



Staff referral  
guide



to student  
services.



**ACU**  
AUSTRALIAN CATHOLIC UNIVERSITY



# Support services for our students

At ACU we have a range of programs and activities to ensure our students get the most out of their university experience.

This **Staff Referral Guide** outlines all the student services we offer at ACU, including the Student Portal address for each service. Please note: you are able to sign in to the student portal 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 Achievement and 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 INFORMATION  |
|---|---|--|
| <b>Aboriginal and Torres Strait Islander students</b> | <p>Each ACU campus has its own hub for Aboriginal and Torres Strait Islander students. Aboriginal and Torres Strait Islander students are encouraged to make contact with the Indigenous Higher Education Unit (IHEU) on their campus.</p> <p>IHEUs provide a range of services and support.</p>  | <a href="http://studentportal.acu.edu.au/indigenous">studentportal.acu.edu.au/indigenous</a>   |
| <b>Academic Skills Unit</b>                           | <p>Academic skills advisers collaborate with academic staff to provide embedded tutorials and discipline-specific workshops within units.</p> <p>Academic skills advisers are also available for individual, group and drop-in consultations and scheduled online consultations with students.</p> <p>During semester, generic skills workshops are offered to students on all campuses, including academic reading, writing, referencing, exam preparation, time management and more.</p> <p>Online resources for the development of students are available on the Academic Skills LEO page. Resources are continually revised, updated and expanded.</p> <p>Ask an Adviser service is an online academic skills service where students can submit questions online and receive a response from an academic skills adviser by email.</p> | <p>Find links to:</p> <ul style="list-style-type: none"> <li>• online resources on the Academic Skills Unit's LEO pages</li> <li>• Ask an Adviser (ASU's email service)</li> <li>• workshop and drop-in schedules</li> <li>• the ACU online appointment system, to book a time with an academic skills adviser.</li> </ul> <p><a href="http://studentportal.acu.edu.au/academicskills">studentportal.acu.edu.au/academicskills</a></p> |
| <b>Accommodation</b>                                  | <p>Students based on the following campuses can apply for accommodation in ACU's living and learning communities:</p> <ul style="list-style-type: none"> <li>• Ballarat – Camillus Residence and managed residences</li> <li>• Brisbane – Iglu Student Accommodation</li> <li>• Canberra – MacKillop House and managed residences</li> <li>• Melbourne – Iglu Melbourne</li> <li>• Sydney – Miguel Cordero Residence, Camperdown</li> </ul> <p>Students requiring accommodation near other campuses should refer to the ACU accommodation listings service.</p>   | <p>Find information about our campus residences and application forms:</p> <p><a href="http://studentportal.acu.edu.au/accommodation">studentportal.acu.edu.au/accommodation</a></p>   |
| <b>ACU National Student Association (ACUNSA)</b>      | <p>ACUNSA is a key student organisation at ACU. It comprises the six campus student association presidents, the ACUNSA President and an international student member of ACUNSA.</p> <p>ACUNSA is committed to enhancing, facilitating and encouraging the ACU student experience by organising social events and providing representation and support.</p>  | <a href="http://studentportal.acu.edu.au/acunsa">studentportal.acu.edu.au/acunsa</a>   |
| <b>ACU Postgraduate Association (ACUPGA)</b>          | <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>   | <a href="http://studentportal.acu.edu.au/acupga">studentportal.acu.edu.au/acupga</a>   |
| <b>ACUXtra</b>  | <p>An online rewards and discounts program to help students manage their budgets.</p>   | <a href="http://studentportal.acu.edu.au/acuxtra">studentportal.acu.edu.au/acuxtra</a>   |
| <b>Advocacy Service</b>                               | <p>The Student Advocacy Service provides students with confidential support, information and referrals on matters related to ACU's academic and procedural rules and regulations. The Student Advocacy Service helps students navigate university policies and procedures.</p>  | <a href="http://studentportal.acu.edu.au/advocacy">studentportal.acu.edu.au/advocacy</a>   |

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| <b>Admission and course/<br/>campus transfers</b> | Information is available about applying and admission to ACU, including course/campus transfers, cross-institutional study and individual units.   | <a href="http://acu.edu.au/askacu">acu.edu.au/askacu</a>  |
| <b>Associations, clubs and societies</b>          | ACU offers students on all campuses opportunities to participate in a diverse range of student associations, non-sporting clubs and societies. These are supported by Student Enrichment. Sport clubs, health and fitness activities are managed by the Sport, Health and Wellbeing unit.  | Student Associations<br><a href="http://studentportal.acu.edu.au/studentassociations">studentportal.acu.edu.au/studentassociations</a><br>Non-sporting clubs and societies<br><a href="http://studentportal.acu.edu.au/clubs">studentportal.acu.edu.au/clubs</a><br>Sport clubs<br><a href="http://studentportal.acu.edu.au/sport">studentportal.acu.edu.au/sport</a> |
| <b>Campus Ministry</b>                            | Campus Ministry builds a community for students on our campuses in addition to providing gathering spaces, opportunities and a liturgical rhythm for students to deepen their faith and express it.<br>We help students engage in social justice and outreach activities and connect them with church communities.<br>Through Campus Ministry students have access to a team dedicated to their wellbeing, supported by a professional referral network.   | Find information on Campus Ministry events and activities:<br><a href="http://studentportal.acu.edu.au/campus-ministry">studentportal.acu.edu.au/campus-ministry</a>  |
| <b>Career Development Service</b>                 | Career advisers collaborate with academic staff to provide embedded sessions, tailored discipline-specific content and online resources to address graduate employability.<br>The Career Development Service offers students and graduates direct and online consultations, employer engagement events, workshops and resources.<br>ACU CareerHub allows students to search for jobs, internships and vacation employment. The 'Ask an Adviser' function provides students with the opportunity to have their applications reviewed online.<br>ACU Student Jobs on Campus offers employment opportunities so students can 'earn where they learn' on their own campus. | Discover CareerHub and find information and tips on employment:<br><a href="http://studentportal.acu.edu.au/careers">studentportal.acu.edu.au/careers</a>   |
| <b>Community engagement</b>                       | Through community engagement students can put classroom learning into action. They have the opportunity to work with local and international communities to develop meaningful solutions to complex problems.  | <a href="http://studentportal.acu.edu.au/community">studentportal.acu.edu.au/community</a>  |
| <b>Counselling</b>                                | Counsellors provide free, confidential assessment and counselling support to students in person or online.<br>Twenty minute drop-in sessions are available daily at 12 and 12.30pm on all campuses (except Ballarat and Canberra).<br>The counsellors offer mental health first aid training, which educates and raises awareness about mental health and empowers people to respond appropriately.<br>A number of workshops are offered each semester to assist students in managing the demands of studying and developing personal resilience.<br>• Please note: appointments with a counsellor can only be made online.  | Find information on:<br>• drop-in times<br>• making an appointment with a counsellor<br>• registering for workshops.<br><a href="http://studentportal.acu.edu.au/counselling_disability">studentportal.acu.edu.au/counselling_disability</a>  |
| <b>Course and faculty enquiries</b>               | For course and study related information.  | Specific enquiries are referred to the relevant school.<br><a href="http://acu.edu.au/askacu">acu.edu.au/askacu</a>   |

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| <b>Disabilities</b>             | <p>ACU is committed to promoting access and equity for students with disabilities and health conditions.</p> <p>Disability advisers, in consultation with students, develop Education Inclusion Plans (EIP) with recommended reasonable adjustments to meet the accessibility needs of students with disabilities or health conditions.</p> <p>Disability advisers liaise with ACU staff to assist the University to meet its legal obligations in relation to the Disability Discrimination Act (DDA) 1992 and the Disability Standards for Education (DSE) 2005.</p> | <p>Find information on:</p> <ul style="list-style-type: none"> <li>making an appointment with a disability adviser</li> <li>registration for EIP.</li> </ul> <p><a href="http://studentportal.acu.edu.au/counselling_disability">studentportal.acu.edu.au/counselling_disability</a></p> |
| <b>Examinations and results</b> | <p>Information about 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>   | <a href="http://acu.edu.au/askacu">acu.edu.au/askacu</a>   |
| <b>Fees</b>                     | Information about course fee types, unit and course costs, fee payment due dates, late payment penalties, refunds and other fees and charges.  | <a href="http://acu.edu.au/askacu">acu.edu.au/askacu</a>   |
| <b>Financial assistance</b>     | Student loans up to a maximum of \$500 are available for eligible students.  | <a href="http://studentportal.acu.edu.au/financialsupport">studentportal.acu.edu.au/financialsupport</a>   |
| <b>International</b>            | International students experiencing academic or personal difficulties at ACU should contact the international student adviser on their campus.   | <a href="http://studentportal.acu.edu.au/international">studentportal.acu.edu.au/international</a>   |
| <b>IT technical support</b>     | <p>Troubleshooting assistance and resources to support students in their learning is available in the Student Portal.</p> <p>This includes free access to a vast online training library, wireless access, internet and student emails.</p>  | <a href="http://studentportal.acu.edu.au/itresources">studentportal.acu.edu.au/itresources</a>   |
| <b>Legal services</b>           | The Student 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. This service is managed by Student Engagement and Services.   | <a href="http://studentportal.acu.edu.au/legal">studentportal.acu.edu.au/legal</a>   |
| <b>LEO</b>                      | <p>The LEO Support Desk is available to students:</p> <ul style="list-style-type: none"> <li>Monday to Friday, 8am to 10pm (Sydney time)</li> <li>weekend and NSW public holiday opening hours are 9am to 5pm (Sydney time)</li> <li>closed on Good Friday and Christmas.</li> </ul> <p>Phone 1800 246 442 or visit LEO to view the guides for students.</p>   | <a href="http://leo.acu.edu.au">leo.acu.edu.au</a>   |
| <b>Library services</b>         | <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, as well as offering 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. When the service is available a chat box appears in the right column of every library web page.</p> <p>SMS: 0488 445 660</p>                                      | <a href="http://library.acu.edu.au">library.acu.edu.au</a>   |

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| Medical centres             | The Brisbane and Melbourne campus medical centres offer services such as general check-ups, travel vaccinations, prescriptions, pre-placement immunisations, and bulk-billing for students.  | <a href="http://studentportal.acu.edu.au/medicalcentre">studentportal.acu.edu.au/medicalcentre</a>  |
| Policies and procedures     | Access and seek advice on important student regulations, policies and procedures regarding enrolment, timetabling, examinations, student progress, avenues of appeal, complaints, conduct and discipline and other administrative matters.   | <a href="http://studentportal.acu.edu.au/ACUInfo/admin/up">studentportal.acu.edu.au/ACUInfo/admin/up</a><br><a href="http://acu.edu.au/askacu">acu.edu.au/askacu</a><br><a href="http://studentportal.acu.edu.au/advocacy">studentportal.acu.edu.au/advocacy</a>  |
| Scholarships and bursaries  | ACU offers a wide range of scholarships and bursaries for eligible students.   | <a href="http://studentportal.acu.edu.au/financialsupport">studentportal.acu.edu.au/financialsupport</a>  |
| Sport, Health and Wellbeing | On-campus and online sport, health and wellbeing activities are offered on all campuses. Program areas include: <ul style="list-style-type: none"> <li>• Elite Athlete and Performer Program</li> <li>• Gyms, fitness classes and facilities</li> <li>• Sport clubs</li> <li>• Social sport and community events</li> <li>• University Sport endorsed programs</li> </ul> The sports activity officers based in Sydney, Brisbane and Melbourne can provide further information.  | <a href="http://studentportal.acu.edu.au/sportsclubs">studentportal.acu.edu.au/sportsclubs</a>  |
| Student Enrichment          | Student Enrichment provides co-curricular activities across the University, offering students the opportunity to develop holistically.<br>Our programs include language lessons, guitar lessons, creative and performing arts, campus market days and various student events.<br>Student Enrichment also provides advancement opportunities for students, including Community Achievers, ACU Golden Key Chapter and the ACU Leadership Program for students.<br>Student Enrichment also supports the development of non-sporting clubs and societies and the Student Associations. | Guitar lessons<br><a href="http://studentportal.acu.edu.au/guitarlessons">studentportal.acu.edu.au/guitarlessons</a><br>Toastmasters<br><a href="http://studentportal.acu.edu.au/toastmasters">studentportal.acu.edu.au/toastmasters</a><br>Debating<br><a href="http://studentportal.acu.edu.au/debating">studentportal.acu.edu.au/debating</a><br>Foreign language lessons<br><a href="http://studentportal.acu.edu.au/languagelessons">studentportal.acu.edu.au/languagelessons</a><br>Oratory<br><a href="http://studentportal.acu.edu.au/oratory">studentportal.acu.edu.au/oratory</a><br>Creative and performing arts<br><a href="http://studentportal.acu.edu.au/capa">studentportal.acu.edu.au/capa</a><br>Student leadership opportunities<br><a href="http://studentportal.acu.edu.au/leadership">studentportal.acu.edu.au/leadership</a> |
| Student leadership          | ACU offers a leadership program for students known as Leading with Impact. This program has been developed in line with ACU's Mission and graduate attributes. The program aims to develop leaders who are strategic in their thinking, display empathy and are adaptable in a complex environment.  | <a href="http://studentportal.acu.edu.au/leadership">studentportal.acu.edu.au/leadership</a>  |

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| <b>Student Portal</b>             | <p>The Student Portal is a student's one-stop shop for academic and co-curricular activities, services and opportunities at ACU. It provides information personalised to each student, including their schedule and student details. It also includes the student website, news feeds and important information notifications.</p> <p>Staff may view the non-personalised version of the portal using their staff login.</p>   | <p><a href="http://studentportal.acu.edu.au">studentportal.acu.edu.au</a></p>  |
| <b>Student retention</b>          | <p>PASS (Peer Assisted Study Sessions) are free, voluntary, small group 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 past. PASS sessions run for one hour and are offered weekly during semester, commencing in Week 2.</p> <p>The Success at ACU service contacts undergraduate students in their first semester to discuss how they are managing university life. Success at ACU will then make appropriate referrals or recommend various courses of action to support a student's progress. The service follows up with students to encourage check on their progress and to receive feedback on their overall experience.</p> <p>PASS and Success at ACU services are managed through the Office of Student Success and Student Strategies in the Education portfolio.</p> | <p><a href="http://studentportal.acu.edu.au/pass">studentportal.acu.edu.au/pass</a><br/>and<br/><a href="http://studentportal.acu.edu.au/success">studentportal.acu.edu.au/success</a></p> |
| <b>Student transition program</b> | <p>Connect2Uni is a full-year program for transitioning commencing undergraduate students into university. The program replaces ACU Smart from Semester 1, 2019.</p> <p>Selected students are invited to attend the Transition Day which is scheduled before Orientation. Students are also encouraged to take part in various programs and activities during their first year of study.</p>   | <p><a href="http://studentportal.acu.edu.au/connect2uni">studentportal.acu.edu.au/connect2uni</a></p>  |
| <b>Timetabling</b>                | <p>Tutorial Direct is the University's self-service system that provides information on class timetables (including how to read and understand them), important dates and an allocation process for lectures and tutorials.</p> <p>Students can view their semester timetable on their schedule in the student portal.</p>   | <p><a href="http://studentportal.acu.edu.au/timetable">studentportal.acu.edu.au/timetable</a></p>  |

## EDUCATION PORTFOLIO

### Office of Student Success

Academic Skills Unit  
Career Development Service  
Counselling and Disability Service  
Student Enrichment Unit  
Student Programs  
ACUNSA and Campus Student Associations  
ACU Postgraduate Association

### Student Engagement and Services

ACUXtra  
Sport, Health and Wellbeing  
Legal Advice Service  
Living and Learning Communities

### Learning and Teaching Centre

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

### Libraries

Campus Libraries  
Library online

### First Peoples and Equity Pathways

Indigenous Higher Education Units  
Equity Pathways  
Clemente

### Student Strategies

Student Communications

## STUDENT ADMINISTRATION

AskACU provides information, referrals and support for students on behalf of Student Administration services.

## ACU ENGAGEMENT

## ACU INTERNATIONAL

## CAMPUS MINISTRY

## INFORMATION TECHNOLOGY

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

## ABOUT THE STUDENT PORTAL

The Student Portal is a website that aims to improve our students' online experience by providing simple and intuitive access to their schedule, student systems, news, notifications and announcements as well as all the information they need to succeed at ACU. It currently includes single sign on to LEO, email, Student Connect, Tutorial Direct and OrgSync.

[studentportal.acu.edu.au](http://studentportal.acu.edu.au)