Important information

Academic policies and procedures
For details, please refer to the link below:
www.flinders.edu.au/ppmanual/student.html

Complaints and grievances
The University welcomes feedback from students on all aspects of their experience at Flinders. We support students’ rights to communicate dissatisfaction with academic or administrative decisions and unfair treatment. The University’s grievance process can seem confusing especially when you are dissatisfied with a decision. A simple way of understanding the process is to consider it in four steps. These steps are: informal discussion, formal review, appeal and the final stage is external appeal. For assistance with the grievance process please contact staff from the following areas:

Student Support & Advocacy Officer
Flinders University Student Association (FUSA) Telephone: 8201 2371 Email: student.assist@flinders.edu.au

International Student Adviser
International Student Services Unit
Ground Floor, Union Basement
Telephone: 8201 2717 Email: issu@flinders.edu.au

For details, please refer to the link below:

International student visa conditions
For a full list of mandatory and discretionary student visa conditions please visit:
www.immi.gov.au/students/ and follow the links to:
www.immi.gov.au/students/visa-conditions.htm

CURRENT ADDRESS DETAILS
Students on an International Student Visa no longer need to keep DIAC informed of their home address in Australia, as DIAC will check these details with your education provider if required. Therefore you must maintain a current residential address on the Student System at all times.

Student administration information

PAYING FEES
For details, please refer to the link below:
www.flinders.edu.au/enrolling/fee-information/fee-index.cfm

ENROLMENT
For details, please refer to the link below:
www.flinders.edu.au/enrolling/index.cfm

ID CARDS
Once you enrol, you need to collect your Student ID card from the Central Library.

REFUND AND CANCELLATION POLICY
For details, please refer to the link below:
www.flinders.edu.au/enrolling/fee-information/fee-index.cfm

IMPORTANT REMINDERS
- Enrol in a full-time load in each semester
- If commencing in semester 1, enrol for semesters 1 and 2
- If commencing in semester 2, enrol for semester 2 only
- Remember to register in all activities—lectures, tutorials, workshops, seminars and practical sessions
- Check important dates on:
  www.flinders.edu.au/current-students/dates/
- For standard semester, pay final fee by 10 March for Semester 1 or by 10 August for Semester 2
- Find class locations

Student support services

UNIVERSITY AND CAMPUS SERVICES ON THE WEB
Here is a list of University and Flinders Community Campus Services. To find out how to contact these services, log on to:
www.flinders.edu.au/current-students/
- Accommodation Service
- Careers and Employer Liaison Centre
- Enrolment Services
- Fee Information
- Health, Counselling and Disability Service
- International Office
- International Student Services Unit (ISSU)
- Library
- Loop Bus
- OASIS
- Security
- Student Assist Office
- Student Learning Centre
WANT TO FIND OUT SOMETHING IN YOUR FACULTY?

Check the following link for contact people, their email address and telephone numbers for undergraduate and postgraduate courses:
http://stusyswww.flinders.edu.au/enrol_details.taf

WANT TO TALK TO THE TRAINING ADVOCATE?

OFFICE OF THE TRAINING ADVOCATE
The office provides a confidential advocacy service to students and other trainees about complaints they cannot resolve in their workplace or place of study. The office can investigate complaints.

The office is located at:
Ground Floor West, 55 Currie Street, Adelaide
Tel: 1800 006 488
Email: trainingadvocate@sa.gov.au

Some campus phone numbers

Accommodation Service 8291 6000
Advocacy and Financial Aid 8201 2371
AusAID Liaison Officer 8201 2717
Campus Counsellor, Doctor and Disability Advisor 8201 2118
Careers & Employer Liaison Centre 8201 2832
Childcare Centre (FMC) 8204 5306
Childcare Centre (Sturt) 8201 2881

Student Employment 8201 2371
Flinders Living 8291 6000
Intensive English Language Institute 8201 5084
International Student Services Unit 8201 2717
OSHC queries 8201 3143
Security (24 hours/day) 8201 2880
STA Travel 8201 2179
Student Learning Centre 8201 2518
University Switchboard 8201 3911
Visa extensions 8201 3571

Some community phone numbers

Bus and Train timetable 1300 311 108
DIAC 13 1881
Consumer and Business Services 13 1882
Tenancies Advice 13 1002
OSHC Allianz Global Assistance 13 6742
Telephone Interpreting Service 13 1450
Sturt Road Police Station 8207 4700
TAXIS
Des’s Mini Buses 8440 1600
Suburban Taxis 13 1008
Adelaide Independent Taxis 13 2211
Yellow Cabs 13 2227

Some places of worship

Buddhist Temple
Wat Ratanaprathith Vihara
45 Smith St, Thebarton 5031
8443 5856

Buddha House
1 Fisher St, Tusmore 5065
8333 2824

Ganesha Hindu Temple
3a Dwyer Rd, Oaklands Pk 5046
8298 1278

Islamic Society (Adelaide Mosque) of SA Inc
20 Little Gilbert St, Adelaide 5000
8231 6443

Islamic Society of SA Inc
(Park Holme Mosque)
658 Marion Rd, Park Holme 5043
8277 8725

Jewish Adelaide Progressive Congregation (Beit Shalom Synagogue)
39 Hackney Rd, Hackney 5069
8362 8281

Adelaide Hebrew Congregation
13 Flemington St, Glenside 5065
8338 2922

See the Yellow Pages Churches, Mosques and Temple or Organisations—Church and Religious for further listings, or the White Pages under denominational listings, or ask the Chaplains.
Some consulates, embassies and high commissions

For advice about matters in your own country, contact the nearest consulate, embassy or high commission. If your country is not listed here look on: http://protocol.dfat.gov.au/Mission/list.rails

High Commission of the People's Republic of Bangladesh
57 Culgoa Circuit, O'Malley ACT 2606
Tel: (02) 6290 0511
Email: hoc@bhcanberra.com
www.bhcanberra.com

British Consulate (Honorary)
440-446 Pulteney Street, Adelaide SA 5000
Tel: (03) 9652 1600
Email: james.bruce@esc.net.au
http://ukinaustralia.fco.gov.uk/en

Royal Embassy of Cambodia
5 Canterbury Crescent, Deakin ACT 2600
Tel: (02) 6273 1154
Email: cambodianembassy@ozemail.com.au
www.embassyofcambodia.org.nz/

High Commission for Canada
Commonwealth Avenue, Canberra ACT 2600
Tel: (02) 6270 4000
Email: cnbra@international.gc.ca
www.australia.gc.ca

Embassy of the Islamic Republic of Iran
25 Culgoa Circuit, O'Malley ACT 2606
Tel: (02) 6290 2430
Email: amb.office@iranembassy.org.au
www.iranembassy.org.au

Consulate-General of Japan
Mr Adam Wynn, Honorary Consul-General
2 Fifth Ave, St Peters SA 5069
Tel: 0418 818 466
Email: awynn@ozemail.com.au

High Commission of the Republic of Kenya
Level 3, Manpower Building 33/35
Ainslie Avenue, Canberra ACT 2601
Tel: (02) 6247 4788
Email: khc-cbr@kenya.asn.au
www.kenya.asn.au

Embassy of the Republic of Korea
113 Empire Circuit, Yarralumla ACT 2600
Tel: (02) 6270 4100
Email: info@korea.org.au
www.korea.org.au

Consulate of Malaysia
Adelaide International Village,
46 Watson Avenue, Rose Park SA 5067
Tel: (08) 8331 0866
Email: aiv@alv.com.au
www.malaysia-sa.org

Embassy of Nepal
Suite 2.02, AAPT Building,
24 Marcus Clarke Street,
Canberra City ACT 2601
Tel: (02) 6162 1554
Email: info@necan.gov.np
www.necan.gov.np

High Commission of Papua New Guinea
39-41 Forster Crescent Yarralumla ACT 2600
Tel: (02) 6273 3322
Email: kundu@pngcanberra.org
www.pngcanberra.org

Embassy of the Philippines
1 Moonah Place, Yarralumla ACT 2600
Tel: (02) 6273 2535
Email: cbpte@philembassy.org.au
www.philembassy.org.au

Royal Embassy of Saudi Arabia
38 Guilfoyle Street, Yarralumla ACT 2600
Tel: (02) 6250 7000
Email: amb.auemb@mofa.gov.sa
www.mofa.gov.sa

High Commission for the Republic of Singapore
17 Forster Crescent, Yarralumla ACT 2600
Tel: (02) 6271 2000
Email: singhc_cbr@sgmfa.gov.sg
www.mfa.gov.sg/canberra

Consulate for the Democratic Socialist Republic of Sri Lanka
2 Thorton Drive, Newton SA 5074
Tel: (08) 8336 2122, 0403 498 295
Email: ananda@chariot.net.au

Embassy of the Democratic Republic of Timor-Leste
7 Beale Crescent, Deakin ACT 2600
Tel: (02) 6260 4833
Email: timor.embassy@bigpond.com

United States of America
Moonah Place, Yarralumla ACT 2600
Tel: (02) 6214 5600
Email: usrsaustralia@state.gov
Email: canberrausaembassy@state.gov
www.canberra.usembassy.gov/

Embassy of the Socialist Republic of Vietnam
6 Timbarra Crescent, O'Malley ACT 2606
Tel: (02) 6290 1549 / 6059
Email: vemba@webone.com.au
www.vietnamembassy.org.au
# Quick guide to key personnel

<table>
<thead>
<tr>
<th>Who to see</th>
<th>Issues</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Academic</strong></td>
<td></td>
</tr>
<tr>
<td>Lecturers/Tutors</td>
<td>Questions about content topics, teaching procedures, assessment</td>
</tr>
<tr>
<td>Course Coordinator</td>
<td>Questions about the program as a whole, academic regulations, difficulties with study, decisions to defer from study (Inform International Student Services Unit)</td>
</tr>
<tr>
<td>Academic adviser</td>
<td>Help with reading, writing, note taking, preparation for exams and assignments</td>
</tr>
<tr>
<td><strong>Administrative</strong></td>
<td></td>
</tr>
<tr>
<td>International Student Adviser</td>
<td>Visa problems, financial problems, enrolment and short-term accommodation, health care/insurance problems, academic progression, accommodation, understanding of how to utilise Institution processes effectively</td>
</tr>
<tr>
<td>Student Administration</td>
<td>Timetable, registration in topics, change of address</td>
</tr>
<tr>
<td><strong>Personal</strong></td>
<td></td>
</tr>
<tr>
<td>Student Counsellor</td>
<td>Problems with relationships, home-sickness, anxiety, gambling, depression, relationship issues, time-management, and goal-setting</td>
</tr>
<tr>
<td>Chaplain</td>
<td>Spiritual/religious issues, and personal problems</td>
</tr>
<tr>
<td>Student Equity Officer</td>
<td>Sexual harassment, discrimination issues</td>
</tr>
<tr>
<td>Disability Advisor</td>
<td>Examination/study adjustment</td>
</tr>
<tr>
<td>Accommodation Office</td>
<td>Accommodation issues</td>
</tr>
</tbody>
</table>


Academic expectations

TEACHING AND LEARNING AT FLINDERS

The University:

- Will expect honest work at all levels from students, and will not accept cheating, plagiarism, and fabrication or falsification of data. The University will expect students to be aware of their individual rights and responsibilities regarding the proper use of copyright material and academic conventions.

- Will use assessment to form part of the educative process, and to determine whether the aims of a program of studies have been achieved by a student.

- Will inform students of assessment methods at the commencement of a program of studies and will provide opportunities for students to comment on the process to be used and to negotiate change. Students will be treated fairly and may question the assessment of their work if dissatisfied.

- Will provide advice to students whose results in their course indicate the risk of preclusion, will provide academic counselling and, where appropriate, will refer students to the academic support and counselling services provided by the University.

- Will provide consultation and appeal mechanisms to enable students to question informally or formally any matter relating to their enrolment in the University. The University expects students to make any complaints responsibly and the University will treat them seriously.

- Will treat in confidence all matters relating to an individual student’s admission, enrolment, assessment, progress, and course completion, and any discussions or negotiations concerning such matters.

- Will endeavour to address the reasonable needs of all its students regardless of gender, ethnicity, age, disability or background.

- Will endeavour to provide an environment for students, free from harassment and discrimination, as set out by relevant University policy and State and Commonwealth anti-discrimination legislation. Where alleged harassment or discrimination occurs, procedures will be available to students to facilitate expeditious and just resolution of grievances. The relationships that University staff develop with their students should not provide any basis for the abuse of the power that staff have over students in the University environment or of the trust that students may legitimately expect to place in staff.

Students are responsible for making themselves aware of all University statutes (www.flinders.edu.au/about/governance/university-legislation/statutes/statutes_home.cfm), policies, rules and regulations pertaining to their rights and responsibilities as students, and for abiding by them.
My student survival page

Contact

| Emergency | 000  
or 112 from my mobile (overrides key lock)  
Text call emergency—for TTY  
or ASCII Dial: 106 |
|-----------|--------------------------------------------------|
| Government Departments | Department of Immigration and Citizenship (DIAC) Tel: 13 1881  
www.immi.gov.au |
| | Australian Tax Office—ATO  
Tax File Number  
Tel: 13 2861  
www.ato.gov.au |
| Health Cover | Overseas Student Health Cover provided by Allianz Global Assistance  
Tel: 13 6742  
| | Allianz Global Assistance 24 Hour Emergency Assistance  
Tel: 1800 814 781 |
| Flinders 24/7 Emergency | 8201 2880 |

My important people and places