GUIDE FOR STAFF ASSISTING COMMENCING STUDENTS

This guide identifies issues faced by commencing students and lists the services available for that issue. It is to help those staff taking enquiries from students to be able to offer some quick advice, to refer students to the most appropriate service.

If the student has multiple needs, try to determine the primary issue.

If the issues are too many or too hard to isolate, I suggest you refer the student to the Counselling Services or to International Student Services if they are an international student or Australian student from a diverse cultural background. (see contact details below)

CONTENTS

1.0  The course isn't what the student thought it would be  2
    1.1  Careers and Employment Service  2
    1.2  Faculties  2
    1.3  Student Centre  2

2.0  Student's study is being affected by difficult life issues  2
    2.1  Counselling Service  2
    2.2  International Student Services  2
    2.3  Health Service (doctors and nurses)  2
    2.4  Academic disputes and discrimination complaints  3
        ..  2.4.1  Student Guild  3
        ..  2.4.2  Student Ombudsman  3
        ..  2.4.2  Equity Section  3
    2.5  Childcare on campus  3
    2.6  Accommodation  3
    2.7  Part-time and casual employment  4
    2.8  Spiritual guidance and support  4

3.0  Student wants better results  4
    3.1  Study skills, academic writing and exam preparation  4
    3.2  One-to-one assistance with psychological issues related to study  4
    3.3  Assistance with specific subject areas  4
    3.4  Learning Assistance for Aboriginal and Torres Strait Islander students  4
    3.5  Academic Assistance for students from a non-English speaking background  5
    3.6  Finding information for student assignments (inc. database searches)  5
    3.7  Assistance with computers  5

4.0  Student needs advice about financial issues – domestic and international  5
    4.1  Student Financial Assistance Scheme (SFAS)  5
    4.2  Other forms of financial assistance  6

5.0  Student administrative enquiries  6

6.0  Services for Designated Groups  6
    6.1  Indigenous students  6
    6.2  Students from non-English speaking backgrounds, and international students  7
    6.3  Students with Disability  7
1. THE COURSE ISN'T WHAT THE STUDENT THOUGHT IT WOULD BE...

1.1 Careers & Employment Service

Careers & Employment Service assists enrolled students and recent graduates to make informed course and career decisions in order to reach their employment goals. Individual appointments are available by ringing 3138 2649.

- The Careers and Employment Service website (www.careers.qut.edu.au) is accessible to all QUT students and staff.

Email: careers@qut.edu.au
Web: www.careers.qut.edu.au

1.2 Faculties

For concerns about course content, probation restrictions or revised study programs, contact the relevant Faculty:

- Built Environment and Engineering 3138 1433
- Creative Industries 3138 8114
- Education 3138 3947
- Health – Nursing 3138 3857
  - Public Health 3138 3368
  - Optometry 3138 5739
  - Human Movement Studies 3138 5846
  - Psychology and Counselling 3138 4625
  - Social Work and Human Services 3138 4563
- Humanities and Human Services 3138 4563
- Information Technology 3138 2782
- Law (including Justice Studies) 3138 2707
- Science 3138 2152
- Business 3138 2050

1.3 Student Centre

The Student Centre can provide general advice about how to apply for courses, and provide application forms and QTAC deadlines.

Contact: Ph. 3138 2000 or see http://www.studentservices.qut.edu.au/info/contacts/index.jsp

2. STUDENT’S STUDY IS BEING AFFECTED BY DIFFICULT LIFE ISSUES

2.1 Counselling Service

The Counselling Service provides a free confidential service. A daily walk-in service and longer appointments are available. See www.counselling.qut.edu.au

Contact:
Gardens Point  X block Level 3  Ph. 3138 2383
Kelvin Grove  C Block, Level 4, above the cafeteria  Ph. 3138 3488

2.2 International Student Services (ISS)

Advisors at ISS provide a professional, confidential and free counselling service to International students and Australian students from diverse cultural backgrounds. See www.issupport.qut.edu.au

Contact:
Gardens Point  X block Level 3  Ph. 3138 2019
Kelvin Grove  C Block Level 4  Ph. 3138 3963 and 3138 3846 (Homestay)

2.3 Health service

Doctors and nurses are available on campus. See www.healthservices.qut.edu.au
2.4 Academic disputes and discrimination complaints

2.4.1 Student Guild.

If a student faces a disputed grade or academic exclusion, Shane Snow, the guild’s Education Advocacy Officer (Academic Rights) will assist the student to draft an appeal.

Contact: Ph. 3138 2173

2.4.2 Student Ombudsman

If a student feels that
• they have not been treated fairly;
• proper procedures have not been followed
• they don’t know how to resolve a complaint

The Student Ombudsman can help in two broad ways, as follows.
• Advice on resolving a grievance or complaint.
• Investigating their grievance or complaint.

All enquiries and consultations are free and confidential.

Contact: Mr. Ray Morley as follows:
Email. Send a message to ombudsman@qut.edu.au
Ph. 3138 2457. If the office is unattended then please leave a message or ring 3138 2792.
Fax. Send a fax to 3138 4472.
Post. Write to Student Ombudsman (GP-A118)
QUT
GPO Box 2434
Brisbane QLD 4001

Or call in. The Student Ombudsman's office is in room A118, "A" Block (Student Centre), Gardens Point Campus. Students are welcome to call in to discuss matters, although it would be best if they could arrange an appointment in advance. Meetings can also be held on Kelvin Grove campus by prior arrangement.

2.4.3 Equity section

QUT’s Equity Section can help students if they feel that they have been discriminated against in any way.

Contact:
Gardens Point X Block, Level 1, Room X105.
Postal address: Equity Section, QUT, GPO Box 2434, Brisbane Qld. 4001
Ph. 3138 2699
Kelvin Grove C Block, Level 3, Room C301.
Postal address: Equity Section, QUT, Victoria Park Road, Kelvin Grove Qld. 4059.
Ph. 3138 5601
Or see www.equity.qut.edu.au

The email address for the Equity Section at QUT is: equityenq@qut.edu.au

2.5 Childcare on campus

Child care centres are owned and operated by the QUT Student Guild.

Contact:
Gardens Point – Ph. 3138 1690
Kelvin Grove – Ph. 3138 3943
A creche also operates at Gardens Point – Ph. 3138 4047.

2.6 Accommodation

Accommodation assistance and advice can be provided by accommodation staff located at:
Gardens Point campus
2.7 Part-time and casual employment

Employment listings are located at www.guildonline.net.  
Or Ph. 3138 1493

2.8 Spiritual guidance and support

QUT provides a chaplaincy service. The chaplaincy centres are ecumenical and, although the 
chaplains represent the major Christian denominations, they are also available to people of other 
religions. There are also places of worship, including mosques, on the university campus.  
For locations of these visit http://www.qut.edu.au/about/servdirect/health/chaplaincy.jsp

Contact: Ph. 3138 2700
Or call in to - Gardens Point Old Government House (near entrance to the library and U Block) 
Kelvin Grove Room A131 (ground floor near the library)
or e-mail: bj.clarke@qut.edu.au or

3. STUDENT WANTS BETTER RESULTS...

03.1 Learning and Study Support website (http://kickstart.qut.edu.au) – lists information about the 
services provided, including Study and Research Skills Seminars, on-line materials etc.

3.2 One-on-one assistance with psychological issues related to study

The Counselling Service (Ph. 3138 2383 – Gardens Point, Ph. 3138 3488 – Kelvin Grove) can assist 
with issues related to learning support such as stress, motivation, getting organised, perfectionism, 
procrastination and so on.

3.3 Assistance with specific subject areas.

The Maths Access Centre (Ph. 3138 2308) provides support with maths-related learning to students 
who are studying certain maths units in certain courses. Check their web site for eligibility. Go to 
www.maths.qut.edu.au and click on Maths Access Centre. If the student is from another faculty, 
they will need to use the learning support provided by their faculty.

A number of Faculties provide extra tutorial assistance and peer mentoring in specific subject areas.  
Ring faculty contact to check availability (see 1.2)

To hire their own tutor, students can check the current tutor register on the Student Guild employment 
site or advertise for a tutor who will suit their needs. Go to www.guildonline.net

3.4 Learning Assistance for Aboriginal and Torres Strait Islander Students

Aboriginal and Torres Strait Islander students can obtain assistance with most learning matters, 
including tutorial assistance, by contacting the Oodgeroo Unit (Ph. 3138 3610)

3.5 Academic assistance for students from a non-English speaking background
International Student Services have Language and Learning Advisers who offer *individual appointments and free seminars and workshops* on approaches to study

- Academic writing
- Speaking at university
- Lectures and note taking
- Exam strategies

**Contact**
Gardens Point  Ph. 3138 2019  
Kelvin Grove  Ph. 3138 3963


### 3.6 Finding information for student assignments (inc. database searches)

  - how to use the catalogue
  - how to search electronic databases
  - how to use the internet effectively
- individual enquiries at library information desks
- liaison librarians in subject areas (on to one appointments made at information desk)
- ask a librarian service go to [www.library.qut.edu.au](http://www.library.qut.edu.au)

**Contact:**  Ph. 3138 2083

### 3.7 Assistance with computers

The IT Help Desk (Ph. 3138 4000) provides help for students experiencing difficulties with accessing and using the QUT computer systems eg QUT Virtual and email. Lab advisers are located in the computer labs to assist with difficulties. Go to [www.ithelpdesk.qut.edu.au](http://www.ithelpdesk.qut.edu.au)

The student may also like to consult the Student IT Services Guide at [www.itsg.qut.edu.au](http://www.itsg.qut.edu.au)

**Contact:**  
Ph. 3138 4000  
Or email [ithelpdesk@qut.edu.au](mailto:ithelpdesk@qut.edu.au)  
Or visit a Help Desk located at: Gardens Point Main Library V Block Level 2  
Kelvin Grove R210

### 4. STUDENT NEEDS ADVICE ABOUT FINANCIAL ISSUES….

#### 4.1 Student Financial Assistance Scheme – SFAS

This scheme provides *small loans to eligible domestic and international QUT students* who are experiencing unexpected financial hardship which is adversely affecting their education.

**Contact: for domestic students**
Counselling Services:  
Gardens Point Level 3, X Block  Ph. 3138 2383  
Kelvin Grove Community building C Block Level 4 above the cafeteria  Ph. 3138 3488

**Contact: for international students**
International Student Services  
Gardens Point Level 3, X Block  Ph. 3138 2019  
Kelvin Grove Community building C Block Level 4  Ph. 3138 3963

Or visit the SFAS Homepage at [http://www.counselling.qut.edu.au/living/loans/info.jsp](http://www.counselling.qut.edu.au/living/loans/info.jsp)

#### 4.2 Other forms of financial assistance

**Equity Scholarships Scheme**
QUT offers 1000s of scholarships to QUT students each year. Students in financial hardship can apply for over $2 million in scholarships, bursaries and free computers through the QUT Equity Scholarships Scheme. This includes access to Commonwealth Learning Scholarships. For more information visit [www.equity.qut.edu.au/scholarships](http://www.equity.qut.edu.au/scholarships)
Scholarships
A wide range of scholarships based on other criteria such as academic merit or area of study are also available. Individual faculties also offer support through prizes, awards and bursaries. Selection criteria and application closing dates vary. For more information go to www.scholarships.qut.edu.au

Enquiries about Government allowances
The Counselling Services and the International Student Services can field enquiries about problems in this area and make appropriate referrals.
Ph. 3138 3488 (Counselling) or visit http://www.counselling.qut.edu.au/living/loans/info.jsp
Ph. 3138 2019 (International Student Services) or visit www.issuport.qut.edu.au

QUT Computer Scheme
Each year the University provides assistance to commencing students through a free computer scheme. These computers are installed with some basic software, a modem and with free internet connection (E-dial). All low-income QUT students (except visiting or cross-institutional students) are eligible to apply. For more information visit

5.0 STUDENT ADMINISTRATIVE ENQUIRIES

Student Centre
The Student Centre is the first point of contact for students seeking information on administrative, course or other student matters. A Student Centre is located on each QUT campus.
Students can:
• Seek advice and information regarding student administration
• Lodge forms
• Obtain an ID card
• Make payments
• Access QUT Virtual
• Collect student loan money.
See www.studentservices.qut.edu.au/info/contacts

Contact:
Gardens Point: Level 1, A Block
Kelvin Grove: F Block, Level 6
Ph. 3138 2000

6.0 SERVICES FOR DESIGNATED GROUPS

6.1 Indigenous students:
Oodgeroo Unit
The Unit has facilities at Gardens Point, Kelvin Grove and Carseldine. At all three locations there are places where Aboriginal and Torres Strait Islander students can study and interact socially. The Unit at each campus is equipped with computing facilities, quiet places to study and work with tutors, and places to meet with other students.

The Oodgeroo Unit offers support to Aboriginal and Torres Strait Islander students who gain entry to QUT through the Unit’s Assessment and Selection Program. Students are allocated a Unit staff member with whom they meet regularly to discuss their academic progress. Staff assist students with their university studies in a caring environment and in addition, help them with administrative, cultural or other concerns they may have related to their studies at QUT. Visit http://www.oodgeroo.qut.edu.au/

Contact:
Drop in to Kelvin Grove campus: Room 207 B Block (9am – 4.30pm Mon – Fri.)

Phone Toll Free  1800 645 513
Kelvin Grove    Ph. 3138 3610
Gardens Point: Ph. 3138 1547

6.2 Students from non-English speaking background and International students:
Orientation, language and learning skills support and counselling are available for students.

Contact
International Student Services.

Gardens Point       Ph. 3138 2019
Kelvin Grove         Ph. 3138 3963
Or visit  www.issupport.qut.edu.au

6.3 Students with Disabilities

The Disability Officers are available for consultation on each campus

Contact

Gardens Point       Ph. 3138 2699
Kelvin Grove         Ph. 3138 5601

Or see  http://www.disabilityservices.qut.edu.au/contact/