

Supervisor quick guide: support for HDR students



ECU provides a range of support and training to help your student throughout their candidature.

STUDENT ESSENTIALS

Enrolment advice

- Student Hub
 - ecu.edu.au/student-hub
- Online inquiry:
 - askus2.ecu.edu.au
 - Within Australia: 134 328
 - Outside Australia:(61 8) 6304 0000

IT support, log-in and password issues

- intranet.ecu.edu.au/student/
- [Student Learning Technologies Support Portal support/it-services](https://intranet.ecu.edu.au/student/support/it-services)
- itservicedesk@ecu.edu.au
- (61 8) 6304 6000

GENERAL STUDENT SUPPORT SERVICES

Access and Inclusion

- Support for students with diverse study needs, particularly students with permanent or temporary disability or medical conditions or caring responsibilities.
- ecu.edu.au/access-and-inclusion
- inclusion@ecu.edu.au
- (61 8) 9370 6706

ECU Health Services

- Students have free access to medical centres with General Practitioners and allied health services on Joondalup and Mount Lawley campuses.
 - ecu.edu.au/student-health
 - Joondalup: (61 8) 6304 5618
 - Mount Lawley: (61 8) 6304 6814
- 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.
 - <https://intranet.ecu.edu.au/student/support/access-and-inclusion/ally-network>

- 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.
 - <https://intranet.ecu.edu.au/student/support/student-success>
 - Phone 134 328 or studentsuccess@ecu.edu.au
- Career Advisers
 - The Careers and Employability team help students with job-seeking skills, career planning, and volunteering opportunities.
 - <https://intranet.ecu.edu.au/student/support/careers-and-employability-services>

MENTAL HEALTH SUPPORT

HDR students also have free access to [mental health support services](#).

- Psychological Counselling Support
 - Free and confidential counselling service with a referral service for International Students.
 - ecu.edu.au/counselling
 - counselling@ecu.edu.au
 - (61 8) 6304 6706
- Counselling Tip Sheets
 - <https://intranet.ecu.edu.au/student/support/psychological-counselling-support/tip-sheets>
 - Out of Hours Crisis Line (overnight and on weekends).
 - 1300 583 032 or SMS 0488 884 23



RESEARCH STUDENT SUPPORT SERVICES

Graduate Research Services

- Provides information, support and advice in relation to administration and procedures for HDR students and supervisors.
 - <https://intranet.ecu.edu.au/research/for-research-students/research-support-staff>
 - <https://intranet.ecu.edu.au/research/for-research-students/research-journey/getting-started>
 - Email Research Student Support Coordinators

Research Ethics

- Provides information, support and guidance about:
 - preliminary reviews of research applications for ethics approval;
 - feedback to applicants prior to application submission;
 - liaising between Ethics Committees and students; and
 - ensuring that all approved research projects are effectively monitored.
- For more information, contact [Research Ethics](#).

Research Assessments

- Provides information and advice about:
 - research progress reports;
 - changes to your supervisors;
 - confirmation of candidature procedures; and
 - thesis examination.
- Telephone: (61 8) 6304 3911
- Email: researchassessments@ecu.edu.au

HDR Enquiries

- Provides information and advice about:
 - admission to the degree;
 - re-enrolments; and
 - enrolment variations.
- Telephone: (61 8) 6304 3434
- Email: hdr.enquiries@ecu.edu.au

Research Scholarships

- Provides information and advice for:
 - prospective scholarship applicants; and
 - current scholarship holders.
- [Scholarships](#)

RESEARCH COMMUNICATION SUPPORT

HDR Skills Centre

HDR Communication Advisers provide writing and oral communication skills support for research students.

- Book an appointment:
<https://askus2.ecu.edu.au/s/article/000003688>
(students need to be logged in with their ECU student credentials before booking an appointment)
- Self-access online resources: [HDR Skills Centre Canvas site](#).
- Email: hdrca@ecu.edu.au

Library Services

The library provides a wide range of services to facilitate postgraduate research: search strategies, key subject databases, tracking new publications, referencing, Document Delivery and EndNote, researcher information such as research impact, researcher IDs, publication metrics, research data management and publishing options.

- Contact the [Subject Librarian](#).
- ecu.edu.au/library

Research Advisers

Graduate Research Advisers provide support in developing students' skills to effectively plan and carry out their research as independent researchers.

Dr Neil Ferguson

Research Adviser (Qualitative)
Telephone: +61 8 6304 6047
Email: n.ferguson@ecu.edu.au



Dr Chandra P. Salgado Kent

Research Adviser (Quantitative)
Telephone: +61 8 6304 3705
Email: c.salgadokent@ecu.edu.au



SOAR Centre

Support from research peers that have a range of different research skills, research software skills and experiences in qualitative and quantitative research.

- intranet.ecu.edu.au/research/soar-centre
- Email: soar@ecu.edu.au.
- Telephone: (61 8) 6304 5751

INTERNATIONAL STUDENTS

- Preparing
 - <http://www.ecu.edu.au/my-uni-start/preparing>
- Essential information to help students get started.
 - www.ecu.edu.au/my-uni-start/
- Specialised service for visa conditions, Confirmation of Enrolment and related matters to help students succeed.
 - www.ecu.edu.au/student-success
- Department of Immigration and Home Affairs Studying in Australia Advice
 - <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-finder/study>
- Working Conditions and Tax
 - <https://www.fairwork.gov.au/tools-and-resources>

STUDENT SAFETY AND SUPPORT FOR SERIOUS ISSUES

Security

- Operates 24/7 and security phones are located on each campus.
 - Phone: (61 8) 6304 3333
 - securityoperations@ecu.edu.au
- ECU Nowforce Safety App
 - Download the app for quick access to security information:
<https://ecu.nowforce.com/ECU/>
- Sexual Assault and Sexual Harassment
 - Refer student to the SASH website for referral options and available support:
<https://intranet.ecu.edu.au/student/support/sexual-assault-and-sexual-harassment>
- Family and Domestic Violence
 - Refer student to StudentSuccess: Phone 134 328 or studentsuccess@ecu.edu