Chisholm acknowledges the Traditional Custodians of the lands on which we live, work, and study. We pay our respects to Elders past, present, and future of all Aboriginal and Torres Strait Islander nations.
Welcome

A very warm welcome to Chisholm!

We’re pleased that you’ve joined us. 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. And we encourage you to give us your feedback throughout your time with us.

Whether you’re training with us on campus, through blended learning (a mix of on campus and remote) or via Chisholm Online, you’ll find the information included in this Student Guide useful. We tell you 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.

As we are committed to ensuring your health and safety, we are delivering our courses in a COVIDSafe environment. Details are outlined throughout this Student Guide.

Please keep this guide handy and use it as a constant reference as you progress through the year.

On behalf of Chisholm’s Executive team, teachers and employees, I wish you all the best with your studies.

Jane McLennan
Chief, Student Success and Support
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Academic Calendar

We offer a wide range of courses with different study modes and start dates, so use the following dates as a guide only. It’s helpful to know we follow Victorian school terms and national public holidays. Your teaching area will confirm your course dates with you.

Remember that public holidays are student-free days. There will be no classes or access to front receptions, libraries or student services on these days.

2022 term dates
Term 1 28 January – 8 April
Term 2 26 April – 24 June
Term 3 11 July – 16 September
Term 4 3 October – 20 December

Higher education
Semester 1 28 February – 3 June
Census date Friday 25 March
Semester 2 25 July – 28 October
Census date 19 August

Chisholm Online
Study period 1 Monday 24 January to Friday 1 April
Study period 2 Monday 18 April – Friday 24 June
Study period 3 Monday 11 July – Friday 16 September
Study period 4 Monday 3 October – Friday 9 December

2022 public holidays
New Year’s Day
Monday 3 January
Australia Day
Wednesday 26 January
Labour Day
Monday 14
March Good Friday
Friday 15
April Easter Saturday
Saturday 16 April
Easter Sunday
Sunday 17 April
Easter Monday
Monday 18
April ANZAC Day
Monday 25
April Queen’s Birthday
Monday 13 June
Friday before the AFL Grand Final
Friday 30 September*
Melbourne Cup
Tuesday 1 November
Christmas Day
Sunday 25 December
Boxing Day
Monday 26 December
Christmas Day holiday
Tuesday 27 December
*subject to AFL schedule
Important COVIDSafe information

We’re pleased to welcome students and staff back to campus this year. Our facilities and student support services are operating on site again, and we’re presenting a range of events and activities that add to your dynamic learning environment.

Our return to campus also requires us to follow our COVIDSafe plan for the health and safety of our students and employees.

On campus and vaccination certificates

If you’re attending campus, you must provide a copy of your vaccination certificate before you arrive. Email a copy of your certificate to covidsafe@chisholm.edu.au or show your evidence to the team at any Enrolment Hub.

If you don’t provide evidence of double vaccination, you won’t be able to attend on campus. If you choose not to be vaccinated you may want to reconsider your study arrangements, as non-attendance on campus or placement may affect your ability to apply for or complete a course.

There are some exceptions to the vaccination requirement. Students studying VCAL, VCE or VETDSS courses, and those who are medically exempt, do not need to be vaccinated to attend campus.

For more details about accessing your vaccination certificate via my.gov.au, and privacy legislation, visit our COVIDSafe webpage.

Positive test results

So that we can continue to protect our Chisholm community, we ask all students who have been on campus and tested positive to COVID-19 via a PCR (testing site) or Rapid Antigen Test to let us know. You can do this by emailing studentsafety@chisholm.edu.au with the details of your attendance on campus, times and dates, and the date of your test result.

Changes to exposure advice

In line with the Victorian Government’s reporting and isolation guidelines, our COVIDSafe webpage will inform you of on campus positive case information, including dates, times and building locations. We won’t disclose any personal or identifying data. The page will be updated as new information becomes available.
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 the vaccination requirements of your host employer or industry. If you are required to undertake a placement, our placement team will be in touch to confirm your vaccination status and let your employer know that you’ve met the requirements.

If you’re managing your own placement arrangements, you’ll need to speak directly with your host about their vaccination requirements before you start your placement.

The third vaccination (or booster) for some workers in critical sectors, including health, aged care and hospitality, is mandatory. You’ll find more information and dates at the government website.

We encourage you to plan for your placement and make sure you finalise your vaccinations as required by government. Students who can’t fulfil the placement component of their courses won’t be eligible for completion.

Student communications in 2022

We'll continue to connect with you through your student email, Moodle, MyChisholm app and social media, so check your Chisholm emails often. Student email is where you’ll receive the most critical information about your enrolment, changes to campus access and services, and COVIDSafe processes. Your teacher will contact you via Moodle or email for information specific to your course.

If you have any questions, call our friendly Contact Centre team on 1300 244 746 between 8.30am – 5.30pm Monday - Friday.
Access your digital network

Your unique student ID number
When you enrolled at Chisholm, you received a welcome email that included your unique student ID number, username and password. All new student ID cards (issued from 1 March 2022) include your username. You’ll need this information to connect you to your course and all student services during your time with us.

If you can’t locate your welcome email, call 1300 244 746 or email enquiries@chisholm.edu.au

Activate your student account
Your student account connects you to everything digital when studying with us, including computers and on-campus wi-fi, library access, student email, the MyChisholm app, course work, Moodle and support services.

Go to portal.office.com and log in using your unique username and information in the welcome email to create your account.

The first time you log in, set up your contact information. This includes a mobile phone number and personal email address, which you will need to refer to later when you need to reset your password. You can reset your password at chisholm.edu.au/reset if you’ve already activated your account.

Your new digital network
Your student account is your gateway to the technology platforms while studying with us.

Your account gives you access to:
- student email
- Office 365
- Moodle
- MyChisholm app
- timetables
- wi-fi
- Library
- Student Services
- LinkedIn Learning
- Studiosity.

IT support
You can reset your own password at any time at chisholm.edu.au/reset. If you haven’t set up the self-reset facility, call our IT Service Desk on 9212 5444.
Student email account
Your student email is where you’ll receive communications about your enrolment, course, essential changes to on-campus access, student support and activities, and our e-newsletter Student News.

Your student email is the go-to for all administration contact. Your teachers will use either email or Moodle for student communications.

Your student email account will remain activated throughout your course and for 30 days after completion of your studies.

Moodle
Moodle is the e-learning platform for your course, units, assessments, grades and forums. It’s the central online space for your education and training.

Moodle access for laptop or desktop: moodle.chisholm.edu.au Use the same username and password as your Chisholm student account.

Moodle access for mobile: Download the MyChisholm app from the Apple or Android app stores. Once you’ve downloaded the app, log in using your Chisholm email address and password.

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.

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.

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.

It’s your responsibility to be aware of our IT policies and to follow them.
As a Chisholm student, you must comply with our Student Code of Conduct, which includes using IT software, hardware, social media and the internet.

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.
Access your rights and responsibilities

As a Chisholm student, you must 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. The policies that affect you are all in one place in our Quality Management System (QMS). To access the QMS, visit chisholm.edu.au/policies.

Our Chisholm policies include the following:

- Student Code of Conduct (QMS117)
- Academic Misconduct (QMS129)
- Withdrawals, Refunds and Breaks in Study (QMS115)
- Recognition of Prior Learning (RPL), Credit Transfer (CT) and Recognition of Current Competency (RCC) (QMS107)
- Complaints and Appeals (QMS306)
- Assessment of Learning – Vocational Education and Training (QMS111)
- Practical Placements (QMS109)
- 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 Progression (HE) (QMS141)

International students

- Course Monitoring, Attendance and Course Duration (Int.) (QMS125)
- International Students – Suspension, Deferment or Cancellation of Enrolment (QMS122)

Student Code of Conduct

Our Student Code of Conduct 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.
Child safety at Chisholm

At Chisholm, we are committed to upholding the compulsory Child Safe Standards. These apply to all organisations in Victoria providing services to children under 18 years. It is 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 Policy is available via the QMS. Child Safe Policy (QMS624) Child Safe Reporting and Incident Report (QMS625)

Plagiarism

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.

You can find out more about plagiarism and other forms of academic misconduct at Academic Misconduct (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. It is important to remember that your teacher is there to assist, and they should be your first point of contact.

Raise your concerns with them and tell them why you feel that way. You can access a formal independent complaint process if you need more clarification or resolution. You can find out more in the Student Code of Conduct (QMS117) or Student Complaints and Appeals (QMS306) in the QMS. You can also contact the Student Rights Coordinator for information at feedback@chisholm.edu.au.

Student feedback

At Chisholm, we value your feedback. Email your comments (positive or negative) to feedback@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 will be your on campus and Library access card. Your card can be issued from any Student Hub on campus. View our campus location open hours here. You can also use your card to access student discounts.

Did you know that students in Victoria are entitled to discounts and concessions for public transport, event tickets, healthcare and much more?

Visit the Victorian Government’s Youth Central site.

**Campus maps**
Get to know your campus before your classes begin by downloading a copy of your campus map here.

**Parking permits**
To access the free parking available at most Chisholm campuses, you’ll need a permit, which is available from all campus Student Hubs. Our on-campus car parks are just like public car parks and have fines for not following the signage. Remember to display your permit on your windscreen to avoid a fine. Parking is limited so consider other travel options whenever possible.

If you haven’t received your permit yet or need advice, call 1300 244 746. If you lose your permit, you can buy a replacement for $12 from any Student Hub on campus.

**Disability access**
If you need disability access, get in touch with our Equitable Learning Disability Support team. They’ll talk with you about your needs and tell you 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 the bus stop. You may be eligible for a discount on travel fares with a myki concession or student pass. 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 a good idea to keep our security phone number handy; save it in your phone or access it via the MyChisholm app.

**Emergencies**
If there is an emergency on campus, contact a Chisholm employee or campus security. If there’s no time to wait, call 000 (triple zero) and ask for police, fire or ambulance, then advise a Chisholm employee or campus security and stay in a safe place.
Evacuations

Evacuation plans showing emergency exits and assembly areas are located 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 and remember to stay calm, and prioritise your safety.

Equipment safety on campus

Make sure 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 not sure 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. Always take note of any 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 emailed to your student email account. Checking your student email as a priority will keep you updated on critical Chisholm information.

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.

Multi-faith rooms

Multi-faith prayer rooms are available at:

- **Berwick** Building B, Room B123
- **Cranbourne** Building A, Room A150
- **Dandenong** Building B
- **Frankston** Building N, Room N210
- **Mornington Peninsula** Building A, Room A110A
- **Springvale** Room SP112.

View the opening hours for your campus here.
Cafés on campus

You’ll find a café on each campus with great coffee and delicious food:

- Berwick, Aroma Café Building A and G
- Cranbourne, Aroma Café Building A
- Dandenong, Aroma Café Building A
- Dandenong, Patisserie 121 Building P, Level 2
- Frankston, Aroma Café Building J
- Mornington Peninsula, Canteen Building A.

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.

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.

Breathe easy. All Chisholm grounds and buildings are smoke-free.

On campus retail and services

Your teaching area will provide you with a list of books, uniforms and equipment that you’ll need for your course.

There is an outlet of the not-for-profit The Campus Bookstore located at our Frankston campus.

Below are some of the things you can buy there:

- textbooks, trade books, second-hand books, book rentals and course materials
- medical and nursing equipment
- stationery, art supplies and IT accessories
- Chisholm branded merchandise and uniforms.

Frankston campus, Building L (lower level, next to the Aroma Café)

Monday to Friday, 9.00am – 1.30pm Call The Campus Bookstore on 8573 5330, email chisholm.frankston@thecampusbookstore.com or visit the website here.

Independent sellers and large retailers may also stock the stationery, textbooks and equipment you need.

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 find out more call Mysa Salon and Spa at 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 support services that can help.

Our dedicated team members offer professional, free and confidential:
- personal support
- financial support
- family violence support
- equitable learning and disability support
- career guidance.

Our Indigenous Engagement Unit also provides support and advice.

Personal support

If life is getting in the way of your studies, you can talk one-on-one with our professionally qualified student counsellors. They can connect you to the support you need and help lighten the load. This service is free and confidential.

Some of the issues they can help with include:
- mental health, including anxiety and depression
- out-of-school concerns like relationship issues, financial stress and homesickness
- study or course pressures
- guidance on Chisholm policies such as special consideration.

Your appointment can take place over the phone or via Zoom. To make an appointment, call 1300 244 746 (option 4) or email studentservices@chisholm.edu.au. You can also email counselling@chisholm.edu.au.

Financial support

If you’re facing budget challenges and struggling to get your finances under control, our Student Support and Wellbeing Officers are here to help with practical sessions and appointments that can cover:
- budgeting
- managing your expenses (such as school fees or rent)
- improving your finance knowledge
- referrals to resources in the community.

To make an appointment, call Student Support on 1300 244 746 (option 4) or email financesupport@chisholm.edu.au.

Family violence support for students and family violence response services

At Chisholm, we are committed to providing a safe and respectful workplace and place of study for all employees and students. We recognise that family violence can occur in many forms and can significantly affect the lives of employees and students.

Family violence is defined in the Family Violence Protection Act 2008 (Vic) and 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 Services for non-urgent assistance on 1300 244 746 (option 4) or email studentservices@chisholm.edu.au.
Career guidance
There’s a lot of information available that can help you navigate landing a job while you study or to make your next move toward that dream job. For information on the options available to you, visit Career Support.

Equitable learning and disability support
Our Equitable Learning and Disability Support team are 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 on-campus and study experience.

Email our Equitable Learning and Disability Support team at disabilitysupport@chisholm.edu.au.

Indigenous Engagement Unit
Our Indigenous Engagement Unit can guide you with applications (including scholarship applications), course advice and cultural support. You can reach out at any time to discuss your support needs.

Email our Indigenous Engagement Unit at KLO@chisholm.edu.au or drop into our Indigenous Student Lounge at the Frankston campus. You’ll find it in Building J, level one (above the cafeteria).

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 on our five main campuses. All of the details you will need are available in the 2022 International Student Guide, which you can download from our International Students page.

Our Student Services 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 OSHC Global Assistance, and the 24-hour International Student Assistance Line is 1800 175 349.

This dedicated all-hours phone number allows all Chisholm international students to access advice and support at night and on weekends.

For all support services, connect with our Student Support and Engagement teams Monday to Friday, 9am – 5pm. Call 1300 244 746 (select option 4) or email studentservices@chisholm.edu.au.

Locations
Dandenong Building F
Frankston Building J, Level 2, above Aroma café
Berwick Building A, next to main reception.
Access apprenticeships

As one of the leading apprentice trainers in Victoria, we have a dedicated team to manage your apprenticeship program. Apprentices have access to our on-campus services, facilities and student events.

Apprenticeship Hub

Our Apprenticeship Hub creates a streamlined process and single point of contact for apprentices and employers.

The Hub’s specialist team of Employer and Industry Liaison Officers and Enrolment Officers, who have detailed knowledge of the apprenticeship process, can help you with support, solutions and information.

First-year apprentices will be enrolled at the Apprenticeship Hub and can obtain their student card and parking permit from the Hub.

Located in Dandenong, Building A, the team is available Monday to Friday, 8.30am – 5pm.

Call the Apprenticeship Hub on 1300 775 265 or email apphub@chisholm.edu.au.

Apprenticeship Support Officers

Our Apprenticeship Support Officers can give you advice on workplace, training or personal issues that could be impacting your apprenticeship. They can help you contact services outside your training like Centrelink, the FairWork Ombudsman and WorkSafe. There is also literacy and numeracy support, mental health, and drug and alcohol counselling available to all apprentices.

The service is professional, confidential and free.

If you need apprenticeship support or more information, call 9238 8186 or 0423 826 745, or email aso@chisholm.edu.au.

Employers

Employers of apprentices who need information about the apprenticeship process, the training plan, an apprentice’s progress or timetable can call a dedicated Employer and Industry Liaison Officer on 1300 775 265.

Assistance to access or navigate the employer portal is available by emailing employerportal@chisholm.edu.au.

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/ccef.
Student services fees

Student services fees apply to student enrolments. These fees mean we can provide you with support services and resources that add to your student experience. Your fees help us provide assistance to every student who needs it. They also give you access to a wide range of on campus benefits.

Services include:

- student support services
- equitable learning and disability support
- student ID cards
- Library Services, including access to campus computer labs
- Indigenous support
- family violence support and family violence response services
- career and employment services
- Studiosity
- learning skills
- libraries.

Student services fees are charged at the beginning of each study period and will be automatically calculated per student, per enrolled hour of training. They will be listed on your Statement of Fees when you re-enrol.

Per calendar year:

- the student services fees are automatically calculated per student
- the student services fees are listed on your invoice statement when you enrol/re-enrol
- fees are capped at $130 for valid concession card holders per 12-month enrolment period
- fees are capped at $260 for non-concession cardholders per 12-month enrolment period.

Call the Student Engagement team on 1300 275 265 or email studentengagement@chisholmonline.edu.au.

Please note: The concession rate only applies to Certificate IV and below qualifications and Indigenous Australian students.

Planning your study period

Planning your study period should be your priority. Courses consist of modules that contain units of competency. Each module takes one study period to complete.

Depending on your preferred workload, you can choose whether to study one or two modules per study period. Staying on track is essential and you’ll achieve this by completing one topic each week for each enrolled module. You can also move through the material more quickly if you like.

Students must log in to the online learning platform at least once a week and aim to spend at least six to eight hours per week studying per module. This is in addition to any work placement.
Assessments
Each module will have assessments and you need to complete these by the due date. Your teacher will provide feedback, and if you haven’t met the minimum requirements, you can re-submit your work up to three times.

Re-enrolment
Towards the end of each study period, you’ll receive an enrolment document to accept and submit to re-enrol to the next study period. This re-enrolment is usually in line with the training plan you received when you first enrolled in your course. You’ll then receive an invoice for your student services fees to finalise your enrolment.

If you’d like to change your study load contact the Student Engagement Team, who can provide you with a revised training plan.

Withdrawal and refund information
This information applies to any student who has withdrawn from a course of study or intends to withdraw. Refund requests can be made via the withdrawal/refund application form.

Course cancellation
If we cancel your course, you’ll receive a full refund of your fees. Course cancellation doesn’t include circumstances where a course is superseded on the national register (training.gov.au) and a student is offered enrolment in the replacement/superseding course.

Non-VET Student Loans/ FEE-HELP courses
To receive a refund of tuition fees paid, less an administration fee of $50 for non-VET Student Loans/ FEE-HELP courses, you’ll need to lodge a withdrawal/refund application within 28 days of commencing your course for the year, or, if you have not commenced, within 28 days of your expected commencement date.

VET Student Loans
You’ll receive a full refund of tuition fees if you lodge a withdrawal/refund application for a VET Student Loans/FEE-HELP unit of study on or before your census date for that unit.

Non-concession
Non-concession students granted a refund will not be permitted to re-enrol as a concession student in the same course in the same year.
Access study support and resources

Library
Our Chisholm libraries are an excellent place for you to meet your classmates and study. You can access resources to help with your assessments. Our libraries also have computers to use and you can get help to connect to the free wi-fi.

Along with helping you to navigate Moodle, our Library 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!

Through one-on-one, personalised information sessions, our librarians can help develop your research skills and show you how to reference correctly.

Library locations
Frankston, Dandenong, Berwick and Cranbourne campuses Monday to Friday, 8.30am – 4.30pm

Our helpful staff are also available to assist online Monday to Friday, 8.30am – 4.30pm. Contact us via the Library Chat Line at library.chisholm.edu.au 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 presentation 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 online tutorials to learn 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
Prefer to work on your assignments from home and get help online? You’re going to love Studiosity. Studiosity 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. Tutors are available through Connect Live all day, every day.

If you have an essay or assignment that you’d like someone to read or review before you submit, 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 make that credit a high distinction!

To access Studiosity visit studiosity.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 lots of activities as part of our student community.

Student Life
Relax and connect with other students on-campus at 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!

Orientation and career events
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 give you the opportunity 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.

Career events are held at the beginning of Term 4 to celebrate all that you have achieved throughout the year and help you prepare for your next steps. Here you’ll have access to our Career Information Hub, where our careers team are available to provide valuable, on the spot career advice. You’ll also be able to relax with your classmates and enjoy free food, live music and entertainment while you celebrate achieving your study goals.

Cultural celebrations
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.

In March each year, we acknowledge national Harmony Week and celebrate the cultural diversity here at Chisholm.

Student Voice initiative
The Student Voice is a program to collect feedback, ideas and solutions to make the student experience the best it can be. We value your perspective and input in focus groups, surveys and feedback sessions, which will help us meet your expectations every day. Your participation will help improve our operations while also shaping Chisholm’s future direction.

Call Student Services on 1300 244 746 (select option 4) or email studentvoice@chisholm.edu.au to find out more or register your interest.

Student Ambassador Program
Student Ambassadors work across our campuses to welcome and engage current and prospective students. Student Ambassadors are on campus to help you, and their experience as a student means they can answer just about any question you might have.

Once you’ve gained experience as a student, you can apply to become a Student Ambassador. As a Chisholm employee, you’ll develop employability skills and enhance your career readiness.

If you’re interested in on campus job opportunities, 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
We’ll issue you a certificate confirming your qualification when you complete your course. This will be posted to you after you’ve been assessed as having completed your course. Make sure we have the correct details on file, as a wrong mailing address will cause delays and extra costs to re-send.

You can update your details by visiting the front reception on campus or by calling 1300 244 746.

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

Graduation
Graduation ceremonies are an excellent opportunity for you to reflect on your journey at Chisholm and receive recognition for your achievements. If you are eligible to attend graduation in 2022, register your interest at chisholm.edu.au/graduation.

Chisholm career 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 leap 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 so 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 chisholm.edu.au/students/pathways.

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 their Facebook page at facebook.com/chisholmskillsandjobs. Call the Chisholm Skills and Jobs Centre on 9212 4909 or email skillsandjobs@chisholm.edu.au.

Keep your contact and residential details up to date so that you continue to receive your results and academic transcripts. If we have incorrect information, it could delay your transcripts and there’s a fee to re-issue them.

To update your details, email Academicadmin@chisholm.edu.au with the following information plus your new information.

- student ID number (if known)
- first name
- last name
- course
- date of birth
- personal email address
- mobile phone number.
Important information for Chisholm Online students

**Study periods**
Planning your first study period is a great place to start. We have four study periods each year.

Our courses consist of modules and every module is made up of units of competency. Each module takes one study period to complete.

Depending on your preferred workload, you can choose whether to study one or two modules per study period. Staying on track can be simple, providing you allocate the time and concentration to completing one topic each week for each module. You can also move through the material more quickly if you like.

You should log in to the online learning platform at least once a week and spend at least six to eight hours per week studying per module. Work placement hours are extra.

Each module has assessments and a due date for completion. Students are usually allowed up to three attempts to complete an assessment satisfactorily. Your teacher will provide feedback and, if you haven’t met the minimum requirements, your teacher may also offer you a re-submission to satisfy the requirements.

**Introduction to Moodle and Kickstart Activities**
You can easily access your course materials, assessments and grades within your Moodle account, using the same username and password as your Chisholm student account. To access Moodle, visit moodle.chisholm.edu.au.

We encourage you to watch the Moodle introduction video and complete your Kickstart Activities as soon as possible, as they are due in the first week of the study period. Your course content will only become available after you complete the activities. Message your teacher or ask other students in the forums if you have any questions.

**Moodle**
Moodle is Chisholm’s e-Learning portal. Moodle 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 grades within your Moodle account. It’s a good idea to bookmark Moodle so you can always access it easily. Unit modules will be added to your Moodle Dashboard.

**Online Student Toolbox**
Once you open Moodle, we recommend visiting the Toolbox, which will automatically appear as a course on your dashboard. The Toolbox contains a getting started guide and quiz, which you should complete as soon as you enrol to set you up for your first week of classes and gain your first Moodle badge!
Engage with your teacher
Your first point of contact about your course and learning is your teacher. They are experts in their field and available to communicate with you via Moodle. To send a private message to your teacher, use Moodle messages. You’ll find it in the right-hand column of your module.

Zoom webinars
You’ll need to install the free Zoom videoconferencing app to access your teacher’s webinars. You’ll find the instructions for downloading and installing Zoom in your Student Toolbox.

Your teacher will allocate one day per week for a one-hour webinar per module. They will go through course information with you and you’ll have the opportunity to ask questions. No attendance is necessary for webinars as the webinar recording will be available for you to view.

Specific units may also have additional support webinars, where you can discuss work placement.

Your teacher will let you know the day of the week for the webinars in Week 1 of your study period. You’ll find this information under the news and announcements section in Moodle.

Student Success Advisors
Our Chisholm Online Student Success Advisors are available if you’d like any help with your course progress, such as:

- induction and help with Moodle
- course requirements
- technical support
- fee help
- careers and pathways advice
- work placement information and assistance
- study tips.

Our Student Engagement team is available seven days a week over webchat, phone and email. Our Student Success Advisors are available from 9am – 7pm on weekdays and from 9am – 1pm on weekends. Call 1300 275 265 or email welcome@chisholmonline.edu.au.
For more information about the content of this Student Guide, contact Student.Communications@Chisholm.edu.au

If you need help or advice, contact Student Services during business hours on 1300 244 746 (select option 4).

Visit chisholm.edu.au for the latest information.

Connect with us on social media

facebook.com/chisholmInstitute
youtube.com/chisholmInst
twitter.com/chisholm_Inst
instagram.com/chisholm_institute
linkedin.com/company/chisholm-institute