

ANSWERS FOR PARENTS: **A Survival Guide For Uni Starters 2012** **ALL THE DETAILS**



Grow

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IMPORTANT DATES FOR 2012

DATE	WHAT'S HAPPENING!
February 20th – 24th	Orientation Week
February 27th	Semester 1 starts
March 12th Monday	Public Holiday – Labour Day
March 31st Saturday – but face-to face changes in by Friday March 30th.	*Census Date for courses and fees payment
April 6 – 10th Friday to Tuesday	Public Holidays – Good Friday to Easter Tuesday
April 11th Wednesday to Friday	Mid Semester break
April 25th Wednesday	Public Holiday – ANZAC day
May 25th Friday	Semester 1 ends
June 4th Monday	Exams start
June 11th Monday	Public Holiday – Queen's Birthday
June 23rd Friday	Exams end
June 25th Monday	Mid year break
July 23rd Monday	Semester 2 starts
August 31st Friday	*Census Date for courses and fees payment
September 24th Monday	Mid semester break
October 19th Friday	Semester 2 ends
October 29th Monday	Exams start
November 6th Tuesday	Public Holiday - Melbourne Cup
November 16th Friday	Exams end

*These dates are very important. On census date you will be charged for all subjects or courses you are officially enrolled in. Check your enrolment details carefully!



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GETTING STARTED

The move or transition from secondary school to higher education is both exciting and difficult for new students and their parents. This move is similar, to the last major move most of your students made from Primary Schools to Secondary Schools or Secondary Colleges.

There are many important differences between school and university, and it may take some time for the student to get used to these. In this booklet we talk about some of the differences and give you the parents' information that you need to know. This information will help you to understand what your student is experiencing and it will provide you with ways that you can assist them with this big leap into the next step of their education.

First steps are very important. Students, like your sons and daughters, tell us that what has helped them to do well at university is:

- Having supporting parents
- Attending O(Orientation) week and
- Attending Faculty and School orientation activities
- Forming friendship groups as soon as possible
- Asking fellow students for help if they are having difficulty
- Asking staff for help if they are having difficulty
- Seeking advice from their parents when not sure what to do
- Getting lost on campus to find their way around

HELP!

NEED HELP WITH...?	WHAT SERVICE?	PAGE	WEB PAGES
Academic writing skills	Learning Support	14	www.snap.vu.edu.au/home
Accommodation — University owned and general	Welfare - Housing University Residences	15	www.vu.edu.au/housing
Activities on campus	Student Life	15	www.vu.edu.au/current-students/campus-life
Adjusting to university	Transition/ Counselling/Learning Support/Disability Services	13, 14, 15	www.vu.edu.au/counselling www.snap.vu.edu.au/home www.vu.edu.au/disability
Advice about process, eg. appeals against grades, etc	Complaints Resolution/Student Advisory	13, 14	www.vu.edu.au/studentcomplaint www.vu.edu.au/studentadvisory
Anxiety	Counselling	13	www.vu.edu.au/counselling
Assessment - complaints	Student Advisory	14	www.vu.edu.au/studentadvisory
Broken arm/leg - temporary disability	Disability Services	13	www.vu.edu.au/disability
Budgeting your finance	Welfare - Financial	13, 15	www.vu.edu.au/welfare
Career Planning — where will your course take you?	Student Career Development	14	www.vu.edu.au/careers
Chaplain	Chaplaincy	13	www.vu.edu.au/chaplaincy
Child care	Child care centres	13	www.vu.edu.au/facilities-and-services/children-s-services
Complaints	Complaints Resolution/Student Advisory	13, 14	www.vu.edu.au/studentcomplaint www.vu.edu.au/studentadvisory
Counselling	Counselling	13	www.vu.edu.au/counselling
Depression	Counselling	13	www.vu.edu.au/counselling
Difficulties with academic staff	Student Advisory	14	www.vu.edu.au/studentadvisory
Disability	Disability Services	13	www.vu.edu.au/disability



NEED HELP WITH...?	WHAT SERVICE?	PAGE	WEB PAGES
Discrimination	Student Equity Services/Student Advisory	15, 14	www.vu.edu.au/equity www.vu.edu.au/studentadvisory
Equal opportunities for access	Student Equity Services	15	www.vu.edu.au/equity
Faith	Chaplaincy	13	www.vu.edu.au/chaplaincy
Falling behind with your work	Transition/ Counselling/Learning Support/Disability Services	13, 14, 15	www.vu.edu.au/counselling www.snap.vu.edu.au/home www.vu.edu.au/disability
Fees	Student Service Centres	15	http://askvu.vu.edu.au/app/answers/detail/a_id/323
Finance	Welfare - Financial	13, 15	www.vu.edu.au/welfare
Free education software	Information Technology Service desk	14	www.vu.edu.au/it-facilities
General Administration questions - over the phone or web	Student Contact Centre	14	www.vu.edu.au/askvu
General Administration questions - in person	Student Service Centres	15	http://askvu.vu.edu.au/app/answers/detail/a_id/323
Grades - disputing	Student Advisory	14	www.vu.edu.au/studentadvisory
Gyms	Sport and Fitness	14	www.vu.edu.au/sport
Harassment	Student Equity Services/Student Advisory	15, 14	www.vu.edu.au/equity www.vu.edu.au/studentadvisory
Health	Health and Personal Services	13	www.vu.edu.au/health-services
Health issues – impacting on study	Disability Services	13	www.vu.edu.au/disability
Hearing impaired	Disability Services	13	www.vu.edu.au/disability
Housing – privately owned	Welfare - Housing	14,15	www.vu.edu.au/housing
Housing – university owned	University Residences	15	www.vu.edu.au/residences
Indigenous	Indigenous Student Support	14	www.vu.edu.au/moondani-balluk
International student issues	International student support/ Learning Support	14	www.vu.edu.au/international-students/life-at-vu www.snap.vu.edu.au/home
International student welfare	International student support/ Welfare	14, 15	www.vu.edu.au/international-students/life-at-vu www.vu.edu.au/welfare
Interview skills	Student Career Development	14	www.vu.edu.au/careers
Jobs – while at uni	Student Career Development	14	www.vu.edu.au/careers
Laptop set up	Information Technology Service desk	14	www.vu.edu.au/it-facilities
Leadership	Student Life	15	www.vu.edu.au/current-students/campus-life
Learning support	Learning Support	14	www.snap.vu.edu.au/home
Lift to car park at night	Campus Security	13	www.vu.edu.au/safety
Lift to train station at night	Campus Security	13	www.vu.edu.au/safety

NEED HELP WITH...?	WHAT SERVICE?	PAGE	WEB PAGES
Loans	Welfare - Financial	13, 15	www.vu.edu.au/welfare
Maths help	Learning Support	14	www.snap.vu.edu.au/home
Mental Health issues	Counselling / Disability Services	13	www.vu.edu.au/counselling www.vu.edu.au/disability
Mobility issues	Disability Services	13	www.vu.edu.au/disability
MyVU login	Information Technology Service desk	14	www.vu.edu.au/it-facilities
Note-taker	Disability Services	13	www.vu.edu.au/disability
Progress - academic	Student Advisory	14	www.vu.edu.au/studentadvisory
Relationship difficulties	Counselling	13	www.vu.edu.au/counselling
Results - disputing	Student Advisory	14	www.vu.edu.au/studentadvisory
Scholarships	Welfare - Scholarships	14, 15	www.vu.edu.au/welfare
Scribe	Disability Services	13	www.vu.edu.au/disability
Security	Campus Security	13	www.vu.edu.au/safety
Sexuality	Counselling	13	www.vu.edu.au/counselling
Shuttle bus to train station	Campus Security	13	www.vu.edu.au/safety
Societies and Clubs	Student Life	15	www.vu.edu.au/current-students/campus-life
Spirituality	Chaplaincy	13	www.vu.edu.au/chaplaincy
Sporting Clubs	Sport and Fitness	14	www.vu.edu.au/sport
Student Card	Student Service Centres	15	http://askvu.vu.edu.au/app/answers/detail/a_id/323
Study skills/time management	Counselling/Learning Support	13, 14	www.vu.edu.au/counselling www.snap.vu.edu.au/home
Unfair treatment by staff	Complaints Resolution/Student Advisory	13, 14	www.vu.edu.au/studentcomplaint www.vu.edu.au/studentadvisory
Visually impaired	Disability Services	13	www.vu.edu.au/disability
Writing a cover letter	Student Career Development	14	www.vu.edu.au/careers
Writing a Resume	Student Career Development	14	www.vu.edu.au/careers
Writing skills	Learning Support	14	www.snap.vu.edu.au/home

NEW ROLE FOR PARENTS

Parents of primary and secondary school students are often very involved in their student's studies. They may help with homework and often have regular contact with the school. At university, students will be expected to take total responsibility for their own study and learning. University students need to look after their own administrative details such as enrolling, changing subjects and paying fees. Letters from the university and exam results will be mailed to the student, not their parent or guardian.

It will take time for students to adjust to university. Some students will be excited; others may be initially confused or lonely. For most students it will be a combination of both of these.

Adjusting to university life often involves learning new skills and routines and making new friends. After a time, most students become more comfortable with university life. Country, interstate and overseas students may take a little longer to adjust, as often they need to make many changes at once.

Ways you can help:

- Listen and encourage your student to make contact with and get help from others students, teaching staff and student support staff.
- Have information, such as this booklet that you can use to help your student.
- Encourage them to get assistance sooner rather than later should they experience any difficulties.

SOME DIFFERENCES BETWEEN SCHOOL AND UNIVERSITY

This may help you understand some of the new pressures and issues that student may face in their new experience of attending university.

SCHOOL	UNIVERSITY
Schools are usually smaller with one campus that is usually close to home.	Universities are much larger. Most students travel for more than 30 minutes to their place of study.
School life and study are largely based in class time. Students usually attend classes all day, for 5 days a week.	The total number of hours is different for every course. Students may have several hours or whole days free a week from class time.
Students are given regular and set 'homework' and assignments or projects. Teachers check that students are doing them.	Students are given different kinds of assessment tasks. They are responsible for ensuring their completion.
Class sizes are small and students have a more personal relationship with teachers.	Classes are larger. If students need help from their teacher, they will have to ask them. There are <i>lectures</i> , which are a large class of a least 30 students and can be as many as 100 students, to <i>tutorials</i> that are about 20 students. Students are encouraged to ask questions, seek clarification in both their lectures and tutorials. Staff generally set time aside to enable students to speak to them one-on-one about study related issues.
The school gives information directly to the parent.	No material is directly supplied to parents. Students need to keep themselves informed about relevant information and changes.
Most secondary students live at home, close to school. Their parents usually support them financially.	Some students live at home, some at one of the Student Residences and others in shared housing with other students. Many students have part-time work to support themselves while they are studying.
The academic year is 4 terms of 10 weeks.	The academic year is 2 semesters of 12 weeks with a mid semester break of a week.

HOW IS THE UNIVERSITY ORGANISED?

Students attend tutorials and lectures. These are run by staff from schools and departments. The schools and departments are part of Faculties. There are three Higher Education Faculties. Information about how the university is organised can be found on the university's web homepage. It is a big and complex place!

Many unfamiliar words and abbreviations are used. The majority of these can be found in the Glossary which is located at <http://www.vu.edu.au/current-students/new-to-vu/glossary>

WHY CAN'T I TALK TO STAFF ABOUT MY STUDENT?

One of the big differences between your student being in a secondary school and now studying at university is that you will not be able to contact administrative or teaching staff to find out how your student is doing. They are unable to tell you your students grades, or even if they are attending.

Why is that? Generally, as your student is over 18 years of age, the university is bound by Privacy Laws and issues of Confidentiality to not discuss anything about your son or daughter.

Students can authorise someone to enrol on their behalf using the "proxy form" <http://www.vu.edu.au/current-students/student-essentials/commonly-used-forms>. In other situations the student would need to provide written authority giving you permission to speak to their teachers or other staff.

WHAT IF I AM WORRIED ABOUT MY STUDENT'S WELLBEING?

If you are worried about your student's mental health call the Manager of the Counselling Services on 9919 2399, consult your GP and seek advice from those who have previously assisted you.

STARTING OFF ON THE RIGHT FOOT

ORIENTATION

The University Orientation Program helps new students to become familiar with the university environment. An 'Orientation Week' is held the week before lectures begin. It gives new students the chance to meet their teachers, collect information and find out where classes, the library (Learning Commons) and other useful places are located. Very importantly, they also have a chance to meet new friends.

Ways you can help:

- Reassure the student and remind them that it is normal to feel confused in a new setting.
- Encourage them to attend Orientation Week.
- Help them decide how they will travel to University or to move closer if they need to.
- Help the student with their Higher Education Contribution Scheme (HECS) fees and other study costs.
- Talk with them about how they feel, ask them if they are anxious and plan what they can do if they have problems.

LEARNING TO ASK FOR HELP

One of the most important skills a student needs to learn is to ask for information and help. They are expected to ask other students, teachers and university staff if they need help.

Ways you can help:

- Remind the student that asking for information and help is a sign of maturity not a weakness.
- Encourage them to use the support services on campus. There is a list of useful phone numbers at the end of this booklet.
- If they have a problem, help them to work out how and where to get help.
- Encourage them to look in the Student Diary.
- Suggest they get to know where important things are, such as:
 - Faculty Transition Office and Faculty Office,
 - Course Co-ordinator and tutors offices,
 - Student Engagement Offices, and the
 - Student Service Centres.

PRIVATE STUDY TIME

Private study and research takes a large part of a university student's time and is a skill that may take a while to learn. University 'homework' can be reading to prepare for a tutorial, research, assignment writing and exam preparation. It can take place at home or in the library, alone or with other students. Most students find University study is more demanding than study at secondary school. They will need a quiet area at home for study, with access to a computer and the Internet. Some students may find it hard to study, while others may study too much. Student counsellors located within the Student Engagement Department can help them to organise their time and study more effectively. Students also need to become familiar with the library and Internet. Extra classes are available in some subjects and can be very helpful.

Ways you can help:

- Help to make a suitable study space at home.
- Remind the student that university study may be more difficult than study at secondary school. If they need to, encourage them to visit a counsellor to help them with a more effective study routine.
- Make sure other family members respect the student's need for time to study.
- Encourage them to have realistic expectations and understand that they cannot perform at their best all the time.
- Help them to organise their private study timetable.
- Encourage them to find out if there are extra classes in their course and remind them that they can get help from teachers, friends or student counsellors.

SOCIALISING AND OTHER ACTIVITIES

Students need to balance private study time with work, social and family responsibilities. Socialising is important for developing friendships and support. Other students can help your daughter or son throughout their time at university. Playing sport, having hobbies and just relaxing also helps the student to be healthy and happy.

Ways you can help:

- Encourage your student to meet other students or join a club.
- Take breaks when studying, including playing sport or going for a walk or swim.
- Bring their friends home for study and a meal.

COMMON ISSUES AND WHAT TO DO ABOUT THEM

There are many reasons why students may have difficulties with their studies. Some will fail one or more subjects but still go on to complete their degree and others will decide to change their course or put off (defer) their current studies. Some students worry or panic and keep their problems to themselves. Encourage your student to see their transition officer, course co-ordinator, teacher or student counsellors if they are experiencing any study difficulties.

TRANSPORT: HOW TO GET TO UNIVERSITY

PUBLIC TRANSPORT

Most campuses are about 10 minutes walk from the nearest train station. Contact (freecall) 131 638 or www.metlinkmelbourne.com.au or www.victrip.com.au for all local and country train, tram and bus timetables, routes and costs.

See www.whereis.com.au for Melbourne CBD and suburb and street maps.

STUDENT CAR PARKING

Students can park cars or motorbikes in either 'non permit' areas or 'ticket' parking (hourly or daily rate). This parking is available on most campuses see www.vu.edu.au/students (search student parking areas) for detailed campus parking maps.

Disabled students can apply to their local council for a 'disability parking' sticker that can also be used on campus in special disabled parking areas

SHUTTLE BUS

A free shuttle bus operates on weekdays between the Student Village (Maribyrnong) and Footscray Park, St Albans and Sunshine Campuses and Footscray train station. This bus does not run in non-teaching times. Contact the Student Village (03) 9304 6300 to find out where the bus leaves from and when. Security also offers a shuttle bus service to the nearest train station from St Albans and Footscray Park campuses after 5pm during semester. Timetables are available from the Facilities department.

COSTS AND FINANCES

Higher Education students are required to contribute to the cost of their education through the Higher Education Contribution Scheme (HECS—HELP). This is known as the Student Contribution. There are various options for payment depending on your citizenship or residency status, which include: a full or partial up-front payment of \$500 or more with a 20% discount, or deferring the fee and paying later when in full-time employment, via income tax. Find out more about HECS—HELP at the start of the year or course from the Student Contact Centre (phone (03) 9919 6100; the Student Service Centre on each campus, or refer to the website www.goingtouni.gov.au.

In 2011 the annual HECS costs ranged for full-time students, from: \$0 - \$4355 (National Priority Band) to \$0 to \$9080 (Band 3). Examples of disciplines/subject areas that fall within these bands are provided on the website above. Just to give you an idea, some discipline/subject areas within the National Priority Band are Mathematics and Science, while Band 3 discipline/subjects include Accounting, Law and Commerce.

Additional study costs include textbooks, course notes, photocopying, printing, stationery, computer and IT software, public transport and personal expenses.

Finally, some students will also have additional rent, food, utility, insurance, car registration and entertainment expenses.

Thus the total costs include HECS (which can be deferred until after graduated), textbooks and direct study expenses, living costs and transport to and from university. Students are encouraged to contact Student Engagement staff for financial information and advice.

WHAT TO DO WHEN THINGS DON'T GO AS PLANNED

SPECIAL CONSIDERATION

Students who are having study difficulties due to personal or health reasons are able to apply for Special Consideration. This means their illness or other problems are taken into account when their work is being assessed. They may need support for Special Consideration from a doctor, an external counsellor, or a statement from a VU counsellor with whom you have had contact. Students can get advice about this from their faculty office, or Student Advisory Services. The Special Consideration form is "A23" and is on VU's web site <http://www.vu.edu.au/current-students/student-essentials/commonly-used-forms>

FAILING ONE OR MORE SUBJECTS

If a student fails a subject, they will usually have to do it again the following year. If a student fails 50% or more of their course in a semester, they will be sent a letter asking them to see the academic staff from the course they have failed. The student will be required to explain what happened and if they want to continue studying. They will be able to bring a friend, family member or staff member from the Student Advisory Service for support. If a student fails more than 50% of a course more than twice, they may not be permitted to continue their course. Generally, the university tries to help students to continue and complete their studies if this is at all feasible.

CHANGING SUBJECTS OR COURSE OR TAKING 'LEAVE OF ABSENCE' FROM STUDIES

Sometimes students want to change their subjects, course or take a break (Leave of Absence) from their studies, and parents may be worried. Some reasons for this are:

- Students may not have got into their preferred course and want to transfer into another.
- Some students are not suited to higher education and may prefer to get a job or study at TAFE.
- Some students discover that the field they are studying is not what they thought it would be and they need time to research other options.
- Some students discover they are not ready for university study and decide to take a break, perhaps to travel or work to gain more maturity.
- Personal problems, financial pressures or poor health may mean a student needs to take a break to recover or rethink their plans.

Sometimes when students want to leave their course, they may not have considered all of the options available. At times, a better option to withdrawal is to take Leave of Absence, so that a student remains in the VU system. If students find themselves in the "wrong" course, the University does provide for an internal course application process each semester.

Students should be aware that changes to their courses and subjects need to be submitted by March 31 for semester 1 and August 31 for semester 2. If changes occur after this time, then students will still have to pay the appropriate HECS fee. There are a number of people at the University, within the Student Career Development area, who are available to help students make decisions about their studies and career plans. Remind the student that this free and confidential service is available and to seek advice and help before making major decisions.

IMPORTANT SERVICES AND CONTACTS

CAMPUS MAPS

Campuses can be big and confusing. It is good to have an idea of where everything is. All this information and an APP are available on <http://www.vu.edu.au/campuses>. The Student Diary also contains maps of every campus.

CAMPUS SECURITY

Campus Security officers are on all campuses and patrol both on-campus and off-campus buildings and car parks. Security will escort you to other buildings on campus or study area to your car if it is parked in a Victoria University car park. If you are leaving the campus late, consider using the St Albans or Footscray Park shuttle bus to get to the local train station.

Visit: www.vu.edu.au/safety, Emergency Phone: 9919 6666

CHAPLAINCY

Support is available through pastoral / personal or spiritual concerns, irrespective of your faith background. Offers well-being programs including meditation, hypno-relaxation, tai chi, yoga, Christian and interfaith reflection and meetings. Visit: www.vu.edu.au/chaplaincy, Email: catherine.tay@vu.edu.au, Phone: 9919 2292 or 9919 2399.

CHILD CARE CENTRES

Victoria University's childcare centres are at four campuses. Each provides full-time, part-time and half-day care for children aged three months to six years. The service includes a state-funded preschool program. Phone: Footscray Park 9919 4578, Footscray Nicholson 9919 8698, Newport 9919 8476, and Werribee 9919 8098.

COMPLAINT RESOLUTION

Assistance with personal issues (e.g. overall well being, anxiety, stress, relationships, grief/loss, sexuality) Study related issues (motivation, exam stress, procrastination) Special Consideration and On-line resources (Self-Help assessment and information).

Visit: www.vu.edu.au/studentcomplaint, Email: studentadvisors@vu.edu.au, Phone: 9919 4360

COUNSELLING

Support and assistance with personal and study related matters such as exam anxiety, stress, grief, loss, relationships and sexuality.

Visit: www.vu.edu.au/counselling, Phone: 9919 8801 9919 2399 9919 4418

DISABILITY SERVICES

Advice and assistance for those with a disability and/or medical condition including individual learning support, adaptive technology and alternative assessment arrangements, including for exams. Email: disability@vu.edu.au, Phone: 9919 8801, 9919 2399, 9919 4418

FINANCIAL ASSISTANCE

Information and advice on money management, Youth Allowance / Austudy, Centrelink or financial matters including credit cards, mobile phone plans and fines. Short term interest free loans of up to \$500 available upon approval. Phone: 9919 8801, 9919 2399, 9919 4418

HEALTH AND PERSONAL SERVICES

A Health Advisor can give advice, information and referrals about general health matters. The Health Advisor can be contacted on healthadvice@vu.edu.au. Victoria University has several teaching clinics where treatments are performed by trained students under clinician supervision at a discounted rate including osteopathy, nutritional therapy, hairdressing, beauty therapy and massage.

Visit: www.vu.edu.au/health-services

HOUSING SERVICE

Housing information and advice including accommodation search, House Hunting, Friends Register, shared housing guide and tenants rights.
Visit: www.vu.edu.au/housing

INDIGENOUS STUDENT SUPPORT

Moondani Balluk offers help with course selection and admission, scholarships, accommodation, tutoring and employment to indigenous students. Visit: www.vu.edu.au/moondani-balluk , Phone: 9919 2891, 9919 2836

INFORMATION TECHNOLOGY SERVICE DESK

ITS is the central point of contact for help and assistance with all IT issues for students of Victoria University.
Visit: www.vu.edu.au/it-facilities, Email: servicedesk@vu.edu.au, Phone: 9919 2777

INTERNATIONAL STUDENT SUPPORT

Support for international students to make your study experience a positive one and assist with adjusting to a new culture and environment.
Visit: www.vu.edu.au/international-students/life-at-vu, Email: iss@vu.edu.au, Phone: +61 3 9919 4953

LEARNING SUPPORT

Provides language, study skills and academic writing support. Also provides maths, statistics and numeracy support. The Learning Hub provides a range of useful information and resources to assist you in developing your language and learning skills. Look for Student Rovers in the VU libraries. Visit: <http://www.snap.vu.edu.au/home>, Phone: 9919 4744, email: studentlearning@vu.edu.au

SCHOLARSHIPS

Available to undergraduate and VE/FE students if you're in need of financial assistance. See the web site for eligibility criteria.
Visit: www.vu.edu.au/scholarships

SPORT AND FITNESS

Victoria University offers a wide range of sports activities and facilities. You can participate in sport clubs, social sport, university games, fitness events, swim lessons and personal training, or join one of the three fitness centres. Facilities include a 25m pool, group exercise studios, athletics track and multi-purpose courts. Visit: www.vu.edu.au/sport

STUDENT ADVISORY SERVICE

Advice, support, information and referral regarding progress hearings, assessment, discipline and complaints that are part of the Student Complaints policy. Student Advisors can speak on your behalf if you prefer. Visit: www.vu.edu.au/studentadvisory, www.vu.edu.au/studentcomplaint Email: studentadvisors@vu.edu.au, Phone: +61 3 9919 4360

STUDENT CAREER DEVELOPMENT

A range of programs, services and resources for current Victoria University students and recent graduates including advice and assistance on your career direction, the world of work, writing applications and performing at interviews. Register on our web-based job board to access current employment opportunities. Visit: www.vu.edu.au/careers

STUDENT CONTACT CENTRE

A web, email or phone service for current students if you can't find the answer to your general administrative enquiries via ASKVU.
Visit: www.vu.edu.au/askvu Phone: +61 3 9919 6100

STUDENT EQUITY SERVICES

For support and advice on student equity initiatives and projects, discrimination and harassment, and equality of opportunity in education. Visit: www.vu.edu.au/equity, Email: equity@vu.edu.au, Phone: +61 3 9919 9561

STUDENT LEADERSHIP

Student Leadership develops the skills and relationships that are integral to your career. Student Leadership runs many workshops and events throughout the year, which provide students the opportunity to get involved in Victoria University and the wider community. Through the leadership training and development program, students can gain extra qualification to compliment their course. A list of qualifications, events, activities and groups can be found at www.vu.edu.au/student-leadership.

STUDENT LIFE

The Student Life Team provides opportunities for you to grow and enjoy yourself through campus activities, student societies support and funding, trips, competitions, special events, leadership and volunteer programs. Speak to your Recreation Officer about what is happening on campus and how to get involved. Visit: www.vu.edu.au/current-students/campus-life, Phone: 9919 8801, 9919 2399, 9919 4418

STUDENT SERVICE CENTRES

For general face-to-face on-campus enquiries, referral to specific services and student administration services including fee payment and student ID cards. PCs are available for online access to your student record via MYVU Portal. Student Service Centres are on most campuses.

TRANSITION – HELPING YOU TO ADJUST TO STUDY – FACULTY BASED

Starting uni is a big change, but don't worry it's completely normal to feel a little unsure or confused when you first start your course. It's important to keep a balance of your studies and the things you like to do. Setting up a weekly schedule is a great way to make sure you are using your time wisely.

Each Higher Education faculty has Transition Coordinators who are there to offer support and guidance.

FACULTY OF BUSINESS AND LAW

BizHelp

CaAtherine Meredith

Email: bizhelp@vu.edu.au

Ph: 9919 5201

FACULTY OF HEALTH, ENGINEERING AND SCIENCE

Yolanda Evagelistis

Email: heshelp@vu.edu.au

Ph: 9919 2224

FACULTY OF ARTS, EDUCATION AND HUMAN DEVELOPMENT

Miguel Gil

Email: Miguel.gil@vu.edu.au

Ph: 9919 5952

UNIVERSITY RESIDENCES

Victoria University provides student accommodation in Footscray, Maribyrnong and Sunbury for students studying at any of our campuses. Visit: www.vu.edu.au/housing

WELFARE

Information and help for everyday matters impacting on your life including housing, tenancy issues, bond assistance, Centrelink, financial difficulties, money management and utilities relief. Referral to legal, youth and other support services is also available. Phone: 9919 8801 9919 2399 9919 4418 or Visit: www.vu.edu.au/welfare

IMPORTANT PHONE NUMBERS

Aquatic and Fitness Centre Footscray Campus	(03) 9919 4460
Bookshop – for new and second hand books	
Footscray Park	(03) 9919 4366
St Albans	(03) 9199 2256
City Flinders	(03) 9919 1105
Campus Security	
Security Operations Centre – EMERGENCIES 24/7	(03) 9919 6666
Security Operations Centre - General enquiries	(03) 9919 4319
City Flinders	(03) 9919 1103
City King	(03) 9919 7905
City Queen	(03) 9919 1856
Footscray Nicholson	(03) 9919 8908
Footscray Park	(03) 9919 4999
Melton	(03) 9919 7445
Newport	(03) 9919 8325
St Albans	(03) 9919 2110
Sunbury	(03) 9919 3368
Sunshine	(03) 9919 7318
Werribee East (ISTC) and West	(03) 9919 8211
Chaplaincy	(03) 9919 2292
Complaint Resolution	(03) 9919 4528
Child Care Centres	
Footscray Nicholson	(03) 9919 8698
Footscray Park	(03) 9919 4578
Newport	(03) 9919 8476
Werribee	(03) 9919 8098
Course Information	(03) 9919 6100
Counselling Services	(03) 9919 4418, 9919 2399, 9919 8801 (for out of hours counselling call Lifeline 13 11 14)
Disability Support	(03) 9919 4418, 9919 2399, 9919 8801
Discrimination/Sexual Harassment	(03) 9919 9561
Facilities Services Desk	(03) 9919 5900

Faculty of Arts, Education and Human Development	(03) 9919 4409
Faculty of Arts, Education and Human Development Course Enquiry line	(03) 9919 4478
<i>Transition Officer – AEHDHelp</i>	(03) 9919 5952
Faculty of Business and Law	(03) 9919 4471
<i>Transition Officer – BizHelp</i>	(03) 9919 5201
Faculty of Health, Engineering & Science	
Footscray Park	(03) 9919 4516
St Albans	(03) 9919 2299
<i>Transition Officer – HESHelp</i>	(03) 9919 2224
Financial Advice	(03) 9919 8801
Health And Personal Services (Footscray Park)	(03) 9919 4418
Housing Advice	(03) 9919 8801
Indigenous Student Support	(03) 9919 2891 & 9919 2836
Information Technology Service Desk	(03) 9919 2777
Learning Support	(03) 9919 4744
Student Advisory Service	(03) 9919 4360
Student Equity Services	(03) 9919 9561
Student Life	
City Queen, City King, City Flinders, City Flinders lane	(03) 9919 1221
Footscray Park	(03) 9919 4769
Footscray Nicholson & Newport	(03) 9919 8774
St Albans	(03) 9919 2654
Werribee & Sunshine	(03) 9919 8260
Student Service Centre	(03) 9919 6100
Student Residences – Student Accommodation	
Student Village	(03) 9304 6300
Sunbury Hall	(03) 9919 3450
Victoria Place	(03) 9304 6307

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