

Chisholm

chisholm.edu.au

On campus | Online
Workplace | International

Student guide 2024



TAFE VICTORIA

Wominjeka

Chisholm acknowledges the Bunurong people of the Kulin Nation as the Traditional Custodians of the Country our campuses are located, and recognises their continuing connection to land and waters, and thanks 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 you through your education journey and providing you with an outstanding student experience.

Our ambition is to transform lives through relevant and responsive, high-quality education and training. 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, you'll find useful information in this Student Guide. You can find out how to create a digital profile, use our study platforms and IT systems, access personal support, find your way around 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, teachers and employees, I wish you all the best with your studies.

Jane McLennan

Chief of Student Success and Support



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2024 Academic calendar

Chisholm Institute 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 on these days.

Victorian school term dates

Term 1 29 January – 28 March

Term 2 15 April – 28 June

Term 3 15 July – 20 September

Term 4 7 October – 20 December

Chisholm Higher Education College

Group A (Community Mental Health AOD, Family Violence, Psychology)

Semester 1 26 February – 7 June

Census date Thursday 28 March
(Friday 29 is Good Friday)

Semester 2 22 July – 1 November

Census date Friday 23 August

Group B (Business, Engineering Technology)

Semester 1 26 February – 7 June

Census date Thursday 28 March
(Friday 29 is Good Friday)

Semester 2 22 July – 25 October

Census date Friday 23 August

Victorian public holidays

New Year's Day

Monday 1 January

Australia Day

Friday 26 January

Labour Day

Monday 11 March

Good Friday

Friday 29 March

Saturday before Easter Sunday

Saturday 30 March

Easter Sunday

Sunday 31 March

Easter Monday

Monday 01 April

ANZAC Day

Thursday 25 April

King's Birthday

Monday 10 June

Friday before the AFL Grand Final

Friday 27 September

Melbourne Cup

Tuesday 5 November

Christmas Day

Monday 25 December

Boxing Day

Thursday 26 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. You can access your course information and all student services using your student ID number.

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, the library, your student email, the myChisholm learning platform, your course work, and support services.

Go to portal.office.com and use your unique email (located in the welcome email) to create your account and log in.

The first time you log in

You'll need to add your contact information including a mobile phone number and personal email address, which is used to reset your password.

Wi-fi

Wi-fi is available to all students when on campus. Connecting for the first time, you'll need to 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 at chisholm.edu.au/reset. If you need further support, call our IT Service Desk on **9212 5444** or visit our ITS Portal [here](#).

Your new digital network

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

- > student email
- > My eEquals
- > Office 365
- > myChisholm platform
- > timetables
- > wi-fi
- > Library and Learning Centre
- > Student support
- > LinkedIn learning
- > Studiosity.

Student email and communications

For the duration of your time at Chisholm, we'll share important information to your student email. This includes admission, enrolment and course information, campus updates, student support and activities, and our weekly student e-newsletter Student News. Your student email account will remain active throughout your course and for 30 days after completion of your studies.

Your teachers will communicate with you via your student email or the myChisholm e-learning platform, with information specific to your course.

If you have any questions, call our friendly Contact Centre team on **1300 244 746** 8.30am and 5.30pm Monday to Friday.

myChisholm

The myChisholm e-learning platform enhances your learning experience, allowing you to communicate and collaborate with your teachers and complete learning activities all in one place. It's the central online space for your education and training, housing information on your course, units, assessments, results and forums. You can access myChisholm via:

- > **laptop or desktop:** Click on moodle.chisholm.edu.au and 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](#). Access 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 at [portal.office.com](#). Find out more via the library website [here](#).

Timetables

Before the start of term, your teachers will advise 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 put anything online that you wouldn't want your friends, family teachers or future employers to see.

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 whilst studying at Chisholm. Below is a list of the most common queries and the best contact to reach out to:

Type of enquiry	Contact
Questions and support related to your day-to-day classwork and study including attendance, assignments, timetables etc.	Please contact your teacher directly via email or via the myChisholm e-learning platform
Support with your computer, the Wi-Fi network or Chisholm software.	If you are on campus, visit the Library and Learning Centre. If you are off campus, contact the IT Service Desk: Email: ITS@chisholm.edu.au Phone: (03) 9212 5444 Hours: 8am – 6pm Monday to Friday
Assistance with study support, digital learning, and resources.	Please contact the Library and Learning Centre: Email: library@chisholm.edu.au Phone: Library Chat Hours: 8am – 5pm Monday to Friday
For anything related to student support services (financial, disability, wellbeing, personal), student life and student events.	Please contact our Student Support team: Email: studentservices@chisholm.edu.au Phone: 1300 244 746 (option 4) Hours: 8.30am – 5.30pm Monday to Friday
If you need security or there is an emergency.	Please contact the campus Security Team: Email: frsecuritycro@chisholm.edu.au Phone: 1300 582 483 Hours: 24/7
For general enquiries, or anything else.	Please contact Chisholm's reception enquires@chisholm.edu.au Phone: 1300 244 746 Hours: 8.30am – 5.30pm Monday to Friday

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.

They 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 \(QMS\)](#).

Our Chisholm policies include:

- > [Student Code of Conduct \(QMS117\)](#)
- > [Student Performance Review \(QMS116\)](#)
- > [Academic Integrity \(QMS129\)](#)
- > [Withdrawals, Refunds and Breaks in Study \(QMS115\)](#)
- > [Recognition of Prior Learning \(RPL\), Credit Transfer \(CT\) and Recognition of Current Competency \(RCC\) \(QMS107\)](#)
- > [Student Complaints and Appeals \(QMS306\)](#)
- > [Assessment of Learning – Vocational Education and Training \(QMS111\)](#)
- > [Fees and Charges \(QMS127\)](#)
- > [Privacy \(QMS301\)](#)
- > [Copyright and Intellectual Property \(QMS302\)](#).

Higher education

- > [Assessment Special Consideration \(HE assessment variations\) \(QMS113_04\)](#)
- > [Advanced Standing \(HE\) \(QMS138\)](#)
- > [Assessment of Learning \(HE\) \(QMS113\)](#)
- > [Academic Progress \(HE\) \(QMS141\)](#).

International students

- > [Course Monitoring, Attendance and Course Duration \(Int.\) \(QMS125\)](#)
- > [International Students – Suspension, Deferment or Cancellation of Enrolment \(QMS122\)](#)
- > [International Students – Transfers between Registered Providers \(QMS121\)](#)
- > [Scholarships \(QMS124\)](#).

Student Code of Conduct

Our Student Code of Conduct ([QMS117](#)), sets out what we expect of you as a Chisholm student. We expect that every student will treat their peers, teachers and Chisholm employees with respect and will contribute to a positive, safe learning environment for all. Bullying and abuse won't be tolerated, including online and social media, racial vilification, sexual harassment, victimisation, intimidation and failing to obey reasonable direction from a Chisholm employee. Criminal laws also apply to every student on campus.

As a Chisholm student, you must comply with our Student Code of Conduct, which includes using IT software, hardware, social media and the internet.

Vaccinations and placements

Some of our courses at Chisholm require you to take part in compulsory practical placements. Make sure you check to see if these requirements apply to your course.

To attend a placement, you must meet any vaccination requirements of the host employer or industry. If you are required to undertake a placement, our placement team will be in touch to confirm any requirements and confirm with the placement host that you've met the requirements.

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

We encourage you to plan for your placement, to ensure you can fulfil the placement component to enable successful completion of the course requirements.

Child safety at Chisholm

At Chisholm, we are committed to upholding the Child Safe Standards. These apply to all organisations in Victoria providing services to children under 18 years. It's everyone's responsibility under these standards to report any concerns for the wellbeing of a child to a staff member.

We have zero tolerance for child abuse and harm to children and we are committed to all students' safety, participation and empowerment. Our relevant policies are available via the QMS: Child Safe Policy ([QMS624](#)) and Child Safe Reporting and Incident Report ([QMS625](#)).

If you have any questions or concerns about child safety at Chisholm, you can send them to childsafetyandwellbeing@chisholm.edu.au.

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

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're not sure what this means or how to provide credit in your assessment correctly, speak to your teacher or a member of the library team at your campus.

It's important to know that if you do engage in academic misconduct, there are consequences that can result in you failing, losing your eligibility for funding and even being excluded from your course.

You can find out more about plagiarism and other forms of academic misconduct in our relevant policy: Academic Integrity ([QMS129](#)) in the QMS.

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 phone, other mobile or fixed device or other unauthorised sources to access information improperly, support or text 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

You may need to discuss an academic or procedural decision or feel that a process or situation affects you unfairly compared to other students. Remember that your teachers are there to assist you, and they should be your first point of contact.

Raise your concerns with them explaining why you feel that way. You can access a formal independent complaint process if you need more clarification or resolution by filling out a formal complaints form.

You can find out more in the Student Code of Conduct ([QMS117](#)) or Student Complaints and Appeals ([QMS306](#)). 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, reach out to 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 where 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.

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](#).

You can also use your card to access student discounts.

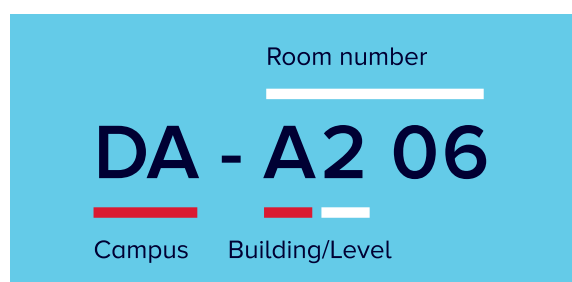
You may be entitled to discounts and concessions for public transport, event tickets, healthcare and much more with your student ID. Find out more by visiting [Youth Central](#).

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.



Parking

Our on-campus car parks, just like public car parks, have fines for not following the signage. Parking is limited, so consider other travel options whenever possible. You will need to have a Chisholm parking permit for your car. You can access a parking permit from any Enquiry and Enrolment Hub on campus. You can find more information on our parking [here](#).

Disability access

If you need disability access, contact our Equitable Learning and Disability Support team. Book an appointment with a Disability Liaison Officer for support with how best to navigate your new environment. Call **1300 244 746** (option 4) or email disabilitysupport@chisholm.edu.au.

Travel to campus

You can access all our campuses by public transport and, 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

Ensure that you understand how to use IT and technical equipment before you try to log on or access it. Ask for help from your teacher, a librarian or IT Support if you're unsure of how to use hardware such as printers or screens. The same 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 safety clothing, gloves, eye and face protection, and personal protective equipment (PPE), and carefully 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

We'll 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 will keep you updated on critical Chisholm information.

We'll also distribute 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 to advise you of changes to your classes or activities. Chisholm's social media channels, weekly digital 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 N
- > **Mornington Peninsula** Building A
- > **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, Aroma Café** Building A
- > **Cranbourne, Aroma Café** Building A
- > **Dandenong, Aroma Café** Building A
- > **Dandenong, Patisserie 121** Building P, Level 2
- > **Frankston, Aroma Café** Building J.

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 and Frankston 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.

To learn more, call Mysa Salon and Spa at the Frankston campus on **9238 8585**. Our salons operate during term, and bookings are essential.

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 via Zoom.

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** (select 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. If something is worrying you, you need support or you have a question, contact Student Support. Our free and confidential services include:

- > mental health
- > finance and housing
- > family violence
- > abuse (sexual/physical)
- > bullying
- > alcohol and drugs
- > physical and sexual health
- > making friends and connecting with others.

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

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

Every term, we publish the Youth News newsletter - an exclusive space for students under 18 and their guardians. Each edition of Youth News will cover topics relevant to young people, featuring the latest information, resources, and events. It also provides relevant tips to support your online and physical safety.

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.

You can book an appointment with our Success and Wellbeing team online through [myChisholm](https://mychisholm.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.

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

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

It's never too soon to start thinking about your career and pathways to help you get there. Whether you're interested in landing your dream job, finding part-time work while studying, or exploring further study options, our team of qualified Careers Counsellors is here to help. Our Careers Counsellors can give targeted careers advice and guidance, including:

- > job application advice, resume templates and free resume reviews
- > job-seeking strategies and interview preparation
- > course and pathway advice
- > access to opportunities such as the Student Ambassador Program and Student Experience Committee.

Book an appointment with the Careers team online through [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 Disability Liaison Officers 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
- > Note-takers, participation assistance and Auslan interpreters.

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.

Koorie Student Support

The Koorie Student Support team provides guidance and support to Aboriginal and Torres Strait Islander students from enrolment to graduation. We offer you the opportunity to link in with cultural support and Koorie-specific services and connect with other students through yarning circles, 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. You'll find it in Building J, Level 2 (above Aroma Café).

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 on Zoom. 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.

Access apprenticeships and traineeships

Chisholm Institute is a registered training organisation (RTO) with a long history and extensive experience in apprenticeship and traineeship course delivery. In 2022, we worked with industry to educate over 8,000 apprentices and trainees.

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 high quality negotiated 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 244 746

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 **9238 8186** or **0423 826 745** or email aso@chisholm.edu.au.



Access enrolments

The information contained in this section relates to domestic students only.

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.

Access scholarships

Scholarships are available through the Caroline Chisholm Education Foundation to help students experiencing financial hardship with tuition and materials fees. Eligibility criteria apply. Email scholarships@chisholm.edu.au or visit chisholm.edu.au/cccf.

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) (**QMS113_04**). You'll find this policy in the [QMS](#).

Access study support and resources

Library and Learning Centre

Chisholm Library and Learning Centres are excellent places to meet your classmates and study. You can access resources to help with your assessments. Our Library and Learning Centres also have computers and where you can get help connecting to the free Wi-Fi.

Along with helping you to navigate myChisholm, our Library and Learning Services team can assist with IT issues, show you how to load credit onto your student ID card for printing, and download the most current version of the Microsoft Office 365 suite onto your computer for free. With the Library and Learning Centre, you can:

- > **Book an Orientation:** Book a personalised orientation to assist you in locating resources relevant to your course and experience a 'hands-on' introduction to Chisholm systems. Book [here](#).
- > **Get Research and Referencing Support:** Our Research & 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 a Drop-In session:** Join one of our 'Drop In' sessions across campuses [here](#) to speak with a Research & Academic librarian specialising in your course requirements.

Library and Learning Centres locations

Library and Learning Centres are located at Frankston, Dandenong, Berwick, Cranbourne and Mornington Peninsula campuses. For opening times and more information, please visit [here](#) (where you can also connect with the library team via live web chat) or email library@chisholm.edu.au.

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 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.

To access LinkedIn Learning, visit library.chisholm.edu.au and log in using your student log in details.

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. 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 visit, library.chisholm.edu.au and log in using your student log in details.

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 unwind, de-stress and meet new people. Our activities are inclusive and fun. Think free food, live music, dance performances, interactive games and more!

Career events are held throughout the year to help you prepare for your next steps after study. Our Careers team are always available to provide valuable career advice. You can find more information [here](#).

Orientation

O-FEST and Winter Orientation are our events to welcome you to Chisholm. Held in the first few weeks of Term 1 and Term 3, these events allow you to make friends with other new students who are also transitioning to life at Chisholm and connect with the support services available to help you during your studies. O-FEST has a summer festival vibe with free food, live music, entertainment and activities. Winter Orientation has a cosy winter feel and includes competitions and indoor activities.

Celebrating diversity

We hold a range of cultural celebrations throughout the year. Our Aboriginal and Torres Strait Islander cultural events include Apology Anniversary, Reconciliation Week, Sorry Day and Children's Day. Our Join the Dots celebration is our biggest celebration of Aboriginal and Torres Strait Islander culture, with bushfood lunch, Indigenous dance performances and workshops.

Our Student Life team 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.

Student Experience Committee

We offer opportunities for aspiring student leaders to apply for positions on our Student Experience Committee. These student representatives help 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.

Once you've gained experience as a student, you can apply to become a Student Ambassador. The program helps build your employability skills and provides the opportunity to connect with Chisholm's careers counsellors for tailored advice.

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

Access your future

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

Qualification certificates

Once you've been assessed as having successfully completed all the requirements of your course, we'll issue you with a certificate confirming your qualification.

Certificates are available digitally via My eEquals. Once you have qualified to receive your certificate, it will be automatically issued and accessible on your My eEquals account. You can access your academic transcripts 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, as a wrong mailing address will cause delays and extra costs to re-send.

Remember that outstanding fees, parking fines, overdue library books or other charges will delay your certificate until you settle your account.

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 – March and October. If you have successfully completed your qualification and would like to attend graduation, register your interest at chisholm.edu.au/graduation.

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 Services on **1300 244 746** (select 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 \(VET\)](#).

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 readiness workshops to prepare you for the workforce and can connect you with local employment opportunities.

To see the latest job vacancies, check the Facebook page at facebook.com/chisholmskillsandjobs. Call the Chisholm Skills and Jobs Centre on **9212 4909** or email skillsandjobs@chisholm.edu.au.

Important information for Chisholm Online students

Study Commitment

Chisholm Online students should log in to the myChisholm online learning platform at least once a week and spend at least 10 to 15 hours per week, depending on the course.

myChisholm

myChisholm is Chisholm's e-learning platform. myChisholm enhances your learning experience, allowing you to communicate and collaborate with your teachers and complete learning activities all in one place. 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 easily. Unit modules will be added to your myChisholm dashboard.

To access myChisholm, visit moodle.chisholm.edu.au and log in using the same username and password as your Chisholm student account.

We recommend you 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 Orientation
- > 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 right-hand 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 weekly topics. The weekly 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.

We strongly recommend that stay up to date each week content and complete the activities as this will set you up for your assessments.

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



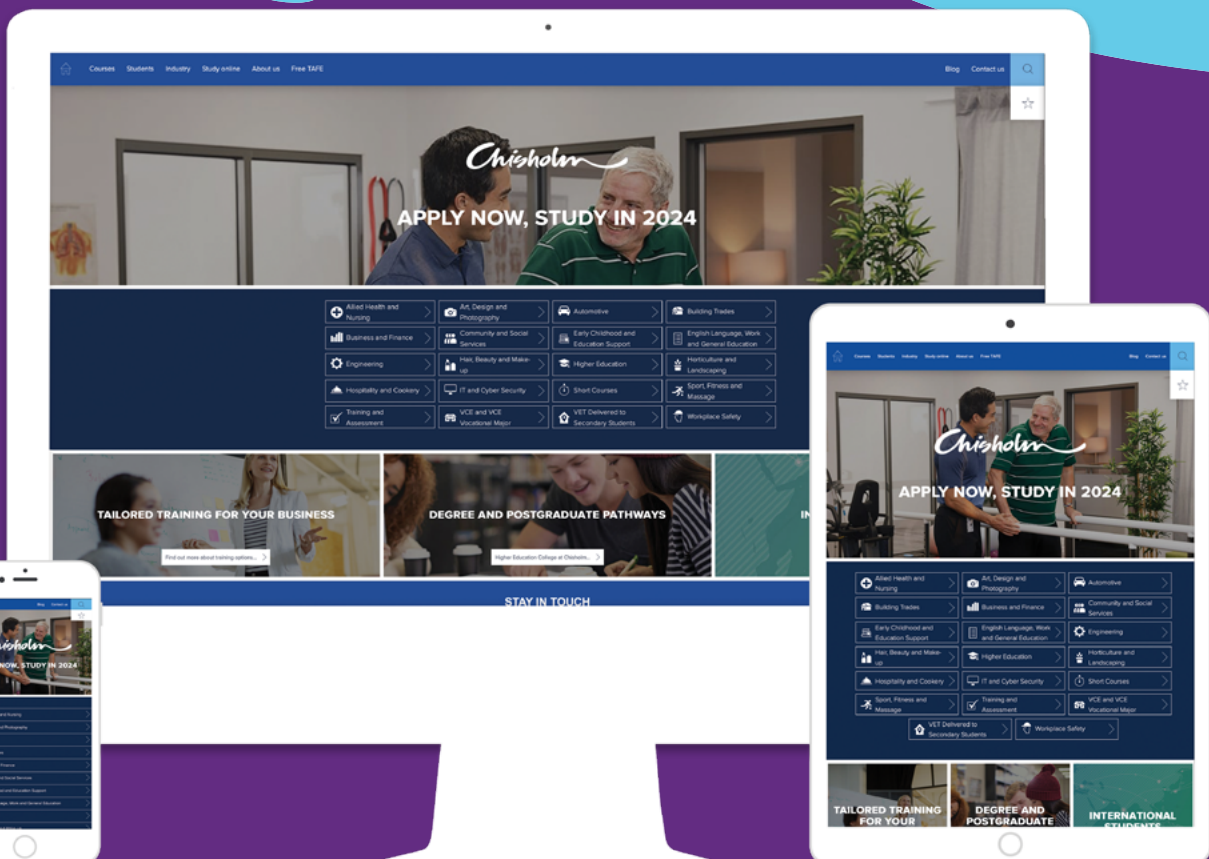
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