

# **ANSWERS FOR PARENTS: A Survival Guide For Uni Starters 2012**

## **QUICK FACTS**



*Grow*

[vu.edu.au](http://vu.edu.au)

## 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!





## HELP! For more information go to [www.vu.edu.au/parents](http://www.vu.edu.au/parents)

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



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

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

## 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
<b>Campus Security</b>	
<b>Security Operations Centre – EMERGENCIES 24/7</b>	<b>(03) 9919 6666</b>
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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6833.10.2011



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