

## Staff Quick Guide: Support For Students

### 1. STUDENT ESSENTIALS

#### Enrolment and course advice

##### Student Hub

[ecu.edu.au/student-hub](http://ecu.edu.au/student-hub)

##### Online inquiry:

[askus2@ecu.edu.au](mailto:askus2@ecu.edu.au)

Within Australia: 134 328

Outside Australia:

(61 8) 6304 0000

#### IT support, log-in and password issues

##### IT Service Desk

[intranet.ecu.edu.au/student/](http://intranet.ecu.edu.au/student/support/it-services)

[support/it-services](http://intranet.ecu.edu.au/student/support/it-services)

[itservicedesk@ecu.edu.au](mailto:itservicedesk@ecu.edu.au)

(61 8) 6304 6000

### 2. KEY STUDENT SUPPORT SERVICES

#### Student Success

The Student Success Teams assist students to stay on track with their studies and to succeed at university including advice on personal matters such as finance and housing.

[intranet.ecu.edu.au/student/support/student-success](http://intranet.ecu.edu.au/student/support/student-success)

Phone 134 328 or [studentsuccess@ecu.edu.au](mailto:studentsuccess@ecu.edu.au)

#### Buddy Program and Mentoring

All new students are assigned a peer mentor and their other mentoring programs available too.

[ecu.edu.au/mentoring](http://ecu.edu.au/mentoring)

#### Career Advisers

The Careers and Employability team help students with the job seeking skills, career planning, graduate recruitment programs and volunteering opportunities.

[ecu.edu.au/careers-employability](http://ecu.edu.au/careers-employability)

#### Learning Advisers, Academic Skills and Learning Support

Drop-in sessions and workshops for assignment assistance, academic English, mathematics and more.

[intranet.ecu.edu.au/student/academic-skills](http://intranet.ecu.edu.au/student/academic-skills)

#### Access and Inclusion

Support for students with diverse study, particularly students with a permanent or temporary disability or medical condition or caring responsibilities, including the provision of (LAPs).

[ecu.edu.au/student/support/access-and-inclusion](http://ecu.edu.au/student/support/access-and-inclusion)

(61 8) 9370 6706

#### University Contact Officers and ALLY Network

University Contact Officers aid students who have been the subject of harassment, discrimination or bullying. ECU also has an ALLY network to support LGBTIQ+ students.

[intranet.ecu.edu.au/student/support/access-and-inclusion/ally-network](http://intranet.ecu.edu.au/student/support/access-and-inclusion/ally-network)

#### Student Health Services

The Joondalup and Mount Lawley campus have a medical centre with General Practitioners and allied health services. The service is free to all students.

[ecu.edu.au/student-health](http://ecu.edu.au/student-health)



### 3. MENTAL HEALTH SUPPORT

#### Psychological Counselling Support

ECU offers students and free and confidential counselling service. There is also a referral service for International Students.

[ecu.edu.au/student/support/psychological-counselling-](http://ecu.edu.au/student/support/psychological-counselling-support)

[support](mailto:counselling@ecu.edu.au)

[counselling@ecu.edu.au](mailto:counselling@ecu.edu.au)

(61 8) 9370 6706

#### Counselling Tip Sheets

[intranet.ecu.edu.au/student/support/psychological-](http://intranet.ecu.edu.au/student/support/psychological-counselling-support/tip-sheets)

[counselling-support/tip-sheets](http://intranet.ecu.edu.au/student/support/psychological-counselling-support/tip-sheets)

#### Out of Hours Crisis Line

Additional support services are available to students overnight

and on weekends.

1300 583 032 or SMS 0488 884 232

#### Fitness to Study Referrals

ECU's Fitness to Study policy allows for the University to consider that a student may face challenges that may pose, a risk to the health, safety or wellbeing of themselves or others, and impact on their ability to succeed in their studies. Refer to Manager Student Incident and Support in Student Life

[studentincidentandsupport@ecu.edu.au](mailto:studentincidentandsupport@ecu.edu.au)

### 5. STUDENT SAFETY AND SUPPORT FOR SERIOUS ISSUES

#### Security on Campus

Operates 24/7 and security phones are located on each campus.

Campus Security can walk students to car or the bus stop at night.

Phone: (61 8) 6304 3333

[securityoperations@ecu.edu.au](mailto:securityoperations@ecu.edu.au)

#### ECU Nowforce Safety App

Download the app to have quick access to security information

Register: [ecu.nowforce.com](http://ecu.nowforce.com)

#### WA Police and Emergency Services

Phone 131 444 for assistance in non-life-threatening situations. In an emergency, contact the National Emergency Services on 000 or 112.

#### Sexual Assault and Sexual Harassment

Refer student to the SASH website for referral options and available support

[intranet.ecu.edu.au/student/](http://intranet.ecu.edu.au/student/support/sexual-assault-and-sexual-harassment)

[support/sexual-assault-](http://intranet.ecu.edu.au/student/support/sexual-assault-and-sexual-harassment)

[and-sexual-harassment](http://intranet.ecu.edu.au/student/support/sexual-assault-and-sexual-harassment)

#### Family and Domestic Violence

Refer student to Student Success.

Phone 134 328 or email

[studentsuccess@ecu.edu.au](mailto:studentsuccess@ecu.edu.au)

#### Student Deaths

Refer to Manager, Student Incident and Support. Email [studentincidentandsupport@ecu.edu.au](mailto:studentincidentandsupport@ecu.edu.au) OR contact Security (61 8) 6304 3333 [securityoperations@ecu.edu.au](mailto:securityoperations@ecu.edu.au)

### 4. ONLINE LEARNING

Software for personal use  
[intranet.ecu.edu.au/student/](http://intranet.ecu.edu.au/student/computer-software)  
[computer-software](http://intranet.ecu.edu.au/student/computer-software)

Access to computers and  
Laptop loan scheme  
[https://www.ecu.edu.au/](https://www.ecu.edu.au/centres/library-services/services-and-facilities/computers)  
[centres/library-services/](https://www.ecu.edu.au/centres/library-services/services-and-facilities/computers)  
[services-and-facilities/](https://www.ecu.edu.au/centres/library-services/services-and-facilities/computers)  
[computers](https://www.ecu.edu.au/centres/library-services/services-and-facilities/computers)

#### Digital Learning resources

The online resource Study Essentials contains essential information about using the Library, ECU's digital learning environment, academic writing and research.

[ecu.au.libguides.com/study-](http://ecu.au.libguides.com/study-essentials)  
[essentials](http://ecu.au.libguides.com/study-essentials)

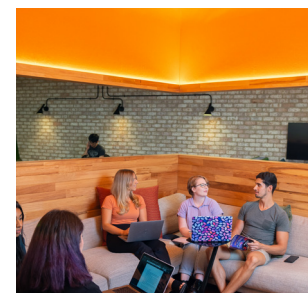
#### Peer support with learning technologies

Peer Assistants support students face-to-face in the Library and online with learning technology queries.

[ecu.edu.au/centres/library-](http://ecu.edu.au/centres/library-services/services-and-facilities/student-assistance-learning-technologies)  
[services/services-and-](http://ecu.edu.au/centres/library-services/services-and-facilities/student-assistance-learning-technologies)  
[facilities/student-assistance-](http://ecu.edu.au/centres/library-services/services-and-facilities/student-assistance-learning-technologies)  
[learning-technologies](http://ecu.edu.au/centres/library-services/services-and-facilities/student-assistance-learning-technologies)

General Misconduct:  
bullying, racism,  
falsification of documents,  
intimidating behaviour  
should be addressed  
immediately.

Consult with ADD, ADTL or Executive Dean. If required, escalate to Director, Student Life. (61 8) 6304 3881



## 6. AUSTRALIAN ABORIGINAL AND TORRES STRAIT ISLANDER STUDENTS

### Kurungkurl Katitjin, Centre for Indigenous Australian Education and Research

The centre plays a vital role in assisting the University to meet its commitment to Aboriginal and Torres Strait Islander peoples.

[ecu.edu.au/kk](http://ecu.edu.au/kk)

### Student Success (Kurungkurl Katitjin)

Assistance to stay on track with study and succeed at university, through developing action plans and linking students with relevant services.

### Aboriginal Tutorial and Mentoring Program (ATMP)

The ATMP seeks to develop self-directed learners by providing eligible students with free one-on-one academic and study skills assistance from tutors.

[intranet.ecu.edu.au/student/my-studies/aboriginal-and-torres-strait-islander-students/tutorial-assistance](http://intranet.ecu.edu.au/student/my-studies/aboriginal-and-torres-strait-islander-students/tutorial-assistance)

### Elders-In-Residence

Elders are available to all ECU students.

[ecu.edu.au/kurungkurl-katitjin/elders-in-residence](http://ecu.edu.au/kurungkurl-katitjin/elders-in-residence)

### Nala Karla Student Rooms

Dedicated study and relaxation areas for Australian Aboriginal and Torres Strait Islander students.

[intranet.ecu.edu.au/student/my-studies/aboriginal-and-torres-strait-islander-students/resources](http://intranet.ecu.edu.au/student/my-studies/aboriginal-and-torres-strait-islander-students/resources)

### Guide for Aboriginal and Torres Strait Islander Students

[ecu.edu.au/centres/kurungkurl-katitjin/study-and-support](http://ecu.edu.au/centres/kurungkurl-katitjin/study-and-support)

### Scholarships

[ecu.edu.au/scholarships](http://ecu.edu.au/scholarships)



## 7. INTERNATIONAL STUDENTS

### Student Success

Specialised service for visa conditions, Confirmation of Enrolment and related matters to help students succeed.

[ecu.edu.au/student-success](http://ecu.edu.au/student-success)

### Study and Enrolment Load Requirements

[intranet.ecu.edu.au/student/international-loads](http://intranet.ecu.edu.au/student/international-loads)

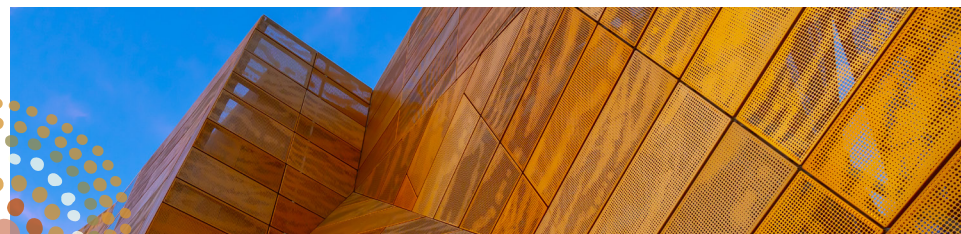
### Study Assistance

English language workshops and academic study skills assistance.

[intranet.ecu.edu.au/student/study-assistance](http://intranet.ecu.edu.au/student/study-assistance)

### International Cafe

On campus and virtual café sessions to help international students build friendships and a sense of belonging [intranet.ecu.edu.au/student/my-studies/international-students/international-cafe](http://intranet.ecu.edu.au/student/my-studies/international-students/international-cafe)



## 8. LEARNING SUCCESS

### Library Services

Browse and borrow items from digital and physical collections and access study and research support, including referencing.

[ecu.edu.au/library](http://ecu.edu.au/library)

### Learning Advisers and Learning Support

Appointments, drop-in sessions and workshops for assignment assistance, academic English, mathematics and more.

[intranet.ecu.edu.au/student/academic-skills](http://intranet.ecu.edu.au/student/academic-skills)

### Studiosity

Written feedback within 24hrs and live support with assignments for English, mathematics and science.

[intranet.ecu.edu.au/student/studiosity](http://intranet.ecu.edu.au/student/studiosity)

### LinkedIn Learning

A huge online library of tutorials covering business, creative and technical skills.

[www.linkedin.com/learning](http://www.linkedin.com/learning)

### HDR Skills Centre

Writing and oral skills for research students, including online HDR resources and workshops.

[intranet.ecu.edu.au/learning/hdr-skills](http://intranet.ecu.edu.au/learning/hdr-skills)

[hdrca@ecu.edu.au](mailto:hdrca@ecu.edu.au)

(61 8) 6304 3434

### Graduate Research School

Research, student advice, training and resources.

[intranet.ecu.edu.au/research/students](http://intranet.ecu.edu.au/research/students)

Joondalup: (61 8) 6304 2628

Mount Lawley: (61 8) 9370 6515

### SOAR Centre

Learn about research skills training and career development for postgraduate students from your research peers.

[SOAR@ecu.edu.au](mailto:SOAR@ecu.edu.au)

[intranet.ecu.edu.au/research/soar-centre](http://intranet.ecu.edu.au/research/soar-centre)

Joondalup: (61 8) 6304 5751

Mount Lawley: (61 8) 9370 6398

### Academic Progression

Information about academic progression and the SUCCEED tool

[intranet.ecu.edu.au/student/my-studies/academic-progression](http://intranet.ecu.edu.au/student/my-studies/academic-progression)

