisholm
- > Student Support and Engagement.

Engage with your teacher via Zoom

Your teacher is your first point of contact about your course and learning. They are experts in their field and available to communicate with you via myChisholm.

To send a private message to your teacher, use myChisholm's chat function (you'll find it in the righthand column of your myChisholm).

Cloud Classrooms in myChisholm allows you to book one-on-one support sessions with your trainer, and you will also find links to group study support sessions held live via Zoom.

You'll need to install the free [Zoom](#) video conferencing app to engage with your teacher and join the support sessions mentioned above.

Your trainer will post updates and information under the 'Announcements' section in myChisholm.

Engaging with your course content

Your course content will be available in topics. Each topic will include pre-recorded videos to watch and activities to complete including discussion forums. You will also find pre-recorded Assessment Clinics where your trainer will explain each assessment in detail. You can ask questions and engage with Discussion Boards or seek clarification on your assessment tasks.

Set yourself up for success by staying up to date with all activities and topics found in myChisholm.

Stay in touch

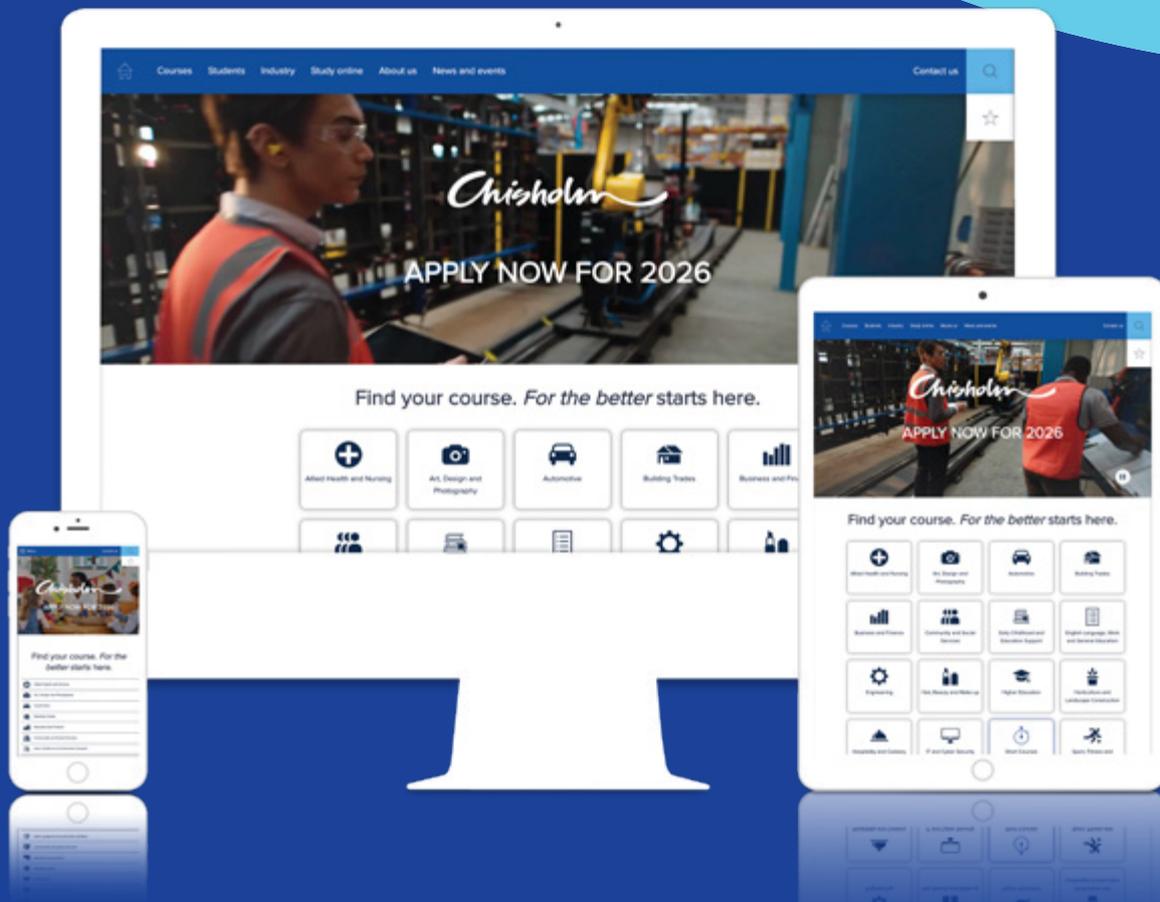
Apart from our website and dedicated contact centre, you can connect with us on our social channels. We regularly update our community and share exciting news, events and achievements. This means you can start participating in Chisholm life even before your start your journey with us or once you've completed it.

 facebook.com/chisholmInstitute

 instagram.com/chisholm_institute

 youtube.com/chisholmInst

 linkedin.com/company/chisholm-institute



Chisholm