



STUDENT HANDBOOK

Welcome to ANU College!

This useful guide contains information to help students settle into life and study in Canberra.

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CHAPTER 1: SUPPORT AND FACILITIES

1.1 STUDENT SUPPORT AT ANU COLLEGE

ANU College hopes all of its students have a positive and successful experience while in Canberra, both in and away from the classroom. To assist students, ANU College has two designated **Student Support Officers**.

1.1.1 Student Support Officer (Welfare)

ANU College's Student Support Officer (Welfare) can advise and make referrals for students who need any assistance with study or life in Australia, such as:

- Accommodation
- Medical
- Legal
- Disabilities
- Personal

To see the Student Support Officer Welfare, visit the reception or email: student.support@anucollege.edu.au.

1.1.2 Student Support Officer (Academic)

ANU College's Student Support Officer (Academic) can assist you with your academic progress and any difficulties you are experiencing with your learning such as time management, study habits, motivation and language difficulties. To see the Student Support Officer (Academic), visit Reception for contact details.

1.1.3 ANU Support

Students also have access to the following services at ANU:

1. University Counselling Centre – Free and confidential counselling from professionally qualified counsellors
2. Disability Services Centre – Support for students with disabilities or chronic medical conditions that can affect their ability to study
3. Careers Centre – Part-time/Casual Job Vacancy information
4. Chifley Library – Librarians can assist students with research and study needs.

1.2 ANU COLLEGE FACILITIES

ANU College offers access to the following facilities:

- Computers and printers (Level 1), with a printing allowance of 85 pages per student per calendar month.
- Free Wi-Fi. See your orientation pack for logon details.
- Student Common Room (ground floor) with refrigerators, microwaves, boiling water, newspapers, sofas and an internal phone for student use.

CHAPTER 2: HEALTH, SAFETY AND WELLBEING

2.1 WHAT DO YOU DO IF YOU ARE SICK?

For a life-threatening emergency: telephone '000' (free call)



If it is not a life-threatening emergency:

It may be a good idea to see a doctor. In Australia, the quickest way to see a doctor is to make an appointment at a medical centre. We recommend that you do not go to hospital unless it is an emergency, as wait times at a hospital may be several hours.

For minor health complaints, you may wish to visit a pharmacy (also known as a chemist), where you can purchase basic medications such as painkillers. You can also ask to speak to the pharmacist for advice. The closest pharmacy to ANU College is the University Pharmacy located in Union Court of the ANU campus.

24-hour Medical Help Line:

Medical advice can be obtained from the Health Direct Hotline: 1800 022 222.

Interpreting Services:

Interpreting assistance can be obtained by telephoning: 13 14 50.

2.2 MEDICAL CENTRES CLOSE TO ANU COLLEGE

ANU Health Services:

Tel: (02) 6125 3598

ANU Health Services is just a five minute walk from ANU College, next to the ANU Sports Union on North Road. Students who present their OSHC card and ID card will not have to pay for their consultation.

2.3 MEDICAL SERVICES – AFTER HOURS (EVENINGS / WEEKENDS)

If it is not an emergency but you need to see a doctor in the evening or during the weekend, the following services are available. Please note that you will usually need to pay for your consultation at the time of service (approx \$70-\$90). Please keep the receipt so that you can later apply for a partial reimbursement.

CALMS (Canberra Afterhours Locum Medical Service):

Weeknights 8pm – 11pm, Weekends 10am – 11pm
Phone 1300 422 567 after 6pm to make a booking.

In an emergency, please visit the emergency department of Calvary Hospital or The Canberra Hospital.

Northside:

Day Services Building
Calvary Hospital
Mary Potter Court, Bruce
(Follow the multi-coloured walkway to the right of the Emergency Department Entrance)

Southside:

Pre-Admission Clinic
Building 2, Canberra Hospital, Garran
(Enter through the Emergency Department Entrance and follow the signs)

For information about other doctors or medical centres near to you that may be open after hours, telephone Health Direct 1800 022 222.

2.4 SAFETY ON CAMPUS – ANU SECURITY

If you feel unsafe or notice anything unusual on the ANU campus, please call ANU Security. If you feel uncomfortable about walking alone on campus at night you may also call ANU Security to ask for a security guard to accompany you. This is a free service for all students and staff.

Tel: 6125 2249 (or call 52249 when using the ANU telephone network)
<http://facilities.anu.edu.au/unisafe/>

2.5 WELFARE SERVICES

Legal Help (Not for immigration or visa matters)

Welfare Rights and Legal Centre ACT

Tel: (02) 6247 2177

www.welfarerightsact.org/

Youth Law Centre

Tel: (02) 6173 5410

www.youthlawact.org.au

Legal Aid Office (ACT)

Tel: 1300 654 314

www.legalaidact.org.au/

If you need further information about health or welfare services, please ask at ANU College Reception during office hours.

CHAPTER 3: LIVING IN CANBERRA

3.1 TRANSPORTATION IN CANBERRA

Public Bus in the ACT / Canberra:

The public bus system is called ACTION. Most students in Canberra download a MyWay bus card application form at www.transport.act.gov.au and, when completed, lodge it at any MyWay Centre. MyWay bus cards are cheaper than paying in cash. **Your ANU College ID card is required when paying the concession fare for the bus.**

Timetables may be obtained from the ANU Stationery Shop (Union Court).

ACTION Website: www.action.act.gov.au

Lost Property on an ACTION bus: Tel: 13 17 10

Using a MyWay Card:

1. Signal the bus to stop by raising your hand;
2. Get on the bus and tag or swipe your MyWay card against the card reader at the front of the bus and go to your seat; and
3. Remember to tag or swipe your card on the way out of the bus so that you are not charged the full price.

Paying cash:

1. Signal the bus to stop by raising your hand;
2. Get on the bus and show the driver your ANU College student card;
3. Give the driver the money. You will be given a bus ticket;
4. Avoid blocking the doors.



Taxi Services in Canberra:

Canberra Elite

Tel: 13 22 27

Cabxpress

Tel: (02) 6260 6011

3.2 ACCOMMODATION

Homestay:

ANU College contracts the Australian Homestay Network (AHN) to arrange homestay placements for ANU College students. Homestay accommodation offers international students the unique opportunity of settling into life in Canberra with the home support from a homestay family. Please visit the ANUC website or www.homestaynetwork.org for further information.

ANU Student Residence Accommodation:

Accommodation at ANU Student Residences is highly sought after; it is generally reserved for first year undergraduate students only. As a result, ANU College students may find it difficult to obtain accommodation at ANU Student Residences until they become full students of the ANU.

For detailed information about accommodation at ANU Student Residences, please refer to the ANU University Accommodation site: <http://accom.anu.edu.au>.

Private Rental / Other Accommodation:

For information about other accommodation, such as private rental, the following websites may be of assistance:

ANU Housing Online: <http://rcc.anu.edu.au/housing.php>

AllHomes: www.allhomes.com.au/

Canberra Times (click "classifieds"): www.canberratimes.com.au/

Warning: Beware of Scams! Be sure to visit the property and check the contract and conditions carefully before making any payments or entering into any agreement. Do not pay any cash without receiving a signed and addressed receipt.

Advice about Accommodation:

The ANU College Student Support Officer (Welfare) can provide general advice and referral about accommodation issues. Visit Reception or email student.support@anucollege.edu.au.

Note: The Student Support Officer can provide advice only and cannot apply for accommodation on your behalf.

Information and Advice about Legal Rights and Responsibilities:

Tenants' Union ACT


















www.tenantsact.org.au/

Tel: (02) 6247 2011

3.3 BASIC COST OF LIVING IN CANBERRA

The following table will offer you an idea of the basic cost of living in Canberra (*in Australian dollars*). For more detailed and up to date information, please check out:

<https://www.expatistan.com/cost-of-living/canberra>.

Food		
	Combo meal in fast food restaurant (Big Mac Meal or similar)	\$9.00
	1/2 Kg (1 lb.) of boneless chicken breast	\$5.92
	1 litre (1 qt.) of whole fat milk	\$1.25
	12 eggs, large	\$5.43
	1 kg (2 lb.) of tomatoes	\$5.30
	500 gr (16 oz.) of local cheese	\$12.00
	1 kg (2 lb.) of apples	\$4.83
	2 kg (4.5 lb.) of potatoes	\$3.66
	0.5 l (16 oz) domestic beer in the supermarket	\$4.91
	2 litres of Coca-Cola	\$3.25
Housing		
	Monthly rent for 85 m2 (900 Sqft) furnished accommodation in EXPENSIVE area	\$2,891
	Utilities 1 month (heating, electricity, gas ...) for 2 people in 85m2 flat	\$173
	Internet 8MB (1 month)	\$74
	40" flat screen TV	\$959
	Microwave, known brand, 800/900 Watt	\$252
	Laundry detergent (3 l. ~ 100 oz.)	\$13
	Hourly rate for cleaning help	\$30

Clothes		
	1 pair of jeans (Levis 501 or similar)	\$92
	1 summer dress in a chain store (Zara, H&M, ...)	\$58
	1 pair of sport shoes (Nike, Adidas, or similar)	\$166
Transportation		
	1 litre (1/4 gallon) of gas	\$1.37
	Monthly ticket public transport	\$99
	Taxi trip on a business day, basic tariff, 8 Km. (5 miles)	\$23
Personal Care		
	Medicine against cold for 6 days (Frenadol, Coldrex, ...)	\$9.00
	Deodorant, roll-on (50ml ~ 1.5 oz.)	\$3.70
	Hair shampoo 2-in-1 (400 ml ~ 12 oz.)	\$5.35
	4 rolls of toilet paper	\$3.47
	Tube of toothpaste	\$2.95
	Standard men's haircut in expat area of the city	\$34.00
Entertainment		
	Basic dinner out for two in local restaurant	\$54
	2 tickets to the movies	\$35
	iPod nano 16GB	\$151
	1 min. of prepaid mobile tariff (no discounts or plans)	\$1.04
	1 package of Marlboro cigarettes	\$17

CHAPTER 4: ACADEMIC AND CLASSROOM ISSUES

4.1 ATTENDANCE REQUIREMENTS

Students are expected to attend all classes. Students on a Student Visa MUST maintain satisfactory attendance (minimum 80% in all courses). Failure to maintain enrolment is a breach of student visa condition 8202 (ESOS ACT 2000/National Code 2007).

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD13.aspx>

Students who are unable to come to class due to illness, students must contact ANU College on 6125 6688. The office is open from 7:30am. If no one is in the office to take the call, please leave the following details on the answering machine:

1. Name and class
2. Time called
3. Reason for absence
4. Number of day/s away

ANU College requires students provide a medical certificate from a doctor for any illness lasting two (2) or more days. Please take your **ORIGINAL** medical certificate to College reception. They will copy it and return it to you. You must keep the original certificate in your personal files.

4.2 LATENESS

It is important that students come to class on time. In Australia, being late for an appointment is considered a sign of disrespect.

If you are more than 15 minutes late for a class, it will be counted as an absence from ANU College. Students are requested to notify their teacher or Head of Program if they know *in advance* that they will be late for class or unable to attend class. **Missing the bus is not an acceptable excuse for lateness or absence.**

Students who are enrolled in sponsorship programs are at particular risk if they are continuously late or absent.

4.3 LEAVING THE LESSON

Students are discouraged from leaving the classroom once the lesson has started, so please attend to your personal needs during class breaks.

If you are likely to become thirsty during the lesson, please bring a bottle of water to class. It is customary in Australia to stay for the duration of the lesson and not interrupt and disturb the class by leaving and coming back to the room. Absences of more than 15 minutes will be recorded as non-attendance.

4.4 TEXTBOOKS

It is beneficial for students to purchase any textbooks that are prescribed for their courses. Not all courses have a prescribed text, but for those that do, a print version or an electronic version of the text is usually available. There is at least one copy of any prescribed text held at student reception, which students may access.

4.5 CLASSROOM ETIQUETTE

Students are permitted to bring small snacks (that don't create immense mess) into classrooms. However, food that involves preparation / heating is not permitted in classrooms. The only drinks that are permitted in classrooms are bottled water or warm drinks that are contained in disposable cups with lids. If students fail to appropriately dispose of their rubbish, they will be asked by teachers to refrain from eating in the classroom.

4.6 USE OF MOBILE PHONES

Students should observe the following general rules in relation to mobile phone use:

- Unless otherwise instructed by your teacher, you should turn your mobile OFF during lessons.
- You should go into the foyer or outside the building when using your mobile.
- You should not speak loudly.
- You should not interrupt a face-to-face conversation to accept a call or continue a call if you are having a conversation with anyone.

4.7 ENGLISH-ONLY

Students at ANU College have indicated through various surveys and evaluations that they would like to see staff actively encouraging students to speak English at all times while in the building.

Students who are immersed in an English speaking environment can dramatically improve their English proficiency levels (Ellis, R. Second Language Acquisition, 1997, Oxford University Press, Oxford).

In response, ANU College staff will do all they can to ensure that students speak as much English as possible, particularly as a strategy for including all speakers of other languages.

CHAPTER 5: ESSENTIAL INFORMATION

5.1 CONDITIONS OF ENROLMENT

All students of ANU College have the responsibility to ensure they are aware of and abide by ANU College policies, such as the Student Code of Conduct. Failure to do so may result in your enrolment being cancelled. Please refer to page 15 for The ANU College Student Code of Conduct. This policy is also available on the ANU College website.

5.2 CONCERNS AND COMPLAINTS

Any student with a concern, complaint or grievance regarding any matter arising at ANU College should consult the **Complaints Policy and Procedure**. Any student wishing to appeal against a decision made by ANU College, is to follow our **Appeals Policy and Procedure**. Please refer to pages 18 and 19 for The ANU College Complaints and Appeals Policy and Procedure.

5.3 DEPARTMENT OF IMMIGRATION AND BORDER PROTECTION (DIBP)

It is *your responsibility* to make sure your visa is current. If you allow your visa to expire, you run the risk of not being allowed to continue your stay in Australia. For information on all types of visas and their conditions, contact the Canberra office of DIBP, located a 10-15 minute walk from the University.

Address: 3 Lonsdale Street, Braddon ACT 2612

Tel: 13 18 81

Web: www.immi.gov.au/Study/Pages/Study.aspx

5.4 CHANGE OF ADDRESS

Students must notify ANU College within 7 days of any change to their address and/or contact telephone numbers, including their mobile number (Student Visa Condition 8533).

If ANU College does not have a current address for a student, their visa could be automatically cancelled without their knowledge.

5.5 SMOKING POLICY

The ANU is now a smoke free zone throughout the campus. Exceptions are ANU student and staff residences and ANU licenced bars.



ANU College has a special smoking zone in the barbeque area next to the car park on the eastern side of the building. This is the only area allowed for smoking near the ANU College building.

https://policies.anu.edu.au/pp/document/ANUP_011807

There are a number of reasons for this policy and why it has to be enforced:

1. ANU College is a smoke-free building.
2. It is against occupational health and safety regulations relating to smoke in the working environment.
3. It is against the regulations relating to fire safety for the building (fires can start from cigarette butts).
4. Cigarette butts add to the litter around the building.

This means that you cannot smoke anywhere near the building, especially at the front or back entrances, near the windows or on the pathways around the building. This applies even if it is raining, cold or hot outside. Throwing cigarette butts on the ground is littering, and causes fires, so please always put them in the containers provided.

5.6 ANU COLLEGE (FULTON MUIR BUILDING) FIRE SAFETY

The ANU College building (Fulton Muir Building) is fitted with a *Fire Alarm System*, which is designed to provide automatic notification of the presence of fire (by detecting heat or smoke) in the building. The building is also fitted with an *Emergency Warning and Intercommunication System (EWIS)* which emits a loud signal throughout the building to warn occupants of a fire or other emergency situation.

A two-stage system is used:

1. The ALERT signal (repetitive, one tone sound) is sounded automatically on activation of the fire alarm or is manually activated in other emergency situations.
2. The EVACUATION signal (repetitive signal of rising frequency, e.g. whoop! whoop!).

“EXIT” signs remain illuminated at all times to give direction to the nearest exit. All emergency lights in the building will light up during a power outage. Every room in the building has a map, outlining emergency procedures, attached to the exit point of each room.

Appendices

A. STUDENT CODE OF CONDUCT

All ANU College students are expected to read, understand and follow the ANU College Student Code of Conduct. Students should also be aware that not following the Student Code of Conduct could lead to consequences as described in the ANU College Student Misconduct Policy and Procedure.

Expectations of Students

The staff at ANU College are committed to providing a positive and constructive learning environment for students that is free from harassment, discrimination or threatening behaviour. To maintain this environment, students also have a responsibility to maintain a high standard of behaviour. This document describes expectations of students with regard to:

- General behaviour and attitude;
- Harassment/bullying;
- Computer use; and
- Academic honesty.

General Behaviour and Attitude

As students of ANU College you are expected to:

- Interact in a polite and respectful manner with all students and staff of ANU College at all times;
- Be committed to your studies: attend classes on time, participate actively and constructively during classroom activities, and complete all tasks allocated to you;
- Take responsibility for your own learning and wellbeing: ask questions if there is something that you do not understand and ask staff for assistance if experiencing any difficulties with study or life in Canberra;
- Observe any class rules or behaviour guidelines as set by your teachers;
- Use ANU campus buildings and equipment in a careful and responsible manner;
- Notify ANU College staff / ANU Security immediately if noticing any threat or danger to your safety or the safety of others; and
- Observe the laws of Australia.

Harassment / Bullying & Discrimination

All students have the right to learn in an environment free from harassment, bullying and discrimination.

Along with this right, as an ANU College student you have a responsibility to:

- Show respect for others; and
- Keep the environment safe for yourself and others. For example, if you notice any behaviour that may be considered harassment, you have a responsibility to notify a staff member.

Unacceptable behaviour that you should **not** engage in includes, but is not limited to:

- Making negative comments about particular ethnic groups or races (racial harassment);
- Borrowing other students' homework or notes without permission;
- Making repeated suggestions to other students when they have said no;
- Making unwanted comments about a person's appearance;
- Yelling, swearing or using offensive language;
- Physical harassment – unwelcomed physical contact (touching a person without permission);
- Verbal harassment – making negative or offensive comments about other members of the ANU College community, not only within the College grounds, but on the internet or via telecommunications; and
- Physical violence of any sort, including towards another person or property within and around the ANU College and ANU campus at large.

Computer Use

ANU College's expectations of high standards in behaviour and communications apply to those using the computing facilities. Access to a computer network at ANU College is subject to an agreed set of rules and procedures that reflect Australian and ACT law, as well as the ANU College's concern for the rights of others and respect for property. Breaking this agreement will result in the withdrawal of the privilege of using the computer network.

Irresponsible behaviour includes:

- Not respecting the rights and privacy of others;
- Sending offensive or anonymous messages;
- Accessing pornographic, offensive or inappropriate material;

- Violating copyright of other people's intellectual property;
- Degrading, corrupting or damaging hardware, software, data, equipment or the integrity of the network;
- Eating or drinking while working or sitting at computers in the classroom;
- Installing unauthorised software (including demo versions);
- Using network resources in a manner that contradicts network administrator instructions;
- Altering the configuration of the network without the approval of the network administrator;
- Using the College Computer equipment for any illegal activity; and
- Using the College Computer equipment with malicious intent towards the College or any person.

Any student who witnesses or suspects any of the above mentioned irresponsible behaviours must report immediately to ANU College Management.

In order to maintain the effectiveness, security and integrity of the network and all information within ANU College, the network administrator may permit staff to access, move or delete any files as necessary.

Academic Honesty

Students at ANU College are expected to behave honestly and with integrity when completing examinations and assignments. The following types of behaviour are deemed to be in breach of the academic honesty policy and will be sanctioned:

- Cheating during exams, which includes, but is not limited to, the use of prohibited materials or equipment, or consultations with other students during exams.
- Collusion, which is a case of academic dishonesty involving more than one person. It includes two or more people colluding to share answers during an exam or for the purposes of completing a take-home assignment when specific instructions were given that the assignment was to be the student's own work.
- Plagiarism, involving copying materials without using quotation marks even though the source is indicated, or paraphrasing materials without acknowledgement to the author(s).
- Recycling, involving submitting work as your own that has been submitted by another ANU College student in the past.

B. COMPLAINTS POLICY AND PROCEDURE

Any student with a concern, complaint or grievance regarding any matter arising at ANU College is able to follow our procedures for complaints.

Procedures for Complaints

Students with a concern, complaint or grievance regarding any matter arising at ANU College may discuss the matter with a teacher or with the Student Support Officer (Welfare).

STEP 1

If the matter cannot be resolved, or further input is required by either party, it will be referred to the Head of Program.

STEP 2

If the Head of Program is unable to resolve the matter to the satisfaction of the student, the Head of Program will arrange for the student to talk to the ANUC Head of College.

In all meetings, students are entitled to appear on their own behalf and may be accompanied by a person nominated by the student to assist in resolving the matter. For students who are sponsored, their sponsor will also be involved.

STEP 3

If the matter is unresolved after attempts at negotiation or after twenty 20 business days, whichever is the lesser, the College and the student will refer the matter for independent mediation to the Conflict Resolution Service www.crs.org.au. This service is sponsored by the ACT Government, which provide free mediation services. This process does not remove your right to take further action under Australia's consumer protection laws.

Students can also contact the Overseas Student Ombudsman to complain about the application of ANU College procedures. More information can be found at: www.oso.gov.au.

Links to other agencies for dealing with complaints/appeals:

http://info.anu.edu.au/studyat/International_Office/student_life/mediation

C. APPEALS POLICY AND PROCEDURE

Any student wishing to appeal against a decision made by the College is to follow the procedure for procedures for appeals, as set out below.

Procedures for Appeals

Students may appeal against:

- (a) A result which he or she believes is inappropriate or incorrect in a particular course (a result may include assessments such as an essay or final exam);
- (b) Exclusion from a program; or
- (c) Refusal to permit the student to re-enrol in a course.

Procedure Grounds for Appeal

The grounds on which a student may appeal are:

1. Severe illness or medical condition (documentary evidence of which must be lodged with the appeal);
2. Harshness of the effect of refusing to approve the request to re-enrol in the course;
3. Harshness of the effect of a decision that excludes the student from the program; or
4. Special circumstances set out in the appeal.

STEP 1

If a student believes that one or more of the grounds for appeal 1 – 4 (see above) apply to them, then they should discuss the matter with their teacher and attempt to resolve the matter. If the matter is not resolved by this discussion, then they should proceed to Step 2.

STEP 2

If a student believes that one or more of the grounds for appeal 1 – 4 (see above) apply to them, discussions with the teacher have not resolved the matter and they decide to appeal the decision, they should:

- Lodge the appeal in writing with the ANU College Head of Program in which the course is offered no later than 20 working days from the date of notice of the decision sent (unless a further period of time is allowed); and
- attach any supporting documentation.

The outcome of the appeal will normally be known within 10 working days of the date of lodging the appeal.

If a student is making an appeal against the decision of ANU College to report the student for unsatisfactory course progress or unsatisfactory attendance, then the enrolment of the student must be maintained until the external appeals process is completed (Step 5). If the appeal is against the decision to defer or suspend a student's enrolment due to misbehaviour or to cancel the student's enrolment, ANU College only needs to await the completion of the internal appeals process (Steps 3 and 4).

STEP 3

The relevant Head of Program will decide how the appeal is to be conducted, and must consider the student's statement and any other matters they consider are relevant.

If the Head of Program holds a formal hearing, the student will be advised of the details and that:

- they are entitled to appear in person at the hearing;
- if they do not attend at the time and place fixed for the hearing, the hearing may proceed in their absence;
- they are entitled to present to the hearing oral or written statements (whether made by them or another person);
- they may, in addition to or instead of appearing in person at the appeal, furnish to the hearing a written statement in relation to the appeal (whether made by them or another person); and
- they are entitled to be accompanied at the hearing by another person who may observe the proceedings but not act as an advocate unless expressly invited to do so by the College Appeal Committee.

STEP 4

The student will be notified in writing of the outcome of the appeal and the reasons for the decision. The decision of the Head of Program is final.

The Head of Program may:

- dismiss the appeal; or
- confirm the academic result.

The student may then need to vary their enrolment for the semester or session. If the effect of the decision is to terminate the student's participation in the program, their enrolment will be cancelled.

Other options available to the Head of Program include upholding the appeal and:

- altering the student's academic result; or
- permitting the student to re-enrol in the course; or

- permitting the student to re-enrol in the course with a condition; or
- refusing the student's re-enrolment in the course for a period specified.

The student may need to vary their enrolment for the semester or session. The student should contact the ANU College Administration Office if they need assistance.

STEP 5

If the student wishes to appeal against the decision of the relevant Head of Program, the student should follow the Complaints Policy and Procedure. This procedure will involve the Head of ANU College, who may refer the parties to the Conflict Resolution Service www.crs.org.au (providing them with the relevant contact details). This service will conduct an independent assessment of the policies and procedures conducted by ANU College as a result of the appeal. Students can also contact the Overseas Student Ombudsman to complain about the application of ANU College procedures. More information can be found at: www.oso.gov.au.

Links to other agencies for dealing with appeals can be found at: http://info.anu.edu.au/studyat/International_Office/student_life/mediation.