



Staff referral
guide



to student
services.



ACU
AUSTRALIAN CATHOLIC UNIVERSITY

Support services for our students

At ACU, we offer a range of support programs and activities to ensure our students make the most of their time at university.

This guide outlines all our available student services, including the specific ACU website or Student Portal address for each service. To access the Student Portal, you can simply sign in using your staff login.

Your contact with students, and often their timely use of our services, is critical to student success and retention. This guide forms part of the ACU Student Retention Strategy, which strives to ensure all ACU students are provided with the best opportunity to succeed in their studies.



SUPPORT AREA	SUPPORT SERVICES	CONTACT
Aboriginal and Torres Strait Islander students	<p>Each ACU campus has its own hub for Aboriginal and Torres Strait Islander students. Aboriginal and Torres Strait Islander students are encouraged to contact the Indigenous Higher Education Unit (IHEU) on their campus.</p> <p>IHEUs provide a range of services and support.</p>	<p>IHEU webpage:</p> <p>studentportal.acu.edu.au/indigenous</p>
Academic Skills Unit	<p>The Academic Skills Unit offers services and resources to support students in their studies.</p> <p>Academic skills advisors collaborate with academic staff to provide embedded tutorials and discipline-specific workshops within units around learning skills, academic language and maths.</p> <p>During semester, the Academic Skills Unit runs generic skills workshops for students on topics including maths, academic reading, writing, referencing, exam preparation and time management.</p> <p>Academic skills advisors are available for individual and group consultations. You can also use Ask an Advisor, an online service where staff and students can submit questions and receive an email response.</p> <p>A range of interactive online resources, designed to help students develop their skills, can be accessed from the Academic Skills Unit page on LEO.</p> <p>From this page, all students are also able to access 24/7 online study support which includes both Connect Live and Writing Feedback services, as provided by our external partner, Studiosity.</p>	<p>The Academic Skills Unit webpage includes links to:</p> <ul style="list-style-type: none"> • make an appointment with an academic skills advisor or maths advisor • workshop and drop-in times • Academic Skills Unit resources on LEO • Ask an Advisor online • 24/7 online study support (Studiosity). <p>studentportal.acu.edu.au/academicskills</p>
Accommodation	<p>Students can apply to live in ACU's Living and Learning Communities. We have residences available in Sydney, Ballarat and Canberra:</p> <ul style="list-style-type: none"> • Sydney – Miguel Cordero Residence, Camperdown • Ballarat – Camillus Residence and managed residences • Canberra – managed residences <p>Students who require accommodation in Brisbane or Melbourne can apply with our affiliate accommodation provider, Iglu:</p> <ul style="list-style-type: none"> • Brisbane – Iglu Student Accommodation, Brisbane City • Melbourne – Iglu Student Accommodation, Melbourne City or South Yarra <p>Living and Learning Communities also manages the Rental Advisory Service. This service is aimed at assisting students in finding legitimate and safe accommodation options, as well as providing support in understanding their rights as a tenant.</p>	<p>The accommodation webpage on the public website includes:</p> <ul style="list-style-type: none"> • information about campus residences • application portal • contact details for each campus. <p>acu.edu.au/student-life/student-accommodation</p> <p>The Rental Advisory Service webpage includes:</p> <ul style="list-style-type: none"> • contact form • resources to assist in: <ul style="list-style-type: none"> - finding safe and legitimate accommodation - resolving issues with landlords/agents. <p>acu.edu.au/student-life/student-accommodation/rental-advisory-service</p>
ACU Life	<p>ACU Life is a place where students can search for and join ACU clubs, organisations or groups, stay up to date with group events, and so much more. The platform allows for communication between group members as well as the organisation of events, group administration and payments.</p>	<p>ACU Life webpage:</p> <p>aculife.acu.edu.au</p>

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ACU National Student Association (ACUNSA)	<p>ACUNSA is the key student organisation at ACU. It comprises the ACUNSA President, ACUPGA President, the six Campus Student Association Presidents, and an international student representative.</p> <p>ACUNSA is committed to enhancing the student experience at ACU by organising social events and providing representation and support.</p>	<p>ACUNSA webpage: studentportal.acu.edu.au/acunsa</p>
ACU Postgraduate Association (ACUPGA)	<p>ACUPGA is a committee of coursework and research postgraduate students comprising a President, Vice-President (Coursework) and Vice-President (Research).</p> <p>ACUPGA's purpose is to facilitate the postgraduate student experience at ACU through events and social activities. It also aims to assist in the communication of issues raised by postgraduate students to the university.</p>	<p>ACUPGA webpage: studentportal.acu.edu.au/acupga</p>
ACUXtra	<p>ACUXtra is a free online rewards and discounts program designed to help students make their budgets go further.</p>	<p>ACUXtra webpage: studentportal.acu.edu.au/acuxtra</p>
Admission and course/campus transfers	<p>Students seeking information about applying and admission to ACU, including course/campus transfers, cross-institutional study and individual units, can learn more on the public website or by contacting AskACU.</p>	<p>How to apply webpage: acu.edu.au/study-at-acu/how-to-apply</p> <p>AskACU webpage: acu.service-now.com/askacu</p>
Advocacy services	<p>The Student Advocacy Service helps students navigate university policies and procedures.</p> <p>The Student Advocacy team provides students with confidential support, information and referrals on matters related to ACU's academic and procedural rules and regulations.</p>	<p>Student Advocacy Service webpage: studentportal.acu.edu.au/advocacy</p>
Associations, clubs and societies	<p>ACU offers students on all campuses opportunities to participate in a diverse range of student-run associations, clubs and societies.</p>	<p>Associations, clubs and societies webpage: aculife.acu.edu.au</p>
Autism at Uni	<p>Autism at Uni offers autistic students academic, social and wellbeing supports, while also addressing structural barriers to inclusion.</p> <p>The program was developed in collaboration with autistic students, alumni and staff. Core elements of the program include:</p> <ul style="list-style-type: none"> • access to comprehensive information for (prospective) autistic students • peer mentoring program ((Uni) Life Hackers), including ongoing professional development for mentors • professional development for teaching and administrative staff • a resource library • environmental audits and adjustments • a low-sensory room on campus (the Melbourne room has opened, with other campuses to follow) • sensory maps in development • social events. 	<p>Student portal page: studentportal.acu.edu.au/autism</p>

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Campus Ministry	<p>Campus Ministry teams work collaboratively alongside other student-facing services to bring the distinctive Catholic identity and mission of ACU to life, providing opportunities for students to connect with other students, enquire about and express their faith, and explore how to use their gifts and talents in service of the world. Campus Ministry assists students to integrate living faith within a broad university life and experience.</p> <p>Campus Ministry is inclusive and welcomes all ACU students, offering them in-person and virtual pastoral care and referral to other internal and external professional support services. All this is delivered within a culture of positivity and resilience shared across student-facing services. Activities are well-planned and ensure appropriate service delivery via a strong local campus network, supported by a small national administrative and creative team.</p>	<p>The Campus Ministry webpage includes:</p> <ul style="list-style-type: none"> information on events and activities. <p>studentportal.acu.edu.au/campus-ministry</p>
Career Development Service	<p>Career advisors collaborate with academic staff to provide embedded sessions, tailored discipline-specific content, and online resources to address graduate employability.</p> <p>The Career Development Service offers students and graduates direct and online consultations, employer engagement events, workshops and resources.</p> <p>ACU CareerHub allows students to search for jobs, internships and vacation employment. The Ask an Advisor function provides students with the opportunity to have their applications reviewed online.</p> <p>ACU Student Jobs on Campus offers employment opportunities so students can 'earn where they learn' on their own campus.</p>	<p>The Careers Development Service webpage includes:</p> <ul style="list-style-type: none"> CareerHub information tips on employment. <p>studentportal.acu.edu.au/careers</p>
Choirs	<p>ACU has campus choirs in Brisbane, Melbourne, North Sydney and Strathfield. A key component of ACU choirs is their service to their local campus and community.</p>	<p>ACU Choir webpage:</p> <p>studentportal.acu.edu.au/choir</p>
Community engagement (ACU Engagement)	<p>Students participate in community engagement activities as part of our Core Curriculum. These units give students the opportunity to volunteer in the community and work with people who experience disadvantage or marginalisation. It's a unique and crucial part of our undergraduate courses that connects classwork to community action for an invaluable learning experience in service to the common good.</p> <p>ACU Engagement develops relationships with community partners to offer community engagement opportunities for both staff and students, and supports students in their community engagement experience.</p>	<p>Community engagement webpage:</p> <p>acu.edu.au/acuengagement</p> <p>Student portal page:</p> <p>studentportal.acu.edu.au/community-engagement</p>
Counselling	<p>Counsellors provide confidential assessment and counselling support to students in person or online. Please note that:</p> <ul style="list-style-type: none"> appointments with a counsellor can only be made online 20-minute drop-in sessions are available daily at 12pm and 12.30pm on all campuses (except Ballarat and Canberra) an out-of-hours crisis counselling line is available. <p>Workshops are offered each semester to help students manage the demands of studying and developing personal resilience.</p> <p>Counsellors also offer mental health first-aid training, which educates and raises awareness about mental health and empowers people to respond appropriately.</p>	<p>The counselling webpage includes:</p> <ul style="list-style-type: none"> drop-in times how to book an appointment with a counsellor out-of-hours crisis counselling line information counselling workshop registration forms. <p>studentportal.acu.edu.au/counselling</p>

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Course and faculty enquiries	AskACU provides course and study-related information.	AskACU webpage: acu.edu.au/askacu
Disabilities	<p>The Disability Support team is committed to promoting access and equity for students with disabilities and health conditions.</p> <p>Using supporting medical documentation and in consultation with students, disability advisors develop Education Inclusion Plans (EIP). EIPs include recommended reasonable adjustments to meet the accessibility needs of students with disabilities or health conditions.</p> <p>Disability advisors liaise with and advise ACU staff to help the university meet its legal obligations in relation to the Disability Discrimination Act (DDA) 1992 and the Disability Standards for Education (DSE) 2005.</p>	<p>The disability webpage includes:</p> <ul style="list-style-type: none"> • how to make an appointment with a disability advisor • registration for an EIP. <p>studentportal.acu.edu.au/disability</p> <p>Additionally, the disability support staff resources page includes:</p> <ul style="list-style-type: none"> • disability guidelines and training • inherent requirements information • disability support contact information. <p>staff.acu.edu.au/tools_and_services/services/disability-support</p>
Examinations and results	<p>AskACU provides students with information on examination timetables and timelines, exam rules and regulations, tips on how to prepare for exams and results release dates.</p> <p>Students can view their results from all semesters on the Student Portal's units and results page.</p>	<p>AskACU webpage: acu.service-now.com/askacu</p> <p>Units and results webpage: studentportal.acu.edu.au/unitsandresults</p>
Fees	<p>Students can contact AskACU for information about course fee types, unit and course costs, fee payment due dates, late payment penalties, refunds and other fees and charges.</p>	<p>AskACU webpage: acu.service-now.com/askacu</p>
Gyms and fitness classes	ACU offers both on-campus and off-campus gym facilities across most locations, nationally. All gyms boast the latest in modern equipment, and a great variety of group fitness programs for all levels and abilities. The gyms are staffed with highly qualified instructors who deliver leading programs.	<p>Gyms and fitness webpage: studentportal.acu.edu.au/gym</p>
International student support	International students experiencing academic or personal difficulties at ACU should contact the international student advisor on their campus.	<p>ACU International webpage: studentportal.acu.edu.au/international</p>
IT technical support	<p>Troubleshooting assistance and resources to support students in their learning is available on the Student Portal.</p> <p>This includes free access to a vast online training library, wireless access, internet and student emails.</p>	<p>IT information and resources webpage: studentportal.acu.edu.au/itresources</p>
Legal services	<p>The Legal Service provides free legal advice on areas of law common to university students. The advice is of a high quality, independent and confidential. The service will provide referrals to other legal services and support networks in instances where advice cannot be provided.</p> <p>This service is managed by Student Engagement and Services.</p>	<p>Legal services webpage: studentportal.acu.edu.au/legalservice</p>

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LEO	<p>The LEO Support Desk is available to students as follows:</p> <ul style="list-style-type: none"> Monday to Friday, 8am to 10pm (Sydney time) weekends and NSW public holidays, 9am to 5pm (Sydney time) closed on Good Friday and Christmas. <p>Phone 1800 246 442 or visit LEO online to view the guides for students.</p>	<p>LEO webpage: leo.acu.edu.au</p>
Library services	<p>ACU Library provides 24/7 access to a wide range of electronic resources and expert advice via the library website, chat and email services.</p> <p>Campus libraries house a range of print materials and offer other services and facilities, including computers, printers, group study rooms and quiet study areas.</p> <p>The 24/7 chat service is available during semester only. The chat pop-up appears on each library webpage, and there is a link to the chat service at the bottom of each page.</p>	<p>Library webpage: library.acu.edu.au</p>
Medical centres	<p>ACU medical centres offer comprehensive, high-quality healthcare services. Bulk billing is available for ACU students. ACU has two on-campus medical centres: one in Brisbane and another in Melbourne.</p>	<p>Medical centres webpage: studentportal.acu.edu.au/medicalcentre</p>
Policies and procedures	<p>Students can access important policies and procedures regarding enrolment, avenues for appeals, codes of conduct and other administrative matters by contacting AskACU or visiting the Student Portal's policies webpage.</p>	<p>AskACU webpage: acu.service-now.com/askacu</p> <p>Student policies webpage: studentportal.acu.edu.au/about-acu/policies-and-complaints/policies</p>
Scholarships	<p>ACU offers a wide range of scholarships for eligible students.</p> <p>Students can learn more about the opportunities available on the Scholarships Browser.</p>	<p>Scholarships and financial support webpage: studentportal.acu.edu.au/financialsupport</p>
Sports, health and wellbeing	<p>On-campus, inter-campus sport, sport clubs, UniSport events and online health, sport and wellbeing activities are offered to all students across all campuses.</p> <p>Dedicated ACU Sport staff based in Sydney, Brisbane and Melbourne can provide further information.</p>	<p>ACU Sport webpage: studentportal.acu.edu.au/sport</p>
Student leadership	<p>Student leadership is focused on developing students' leadership skills through events and programs and providing coaching and guidance for student associations, clubs and societies.</p>	<p>Student leadership webpage: studentportal.acu.edu.au/leadership</p>
Student Life	<p>The Student Life team provides co-curricular activities, programs and events across the university, offering students the opportunity to develop holistically.</p> <p>Programs include skills and leisure courses, creative and performing arts competitions, campus market days and various student events.</p> <p>Student Life provides advancement opportunities for students as well. These include Leading with Impact, Community Achievers Program, volunteering opportunities, and the ACU Golden Key Chapter.</p> <p>Student Life also supports the development of clubs and societies and the Student Associations.</p>	<p>Student Life contact details: studentportal.acu.edu.au/studentlife</p>

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Student Portal	<p>The Student Portal is a student's go-to resource for important ACU information, academic and co-curricular activities, services and opportunities.</p> <p>It provides information personalised to each student, including their schedule and student details and single sign-on to other key platforms such as LEO. It also includes news, events, notifications and announcements.</p> <p>Staff may view the non-personalised version of the portal using their staff login.</p>	<p>Student Portal homepage: studentportal.acu.edu.au</p>
Student Veterans Support Program (SVSP) Veterans Entry Program (VEP)	<p>The Student Veterans Support Program (SVSP) provides ACU student veterans with access to a range of support services and academic resources to help ease the transition into uni life.</p> <p>The Veterans Entry Program (VEP) is tailored for current or former members of the Australian Defence Force.</p> <p>The SVSP and VEP are managed through the Student Transition and Retention team in Education Pathways.</p>	<p>acu.edu.au/study-at-acu/admission-pathways/i-have-completed-military-service/student-veteran-support</p> <p>acu.edu.au/study-at-acu/admission-pathways/i-have-completed-military-service</p>
Support for commencing students	<p>Connect2Uni offers a range of transition activities and programs to supporting all first year undergraduate students to transition successfully into the university life.</p> <p>Connect2Uni aims at assisting new students to negotiate university culture, expectations and processes, connect with peers and become familiar with support services offered by ACU.</p> <p>PASS (Peer Assisted Study Sessions) offers free, voluntary small-group informal study sessions that help students succeed in challenging units/subjects. Weekly PASS sessions are facilitated by current ACU students who excelled in the units/subjects in the previous semester/year. PASS sessions run for one hour and are offered weekly during semester, commencing in Week 2. If classes are full on Allocate students can drop in and usually we'll be able to accommodate them. Students reap the most benefit by attending PASS regularly.</p> <p>PASS and Connect2Uni services are managed through the Student Transition and Retention team in Education Pathways.</p>	<p>Connect2Uni webpage: studentportal.acu.edu.au/connect2uni</p> <p>PASS webpage: studentportal.acu.edu.au/pass</p>
Timetabling	<p>Allocate+ is the university's timetabling and class selection system, which allows students to select classes and view their personalised timetable.</p> <p>Video demonstrations on how to understand the timetable are available on the Allocate+ homepage.</p> <p>Key information, including important dates, is on the timetable webpage.</p> <p>Students can also view their timetable on their schedule in the Student Portal.</p>	<p>Allocate+ webpage: selectclasses.acu.edu.au/even/student or selectclasses.acu.edu.au/odd/student</p> <p>Even would be for 2020, 2022 etc and odd for 2021, 2023 etc</p> <p>Timetabling dates webpage: studentportal.acu.edu.au/timetable</p>

**VICE-CHANCELLOR AND PRESIDENT
PORTFOLIO**

Campus Ministry

PROVOST PORTFOLIO

Academic Skills Unit

Student Transition and Retention

Connect2Uni
Peer Assisted Study Sessions
Student Veterans Support Program

Learning and Teaching Centre

eLearning/LEO
Learning for Life
Student Evaluation of Learning and Teaching
Graduate Certificate in Higher Education

ACU International

CORPORATE SERVICES PORTFOLIO

Student Administration

Admissions
Enrolments
Timetabling
Fees
Exams
Graduations
Policy and procedure

Office of Student Success

Career Development Service
Counselling and Disability Services
Student Enrichment Unit
ACUNSA and Campus Student Associations
ACU Postgraduate Student Association

Student Engagement and Services

ACU Life
ACUXtra
Sport, Health and Wellbeing
Living and Learning Communities
Medical Centres
Legal Services

Marketing and External Relations

Internal Communications
Student Communications

Information Technology

Lynda online courses
ACU email
WiFi
Network
Storage space
Printing and copying
Computer labs

COORDINATION PORTFOLIO

Libraries

Campus Libraries
Library online

First Peoples and Equity Pathways

Indigenous Higher Education Units
Equity Pathways
Clemente

VICE PRESIDENT PORTFOLIO

ACU Engagement