SECTION 4

Studying at Flinders University
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 One
Flinders Campus Community Services (FCCS)
Telephone: 8201 2062
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/index.htm and follow the links to:
www.immi.gov.au/students-visa-conditions-students.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 your student file 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/enrolling-flinders_home.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/studentinfo/important_dates.htm
- 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, 55 Currie Street, Adelaide
Tel: 1800 006 488
Email: trainingadvocate@sa.gov.au
www.training.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
Childcare Centre (FMC)
8204 5306
Childcare Centre (Sturt)
8201 2881
Employment Service
8201 2371

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

TAXIS
Des’s Mini Buses
8234 8011
Suburban Taxis
13 1008
Adelaide Independent Taxis
13 2211
Yellow Cabs
13 2227

Some places of worship
Buddhist Temple Wat Rathanaprabh Vihara
8443 5856
Buddha House
8333 2824
Ganesh Temple
8298 1278
Islamic Society of SA Inc (Adelaide Mosque)
8231 6443
Islamic Society of SA Inc (Parkholme Mosque)
8277 8725
Jewish Adelaide Progressive Congregation (Beit Shalom Synagogue)
8362 8281
Adelaide Hebrew Congregation
8338 2922

Some community phone numbers
Bus and Train timetable
1300 311 108
DIAC
13 1881
Office of Consumer and Business Affairs (Advice)
8204 9777
Residential Tenancy Branch
8204 9544
OSH C Worldcare
13 6742
Telephone Interpreter Service
13 1450
Sturt Road Police Station
8207 4700

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

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**High Commission of the People’s Republic of Bangladesh**

21 Cullgoa Circuit, O’Malley ACT 2606
Tel: (02) 6290 0511
Email: hoc@bhcanberra.com
www.bhcanberra.com

**British Consulate**

440–446 Pulteney Street, Adelaide SA 5000
Tel: (08) 8232 9817
Email: james.bruce@esc.net.au

**Royal Embassy of Cambodia**

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

**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 People’s Republic of China/Hong Kong**

15 Coronation Drive, Yarralumla ACT 2600
Tel: (02) 6273 4780
Email: chinaemb-au@mfa.gov.cn
http://au.china-embassy.org/eng

**High Commission for India**

3–5 Moonah Place, Yarralumla ACT 2600
Tel: (02) 6273 3999
Tel: (02) 6273 3774
Tel: (02) 6273 3875
Email: hco@hcindia-au.org
www.hcindia-au.org

**Consulate of the Republic of Indonesia**

Multicultural SA
24 Flinders Street,
Tel: (08) 8226 1967
Email: consulate@tcn.com.au
www.kbr-canberra.org.au

**Embassy of Islamic Republic of Iran**

25 Cullgoa 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

**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@av.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@neacan.gov.np
www.neacan.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: cbpe@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.saudembassy.org.au

**High Commission for the Republic of Singapore**

17 Forster Crescent, Yarralumla ACT 2600
Tel: (02) 6271 2000
Email: singhc_cbr@sgmfa.gov.sg

**Consulate for the Democratic Socialist Republic of Sri Lanka**

236 Glynburn Road, Tranmere SA 5073
Tel: (08) 8331 2318
Tel: 0403 498 295
Email: ananda@chariot.net.au

**United States of America**

Moonah Place, Yarralumla ACT 2600
Tel: (02) 6214 5600
Email: uusraustralia@state.gov
Email: canberrausaembassy@state.gov
http://canberra.usembassy.gov/

**Embassy of the Socialist Republic of Vietnam**

6 Timbarra Crescent, O’Malley ACT 2606
Tel: (02) 6290 1549
Tel: (02) 6286 6059
Email: vembassy@webone.com.au
www.vietnamembassy.org.au
Quick guide to key personnel

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<thead>
<tr>
<th>WHO TO SEE</th>
<th>ISSUES</th>
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<tr>
<td><strong>ACADEMIC</strong></td>
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<tr>
<td>Lecturers/Tutors</td>
<td>Questions about content of 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.</td>
</tr>
<tr>
<td>Chaplain</td>
<td>Spiritual/religious issues, 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 adjustments.</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 which is 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 nor 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.
## Contacts

| Emergency | 000 or 112 from my mobile (to override key locks)  
| Text call emergency — for TTY  
| or ASCII Dial: 106  |
| Government Departments | DIAC — Department of Immigration and Citizenship  
| Tel: 13 1881  
| www.immi.gov.au  
| ATO — Australian Taxation Office  
| Tax File Number:  
| Tel: 13 2861  
| www.ato.gov.au  |
| Health Cover | OSHC Worldcare  
| Tel: 13 6742  
| OSHC 24 Hour Emergency Assistance  
| 1800 814 781  |
| Flinders 24 hour Emergency | 8201 2880  |

## My important people and places

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International Student Services Unit
Tel: +618 8201 2717
Fax: +618 8201 3261
Email: issu@flinders.edu.au

www.flinders.edu.au/international-students/services