



Student Handbook

2024

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Welcome to Churchill Institute of Higher Education

Thank you for selecting Churchill Institute of Higher Education ('the Institute' or 'CIHE') for your further studies.

This Handbook is designed to provide you with vital information about the Institute. It is important that you read all the information carefully. If you need clarification on any items addressed in this Handbook, please contact the Reception Staff who will assist you.

About CIHE Campus

CIHE campus is located at Level 1 (main reception) and Level 7, 16-18 Wentworth Street, PARRAMATTA NSW 2150. Parramatta is a major urban area of Sydney with ample access to employment, social and accommodation opportunities.

CIHE Campus is within walking distance of the main Parramatta Train Station, close to business and entertainment facilities with easy access to the many touristic locations of Sydney.

CIHE offers a Bachelor of Business course with majors in Accounting, Hospitality, Information Systems and Management. As a qualification, the Bachelor of Business course and its majors are considered to be in high demand in domestic and international employment markets.

Weekly lectures and tutorials are scheduled for each course and are held in classrooms or computer laboratories on campus. CIHE academic staff have relevant appropriate qualifications and experience in teaching and in their professional fields. The academic staff appointments and their academic delivery methods are always aimed at a practical approach to learning.

CIHE provides its students with a wide range of academic and welfare support services. New students are required to attend the Orientation Program conducted at the beginning of each semester where details about CIHE policies and procedures, living and studying in Australia are provided.

CIHE has an in-house Library where students and staff have access to a number of textbooks and on-line catalogues/databases for their reference. The library area also has adequate computers available for students to access online databases and the library catalogue.

CIHE prides itself in offering excellent student support services, a welcoming environment for students and affordable study costs.

Staff Contact List

Name	Designation	Email
Associate Professor Michael Seamer	Dean & Chief Executive Officer	Michael.Seamer@churchill.nsw.edu.au
Dr Tom Denigan Dr Prabhu Jyot Singh Dr Haitham Abdelrazaq Dr Siddharth Jain	Course Coordinators Management Major Information Systems Major Hospitality Major Accounting Major	T.Denigan@churchill.nsw.edu.au
		P.Singh@churchill.nsw.edu.au
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Argina Joshi	Admissions Officer	admissions@churchill.nsw.edu.au
Dhitika Bansal	Academic Manager	D.Bansal@churchill.nsw.edu.au
Asmita Khatri	Finance Officer	finance@churchill.nsw.edu.au
Shivang	Marketing Manager	marketing@churchill.nsw.edu.au
Binisha Shiwakoti	Student Support Officer	studentsupport@churchill.nsw.edu.au
Sirjana Subedi	Librarian	library@churchill.nsw.edu.au

Campus Location

Level One, 16-18 Wentworth Street, PARRAMATTA

NSW 2150 AUSTRALIA PH: +61 2 88562997



Living and Studying in Australia

For the most up-to-date information on cost of living in Sydney please refer to the Institute's Website – www.churchill.nsw.edu.au/study-in-australia

Transport Services

Sydney's public transport system mainly comprises of bus, train (including metro and light rail), taxi and ferry services. Taxi services are available but at a more expensive rate.

For further information regarding timetables, fares and routes please refer to the following websites.

Rail Service: www.sydneytrains.info <https://transportnsw.info/travel-info/ways-to-get-around/train>

Bus Service: <https://transportnsw.info/travel-info/ways-to-get-around/bus>

Light Rail: <https://transportnsw.info/travel-info/ways-to-get-around/lightrail>

Metro: <https://transportnsw.info/travel-info/ways-to-get-around/metro>

Ferry Service: <http://www.transport.nsw.gov.au/customers/ferries/sydney-ferries>

To get information in general regarding public transport in Sydney please call 131500 between 6:00am – 10:00 pm (7 days) or refer to: <http://www.transportnsw.info/>

Opal Card is the smart card ticketing system used to pay for travel on public transport in Sydney. Details regarding acquiring and using an Opal card are available at www.transportnsw.info/tickets-opal/opal

Student Facilities

Campus Access Hours

Monday to Friday – 8:30 AM to 9:30 PM;
Saturday to Sunday – 9 AM to 5 PM.

Please note that campus access hours are subject to change.

Use of computer labs and classrooms

In keeping with accepted practice, the work environment of all students is to be respected. Classrooms and laboratory areas are to be kept clean and tidy.

Students are required to remove all litter, work papers, bags and all personal belongings at the end of each class or upon leaving an area. All litter is to be placed in bins appropriately.

Classroom furniture such as desks and chairs are to be returned to a neat and tidy position at the end of each session. Classroom equipment such as overhead projectors, computers, televisions and video players can only be moved to another room with the permission of the lecturer and need to be returned after use.

Computer labs

CIHE has well-equipped computer labs with free internet facilities.

Library facilities

CIHE Library is equipped with a number of reference books and copies of prescribed textbooks. Students can borrow books from the Library for referencing and study. Students are given access to the CIHE online library facility. For details on accessing these libraries please contact the Library.

Student Common Room

The CIHE facility has student common rooms for recreation and relaxation with basic kitchen functions.

Important Dates

2024 Academic Calendar

SEMESTER ONE 2024

22-Mar	Orientation Semester One - Friday 22 March 2024	
25-Mar	Week 1	Easter Friday 29 March* Easter Monday 1 April
1-Apr	Week 2	
8-Apr	Week 3	
15-Apr	Week 4	Census Date 12 April 2024
22-Apr	Week 5	Anzac Day Thursday 25 April
29-Apr	Week 6	
6-May	Mid Semester Break	
13-May	Week 7	
20-May	Week 8	
27-May	Week 9	
3-Jun	Week 10	
10-Jun	Week 11	Kings Birthday Monday 10 June
17-Jun	Week 12	
24-Jun	Study Break	
1-Jul	Exam Week One	
8-Jul	Exam Week Two	
15-Jul	Mid Year Break	
22-Jul	Mid Year Break	

SEMESTER TWO 2024

26-Jul	Orientation Semester Two - Friday 26 July 2024	
29-Jul	Week 1	
5-Aug	Week 2	
12-Aug	Week 3	Census Date 16 August 2024
19-Aug	Week 4	
26-Aug	Week 5	
2-Sep	Week 6	
9-Sep	Mid Semester Break	
16-Sep	Week 7	
23-Sep	Week 8	
30-Sep	Week 9	
7-Oct	Week 10	Labour Day Monday 7 Oct
14-Oct	Week 11	
21-Oct	Week 12	
28-Oct	Study Break	
4-Nov	Exam Week One	
11-Nov	Exam Week Two	

*Classes falling on a public holiday will be rescheduled

Guide to CIHE Policies and Procedures

For the most up-to-date version of all CIHE Policies and Procedures, please refer to the CIHE Policies and Procedures section on the Institute's Website [Policies \(churchill.nsw.edu.au\)](http://churchill.nsw.edu.au)

National Code of Practice (National Code 2018)

The Department of Education, Skills and Employment (DESE) regulates the education and training sector's involvement with overseas students studying in Australia on student visas through the Education Services for Overseas Students (ESOS) legislative framework and the Tuition Protection Service. This protects Australia's reputation for delivering quality education services and the interests of overseas students, by setting minimum standards and providing tuition and financial assurance. The legislation mandates a nationally consistent approach to registering education providers so that the quality of the tuition, and care of students, remains high. The professionalism and integrity of the industry is further strengthened by the ESOS legislation's interface with immigration law. This imposes visa related reporting requirements on both students and providers. The National Code 2018 is established under the Education Services for Overseas Students (ESOS) Act 2000.

As an education provider, CIHE understands and implements the National Code 2018 for the following purposes:

- Ensure that recognition of prior learning of students is conducted and recorded in a formal process.
- Provide refunds to the students as per the CIHE Refund Policy.
- States clearly in the written agreement that the student is responsible for keeping a copy of the written agreement and receipts of any payments of tuition fees or non-tuition fees made to the Institute.
- Recruit students in accordance with the National Code 2018 and Institute's Admissions Policy and Procedure.
- Ensure fairness by committing to Equal Employment Opportunity.
- Ensure that all trainers and assessors are suitably qualified and experienced.
- Commit to professional development of staff.
- Comply with the guidelines issued by Department of Home Affairs.
- Provide adequate support services to students prior to arrival, on arrival and during their study at CIHE.
- Ensure student personal information is filed and maintained appropriately.
- Protect international students whilst studying in Australia
- Protect Australia's reputation as an education provider to international students by ensuring national standards are met
- Enable the Commonwealth to monitor and sanction providers as appropriate
- Assure the integrity of the student visa course

For further information on the ESOS legislative framework including the National Code 2018, please refer to the Australian Government's International Education website: <https://internationaleducation.gov.au>. Further details regarding the ESOS Framework is available at www.dese.gov.au/esos-framework

Course Progression and Deferring, Suspending or Cancelling Enrolment

Students should make themselves familiar with the CIHE Course Progression and Graduation Policy and its requirements. Refer to the CIHE Website for that Policy [Policies \(churchill.nsw.edu.au\)](http://churchill.nsw.edu.au).

Overseas students in particular must ensure they meet their obligations to comply with Australian government requirements (under the ESOS Act and the 'National Code 2018') for maintaining satisfactory course progress and required attendance level (80% or higher).

Students must note that the Institute has an obligation to monitor and report on the Provider Registration and International Student Management System (PRISM), any changes that are made to the duration of overseas students' approved Course duration. Those changes may have resulted through unsatisfactory course progress of a student, requested deferment or course cancellation.

When an allowable extension of course duration is permitted, it is the overseas student's responsibility to contact the Australian Department of Home Affairs (DHA) to advise of any change to their course duration that may affect their student visa status.

The circumstances in which a student's enrolment can be deferred, suspended, or cancelled are outlined in CIHE's Deferral, Suspension and Cancellation Policy and Procedure available on the CIHE's website. In summary, a student may request a deferral of their enrolment for a maximum period of two teaching terms at the beginning of their course. Once the course has commenced, a student may request a suspension of their enrolment (for a maximum period of two teaching terms) under compelling or compassionate circumstances. CIHE may defer a student's enrolment in a course with the student given the choice of agreeing to the deferred enrolment or receiving a refund in accordance with CIHE's Refund Policy. CIHE may suspend a student's enrolment due to misconduct or where a course is no longer offered. Where a course is suspended, reimbursement of fees will be made in accordance with CIHE's Refund Policy. Students can apply to cancel their enrolment any time after completing six months of study. Requests within the first six months of study are considered under CIHE's International Student Transfer Policy and Procedures. CIHE may cancel the enrolment of a student where they have breached the Student Code of Conduct, failed to pay their tuition fees or failed to meet the course progress requirements as stipulated in CIHE's Course Progression and Graduation Policy.

Adding and Dropping Units

Students are reminded to strictly follow the important dates in the Academic Calendar available on the Institute's website and in this Student Handbook. Those students who fail to abide by the prescribed dates for adding and/or dropping units of study, may face financial and academic penalties, depending on individual circumstances.

Assessment Process

Assessment requirements are specific and will vary from course to course. All assessment details are provided in the course information in the unit outline located on the CIHE Student Portal/Moodle. Most courses have both assignments, online tests and invigilated examinations. For details of the assessment procedures refer to the CIHE Assessment Policy available on the CIHE Website.

Assignments and Due Dates

Assignment due dates are available online on the CIHE Student Portal/Moodle. It is the responsibility of the student to ensure assessment items are submitted by the due date. Penalties may apply for late submission of assessment items. For details of late submission of assessment item, please refer to Student Portal/Moodle pages of your unit(s).

Assignment Submission

Please follow the detailed instructions on how to submit your assignment available on the CIHE Student Portal/Moodle pages of your unit(s).

Under certain circumstances, such as illness, a student may apply for an extension to the due date for an assignment. If you require an extension, you must apply for the extension prior to the due date. The application should normally be a written request to the examiner of the course requesting the extension with appropriate supporting documentation. Information about extensions is included in each course specification.

Students must keep a copy of their assignments. Computer hardware failure will not be accepted as a reason for not being able to produce a copy of an assignment.

The Institute will normally return marked assignments to students via the CIHE Student Portal/Moodle within ten (10) days of being sent to a lecturer/tutor/marker.

Examinations

Examinations are conducted at the end of each teaching period. All exam timetables are accessible via the CIHE Student Portal/Moodle and are available approximately six (6) weeks prior to the start of each exam period. It is the responsibility of the student to ensure that they are aware of the date, starting time and venue of each of their examinations.

Academic Integrity

All work presented for assessment is expected to be the student's own and original work. If the student receives an allegation of academic misconduct, it could be due to plagiarism, collusion or cheating. For the most up-to-date information regarding academic integrity and how the Institute deals with it, please refer to the Academic Integrity Policy and Procedure on the CIHE Website.

Complaints and Appeals

It is the objective of CIHE to maintain a harmonious learning and working environment which is free from intimidation and harassment, and which affords equality of opportunity. The Institute encourages students to express any concerns they may have about any study-related or other issues. Students should familiarise themselves with the Student Grievance Management Policy available in the Policies and Procedures section of the CIHE website – download: [Policies \(churchill.nsw.edu.au\)](https://www.churchill.nsw.edu.au/policies). Students wishing to make a complaint or lodge an appeal may do so by completing the Student Grievance Form available at Reception and/or on the Institute's website.

Refer to Appendix A for a detailed flowchart outline CIHE's Complaints and Appeals procedures.

Advance Standing

If eligible, students should submit a claim for exemptions at the time of enrolment in a course. Each claim will be assessed on individual merit in line with the Institute's Advance Standing Policy and Procedure. Students are required to complete the Advance Standing Application Form to commence the process. This form is available at Reception and/or on the Institute's website for students to complete. For further details, refer to the Advanced Standing Policy and Procedure.

Supplementary Fees

The Institute may charge supplementary fees for some services provided. The schedule of Supplementary Fees is published on the Institute's website and in the Student Prospectus. In addition, students are made aware of supplementary fees during their New Student Orientation Session. Service that may incur supplementary fees include:

- Enrolment;

- Late payment;
- Change of course;
- Re-issue of Student Card
- Re-issue of Academic Transcript
- Re-issue of Testamur/Certificate
- Re-issue of CoE after Cancellation
- Overseas Student Health Cover (OSHC);
- Late fee for the late return of items on loan from the library;
- Credit card surcharge;
- Graduation ceremony – (eg. Gown hire)

Deferral of studies and/or verification processes relating to admission application documents do not attract a charge. Fees are reviewed annually and may be subject to change. Students should refer to the Institute's website for updated information.

Refunds

All refund applications will be processed in line with the Refund Policy. Please refer to CIHE Website to access details of the Refund Policy. Additionally, the Refund Policy is included in all Letters of Offer issued to students seeking admission at the Institute.

Discrimination

CIHE takes great care to ensure that all students and staff members are treated fairly and equitably. Discrimination means treating someone unfairly because of differences based on race, gender, religion, cultural group, physical disability, sexual orientation or age. It is against the law, and action will be taken against those in breach of the law. Any matters in relation to discrimination must be reported immediately to the Academic Manager or Dean.

Further information can also be obtained by visiting the Anti-Discrimination Board NSW

website: www.antidiscrimination.nsw.gov.au or contact: Ph: (02) 9268 5544 Email:

adbcontact@justice.nsw.gov.au

Equal Opportunity

CIHE integrates equal opportunity principles into all decisions and operations. The Institute is committed to the examination of all practices to avoid discrimination based on gender, race, nationality, marital status, physical ability, age, political conviction, sexual orientation or religious belief. Any member of the CIHE community who feels that they have not been treated equally should feel free to bring the matter to the attention of the Academic Manager or Dean.

Harassment and Equity Issues

CIHE understands that staff and students have the right to study and work in an environment free of harassment whether that be physical, verbal or sexual. It is the responsibility of all students and staff to contribute to the achievement of a productive, safe and equitable study and work environment by avoiding practices, which lead to, support or condone any form of harassment.

CIHE does not tolerate harassment of staff by other staff or students nor does it tolerate harassment of students by staff or other students. CIHE will ensure that any complaint of harassment is treated seriously

and sympathetically. All complaints will be investigated thoroughly and fairly, and confidentiality will be maintained.

Marking and Grading

Please refer to the CIHE Assessment Policy for information in relation to the marking of assessment items and the award of final grades.

Work Health and Safety

The NSW Work, Health and Safety legislation aims to protect the health, safety and welfare of people in workplaces. It lays down general requirements which must be met at places of work in NSW.

CIHE is committed to fulfilling its responsibilities for Work, Health and Safety. For further information regarding this area, please refer to Safework NSW using contact details below:

Safework NSW
19 York Street
Sydney NSW 2000
Ph: 131050
<https://www.safework.nsw.gov.au/>

In compliance with the regulations of the Work Health and Safety Act 2011, CIHE is committed to take reasonable steps to maintain health and safety of its students and staff. The appendix of this document contains floor maps showing fire exits.

Fire exit plans are displayed in all rooms, the foyer area and hallways. Firefighting equipment is available at locations marked on the floor map. Please refer to Appendix A: Floor Plan.

CIHE ensures safety at the facility by:

- providing and maintaining equipment and systems that are safe;
- providing information, instruction, training and supervision necessary to insure health and safety of students and staff; and
- maintaining safe entrances and exits.

Evacuation in case of fire

At times, situations may arise when CIHE needs to be evacuated, and in such situations the following steps must be followed:

- Floor wardens will notify each room of the need to evacuate.
 - Lecturers/Tutors will take charge of the room.
 - Students accompanied by their lecturer will exit in an orderly manner through the fire stairs, shown on the floor plan displayed in each room. Please refer to the floor plans in the Appendices.
 - Personal effects only to be taken as bags can impede evacuation.
 - Students, lecturers and other staff will assemble at the allocated assembly point until further instructions are given.
-

Privacy

The Privacy Act precludes organisations from providing students' information to parties other than the actual student unless the student consents in writing to the release of such information. Student information includes the student's name, address, telephone number and academic results.

CIHE may provide a student's personal information to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code 2018. CIHE is also required to inform the Department of Home Affairs (DHA) about certain changes to a student's enrolment, and any breach by the student of a student visa condition relating to attendance or satisfactory academic performance.

Student Support Services

Academic Support

CIHE offers several academic services to students in addition to their regular scheduled lectures/tutorials. The New Student Orientation program is conducted at the beginning of each teaching period. To assist students with their academic endeavours, Learning Support workshops/sessions are made available periodically through Library. Workshops will seek to enhance students' learning skills, assist with exam preparation and avoid plagiarism.

Additional tutorial support and peer tutoring can also be organized for students requiring academic assistance. Students are advised to contact their respective Course Coordinators for any additional academic support. They will refer you to the respective staff that are best placed to provide you with relevant assistance.

Counselling, support and guidance is also offered to students who have received warning letters regarding their academic progression, Academic Misconduct letters or who have been asked to "show cause" for continued enrolment.

English Language Support

If English is not a student's first language, they must have satisfied the Institute's English language entry criteria for admission. However, if/when required, additional English language support is made available to students throughout their study at CIHE.

Students in need of additional English language support and/or study skills should attend the study skills sessions offered regularly by the Librarian Learning Support Manager who may, with the assistance of the Course Coordinator and/or Dean, arrange further support if/when required.

Counselling services

CIHE has a counselling service that is available to all currently enrolled students. The counselling service is designed to assist students in dealing with a wide range of problems including homesickness, balancing your studies with other commitments, managing stress, working through relationship or family issues, improving motivation, managing psychological problems and coping with distressing situations.

Student Services

CIHE's Student Services offers a variety of information and support in areas relating to living in Sydney, health and wellbeing, safety, disability support, accessing career advice and identifying potential employers. In addition, welfare support is provided in relation to accessing finance, safety and legal advice, accommodation advice and accessing multi-faith services.

Emergency Contact details at CIHE

Responsible Officer	Position	Contact Details
Michael Seamer	Dean/CEO	0435127197
Dhitika Bansal	Academic Manager	0427470725
Reception	Reception	+61 2 88562997

Emergency and Crisis Support

If you have an emergency requiring an ambulance, fire department or police, call 000 immediately.

If you need personal crisis support, there are several crises support networks you can contact:

- Lifeline (24 hours): Ph 131114
- Suicide Call Back Service (24 hours): Ph 1300 659 467
- Domestic Violence Helpline (24 hours): 1800 65 64 63
- Alcohol and Drug Support Line (24 hours): Ph 1800 198 024.
- 1800 Respect (24 hours): Ph 1800 737 732 – National Sexual Assault and Domestic Violence Counselling Services

Overseas Students (OS) Studying in Australia

Refer to CIHE's website: www.churchill.nsw.edu.au/study-in-australia for important information relating to living and studying in Australia, living in Sydney, accommodation options, after your studies and more.

Personal Safety and Wellbeing

Generally speaking, Australia (including Sydney) is regarded as a safe destination for international students. In fact, personal safety and security is consistently identified by international students as one of the most important reasons to choose Australia for their studies. Despite this, it is critical that students are proactive in ensuring their personal safety and security. <http://www.studyinaustralia.gov.au/english/live/health-and-safety> provides general guidance on health and safety for international students. This includes information regarding

- Emergencies
- Transport and Personal Safety
- Home safety
- Fire awareness
- Sun and water safety

Sydney related safety and wellbeing for international students is available at the NSW Government website www.study.sydney/live/safety. This site also includes a series of safety videos for international students in a variety of languages.

The following NSW Police contacts also provide important information for international students and their safety:

- NSW Police: www.facebook.com/nswinternationalstudents
- Crime Stoppers 1800 333 000 – to anonymously report crime
- Police Assistance line 131444 – to report a crime

Additional information regarding safely enjoying Sydney's beautiful waterways is available at:

- Surf Life Saving Australia www.sls.com.au/coastal-safety/#beachsafety
- Royal Life Saving Society Australia www.royallifesaving.com.au/stay-safe-active

Overseas Students – Rights and Responsibilities

The following information relates to overseas student's rights and responsibilities.

A comprehensive source containing information on your rights in NSW as a consumer, accommodation renter and dealing with your education provider is available at: www.fairtrading.nsw.gov.au/help-centre/youth-and-seniors/youth/international-students.

Issues relating to your rights and responsibilities in relation to CIHE should be addressed directly to the Institute via the Academic Manager or Dean. CIHE will always endeavour to resolve issues promptly and fairly however any issue that a student feels has not been satisfactorily resolved can be referred to external authorities including:

- Overseas Students Ombudsman Ph. 1300 362 072 www.ombudsman.gov.au
- Australia Education International Students Ph. 1300 615 262

Student Visa Compliance

Important information regarding your rights and responsibilities in relation to your student visa can be found at the Department of Home Affairs website: immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500

Full-time Overseas Students

Overseas students must maintain their required study load and course progress. In addition, overseas students must maintain their attendance level at 80% or higher, unless otherwise approved.

Under certain circumstances, overseas students may have a reduced study load in a semester that must be preapproved by the Institute.

A change in study load may lead to change in course duration. If that occurs, your Confirmation of Enrolment (CoE) will be amended and the student and the Department of Home Affairs will be advised. For further information in this area, please refer to Student Visa Conditions/requirements via the Department of Home Affairs website.

Repeating a unit More than Once

Students can re-enrol in a unit that they have previously failed if it is required for the completion of their course. Some units may require permission before re-enrolling and therefore the student should consult with their Course Coordinator as soon as possible. If a student fails a unit/s more than once, they may be required to participate in a CIHE program to provide assistance with academic performance and/or be subject to exclusion from the course. For further information, please refer to the Course Progression and Graduation Policy on CIHE Website.

Change of Contact Details

Students are required to give accurate details of their address and contact number to CIHE on registration. You are also required to inform CIHE of any change of address or contact number within 7 days of moving residence or changing contact number. Please contact staff at Reception, to give your new details by completing the Change in Contact Details Form.

Work Conditions for Student Visa Holders

For further information please refer to Department of Home Affairs website:

immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#When

Re-entry to Australia

Most Student visas permit multiple entry to Australia – please check your visa conditions at: www.immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/check-conditions-online.

[https://www.homeaffairs.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-\(vevo\)](https://www.homeaffairs.gov.au/Busi/visas-and-migration/visa-entitlement-verification-online-(vevo)) Students who have left Australia during their university study period, should check with the Australian High Commission or Embassy in their country, prior to returning to Australia, to ensure their visa has not been cancelled by Department of Home Affairs.

A list of Department of Home Affairs contacts around the world are available at:

www.immi.homeaffairs.gov.au/help-support/contact-us/offices-and-locations

Please remember noncompliance with the conditions of your visa may result in the cancellation of your student visa. For further information regarding student visa conditions refer to: www.immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/check-conditions-online

Dependents

Should you have dependents travelling with you to Australia, you will need to ensure they are covered in your student visa application. School-aged dependents accompanying you to Australia will be required to pay full fees if they are enrolled in either government or non-government schools. For further information please refer to: <http://www.schools.nsw.edu.au>

It is also compulsory that you and your dependents have valid Overseas Student Health Cover.

Critical Incident and Emergency Management

For further details please refer to Institute's Critical Incident and Emergency Management Policy on the CIHE website.

Critical incidents are not limited to, but could include:

- Missing students
- Severe verbal or psychological aggression;
- Death, serious injury or any threat of these;
- Natural disaster;
- Domestic violence, sexual assault, physical assault, drug or alcohol abuse.

Non-life-threatening events could still qualify as critical incidents.

Incidents occurring at CIHE

If an incident has occurred at CIHE and involves death, serious injury or a threat to life or property, the following people should be contacted immediately;

- Academic Manager
- Your Course Coordinator
- Dean.

Key Details to be reported

Key details to report include the time, location and nature of the incident (e.g. threat, accident, death or injury), names and roles of persons involved. The CIHE Critical Incident Report Form must be completed incorporating all the key details of the incident.

Emergency Plus Application

The Institute recommends the students and staff to download the Emergency Plus Application. This application is a free app developed by Australia's emergency services and their Government and industry partners. It uses GPS functionality built into smart phones to help a Triple Zero (000) caller provide critical location details required to mobilise emergency services.

Medical and Emergency Facilities

The following are the closest available medical services:

1) MyHealth Medical Centre Parramatta

Shop M10A, Level 2, Westfield,

159-175 Church St, Parramatta NSW 2150

Phone: +61 (02) 82088822

Business Hours: 9.30 am – 5:00 pm (Mon –
Fri, Closes 7pm Thurs) 9.30am – 2:00pm (Sat & Sun)

2) Parramatta Medical Centre

Shop 2 Entrata Building

20 Victoria Rd, Parramatta NSW 2150

Phone: +61 (02) 97621041

Business Hours: 8:00 am – 7:00 pm (Mon –
Fri) 9.00am – 3.30pm (Sat-Sun)

EMERGENCY SERVICES

To contact the following EMERGENCIES services: **(Police / Fire/ Ambulance/Paramedics)**

Please DIAL 000 (from mobile, private or public phone line – all free calls)

An alternative emergency number from a mobile - DIAL 112 (dials even if mobile keypad is locked)

The following is the closest available **POLICE STATION:**

Parramatta Police Station
95 Marsden Street Parramatta
02 96330799

For detailed information you may refer to the following web links:

NSW Police : <http://www.police.nsw.gov.au>

NSW State Emergency Service: <http://www.ses.nsw.gov.au> (for emergencies related to natural events eg floods) Ph. 132500

[NSW Fire Brigades](http://www.fire.nsw.gov.au) : <http://www.fire.nsw.gov.au>

Ambulance Service of NSW : <http://www.ambulance.nsw.gov.au/>

Places of Religious Worship

The following are a few contact details of places of worship near the Campus. Please refer to the Yellow pages for more information of places of worship.

Gurdwaras

Guru Nank Foundation Gurdwara 81 Kissing Point Road Turra Murra, Sydney NSW 2074	Sri Guru Singh Sabha Gurdwara 14 River Road Revesby, Sydney NSW 2212
Gurdwara Sahib 8 Meurants Lane Parklea, Sydney NSW 2768	Murwillumbah Sikh Temple 29 Nullum Street Murwillumbah NSW 2484
Sikh Mission Centre 170 Ninth Ave Austral, Sydney NSW 271	Gurdwara Sahib 462 Meurants Land Parklea, Sydney NSW 2155

Hindu Temples

Sydney Murugan Temple 217 Great Western Hwy Mays Hill, Sydney NSW 2145	ISKCON 180 Falcon St, North Sydney NSW 2060
Sri Venkateswara Temple Temple Road Helensburgh NSW 2508	Sri Mandir 286 Cumberland Road Auburn, Sydney NSW 2144

Buddhist Temples

Nan Tien Temple Berkeley NSW 2506 (6kms South of Wollongong) http://nantien.org.au:88/en/	Buddhist Mahamakut Temple 80-90 Stanmore Road Stanmore NSW 2048
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Mosques

Auburn Gallipoli Mosque <i>Khutbah in Turkish.</i> 15-19 North Parade Auburn, Sydney NSW 2144	Lakemba Mosque <i>Run by the Lebanese Muslim Association.</i> <i>Khutbah in Arabic.</i> 65-67 Wangee Road Lakemba, Sydney NSW 2195
North Sydney Musalla 165 Blues Point Rd McMahons Point NSW 2060	Sydney CBD Musalah <i>Jummah prayers only – 1:15pm to 1:45pm</i> Near Hunter Connection, Martin Place side Level 2, 84 Pitt Street, Sydney NSW 2000

Catholic Churches

St Mary's Catholic Church 264 Miller St North Sydney NSW 2060	St Mary's Cathedral (Catholic) St Mary's Road Sydney NSW 2000
St Francis Xavier Catholic Church 17 Mackenzie St Lavender Bay NSW 2060	Our Lady Star of the Sea Catholic Church 44 Willoughby St, Kirribilli NSW 2061

Christian Churches

St Thomas's Anglican Church McLaren St & Church St North Sydney NSW 2060	Northside Baptist Church 63 Willoughby Rd, Crows Nest NSW 2065
Christ Church 10 Walker St, Lavender Bay NSW 2060	Sydney Life Church 2 Yeo St, Neutral Bay NSW 2088

Synagogue

The Great Synagogue 166 Castlereagh Street Sydney NSW 2000	Cremorne synagogue 12A Yeo St, Neutral Bay NSW 2089
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Contact details of some relevant services in New South Wales (NSW)

INFORMATION ABOUT	SOURCE	CONTACT DETAILS
Enrolment and Academic requirements	Churchill Institute of Higher Education (CIHE)	
Student Support/ Admin assistance	Churchill Institute of Higher Education (CIHE)	
Student Visa Conditions Applying for other visas	Department of Home Affairs (DoHA)	https://www.homeaffairs.gov.au/ General Inquiries: 131 881
Information on Renting Real Estate Agents	NSW Office Of Fair-Trading Domain	www.fairtrading.com.au www.domain.com.au
Tax File Number (TFN)	Australian Taxation Office (ATO)	http://www.ato.gov.au/
Employment (information on writing application letters & resumes)	Seek My Career	www.seek.com.au www.mycareer.com.au
Transport	City Rail Sydney Buses	http://www.sydneytrains.info/ https://transportnsw.info/#/
Dispute resolution & Mediation Services	Overseas Student Ombudsman	Call: 1 300 362 072* within Australia. Outside Australia call +61 2 6276 0111. Enquiries 9am to 5pm Monday to Friday (AEST) Email: ombudsman@ombudsman.gov.au http://www.oso.gov.au/
Information on Location/ Street Maps	Where Is	http://www.whereis.com/
Overseas Health Cover (OSHC)	Medibank	http://www.medibank.com.au/oshc/ ph.: 134 190
List of Hospitals in New South Wales (NSW)	NSW Health Department	http://www.health.nsw.gov.au/
Safety & Emergency: Police / Fire/ Ambulance	NSW State Emergency Services	http://www.ses.nsw.gov.au/ Dial 000 In Case of Emergency
Driving license / Vehicle Registration	Roads and Maritime Services	http://www.rms.nsw.gov.au/

Legal Services	Legal Aid	Legal Aid Help over the phone call 1300 888 529 http://www.legalaid.nsw.gov.au/asp/index.asp
Interpreting Services	Community Relations Commission Department of Home Affairs (DoHA)	Ph: 1300 651 500 Sydney Level 8, 175-183 Castlereagh Street Sydney NSW 2000 FAX: (02) 8255 6711 TTY: (02) 8255 6758 Ph: 131 450
General Information	Yellow Pages	http://www.yellowpages.com.au/
Taxi Information	Taxis Combined Premier Cabs	133 300 / 8332 8888 131 017
Disability Services	Wesley Mission National Disability Services, NSW	Wesley Mission Ph: (02) 9263 5555 / Fax: (02) 9264 4681 http://www.wesleymission.org.au/ National Disability Services, NSW Ph: 02 9256 3111 / Fax: 02 9256 3123 http://www.nds.org.au/nsw/
Australian Search and Rescue	Search and Rescue	Australian Maritime Safety Authority http://www.amsa.gov.au/ State Emergency Services http://www.ses.nsw.gov.au/
Work Health and Safety	Work Health and Safety Work Cover, NSW	Work Health and safety https://www.business.gov.au/Risk-management/Health-and-safety/Work-health-and-safety Work Cover, NSW Work Cover Assistance Service Ph: 13 10 50 Hours: 8:30am - 5:00pm Monday to Friday http://www.workcover.nsw.gov.au/Pages/default.aspx

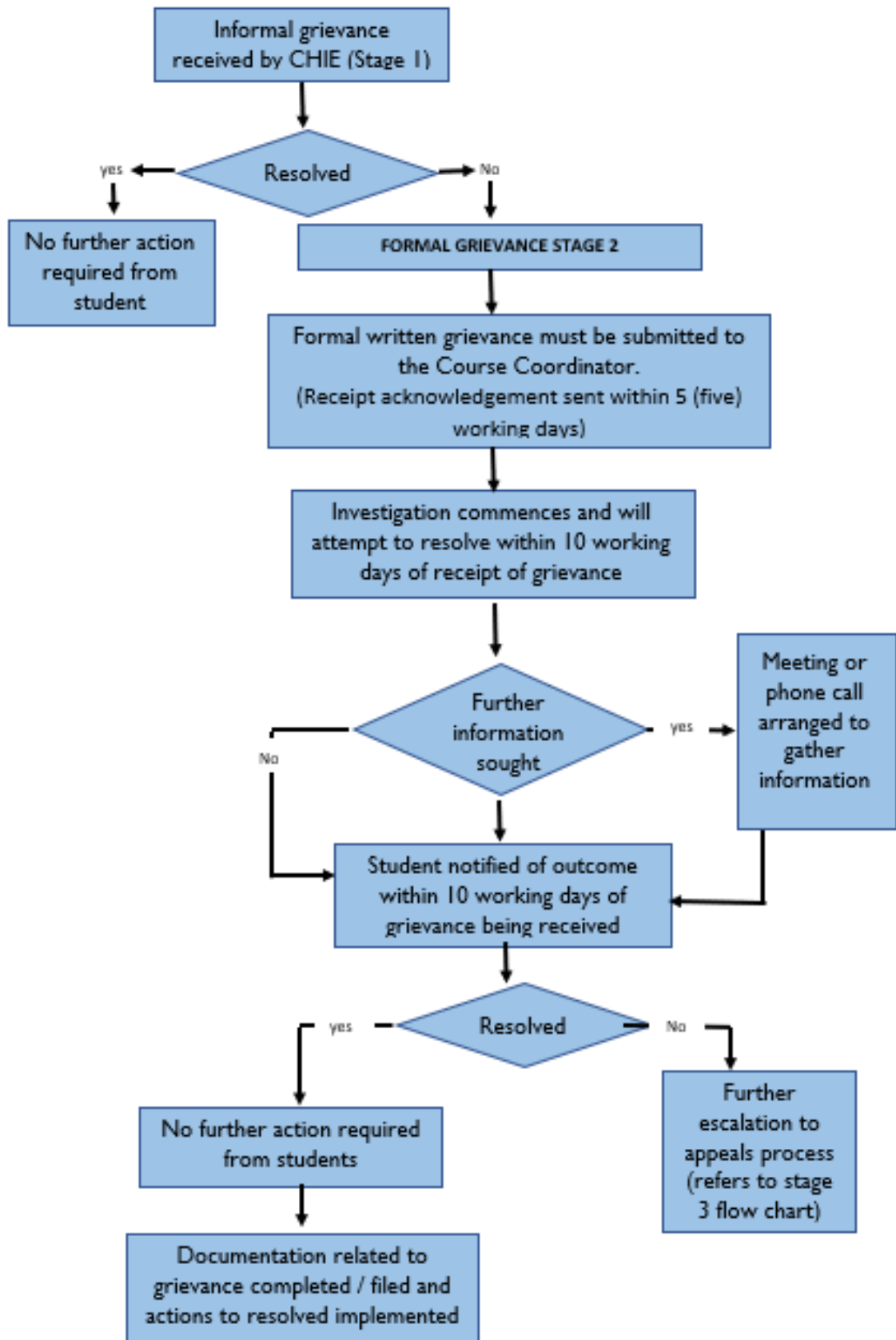
Bullying/ Harassment	Human Rights and Equal Opportunity Commission (HREOC),	Human Rights and Equal Opportunity Commission (HREOC), GPO Box 5218, Sydney, NSW 2001 Ph: (02) 9284 9600 or 1300 656 419 Fax: (02) 9284 9611 Email: paffairs@humanrights.gov.au
Professional Counselling Services	Lifeline (phone counselling) Transcultural Mental Health Centre Reach out	Ph: 131114 (24 hours, 7 days a week) Counselling /Support for Ethnic/Community groups Ph: (02) 9840 3800 or (02) 9840 3755 Toll Free: 1800 648 911 Hours: 8:30 am – 5:30 pm, Monday – Friday http://www.reachout.com.au/home.asp
Family Assistance	Relationship Australia Department of Community Services (DoCS)	Relationship Australia http://www.relationships.com.au/ Ph: 1300 364 277 DoCS Helpline: 132 111 http://www.community.nsw.gov.au/
Child Protection	Department of Community Services (DoCS)	Kids Help Line: 1800 551 800 http://www.community.nsw.gov.au/
Sexual Health	NSW Health Family Planning, NSW	http://www.health.nsw.gov.au/sexualhealth/Pages/sexual-health-check-up.aspx http://www.fpnsw.org.au/ Ph: 1300 658 886
Pregnancy	The Department of Health	Free call: 1800 882 436 http://www.health.gov.au/pregnancyhelpline
Crisis Pregnancy	Pregnancy Help Australia, NSW Mary Stopes International	Hotline: 1300 139 313 http://pregnancysupport.com.au/ Toll Free: 1800 003 707 http://www.mariestopes.com.au

<p>Domestic Violence</p>	<p>Family and Community Services</p> <p>Rape and Domestic Violence Services Australia</p> <p>Relationships Australia, NSW</p>	<p>Domestic Violence Line</p> <p>24hr telephone support and referral.</p> <p>Ph: 1 800 656 463 or TTY: 1800671442</p> <p>http://www.community.nsw.gov.au/docs_menu/parents_carers_and_families/domestic_and_family_violence/dv_line.html</p> <p>Ph: 1 800 424 017</p> <p>Available 24 hours/day, 7 days/week</p> <p>https://www.1800respect.org.au/service-support/new-south-wales-domestic-family-violence-and-sexual-assault-services/</p> <p>Ph: 1300 364 277</p> <p>http://www.nsw.relationships.com.au/</p>
<p>Women's refuge</p>	<p>NSW Women's Refuge Resource Centre</p>	<p>Call the 24-hour Domestic Violence line ph.: 1800 656 463</p>
<p>Drug and Alcohol</p>	<p>NSW Health - Mental Health and Drug and Alcohol Office (MHDAO)</p> <p>Alcohol and Drug Information Network (ADIN)</p>	<p>Centre for Drug and Alcohol NSW Health</p> <p>Level 3, 73 Miller Street North Sydney 20602</p> <p>Ph: (02) 9391 9000</p> <p>http://www.health.nsw.gov.au/mhdao/Pages/mhdao.aspx</p> <p>http://www.adin.com.au/content.asp?Document_ID=38#nsw</p>
<p>Gambling Helpline</p>	<p>G-Line</p>	<p>G-Line</p> <p>For confidential gambling help.</p> <p>24-hour telephone service.</p> <p>http://www.gamblinghelponline.org.au</p> <p>http://www.gamblinghelp.nsw.gov.au/</p>
<p>Quit/ Stop Smoking</p>	<p>Quit Now, Australian Government</p>	<p>http://www.quitnow.gov.au/Quitline : 13 78 48</p>
<p>Eating Disorders</p>	<p>Health Insite</p>	<p>http://www.healthinsite.gov.au/topics/Eating_Disorders</p>
<p>Poisons Information Centre</p>	<p>New South Wales</p>	<p>The Children's Hospital at Westmead</p> <p>Westmead NSW 2145</p> <p>Ph: 13 11 26 (24 hours, 7 days a week)</p> <p>http://www.chw.edu.au/poisons/</p>

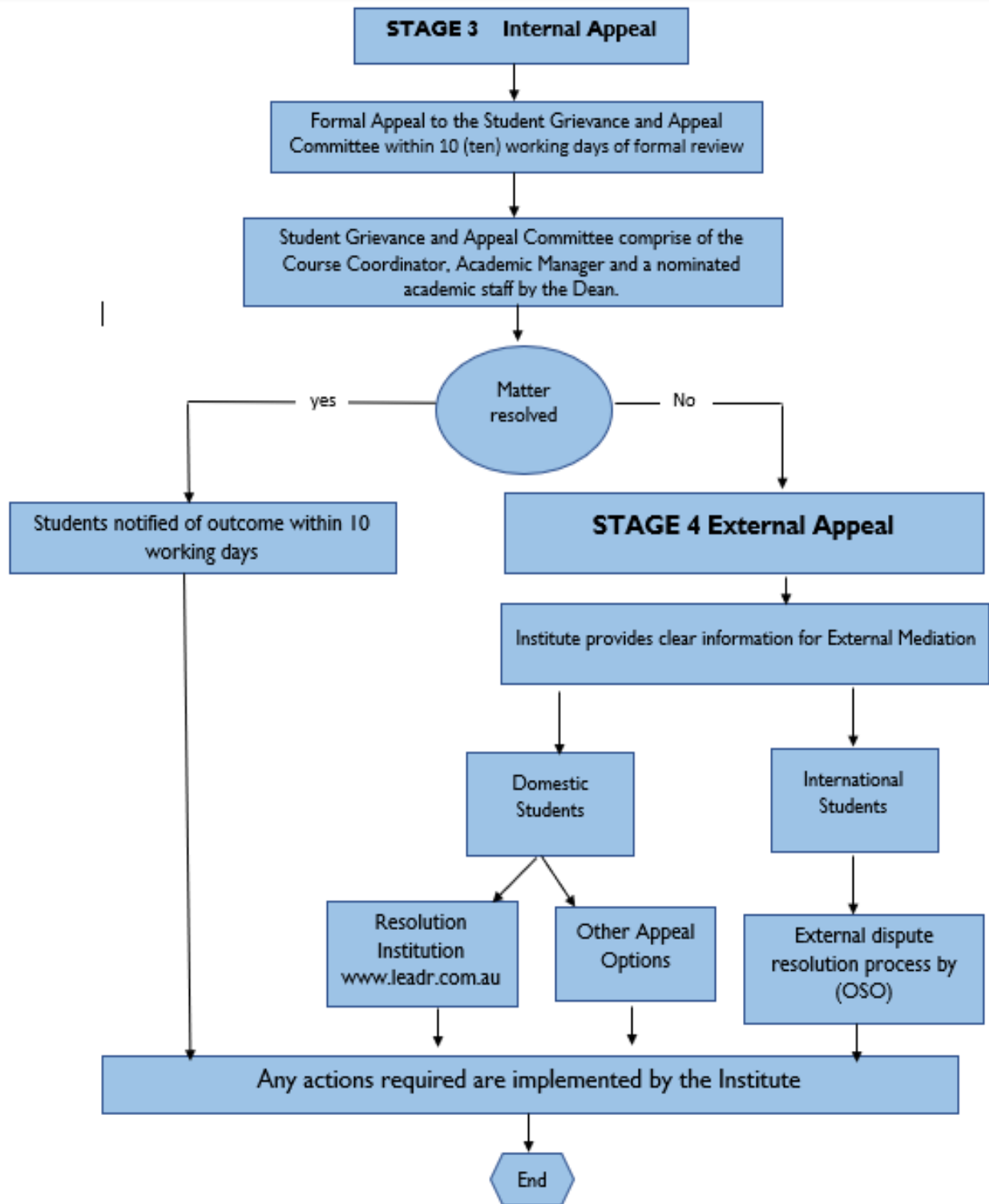
Mental Health Information	Mental Health Association NSW Health	Mental Health Association Ph: 1300 794 991 Fax: 02 9339 6066 http://www.mentalhealth.asn.au Centre for Mental Health 24 Hour contact numbers http://www.health.nsw.gov.au/mhdao/contact_service.asp
Gay and Lesbian Counselling	Gay and Lesbian Counselling Services (GLCS) in NSW	Ph: (02) 8594 9596 http://www.glcsnsw.org.au/
Coroner's Office	National Coroner's Information System NSW – State Coroner's Office	http://www.ncis.org.au/ State Coroner's Court, GLEBE 44-46 Parramatta Rd, GLEBE NSW Ph: (02) 8584 7777 http://www.lawlink.nsw.gov.au/CORONERS

Appendix A CIHE Grievance and/or Appeal Procedure Flow Charts

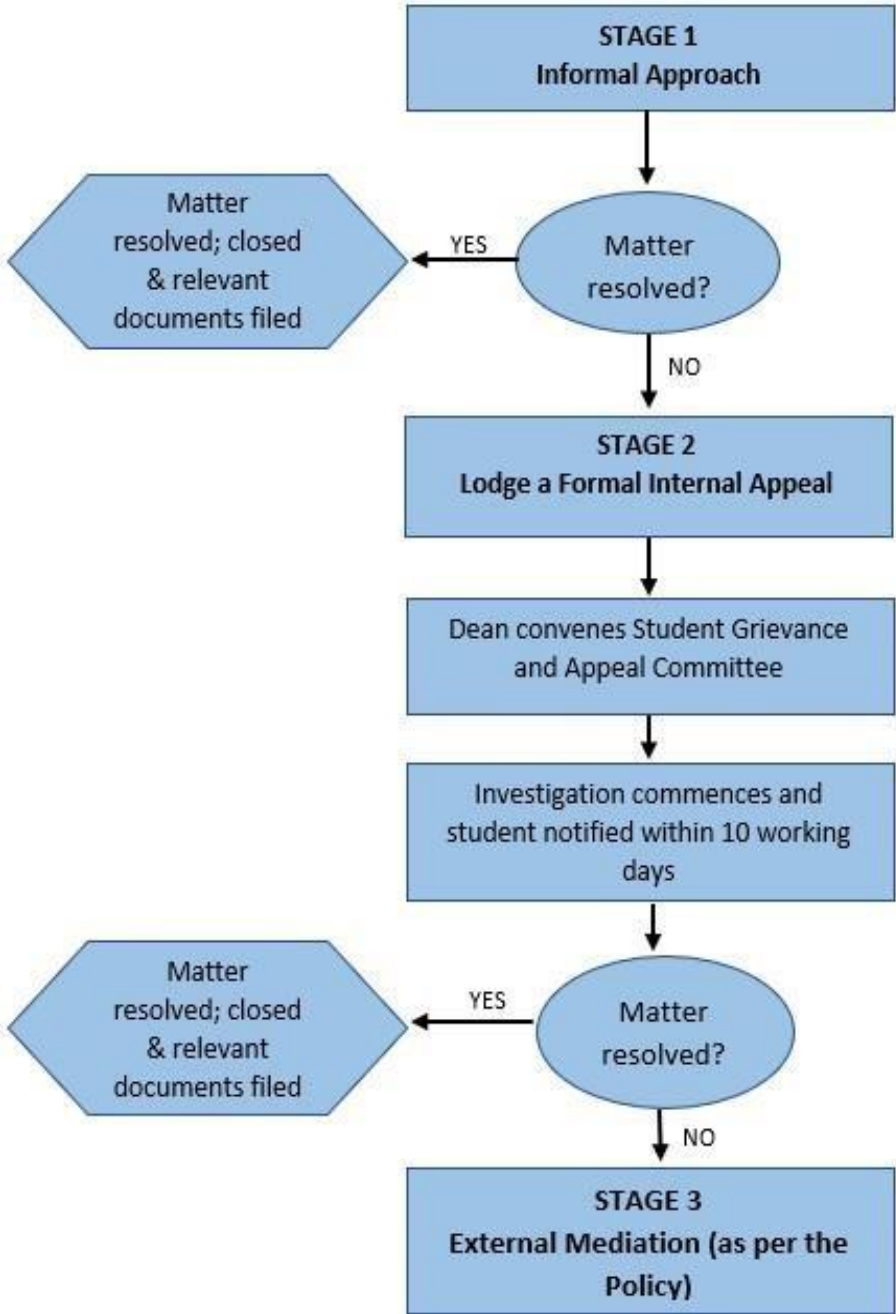
a) Academic Grievance and/or Appeal Process Flow Chart



If Appeal is not resolved at Stage 1 and 2, refer to Flow Chart below (Stage 3 and 4)

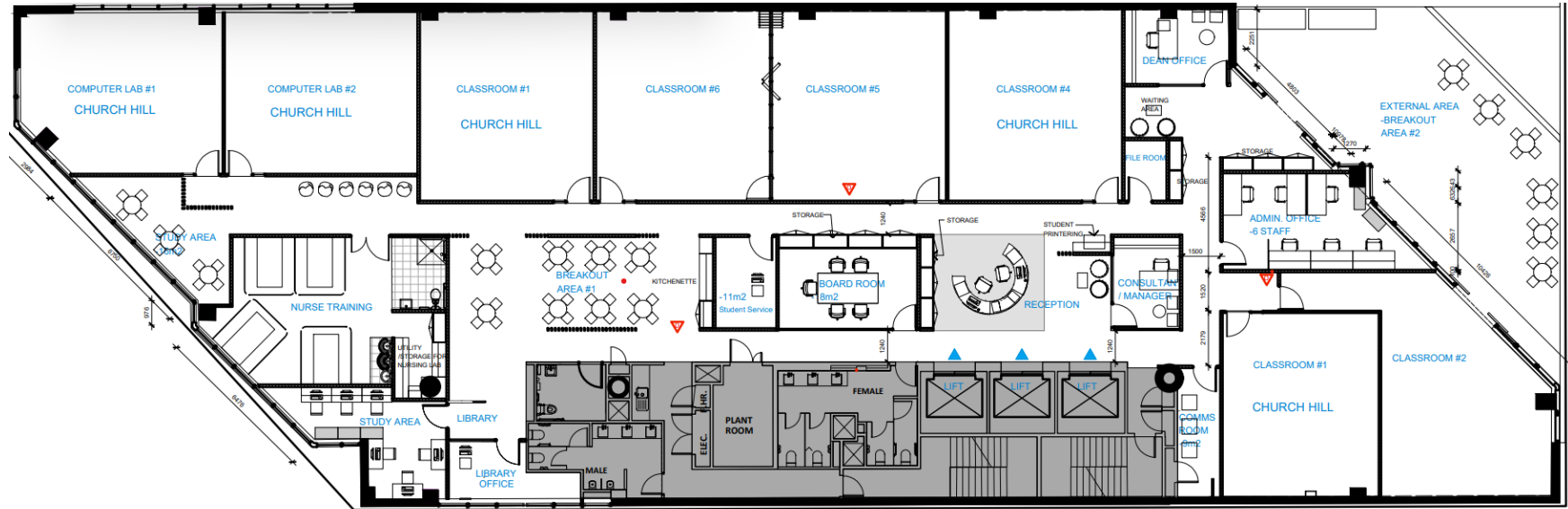


Non-academic Grievance and/or Appeal Process Flow Chart



Appendix B: CIHE Floor Plan

Level One 16-18 Wentworth St Parramatta



Level Seven 16-18 Wentworth St Parramatta

