ORIENTATION HANDBOOK 2021

ANU
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Welcome to The Australian National University (ANU).

Orientation Week is one of the most important milestones as you begin your time at ANU. I know, for many of you, this is your first time away from home, potentially the first time living away from your friends and family. And for some of you, you may not have been able to travel to campus yet so you’re joining us from afar.

Starting university can be pretty daunting at the best of times and a lot of your learning will occur outside your classes. O-Week is your chance to find your bearings. You’ll be able to explore campus, join clubs and societies, meet new friends and start your academic journey.

Here at ANU, what truly sets us apart is our focus on you, our students, and making sure you have the best possible experience. Our programs are some of the most engaging, rich and research-led degrees you will find anywhere in the world. Our scholars and teachers are experts in their fields who are at the forefront of making new discoveries – and they are there to guide your learning. As an ANU student, you are now part of our incredible community of the brightest and most engaged people from across Australia, our region and around the world. The people you meet – whether digitally or in person here on campus – will be amazing and I know that you’ll make lifelong friends during your time at ANU.

We already know 2021 is going to be different to a standard academic year. But no matter where you are from, ANU will welcome and support you to succeed. In times of change and uncertainty, there are things that remain constant and highly valued – and your time at university is one of the most important building blocks of your career and your life. A degree from ANU will distinguish you for life, and our global alumni community means you will be part of ANU wherever you are and whatever you’re doing. Our alumni are world leaders, researchers, innovators and entrepreneurs. You can choose to follow their paths or blaze your own trail.

Whatever the future holds, please know that while you are an ANU student you will be part of our community and family. We’re here to support, champion and encourage you. Wherever your journey leads, I am pleased you have chosen to start it with us.

Welcome to Australia’s only national university, and one of the world’s greatest.

Professor Brian Schmidt AC  
Vice-Chancellor and President
Welcome students

I am Professor Ian Anderson and I am your Deputy Vice-Chancellor (Student and University Experience). My role is to provide our staff and students with rewarding experiences at ANU, that engages our diverse community and its interests. I hope you are excited and ready for the opportunities and challenges that lie ahead.

University study is designed to be a challenge: a challenge to your thinking and assumptions, a challenge to how you perceive yourself, and a challenge to what you had not thought possible. Within all of these challenges are opportunities to learn more about yourself and the world, all at the University with world-leading research, passionate and experienced staff, and experiences that will shape you and your future.

My own journey commenced in the same manner. Unsure of what I could achieve, or of exactly the right path to take. Changes in disciplines and subjects throughout my years turned out to be part of the path, letting me discover different parts of myself – different strengths and weaknesses.

The unexpected aspects gave me some of my best memories. Joining likeminded students to protest social injustice in Australia, picking up a ball and playing on sun soaked lawns with anyone who stopped by, and sitting on the steps for big philosophical conversations and debates. The ANU offers a wealth of these experiences on campus, and in ways to connect and engage if you are studying remotely. I hope make wonderful memories of your time at ANU and make the most of all that is on offer.

There are many tribes in the ANU community and I encourage you to make the most of O-Week and your time at ANU to connect with all that might interest you. You might like to join the chocolate appreciation club, experience kabuki theatre, cross-country skiing or walking along one of our Aboriginal and Torres Strait Islander Heritage Trails.

Whether formally convened or opportunistic connections, being part of the fabric of student life is one I have never regretted, and it remains a passion for me to this day.

Wulka
Professor Ian Anderson AO
IMPORTANT DATES 2021

As you transition into university life, you will notice that you will no longer receive constant reminders about important deadlines from your teachers or your parents. There are important dates you need to be aware of to ensure that you meet your responsibilities as a student. Full calendar and dates are available online on anu.edu.au/directories/university-calendar.

Semester 1 2021

Monday, 15 February
- Semester 1 Orientation Week
  Orientation Week is often called O-Week.
  You can browse O-Week events on orientation.anu.edu.au.

Monday, 22 February
- Semester 1 begins
  Remember to enrol in your courses, check your timetable and access your course materials from wattle.anu.edu.au.

Monday, 1 March
- Last day to add first semester courses on Interactive Student Information System (ISIS)
  You can add or swap courses via isis.anu.edu.au. You won’t be able to make these changes by yourself after 1 March.

Monday, 8 March
- Public holiday: Canberra Day Holiday

Friday, 12 March
- Due date for payment of tuition fees and up-front HECS for first Semester

Wednesday, 31 March
- Semester 1 Census date
  Census date is your last day to drop courses without any financial and academic penalty, add courses (with permission) and submit any Commonwealth Assistance Form (confirm with Student central if students can still add courses).

Friday, 2 April
- Public holiday: Good Friday

Sunday, 4 April
- Daylight Saving time
  Turn your clock one hour backward. Changes in season mean that sunrise and sunset will be about 1 hour earlier on 4 April 2021 than the day before.

Monday, 5 April
- Teaching break commences
  Easter Monday
  Some students take advantage of this long holiday to unwind, travel or return home to visit friends or family. If you plan to do so, keep in mind that mid-semester exams usually take place before or after this long break. Some students may also have take-home assignments!

Monday, 19 April
- Return from teaching break

Monday, 26 April
- Public Holiday: ANZAC Day

Friday, 7 May
- Last day to drop semester 1 courses without failure

Friday, 28 May
- Semester 1 ends

Monday, 31 May
- Public holiday: Reconciliation Day

Thursday, 3–19 June
- Semester 1 Examination Period

Monday, 14 June
- Public holiday: Queen’s birthday

Thursday, 1 July
- Semester 1 results published
Semester 2 2021

- Monday, 19 July
  Semester 2 Orientation Week begins
  Orientation Week is often called O-Week. You can browse O-Week events on orientation.anu.edu.au.

- Monday, 26 July
  Semester 2 begins
  Remember to enrol in your courses, check your timetable and access your course materials from wattle.anu.edu.au.

- Monday, 2 August
  Last day to add second semester courses on ISIS
  You can add or swap courses via isis.anu.edu.au. You won’t be able to make these changes by yourself after this date.

- Friday, 13 August
  Due date for payment of tuition fees and up-front HECS for second semester

- Tuesday, 31 August
  Semester 2 census date
  Census date is your last day to drop courses without any financial and academic penalty, add courses (with permission) and submit any Commonwealth Assistance Form.

- Monday, 6 September
  Teaching break commences
  Some students take advantage of this long holiday to unwind, travel or return home to visit friends or family. If you plan to do so, keep in mind that mid-semester exams usually take place before or after this long break. Some students may also have take-home assignments!

- Sunday, 3 October
  Daylight saving time
  Turn your clock one hour forward. Changes in season mean that sunrise and sunset will be about 1 hour later on 3 October 2021 than the day before.

- Monday, 4 October
  Public holiday: Labour Day

- Friday, 8 October
  Last day to drop second semester courses without failure

- Friday, 29 October
  Semester 2 ends

- Thursday, 4–20 November
  Semester 2 Examination Period

Use our ANU Family Calendar to share important dates and deadlines with your friends and family. The ANU Family Calendar is a digital printable calendar containing important dates, events and useful tips about student life at ANU. To access this calendar, please visit: orientation.anu.edu.au/files/o_week_guidance/Family%20Calendar%202021.pdf
Orientation Week, also known as O-Week, marks the beginning of your university life at ANU. There will be various events and activities designed to help you settle and prepare for the start of your semester. All new students are recommended to attend O-Week events. For Orientation Week information, visit: orientation.anu.edu.au

**O-WEEK**

- **takes place**
  - one week before teaching period

**EVENTS & RESOURCES**

- are available on orientation.anu.edu.au and iANU app

**Meet new people and make FRIENDS**

- by attending O-Week

**ENROL in your courses via**

- isis.anu.edu.au

For help with enrolment check out Student Central’s page on the O-Week website for live and pre-recorded webinars or to get in touch.

**Get your STUDENT CARD from Student Central**

- Your ANU student ID card will grant you access to a number of services on and off campus, including borrowing rights at ANU Libraries, access to buildings on campus and student discounts on Canberra public transport.

**Go through STUDENT CHECKLIST**

- O-Week website
EVENTS RECOMMENDATIONS

There are a lot of events happening during O-Week. It is important to prioritise and attend events that are relevant to you. If you are unsure as to which events you should prioritise attending, we recommend coming along to the following events:

1. Survive and Thrive Series
   Survive and Thrive sessions contain important information about all the things that you need to do before starting your semester. This session will also go through available support and assistance in the University. There will also be a dedicated session for new international students. There will also be a dedicated session for new international students that covers crucial visa and legal information.

2. College Induction Sessions
   Attend your college induction sessions as these sessions are designed to provide you with important information about your degree structure, courses you should be taking and support available within your College.

3. Enrolment, Timetabling, Fees and
   Student Card Sessions ANU Student Central runs workshops and sessions on how to create your timetable, understand your fees and how to enrol. These are important administrative steps that you need to complete as a student.

4. Academic Skills Workshops
   Academic Skills workshops provide you with essential study and writing skills that will assist you to succeed in your studies. Understand the academic culture at ANU and learn what it means to be a successful scholar and produce work with academic integrity.

5. Market Day
   Market Day is run by ANUSA. It typically takes place on Wednesday of Orientation Week. There will be lots of clubs, societies and student services with information stalls on the day. It is the perfect time to explore activities, join special interest groups and enquire about programs available on campus.

STUDENT ADMINISTRATION ASSISTANCE

Before you start, it is important to understand the administrative sides of your degree. There are various processes you need to learn and tasks you need to do in order to start you studies at ANU. You will continue to do these tasks all the way to your graduation.

Where can I get help for Student Administration?
Student Central is your first point of contact for anything to do with student administration, advice and support services at ANU. Their friendly team is here support you throughout your time at University.

What can Student Central help me with?
Student Central can teach you about the administrative sides of university life as well as assist you with a range of topics including:

> enrolling in your courses
> generating your timetable
> understanding fees and invoices
> getting your student ID card
> ordering academic transcripts
> and more

In the instance that Student Central can’t help you with your enquiry, they can direct your enquiries to the right place.

How do I contact Student Central?
You can get in touch with Student Central via the following:

> email
> phone
> appointments
> 24/7 OurBot, chatbot
> student admin information hub on WATTLE

For more information: anu.edu.au/students/contacts/student-central
The start of a new semester can be exciting; however, it can also be confusing as there are so many things to do! We have prepared a checklist of things you need to do to help you with the start of your semester.

1. **Access your ANU email**
   Now that you are an ANU student, you will receive important information about your enrolment, Orientation Week, courses and many more through your ANU email. Log in to your ANU email and set up a mail forward function to your personal email so that you never miss an important email from the University. Refer to the Log in and access your ANU email for the first time for more information.

2. **Check your ANU email account for Welcome Email series**
   Now that you have your email set up, make sure you check it regularly. Look out for our Welcome Email series that will guide you through everything you will need to know before you begin your first day with us and who to go to if you need assistance.

3. **Complete ANU1001 and Consent Matters module**
   ANU1001 is an online module containing important information about academic colleges, student associations, academic support, enrolment and your rights and responsibilities on campus. Consent Matters is a compulsory online module that needs to be completed via Wattle. All students living on campus will not be able to check in to on campus accommodation before completing this module.
   You can complete both modules online: orientation.anu.edu.au/essential-modules.

4. **Enrol in your ANU courses**
   All new students must complete enrolment to be able to start studying your courses. Enrolment is done via sis.anu.edu.au. Once you have enrolled, you will then be able to access your courses via WATTLE and obtain a student card.
   It is a part of your visa requirements to be enrolled and study full-time in Australia. Failure to meet this requirements can result in adverse consequences to your visa.
   For detailed instructions on how to enrol, please visit Enrol for the first time page.

5. **Explore financial support options from Centrelink (domestic students)**
   You might be eligible for financial support under Centrelink, depending on your circumstances. Explore your options to understand more.

6. **Check out the new student page for detailed checklists for international students, domestic and postgraduate students**
   While this checklist is applicable to all students, there are some additional steps that may be required for different groups of students. For instance, International Students will need to order Overseas Health Cover Membership card and Postgraduate Research students will need to complete the Research Integrity Training course.
   For detailed checklists, please refer to: anu.edu.au/students/information-for/new-students/checklists-for-domestic-international-and-hdr-students.
Understand the importance of Academic Integrity

At ANU, we value academic integrity. As an ANU student, you are required to conduct yourself with honesty and integrity. Every piece of assessment that you submit for your courses and programs must adhere to the academic integrity principle at the very heart of academia. What is this principle and what does it mean for how you integrate others’ work into your own, and distinguish your ideas from other scholars?

What does it mean to produce original work for your courses and how much assistance is OK?

2021 marks significant changes to our academic integrity policy and practices. University’s new Academic Integrity Rule will come into force in Semester 2. Familiarise yourself with these new policies and practices, and the recently passed Australian Government’s legislation that criminalises contract cheating.

As you navigate the new academic culture and terrain, you are not alone. There is a lot of support available. During O Week, prioritise the trio of workshops facilitated by ANU Academic Skills:

1. Academic Integrity principles and practices (co-developed with Academic Standards & Quality Office)
2. Referencing (co-taught with ANU Library)
3. Using sources.

Attend these workshops to set yourself on the right path to success! Beyond O-Week, enrol in our Turnitin Practice site, visit our website for additional resources, and make an appointment with Academic Skills to get advice for researching and writing with academic integrity.

Look at your course materials on Wattle

Access your courses

Once you have completed your enrolment, you can access your course materials via Wattle (Web Access to Teaching & Learning Environment). Wattle hosts important information, such as course outlines, course materials, assessments, lecture information and much more.

How to access your courses via Wattle?

Use your student ID number sent to you in your Welcome Email. You will also receive a separate email containing your password login to Wattle.

Haven’t received your first password?

Your ANU password allows you to enrol and access a range of ANU systems and services that you’ll need as a student.

If you are a new student and haven’t receive your first password in an email yet, make sure to check your spam or junk email folder in case the email was delivered there instead of your inbox.

If you haven’t received your password after two business days, you can:

> Email the ANU ITS Service Desk at servicedesk@anu.edu.au

Make sure you include the following information in your email:

University Student ID
Full name
Telephone number
Email address provided in your application

> Call the ANU ITS Service Desk on +61 (02) 6125 4321

Attend Orientation Week

Orientation Week (O-Week) takes place one week before the start of your ANU semester. Events and activities during O-Week are designed to help you prepare for and settle into life as an ANU student.

All Orientation Week events are listed on Orientation Week Website.

Congratulations! You are now ready to attend classes. Don’t forget to check your class schedule on timetabling.anu.edu.au.
Now that you know what Orientation Week is, you might be wondering what the best way is to travel to the ANU Acton campus. There are many transportation options, depending on where you live. Read this page to understand more about driving to campus, parking on campus, public transport options to campus and cycling to campus.

**Public Transport - Light Rail**

Light rail services operate between Gungahlin to City area. Alinga Street City station is 1.5 km away from the heart of ANU campus, Kambri. Students who live near the light rail line can utilise this service and walk to campus. A one-way ticket costs between $1.60-$4, depending on time, fare and card type. For more information: transport.act.gov.au/about-us/public-transport-options/light-rail/using-light-rail

**Public Transport - Bus**

There are a number of bus stops near ANU campus. Bus is one of the most popular modes of transport amongst ANU students due to its affordability and wide coverage. You can utilise Google Maps to check bus schedules to and from the campus. Bus fares cost the same as light-rail. You can either purchase a one-off ticket or a MyWay card. For more information about MyWay card: transport.act.gov.au/tickets-and-myway/get-myway

**Cycling to Campus**

Riding a bike is one of the healthiest and cost-effective options to get to campus. Some roads in Canberra have dedicated bike lanes. ANU campus has over 40 bicycle enclosures that can store more than 2000 bikes. You can purchase a second-hand or a new bike from the bike shop on campus. Alternatively, you can also shop from the mall nearby or online. For more information about cycling on campus, bicycle safety gear and purchasing a bike, visit: services.anu.edu.au/campus-environment/transport-parking/cycling

**Driving and Parking on Campus**

If you plan to drive to campus, the University offers various types of parking options to staff, students and campus visitors. Parking options include hourly parking, surface permit parking and parking station permits. Be sure to come in early as there are limited parking spaces on campus. Hourly parking rates usually start at $2.90. Depending on how often you come to campus, it might be cheaper to purchase a 90-day or yearly parking permit. Students with a Government disability parking permit can apply for ANU disability parking permit in order to use accessible parking spaces on campus, free parking and extended parking times.

For more information about parking rates and types of parking stations, visit: services.anu.edu.au/campus-environment/transport-parking/parking-options-on-acton-campus
ANU offers various facilities and amenities to support student learning and activities. Take advantage of facilities on campus and experience university to the fullest. Below are some examples of facilities you can access on campus.

**Free Wi-Fi or Wireless Internet Access**
You can connect to ANU Secure to access WiFi on campus. ANU Secure is provided across all ANU campuses. You will need to use your ANU University ID and password to gain access.
An example of login information below:
Username: University ID (u1234567)
Password: Your University password

**Library – Computers, Printers, Books and More**
ANU has multiple libraries offering a variety of facilities and services. All ANU libraries are equipped with printers, scanners, computers and charging stations for students. You can also borrow textbooks, access e-resources, book a video recording facility and hire meeting rooms.
For more information about ANU libraries, visit anulib.anu.edu.au

**Library - National Health Co-Op and Pharmacy**
The National Health Co-op ANU Clinic provides you with access to a comprehensive range of health services including general practitioner, minor surgical procedure, psychologist appointments, general health check-ups, immunisations and much more. A pharmacy is also available on campus should you need to purchase medicine or other essentials.

**Cafes, Restaurants Groceries and Shops**
There are various restaurants and cafes on campus catering to different dietary requirements. From bubble tea to kebabs and burgers. You name it, ANU has it!
If you live on campus and do not wish to go to the shopping centre to shop, a grocery store and a number of specialty shops are available on campus. For the full list of stores on campus, visit: kambri.com.au/eat-drink-shop

**Gym, Fitness Classes and Swimming Pool**
Maintaining active lifestyles and staying healthy are important for most of us. ANU hosts various fitness and wellness facilities including 2 gyms (ANU Sport Fitness Centre and Club Lime ANU), a swimming pool, fitness classes, soccer fields, basketball courts, indoor rock climbing wall and so much more. Sports clubs and activities are also available for students to join. Membership and hire fees apply for some of the facilities and services above.

**Kambri**
Kambri precinct is often referred to the central part of ANU Acton campus. Most eateries, shops and support services are located at Kambri.
kambri.com.au

ANU Acton campus is located in the heart of Canberra city. If none of these facilities and amenities piqued your interest, the Canberra Centre Shopping Mall is less than 3 km away from Kambri, ANU. The centre hosts a number of big retail chains including grocery stores, restaurants, major-brand retail clothing stores, homeware and more.
In addition to our state-of-the-art facilities, ANU also offers various services and support for students. Many of the services below are aimed to help you develop skills and experience University life beyond text-book learning. All services mentioned below are open to all ANU students and are also free of charge.

Volunteering and Skill Development: ANU+
ANU+ is a program that formally recognises your experience and contribution achieved through volunteering. It encourages you to give back to the community, to develop skills related to your employability prospects and to reflect on your co-curricular experiences to gain a deeper understanding of yourself and the world around you.

- anuplus@anu.edu.au
- anu.edu.au/anuplus
- facebook.com/anuplus1

Study Overseas with ANU Global Programs
ANU Global Programs provides opportunities for ANU students to study overseas as part of their ANU degree. There are many credit bearing opportunities such as 4-6 weeks short programs overseas, semester-length exchange programs, study abroad, a year in Asia and many other opportunities.

- global.programs@anu.edu.au
- anu.edu.au/anuglobalprograms
- facebook.com/anuglobalprograms

Develop Your Academic Skills
ANU Academic Skills help students to develop skills and strategies to meet their academic goals. Academic Skills offers various services for students including personalised advice for writing or study related issue, referencing workshops, research writing skills, English conversation groups and more.

- academicskills@anu.edu.au
- anu.edu.au/academicskills
- facebook.com/ANUAcademicSkills

Get a Mentor with SET4ANU
SET4ANU is a free orientation program designed to assist new students make the transition to life at ANU. Students who sign up for the program are assigned a later-year student volunteer who will help ease new students into their first few weeks of life at ANU.

- set4anu@anu.edu.au
- anu.edu.au/students/information-for/new-students/set4anu
- facebook.com/Set4ANUMentoring

Help with Enrolment and More: ANU Student Central
ANU Student Central can assist with enquiries relating to student administration, support services and pointing you in the right direction for academic advice. Just a few examples of what Student Central can help you with include: general enquiries, how to enrol, fee questions, timetabling and graduation enquiries.

- student@anu.edu.au
- anu.edu.au/students/contacts/student-central
- facebook.com/ANUStudentcentral

Most ANU services have their own social media accounts. If you would like to receive programs, workshops and events updates from ANU services, make sure to follow their social media channels.
EmployAbility Hub – Career Support for Students with Disability
The ANU EmployAbility Hub provides information, resources and support to assist students and graduates with disability, illness or injury in their transition to employment. This includes our GradWISE program, which will give you the skills, experience and assistance you need to find your perfect graduate role. For more information, visit our website and sign up to the mailing list to receive regular updates.

- careers@anu.edu.au
- anu.edu.au/employability-hub
- facebook.com/ANUCareers

Become Employable with ANU Careers
ANU Careers help students maximise a successful transition from education to work. The team provide a range of services to assist with career planning and decision making, job search, navigating through applications, interviews and selection processes.

- careers@anu.edu.au
- careers.anu.edu.au
- facebook.com/ANUCareers

Engagement & Success – Orientation, Transitions and Student Programs
The Engagement and Success team provide a range of programs and services to enable students to learn and grow intellectually, socially and professionally during their time at ANU. The team manages Orientation Week, transition programs and a plethora of other programs, events and activities. If you have questions about Orientation Week, please get in touch via the contact details below:

- student.experience@anu.edu.au
- orientation.anu.edu.au/resources/engagement-success

Extraordinary Support – ANU Access and Inclusion
The Access and Inclusion team assist students who have a disability, medical condition, are recognised as primary carers of a person with a disability and students with elite athlete status to participate fully in their program of study by providing advice, adjustment recommendations and support.

- access.inclusion@anu.edu.au
- anu.edu.au/students/contacts/access-inclusion
Enhance Your English and Wellbeing with EWES

EWES is a collection of free, teacher-facilitated workshops aimed at supporting first and second year international students and domestic students from non-English speaking backgrounds enhance their English language and wellbeing while studying at ANU. EWES offers a range of academic and wellbeing language topics that suit everyone’s needs and interests.

- ewes@anucollege.edu.au
- anucollege.edu.au/EWES

Wellbeing Resources from ANU Thrive

ANU Thrive is a student-led initiative which aims to support students by listening to their concerns and connecting them to the most appropriate service or providing information. Wellbeing resources are available on ANU Thrive’s website.

- student.wellbeing@anu.edu.au
- anu.edu.au/students/health-safety-wellbeing
- facebook.com/ThriveANU

Respectful Relationships Unit

Respectful Relationship Unit provides resources to the ANU community to assist in prevention of sexual assault and sexual harassment. The unit also assist and support survivors with sexual harassment and violence reporting.

- respect@anu.edu.au
- anu.edu.au/students/health-safety-wellbeing/violence-sexual-assault-support

ANU Counselling

ANU Counselling is a free, confidential and non-diagnostic service available to all currently enrolled ANU students. We promote, support, and enhance mental health and wellbeing within the ANU community.

- counselling.centre@anu.edu.au
- counselling.anu.edu.au

ANU OK – Safety and Security Services

Making sure you are safe when you are on campus is a key priority for ANU. ANU OK is an application providing access to a range of services that ANU security offers.

Students can request security escort, a virtual walk home or access resources, including counselling centre or a health service.

You can download ANU OK application using PlayStore (for Android users) or AppStore (for Iphone users).

Academic College Consultation and Support

Most ANU Academic Colleges hold consultation and drop-in sessions to assist students with academic-related enquiries. A college advisor will be there to answer your question or direct you to the right department for your enquiry. Refer to your ANU Academic college/s’ websites for updated hours and schedule.

- anu.edu.au/about/academic-colleges

ANU Chaplaincy

Chaplaincy service is provided by a team of multifaith chaplains, including members of Anglican, Catholic, Muslim, Baptist, Hindu, Jewish, Baha’i and Humanist traditions.

If you are seeking spiritual support or wish to speak to someone in private, the chaplains can assist you in this area.

- chaplaincy@anu.edu.au
- anu.edu.au/students/contacts/chaplaincy
MENTAL HEALTH AND WELLBEING AT ANU

Embarking on your new university experience can be exciting yet daunting. It is normal to feel overwhelmed, nervous or feel uncomfortable as you are getting used to your new environment. These feelings and emotions can affect your body, mind and behaviour. Find out more about support and resources available at ANU to help you manage your mental health and wellbeing.

Who can I call for support?
If you’re not feeling okay, or just want to talk to someone about something that’s going on for you at the moment, there are a number of support options that you can access.

ANU Thrive
student.wellbeing@anu.edu.au
Make an appointment:
anu.edu.au/students/contacts/anu-thrive

ANU Wellbeing and Support Line
Call 1300 050 327 or text 0488 884 170
(This line operates 24/7)

ANU Counselling
Free weekly mindfulness group, consultation (booking required) and resources. Contact counselling.centre@anu.edu.au for booking.

Sexual Violence Support:
> 1800 RESPECT – 1800 737 732 (Available 24/7)
> Canberra Rape Crisis Centre – 02 6247 2525 (Available 7am–11pm daily)

General Support Services:
> Lifeline – 13 11 14 (available 24/7)
> QLife – 1800 184 527 (3pm–12am every day)
> ANU Counselling
  02 6178 0455 (Available weekdays: 8am (9am Wed) – 5pm (6pm Mon & Tues)
> Australian Federal Police (000 for emergencies, 131 444 for non-urgent police assistance)

More Resources:
anu.edu.au/students/health-safety-wellbeing

What is mental health and how does it affect me?
Mental health includes our emotional, psychological, and social well-being. It affects how we think, feel, and act. It also helps determine how we handle stress, relate to others, and make choices. (taken from mentalhealth.gov/basics/what-is-mental-health)

I am an International Student and I am not familiar with mental health – is mental health equivalent to craziness?
No, taking care of your mental health does not mean that you are crazy.

On arrival in a new country it is quite common for people to experience some culture shock. This is a normal reaction to having many new experiences all at once. Culture shock can make some people feel overwhelmed and homesick. Emotions such as sadness, loneliness, fear, tiredness and confusion can be normal, though at other times you may feel hopeful, pleased, excited, independent and confident.

Some of the things international students talk about in counselling are loneliness and homesickness, academic difficulties, speaking up in tutorials, confusion and anxiety, relationship problems, financial pressures, and many other things as well.

Sometimes students may experience a psychological health problem while they are studying at ANU. This might be a new experience or a return of a previous problem. In Australian culture it is normal to discuss psychological health problems with health professionals, such as a Counsellor or a Medical Doctor.
First-Year Experience for Students from Non-traditional Backgrounds

The First-Year Experience (FYE) program is designed to support students from non-traditional backgrounds in their transitions to ANU. Participants can access a range of support, events, activities and many more. This program is free and eligible students will be automatically invited. This program is aimed to engage domestic, undergraduate from rural, remote and low socioeconomic areas and those who are first in their immediate family to attend university.

firstyear@anu.edu.au
anu.edu.au/students/information-for/new-students/first-year-experience-program

ANU Tjabal Centre for Indigenous Students

The Tjabal Indigenous Higher Education Centre is described as ‘the heart of ANU for Indigenous students’, providing a meeting place and support-base for Aboriginal and Torres Strait Islander students studying at ANU.

tjabal.centre@anu.edu.au
anu.edu.au/students/contacts/tjabal-indigenous-higher-education-centre

Griffin Hall – Non Residential Hall

Griffin Hall offers students living off campus the opportunity to engage in a dynamic and connected university experience. Griffin Hall coordinates a huge range of activities, including social and community events. There are teams of later-year students to provide academic and career support, as well as peer support and much more. For more information about member benefits and fees, please visit anu.edu.au/griffinhall

griffinhall@anu.edu.au
anu.edu.au/griffinhall
facebook.com/griffinhall.anu

ANU Ally Network – Community and Support for LGBTIQ+ Students

The ANU Ally Network is a network of staff and students across ANU who promote understanding and awareness of issues in the lesbian, gay, bisexual, transgender, intersex and queer (LGBTIQ+) community, as well as being a network of support for people who identify as LGBTIQ+. To join the Ally Network, you have to complete a specific training session. Free ally training for ANU students is offered several times throughout the year.

ally@anu.edu.au
facebook.com/ANUALLIES

Sponsored Students

Sponsored Students provides support to externally-funded international students, typically government funded scholars and Australian Award Students. We are here to help with the administration of scholarships and support our sponsored students throughout their studies. This includes advice about their enrolment, program, and welfare

Sponsored.Students@anu.edu.au
sponsoredstudentsanu.setmore.com
ANUSA - ANU Students’ Association (for Undergraduates)

ANUSA is a Students’ Association for all undergraduate students at ANU. If you are a postgraduate student, please refer to the next page for the Postgraduate and Research Students’ Associations.

When you become an undergraduate student at ANU, you are automatically a member of ANUSA. There are nearly 40 student representatives and a team of staff members running various activities, programs and advocacies in ANUSA. Student representatives are selected through annual elections open to all ANU undergraduate students. There are three pillars of ANUSA - Welfare, Advocacy and Social. These pillars are foundations that form programs, services and support offered by ANUSA.

Welfare
ANUSA has two Student Assistance Officers who are able to provide advice, support and assistance for a range of student welfare issues, including:

- Accommodation
- Financial Hardship
- Centrelink
- Academic Appeals & Misconduct
- Disciplinary Inquiries
- Sexual assault and harassment reporting
- External Referrals
- Tax Returns
- Meal Vouchers

Advocacy
ANUSA advocate for students in a variety of ways, including:

- Represent students on university committees
- Consult on changes that impact student experience
- Provide free and confidential services and referral
- Advocate for individual and cohorts of students

In addition, ANUSA also has seven autonomous departments representing marginalised groups of our community.

Social
ANUSA runs various social events and activities throughout the year including Market Day, Bush-Week and Orientation Week activities. In addition, ANUSA also has various affiliated clubs, societies and interest groups that regularly run events and social activities.

Contact ANUSA

Email: sa.admin@anu.edu.au
Website: anusa.com.au
Address: Level 2, Di Riddell Student Centre (building 154) Kambri, University Avenue Canberra ACT

Legal Team
The ANUSA Legal Service provides legal help for undergraduate students and ANU student clubs and societies. Legal issues we can help with include tenancy, migration and visas, employment rights and general legal advice. For free and confidential legal help contact:

Email: sa.admin@anu.edu.au
Phone: 6125 2444
Website: anusa.com.au/services/legal

The ANUSA Legal Service is a community legal centre operated by ANUSA.
PARSA – Postgraduate and Research Students’ Association

The Postgraduate and Research Students’ Association (PARSA) is the democratically elected representative body for postgraduate students at ANU. PARSA provides a range of services aimed at providing support for the specific needs of postgraduate students in relation to both their studies and daily life.

The primary focus of PARSA is the interests and welfare of all research and coursework postgraduate students at ANU. As a postgraduate student you are automatically a member of PARSA and entitled to use the services. PARSA exists to help you make the most of your student experience here at the ANU.

Advocacy

As the representative body of postgraduate students, one of the core functions of the organisation is to promote the postgraduate student voice at all levels of University decision-making. PARSA sits on over 40 committees at ANU. PARSA regularly meet with ANU senior staff to discuss pressing issues and review ongoing projects to ensure the postgraduate voice is heard throughout decision-making processes.

PARSA Support

PARSA provides a range of services for its members, including information, support and referral services in academic matters, and free legal advice for on and off-campus matters. The PARSA Student Assistance team also administers financial grants for students in need of immediate assistance with living expenses and accommodation issues.

Community Building

As part of PARSA’s aim of supporting and connecting postgraduate students, PARSA organises opportunities for its members to meaningfully collaborate and engage with one another. This can include organising family-friendly events during Orientation Week, trips within Australia, organising the ANU Multicultural Festival, and running regular Shut Up and Write (SUAW) sessions. PARSA is actively engaged in building and nurturing relationships among its diverse student community.

PARSA also administers the funding for the Student Extra-curricular Enrichment Fund (SEEF), which provides grants to individuals and groups of students for projects that will show benefit to the wider ANU community.

Contact PARSA

parsa@anu.edu.au
parsa.anu.edu.au
facebook.com/PARSAANU
Level 2, Di Riddell Student Centre (building 154) Kambri, University Avenue. Canberra, ACT 2600
GET INVOLVED AT ANU

Now that you have learned about the available support, communities, events and services at ANU, it’s time to learn about how you can get involved and make the best out of your time as a student at ANU.

Join Clubs and Societies

There are over 150 clubs on campus catering to various interests. Joining a club is an excellent way to make new friends as well as get involved in campus life. There are various clubs and societies ranging from cultural societies, performing arts, sports, cooking club, reading clubs, meme clubs – you name it, we have it!

How Do I Join Clubs and Societies?

Clubs and Societies will usually have stalls at Market Day. Market Day is typically held on the Wednesday of Orientation Week. You can sign up for their memberships on the day. Most will usually run welcoming events at the beginning of the semester and events will be advertised on campus. For more information about Clubs and Societies: anusa.com.au/life/clublist.

Residential Hall Activities

If you live on campus, your accommodation usually hosts a range of regular events and activities for residents; these may include sporting clubs, social activities, student leaderships and arts. Getting involved in your place of residence is a good way to meet new people and build long-lasting friendships in your home away from home.

What if I Don’t Live On-Campus?

If you live off campus but would like to experience residential hall community, events and benefits, you can join Griffin Hall. Griffin Hall is a non-residential hall offering a community, services, support and activities similar to a residential hall. Members can also access a dedicated common room in the Di Riddell Student Centre. For more information: anu.edu.au/griffinhall.

Student Leaderships and Government

There are many leadership and volunteering roles available on campus. You can be involved in a student committee, volunteer, become a student representative and organise events through ANUSA/PARSA, Clubs and Societies, ANU+ or your College.

How Do I Become a Student Leader or Join Student Government?

Volunteering for various events on campus is a great start to gain experiences. Once you have enough experience, you can apply for leadership roles. They are usually advertised on campus and online, depending on where and what the leadership roles are. You can also run campaigns to be elected as a student representative under ANUSA or PARSA.
ACCOMMODATION OPTIONS

ANU provides more opportunities to live on campus than any other Australian university, so students can make the most of their time at university. Going away to university should be about more than getting a degree. The residential experience at ANU is about providing a holistic education that prepares students for life. That said, some students may have different needs and lifestyles – and may prefer to live off-campus. Read through this page to understand more about benefits and drawbacks of on-campus and off-campus accommodation options.

On-Campus Accommodation

ANU has around 20 accommodation options located on campus. Depending on your situation, there are different ways to apply for accommodation at ANU. Accommodation applications are not a first come, first-serve system. All applications are reviewed equally. Undergraduate first year, first semester students will be guaranteed an accommodation on campus. There are also other categories of students that will be guaranteed on campus accommodation.

For more information: anu.edu.au/study/accommodation

Off-campus Accommodation

Living off campus provides a separation between the University and home with a range of lifestyle types and a variation in pricing. There are a number of student accommodation options outside ANU such as Weeden-Lodge, Campus West, Australian Institute of Sport residences and UniGardens.

Student residences are not suitable for children. Living off campus is the preferred option for families and will allow you to be closer to schools and other family-oriented services. Housing Online and or contacting rental agencies are the best places to look for accommodation.

Finding Off-Campus Accommodation

> Browse properties through trusted real estate agencies, websites and platforms such as allhomes.com.au and domain.com.au

> Compare prices and understand market rates. If rental rate is too good to be true, beware of scams and illegal rental agreements.

> Understand your legal rights, tenancies agreements and laws. Visit tenantsact.org.au for more information

> For more information: anu.edu.au/study/accommodation/advice-procedures/housing-online-0
FINANCIAL ASSISTANCE INFORMATION

Depending on your circumstances, there are a number of financial support options that you might be eligible for. ANU offers a number of bursaries, grants and scholarships to support students for various needs. If you are a domestic student, you can also explore financial support options provided by the Australian Government.

**Higher Education Loan Program (HELP)**
The Higher Education Loan Program (HELP) allows you to defer your payment of university course (HECS) or student amenities (SA) fees until your income is above a minimum repayment threshold.

**Centrelink**
Centrelink is the government agency responsible for providing social security payments to Australian citizens. Youth Allowance is financial help you may be eligible for if you are 24 years old or younger, studying full-time, independent, or living away from home to study, or temporarily unable to study.

**Financial Assistance for Accommodation**
ANU accommodation bursaries are designed to assist full time ANU students, established in permanent accommodation, who are experiencing unexpected financial hardship. Priority may be given to students nearing the end of their studies and needing assistance to complete. All applications are considered by a committee and lodging an application does not guarantee a bursary will be awarded.

**ANU Scholarships and Grants**
In addition to the financial support options above, there are also scholarships and grants offered by ANU. Availability changes as more grants and scholarships are added each year. For updated list of ANU scholarships and grants, please refer to: anu.edu.au/financial-support-selection-basis/regional-rural-or-remote

**Externally Funded Financial Support**
In addition to Government-funded and ANU-funded financial assistance, there are also a number of other externally funded financial support options that cater to diverse student needs. Make sure to do your own research to explore the support most appropriate for your needs.
When you start university, you will be using various student tools and systems to access your courses, pay fees, check your timetable, access resources and complete administrative tasks. Read this page to understand tools and systems that you will be using as an ANU student.

**ANU Email – for Updates from the University**

All official ANU communications will be sent to your ANU email account. Make sure to use your ANU email at all times when corresponding with ANU staff members and services. It is a university policy that students use their ANU email account when corresponding with the university. You can access your ANU email account from any computer connected to the Internet by logging in using your ANU ID and password.

To log into your ANU email account via the web, visit outlook.com/anu.edu.au. More information can be found here services.anu.edu.au/information-technology/email.

**Wattle – for Course Materials and Recordings**

Wattle stands for Web Access to Teaching and Learning Environment. This is where your lecturers will upload your lecture notes and course information. You will also be able to access learning modules published by ANU Student Services, see messages sent by your lecturers and access student resources. Most lectures are recorded to allow students who are not able to attend to watch online recording. These recordings are also available through Wattle. To log in to your Wattle account, go to wattle.anu.edu.au and use your ANU University ID and password.

**ISIS – for Student Administration and Enrolment**

ISIS stands for Interactive Student Information Services. It is a web-based system that allows students to access personal and academic information held on the University's student system. This includes examination results, enrolment, fees and graduation details. To access isis, please go to isis.anu.edu.au.

**Programs and Courses – to View Available Courses**

Programs and Courses is a website that allows you to search for courses you need to take within your degree. You can search for majors, minors and degrees offered at ANU. You can also look for future course offerings, course outlines and more information about courses you are hoping to take in the future. For more information, visit programsandcourses.anu.edu.au.

**Timetabling – for Course Scheduling**

The timetabling website is an online tool to select your lectures and tutorial times. Depending on the courses you take, there are usually multiple repeat tutorials on offer, allowing you to choose the best times that suits your schedule. For more information, visit timetabling.anu.edu.au.

**Zoom – to Attend Online Lectures and Tutorials**

Zoom is a video conferencing tool. Lecturers and tutors utilize Zoom to deliver lessons and classes online during the online-learning or distant-learning period. You will usually receive a Zoom invitation link to attend online classes from your lecturers or tutors.
When you start university, you are bound to come across a number of terms and jargon that you may not be familiar with. We have put together a list of commonly used words you may be using or seeing often as you begin your studies at ANU. If you are interested to read further, you can also refer to this University glossary page: [anu.edu.au/directories/university-glossary](http://anu.edu.au/directories/university-glossary)

<table>
<thead>
<tr>
<th>Term</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Academic Advisor</strong></td>
<td>Member of ANU college of academic staff responsible for providing guidance to students concerning their programs and/or courses.</td>
</tr>
<tr>
<td><strong>Census Date</strong></td>
<td>The point at which a student’s enrolment in a course becomes effective and they become financially liable for the course. This is the date by which a student should finalise their enrolment for the session or semester.</td>
</tr>
<tr>
<td><strong>CSP</strong></td>
<td>A CSP is a Commonwealth Supported Place. Students with a CSP have their tuition partially subsidised by the Australian Government. The remaining amount they have to pay is the Student Contribution.</td>
</tr>
<tr>
<td><strong>FEE-HELP</strong></td>
<td>A loan scheme to help eligible non-Commonwealth supported students pay their domestic tuition fees (DTF). Australian citizens and holders of a permanent humanitarian visa are eligible for FEEHELP assistance.</td>
</tr>
<tr>
<td><strong>HECS-HELP</strong></td>
<td>Higher Education Contribution Scheme—Higher Education Loan Program. Loans to assist eligible Commonwealth supported students pay their student contribution amounts.</td>
</tr>
<tr>
<td><strong>Lecture</strong></td>
<td>A lecture is a large group classes which generally delivered in the form of a talk by an ANU Academic responsible for the course.</td>
</tr>
<tr>
<td><strong>Major</strong></td>
<td>A set of related courses which are constructed for students to achieve specified learning outcomes and require the completion of 48 units.</td>
</tr>
<tr>
<td><strong>Minor</strong></td>
<td>A set of related courses which are structures for students to achieve specific learning outcomes. A minor requires the completion of 24 units.</td>
</tr>
<tr>
<td><strong>OS-HELP</strong></td>
<td>A loan available to eligible undergraduate domestic students who undertake some of their program overseas.</td>
</tr>
<tr>
<td><strong>Tutorial</strong></td>
<td>Tutorials are smaller classes, usually conducted weekly. Tutorials are conducted by tutors - they provide opportunities for students to ask questions and discuss their learnings. Most tutorials are compulsory to attend.</td>
</tr>
<tr>
<td><strong>Unit</strong></td>
<td>This is an indicator of the value of the course within the total program. Most courses are valued at 6 units. Units are used to track progress towards completing a plan. Full-time students normally undertake 24 units of courses each semester.</td>
</tr>
<tr>
<td><strong>University ID / UNI ID</strong> (student number)</td>
<td>A seven digit number which uniquely identifies a student or staff member at the University. (E.g. u1234567). This is often referred to as your “u” number.</td>
</tr>
</tbody>
</table>
Did you know that you can do the following in ISIS by selecting the main menu button in the top right hand corner?

<table>
<thead>
<tr>
<th>Task</th>
<th>Main Menu Path</th>
</tr>
</thead>
<tbody>
<tr>
<td>Update your address</td>
<td>Navigator &gt; Personal Details &gt; Addresses</td>
</tr>
<tr>
<td>View invoices</td>
<td>Navigator &gt; Account Details &gt; Invoices</td>
</tr>
<tr>
<td>Update a telephone number</td>
<td>Navigator &gt; Personal Details &gt; Telephone Numbers</td>
</tr>
<tr>
<td>View a receipt for a payment you made</td>
<td>Navigator &gt; Account Details &gt; View Receipts</td>
</tr>
<tr>
<td>Download a program confirmation or enrolment confirmation letter</td>
<td>Navigator &gt; Academic Records &gt; Letters</td>
</tr>
<tr>
<td>Apply for a degree transfer</td>
<td>Navigator &gt; Degree Management &gt; Apply for Degree Transfer</td>
</tr>
<tr>
<td>Buy a replacement student card</td>
<td>Navigator &gt; Account Details &gt; Miscellaneous Purchases</td>
</tr>
<tr>
<td>Apply for program leave, late withdrawal, reduced study load, overloading, third attempt course enrolment, special consideration or deferred examinations</td>
<td>Navigator &gt; Degree Management &gt; Manage my Degree</td>
</tr>
<tr>
<td>Update your bank details</td>
<td>Navigator &gt; Account Details &gt; Bank Details</td>
</tr>
<tr>
<td>Generate a statement of results (unofficial transcript)</td>
<td>Navigator &gt; Academic Records &gt; Statement of Results</td>
</tr>
<tr>
<td>View a Commonwealth assistance notice*</td>
<td>Navigator &gt; Account Details &gt; eCAN</td>
</tr>
</tbody>
</table>

*A Commonwealth assistance notice displays the amount deferred onto a HELP Loan in a semester or session. If this is confusing, please feel free to give Student Central a call.

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ANUOK is the official safety and wellbeing app for students at The Australian National University.

The app features include quick access to ANU Security, a personal safety toolbox, campus map, transport and parking options and many other personal support resources.
PLACES ON CAMPUS / POINTS OF INTERESTS

Kambri

Kambri precinct is often referred to the central part of ANU Acton campus. Most eateries, shops and support services are located in Kambri. You can find the following located at Kambri:

<table>
<thead>
<tr>
<th>Marie Reay Teaching Centre – Building 155</th>
</tr>
</thead>
<tbody>
<tr>
<td>Study areas, seminar rooms, classrooms, café, kitchenette, hot water access and microwaves</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Di Riddell Student Centre – Building 154</th>
</tr>
</thead>
<tbody>
<tr>
<td>Level 1</td>
</tr>
<tr>
<td>➢ Student Central</td>
</tr>
<tr>
<td>➢ Overseas Student Health Cover (OSHC)</td>
</tr>
<tr>
<td>➢ Woroni</td>
</tr>
<tr>
<td>Level 2</td>
</tr>
<tr>
<td>➢ ANU Students’ Association (ANUSA)</td>
</tr>
<tr>
<td>➢ Postgraduate and Research Students’ Association (PARSA)</td>
</tr>
<tr>
<td>➢ Brian Kenyon Student Space</td>
</tr>
<tr>
<td>Level 3</td>
</tr>
<tr>
<td>➢ Academic Skills</td>
</tr>
<tr>
<td>➢ Access &amp; Inclusion</td>
</tr>
<tr>
<td>➢ Accommodation</td>
</tr>
<tr>
<td>➢ ANU Careers</td>
</tr>
<tr>
<td>➢ ANU Thrive</td>
</tr>
<tr>
<td>➢ Engagement &amp; Success</td>
</tr>
<tr>
<td>➢ Griffin Hall</td>
</tr>
<tr>
<td>➢ Global Programs</td>
</tr>
<tr>
<td>Level 4</td>
</tr>
<tr>
<td>➢ Academic Standards &amp; Quality Office</td>
</tr>
<tr>
<td>➢ Chaplaincy</td>
</tr>
<tr>
<td>➢ Domestic Admissions</td>
</tr>
<tr>
<td>➢ International Admissions</td>
</tr>
<tr>
<td>➢ Student Administration &amp; Records</td>
</tr>
<tr>
<td>➢ Student Finance Office</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Restaurants and Shops</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bakery, bank, beauty, bike shop, book shop, bubble tea, discount store, eateries, grocery store, hairdressers, massage, pharmacy, phone, pub, salon, sneakers and clothing store</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>National Health Co-op</th>
</tr>
</thead>
<tbody>
<tr>
<td>General practitioners, Pathology, Immunisations, Counselling and Psychologists, Dietician</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Club Lime Gym</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fitness classes, gym, swimming pool, sauna</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cultural Centre</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lecture theatres, cinema, aMBUSH Art Gallery, drama theatre, dance studio</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Chifley Library</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computers, printers, scanners, books, study areas, one-button recording studio, study and meeting rooms</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Underground Parking Station</th>
</tr>
</thead>
<tbody>
<tr>
<td>Daily parking and pay as you go parking</td>
</tr>
</tbody>
</table>
ANU Sport and Ovals

ANU Sport is located near the university’s North Road/Barry Drive entrance. You can find various facilities such as fitness classes, gym, a rock-climbing wall, basketball courts, indoor halls, squash courts, tennis courts as well as ovals. For more information: anu-sport.com.au/facilities

ANU Colleges

Depending on what you study, most of your lectures and tutorials will likely take place inside or around your Academic College buildings. Each College’s buildings usually have lecture theatres, tutorial rooms, computer labs, nearby printing facilities, nearby cafes, kitchenettes with microwaves and access to hot water and study areas.

<table>
<thead>
<tr>
<th>Academic College</th>
<th>Map reference</th>
<th>Building no.</th>
</tr>
</thead>
<tbody>
<tr>
<td>ANU College of Arts and Social Sciences</td>
<td>2F</td>
<td>13</td>
</tr>
<tr>
<td>ANU College of Asia and Pacific</td>
<td>2D/E</td>
<td>9</td>
</tr>
<tr>
<td>ANU College of Business and Economics</td>
<td>3G</td>
<td>26c</td>
</tr>
<tr>
<td>ANU College of Engineering and Computer Science</td>
<td>4G</td>
<td>115</td>
</tr>
<tr>
<td>ANU College of Health &amp; Medicine</td>
<td>4/5F</td>
<td>42</td>
</tr>
<tr>
<td>ANU College of Law</td>
<td>3D</td>
<td>5</td>
</tr>
<tr>
<td>ANU College of Science</td>
<td>4/5F</td>
<td>42</td>
</tr>
<tr>
<td>John Curtin Medical School</td>
<td>4C</td>
<td>131</td>
</tr>
</tbody>
</table>
GET TO KNOW CANBERRA

Canberra is the capital city of Australia. It is a young and vibrant city as well as a melting pot of culture! Now that you are studying at ANU, you will be spending a lot of your time in Canberra. Read through this page to get a glimpse of your home away from home.

Canberra is home to important government institutions, landmarks, national monuments, museums and beautiful nature reserves and trails. There are endless walking and cycling trails within the city as well as nearby National Parks. ANU campus is located in close proximity to Black Mountain, Mount Ainslie and the Botanical Garden. Canberra also hosts various festivals and events throughout the year including a hot air balloon festival, Floriade (flowers), Multicultural Festival, Enlighten (light show), National Folk Festival (music) and Summernats (cars). There is always something happening in Canberra.

MOST LIVEABLE CITY
in the world
according to OECD index 2017

BEST CITY TO VISIT
in the world
according to Lonely Planet 2018

BEST STUDENT CITY
in the world
according to 2018 QS Rankings

HOME TO PARLIAMENT HOUSE

SHORTEST COMMUTE TIME
in Australia
according to SBS Australia

Only a short 2 hours drive to either the SNOW OR THE COAST

25% of Canberra’s population are STUDENTS
according to studyCBR
Virtual Canberra tour

Catch a glimpse of Canberra through our virtual Canberra City Tour video [youtube.com/watch?v=5Cxass4iRiY](https://youtube.com/watch?v=5Cxass4iRiY)

Explore things to do in and around Canberra and get travel tips on the Visit Canberra website: [visitcanberra.com.au](https://visitcanberra.com.au)
Student Visa

This section will provide you with more information about your responsibilities and rights as a student visa holder at ANU. It is important to fulfil responsibilities stated on your visa to lawfully stay in Australia. At ANU, the Academic Standards & Quality Office (ASQO) ensures that the University is acting in accordance with relevant legislation.

What are some of my student visa responsibilities?

1. You must complete your program within the duration of your Confirmation of Enrolment (CoE) which is the duration of your program at a full-time load.

2. Satisfy Academic Progress requirements

3. Inform ANU of your Australian residential address, mobile phone number, email address and who to contact in emergency situations within 7 days of arriving in Australia. You must also inform ANU within 7 days, if any of this information changes. You can add and modify your contact details through isis.anu.edu.au.

4. Have valid Overseas Student Health Cover (health insurance designed to help you cover the costs of medical and hospital treatment) for the duration of your visa

5. Must maintain an active CoE while studying in Australia. CoE stands for Confirmation of Enrolment.

6. Must comply with all conditions of your visa

Can ANU cancel my student visa?

No. It is important to understand that ANU do not grant or cancel your visa. ANU reports changes to your enrolment status to the Government, monitors enrolment to ensure compliance with certain student visa conditions and provides you with a CoE to apply for a student visa.

The Department of Home Affairs has the authority to issue and cancel visas. If you have specific questions and concerns about your visa or your entitlements, contact the Department of Home Affairs directly by calling them. Visit their website for more information: homeaffairs.gov.au/help-and-support/contact-us

Check your visa condition online with VEVO

VEVO allows visa holders to check their visa entitlements and conditions online. You can use VEVO to send proof of your visa to others, for example your future employers, landlords, government and other institutions. For more information, visit Home Affair’s website.
What happen if I drop to part-time study?

You are expected to complete your program within the dates listed on your CoE. The program start and end dates listed on your CoE corresponds with how long it will take to complete your program as a full-time student. If you reduce your study load, you will not be able to complete your program at the standard full-time load (24 units per study period) meaning that you may not be able to complete your program prior to your visa expiring.

There are some instances where you may be permitted to reduce your study load, however if you find yourself in one of these situations, you will need to talk to your ANU Academic College course advisor and apply for reduced study load or leave.

Situations where your study load may be modified:

> if required by the Early Intervention. For more information about this policy: anu.edu.au/students/program-administration/program-management/reducing-your-study-load-as-an-international
> if a prerequisite unit cannot be offered.
> in other compelling or compassionate circumstances (for example, a documented illness).

If you have been approved for reduced study load or leave, you may be eligible for a Confirmation of Enrolment for the extended period that you require to study your program because of the approved reduced study load. You can then use this to apply for a further visa to cover the additional time required to complete your program on a full-time load.

Can I extend the program duration on my CoE?

There are limited situations and circumstances in which you may be allowed to have an extended study duration on your Confirmation of Enrolment (CoE). In most cases you will receive a new Confirmation of Enrolment for this extension. Circumstances where you may be eligible include:

> Compassionate or compelling circumstances (e.g. documented medical illness, documented death in the family etc.). Evidence is required with any application under compassionate and compelling grounds.
> Where a formal early intervention has been implemented for students at risk and this has resulted in the University recommending a reduced study load.
> Where an approved deferment or suspension of study (Leave of Absence) has been granted.

How do I request for CoE extension?

When you require an extension to the program duration of your CoE, you will need to complete an Application for Change to Electronic Confirmation of Enrolment (eCoE).

You will also require a new CoE in the following circumstances:

> If you change programs (i.e transfer to a new program – even if your duration does not change)
> Your program duration changes due to you accepting course credit, failing courses or withdrawing.

You can request a change to your CoE online through the form on eCOE extension page.
Does ANU report on International Students to the Government?

ANU must report information about international student visa holders to the Commonwealth Government. To do this, they use a Government-run system called PRISMS. By law, the University must report all of the following breaches of your student visa conditions.

- Non-enrolment
- Failure to satisfy course academic progress requirements
- Misbehaviour by a student
- Non-commencement of study
- Non-payment of tuition fees
- Withdrawal from study.

Does ANU report my enrolment changes to the Government?

During your career at ANU, your circumstances may change. The following aspects will be reported to the Department of Home Affairs:

- If the duration of your program changes, including credit acceptance and early completion
- If you are approved for program leave: If you request leave and the reason is deemed “compassionate or compelling” under the National Code 2018, it will be reported as such to the Department of Home Affairs. If there is no evidence to support “compassionate and compelling reasons” and/or you have not been approved for leave, it will be reported as “cessation of study”.
- If you transfer your program of study

Where do I go for academic appeal or grievance?

Appeals and grievances at ANU are progressed through different stages depending on the nature of the appeal or grievance.

There are four stages when making an appeal:

Stage 1 – Informal Resolution
Stage 2 – Formal Review
Stage 3 – Formal Appeal
Stage 4 – External Review

You can formally present a case at no cost. The process begins within 10 working days of ANU receiving a formal written lodgement. A student can be assisted or accompanied by a support person.

When do I contact ASQO?

Before contacting ASQO, you should first contact Student Central or your academic colleges. If they do not know the answer you may contact ASQO for the following queries:

- For enquiries related to US and Canadian Financial Aid Loan Applications
- For any Student Visa compliance enquiries
- For leave of absence advice
- For changes to CoEs
- For transfers to another university within 6 months of commencing your primary program of study at ANU
- Any questions about lodging a complaint or appeal.
Need help finding contact details?
You can find a summary of contact details of most ANU services on the last page of this booklet. Alternatively, you can also visit ANU student contacts page online on [anu.edu.au/students/contacts](http://anu.edu.au/students/contacts)
If you have English as a second language, building on your speaking, writing, reading and listening skills through regular practice will help you do well in your studies. There are many free workshops and programs designed to help you practice your English while at ANU. Read this page to understand available workshops and services for you.

**Conversation Groups – Let’s Speak English**
Joining conversation groups is a great way to meet new people and practice your English at the same time. Let’s Speak English is a relaxed conversation group, guided by an experienced peer facilitator from ANU Academic Skills. This program is free and open to all ANU students.

For more information: anu.edu.au/students/learning-development/peer-mentoring/english-conversation-groups

**Residential Hall English Language Assistance Programs**
Many residential halls at ANU run English language conversation groups. Ask your Community Coordinator or academic team from your hall about what is available to you.
WORKING IN AUSTRALIA

Check your visa requirements
Depending on your visa, you might be able to work on a limited number of hours in Australia. For instance, students on a 500 subclass visa can work no more than 40 hours per fortnight while their course is in session. Make sure to pay attention to your visa restrictions to remain lawful while studying in Australia.

Get a Tax File Number
To work legally in Australia, you need a visa that allows you to work here and a Tax File Number (TFN). TFN is your personal reference number in the government’s tax system. Getting a TFN is free and applications can be made online. You should apply for your TFN either before you start work or soon after the commencement of your work. For more information:

Gaining Experience, Volunteering, Internships and Placements
Experience and employable skills can be valuable to help you successfully gain employment. There are many programs at ANU that can help you gain additional skills that can improve your employability. As mentioned earlier in this booklet, there are ANU services such as ANU+ that can help you with volunteering and ANU Careers that can help you with workshops and consultations. In addition, depending on your degree, your ANU Academic Colleges would also have internship and placement opportunities available.

Certifications and Job Requirements
 Depending on the type of employment that you are interested in, you may be asked to provide additional certifications as part of your job requirements. For instance, individuals intending to work in the hospitality industry that require them to serve alcohol will need to obtain the Responsible Service of Alcohol (RSA) certification. Familiarise yourselves with the types of jobs that you are seeking and their requirements. If you are unsure, remember that there are services on campus such as ANU Careers, that can assist you with Careers consultations, workshops and resume tips.

Driving in Canberra as an International Student
If you are planning to drive in Australia, you must know Australian road rules regardless of your driving experiences in your home country. Failure to comply to road rules can result in hefty fines and demerit points.

Depending on your intention to stay permanently in Australia, you might not need to obtain an Australian drivers license. Visiting drivers are not required to obtain a Canberra driver’s license, provided that their international driving permit and overseas driver’s license are current. Visiting Drivers are defined as individuals from overseas who arrive in the ACT with no intention of becoming a permanent resident.

If your overseas driver’s license is not in English, you must have your overseas license translated by an accredited translator. Some embassies also provide translation services.

If you would like to apply for an ACT Drivers License, visit Access Canberra to obtain more information.
accesscanberra.act.gov.au/app/answers/detail/a_id/1581/~/act-driver-licence-information
Starting your semestre in a foreign country can be a daunting experience. Orientation Week programs are designed to help you prepare for your time at ANU. There are many sessions dedicated to international students. In this section, you will find out more about important sessions we encourage you to attend.

**Need help finding your way around ANU? Get a Mentor!**

SET4ANU Mentoring program puts new students in small groups and provide them with a later year student mentor.

In these mentoring groups, you can make new friends, ask your mentor questions and use their knowledge and networks to help you settle into your study here at ANU.

SET4ANU Mentoring program is free and open to all new ANU students. You will receive email reminders to register for a mentor in your welcome emails.

For more information, visit [anu.edu.au/students/information-for/new-students/set4anu](anu.edu.au/students/information-for/new-students/set4anu)

**Attend Survive and Thrive Series for International Students**

Survive and Thrive series are induction sessions designed to provide an overview of tasks that students need to do and prepare for before the start of the semester.

There will be an essential induction for all new commencing students and an additional session for international students only.

The international students' session will go through important information about your student visa requirements, your health insurance, available support services and many more.

For more information, visit [orientation.anu.edu.au](orientation.anu.edu.au)

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**International Students Checklist**

Get organised and make sure that you are prepared for your time at ANU. If you have not already, head on to ANU Orientation Website to access our full checklist.

For more information: [orientation.anu.edu.au/resources/international-students-checklist](orientation.anu.edu.au/resources/international-students-checklist)
ADDITIONAL INFORMATION FOR RURAL AND REMOTE STUDENTS

At ANU, we are committed to provide support students from rural, remote, regional and non-traditional backgrounds, allowing smoother transition through your first-year at university. Read through this page for more information about available support and assistance for you.

ANU First-Year Experience Program (FYE)

ANU FYE is aimed to engage domestic, undergraduate students from remote, rural and low socioeconomic areas, as well as those who are first in their immediate family to attend university.

Eligible students from one or more of the above categories will be able to attend various FYE programs including orientation and transition activities, academic workshops, social events and peer-support in the lead up to and throughout their first semester at ANU.

This program is free and activities will take place regularly throughout Semester 1. Dedicated staff members and student leaders are available to provide support to students. Sign-up is not required as eligible students will be automatically identified and invited to join this program. If you have not received an invitation, please email firstyear@anu.edu.au

For more information about ANU First Year Experience Program, visit anu.edu.au/students/information-for/new-students/first-year-experience-program

ANU Regional Rural Remote Students Society (ANU RRRS)

ANU RRRS is a student-led society for ANU students from regional, rural and remote Australia. The RRRS runs various student events and social activities throughout the year for its members. Joining a student-led society is an excellent way to meet like-minded individuals, make new friends and gain peer support. For more information about ANU RRRS, please visit: facebook.com/ruralregionalremotesociety

Financial Support

Depending on your circumstances, there might be funding and financial support available within and outside ANU to help you with your transition into University life.

Relocation Scholarship

If you are relocating to Canberra from a regional or remote area for higher education study and you already receive youth allowance or ABSTUDY you might be eligible for a relocation scholarship.

A relocation scholarship is a once a year payment if you get ABSTUDY, Youth Allowance or Energy Supplement. You must also need to move to or from a regional or remote area for higher education study.

You should enquire about whether you are eligible to receive financial help and/or payments or assistance to help with your living costs (rent assistance, energy supplement) before coming to University as this can often take several weeks/months from the time you apply to the time you receive your first payment.

To find out more information please contact your local Centrelink office or go online to humanservices.gov.au/individuals/subjects/payments-students-and-trainees

ANU Scholarships and Grants

In addition to the financial support options above, there are also scholarships and grants offered by ANU. Availability changes as more grants and scholarships are added each year. For updated list of ANU scholarships and grants, please refer to: anu.edu.au/financial-support-selection-basis/regional-rural-or-remote
KEY CONTACT DETAILS

Student Central
student@anu.edu.au 135 268 OR 612 53339

Security
security@anu.edu.au 612 52249

Academic Skills
academicskills@anu.edu.au 612 52972

Academic Standards & Quality Office (ASQO)
policy.regs@anu.edu.au appeals@anu.edu.au 612 51436

Access & Inclusion
access.inclusion@anu.edu.au 612 55036

Accommodation
uni.accom@anu.edu.au 612 51100

Admissions - Domestic
domestic.admissions@anu.edu.au 612 55594 (option 2)

Admissions - International
international.admissions@anu.edu.au 612 55594 (option 1)

ANU Counselling Centre
Counselling.centre@anu.edu.au 61780455

ANU Crisis Support Line
5pm-9am weekdays,
24/7 weekends and public holidays
1300 050 327 or SMS: 0488 884 170

ANU Engagement and Success
student.experience@anu.edu.au

ANU Thrive
student.wellbeing@anu.edu.au

ANUSA
sa.admin@anu.edu.au 612 52444

Dean of Students
dean.students@anu.edu.au 6125 4184

Examinations
examinations.office@anu.edu.au 612 53236

Global Programs
global.programs@anu.edu.au 612 57857

Graduate Research Office (GRO)
gr@anu.edu.au 612 55777

Graduations
graduation.office@anu.edu.au 612 58315

IT Services
servicedesk@anu.edu.au 612 54321

National Health Co-op
nhc.coop/anu 6178 0400

PARSA Student Assistance
parsa.assistance@anu.edu.au 612 55261

Sponsorships
sponsorships@anu.edu.au 612 53130

Careers
careers@anu.edu.au 612 53593

Overseas Health Care (OSHC)
oshc@allianz-assistance.com.au 13 6742

Respectful Relationships Unit
respect@anu.edu.au

Academic Colleges

ANU College of Arts & Social Sciences (CASS)
students.cass@anu.edu.au
research.students.cass@anu.edu.au
612 52898

ANU College of Asia & the Pacific (CAP)
cap.student@anu.edu.au
caphdr@anu.edu.au
612 53207

ANU College of Business & Economics (CBE)
info.cbe@anu.edu.au
hdr.cbe@anu.edu.au
cbe.anu.edu.au
612 53807

ANU College of Engineering & Computer Science (CECS)
studentadmin.cecs@anu.edu.au
research.student.cecs@anu.edu.au
612 54450

ANU College of Law (COL)
enquiries.law@anu.edu.au
612 53483

ANU College of Health & Medicine

ANU College of Science
science.enquiries@anu.edu.au
science.hdr.sa@anu.edu.au
phb.science.enquiries@anu.edu.au 612 52809
CONTACT US

ANU Engagement and Success
E  student.experience@anu.edu.au
W  orientation.anu.edu.au
W  anu.edu.au/students/contacts/engagement-and-success

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