Student Services Guide at ACAP during COVID-19

ACAP campuses have moved to online due to Coronavirus (COVID-19)

To support social distancing and minimise the spread of COVID-19, ACAP Student Services moved to online on Monday 23 March 2020.

We will continue supporting students in a timely way by email, Zoom and phone. However, we ask for your patience at this time given the high level of enquiries. Please note that important updates will be sent to students by email and posted to the ACAP Students Facebook page.

All communication and updates for the online campuses are available here:
https://www.acap.edu.au/online-campus/

Any updates on COVID-19 in relation to ACAP will be saved here:

HOW TO KEEP IN TOUCH WITH ACAP: GENERAL ENQUIRIES

Email
While phone lines will be open, we have limited staff onsite and encourage students to use StudentCentral@acap.edu.au for all general enquiries, such as attendance, assignment deadlines, applications for extensions etc.

Given the large volume of enquiries during this uncertain time, we will aim to respond within 48 hours if possible.

In your email to us, please include the following information so that we can help you as soon as practicable:

− Your name (First name and Family name)
− Your student number (6 digits)
− Your contact details (mobile or landline)
− Details of what support you would like (e.g., discussion about assignment question)

Online Reception Desk
An Online Reception Desk via Zoom has been launched so that current students can speak to one of our Student Experience team face to face, the same as you would if you were coming onto campus. This will be available from 9.30am-5.30pm AEST Monday to Friday, and all you need to do is follow this Zoom link https://acap.zoom.us/j/660235497.
This works like a virtual waiting room and your zoom is private between yourself and the Student Experience Adviser. If you zoom in and the Student Experience Adviser is on a Zoom with another student, you will be put in the queue until the student leaves and then you be in the virtual reception. We will monitor the waiting room to see how busy this gets.

**Phone**
If your matter is urgent, please call 1800 061 199. Please be patient as there may be a delay - and ensure you have all the information listed above (under ‘Email’) when you make the call. Student Experience staff will be available from 8.30 to 5.00pm from Monday to Friday.

On Friday 27th March, ACAP implemented a new phone system that enables our Student Experience Team to take calls from home. In addition to the staff responding to emails and on the Online Reception Desks, we currently have 4 people on the phones across the campuses. This should be seamless to you as the phone number 1800 061 199 remains the same.

**STUDENT SUPPORT SERVICES**

**Zoom Support**
Zoom how-to guides and FAQs are available on the following link: [https://support.zoom.us/hc/en-us/categories/200101697](https://support.zoom.us/hc/en-us/categories/200101697)

If you have never used Zoom before, please advise us and we will send instructions at the time of making your relevant appointment.

**AccessAbility**
— All campuses: Contact directly via email accessability@acap.edu.au

Any face to face meetings will be held via Zoom.

**Counselling**
All counselling sessions will be held via telephone or Zoom. Please email the contacts below to setup appointments:
— Brisbane / Melbourne: Contact directly via email counsellingsupportbris@acap.edu.au
— Sydney / Adelaide / Online: Contact directly via email counsellingsupport@acap.edu.au
— Perth: Contact directly via email counsellingsupportperth@acap.edu.au
Student Learning Support

Student support sessions will be delivered via Zoom. For further information, please refer to the Student Learning Support website: https://sls.navitas-professional.edu.au/

Please email all queries to the following address relevant to your campus:

— Brisbane: Contact directly via email supportbris@acap.edu.au
— Sydney: Contact directly via email learningsupportsyd@acap.edu.au
— Melbourne / Adelaide: Contact directly via email supportmelb@acap.edu.au
— Perth: Contact directly via email SLSPerth@acap.edu.au

Success Advisors

— Student Success Advisors can be contacted via StudentCentral@acap.edu.au
— See the links below for your best contact based on your campus. Please include their name in the subject of your email so we can get you in touch with them quickly.

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<thead>
<tr>
<th>Success Advisor</th>
<th>Campus</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Elisa McLeod</td>
<td>Sydney</td>
<td><a href="mailto:StudentCentral@acap.edu.au">StudentCentral@acap.edu.au</a></td>
</tr>
<tr>
<td>Damian Thompson</td>
<td>Sydney</td>
<td><a href="mailto:StudentCentral@acap.edu.au">StudentCentral@acap.edu.au</a></td>
</tr>
<tr>
<td>Min Zha</td>
<td>Brisbane</td>
<td><a href="mailto:StudentCentral@acap.edu.au">StudentCentral@acap.edu.au</a></td>
</tr>
<tr>
<td>Em Atnerkar</td>
<td>Melbourne</td>
<td><a href="mailto:StudentCentral@acap.edu.au">StudentCentral@acap.edu.au</a></td>
</tr>
<tr>
<td>Hannah Bissett</td>
<td>Melbourne</td>
<td><a href="mailto:StudentCentral@acap.edu.au">StudentCentral@acap.edu.au</a></td>
</tr>
<tr>
<td>Dylan Przedworski</td>
<td>Adelaide</td>
<td><a href="mailto:StudentCentral@acap.edu.au">StudentCentral@acap.edu.au</a></td>
</tr>
<tr>
<td>Erin Pearson</td>
<td>Perth</td>
<td><a href="mailto:StudentCentral@acap.edu.au">StudentCentral@acap.edu.au</a></td>
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Placements

Contact details for placement advisers are provided in the table below per campus per discipline:

<table>
<thead>
<tr>
<th>Counselling</th>
<th>Campus</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>Andrew Hadley</td>
<td>Sydney</td>
<td><a href="mailto:Studentplacementsyd@acap.edu.au">Studentplacementsyd@acap.edu.au</a></td>
</tr>
<tr>
<td>Rosemary Parker</td>
<td>Melbourne</td>
<td><a href="mailto:Studentplacementmelb@acap.edu.au">Studentplacementmelb@acap.edu.au</a></td>
</tr>
<tr>
<td>Tania Dionisio</td>
<td>Melbourne</td>
<td><a href="mailto:Studentplacementmelb@acap.edu.au">Studentplacementmelb@acap.edu.au</a></td>
</tr>
<tr>
<td>Prosper Nzisabira</td>
<td>Brisbane</td>
<td><a href="mailto:Studentplacementbris@acap.edu.au">Studentplacementbris@acap.edu.au</a></td>
</tr>
<tr>
<td>Rosalee Cearns</td>
<td>Adelaide</td>
<td><a href="mailto:Studentplacementadel@acap.edu.au">Studentplacementadel@acap.edu.au</a></td>
</tr>
<tr>
<td>Jennifer Stack</td>
<td>Perth</td>
<td><a href="mailto:Studentplacementperth@acap.edu.au">Studentplacementperth@acap.edu.au</a></td>
</tr>
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International students

The government regulators have given flexibility to ACAP and other universities to deliver units online to all students including international students. This will have no impact on your student visa conditions as it is a temporary measure.

Should you need any support please continue to email international@acap.edu.au.

Further information for international students:

We encourage you to visit the Study in Australia website where you can access a suite of resources and latest information, including travel and visa information, and wellbeing support.

In addition to the services listed above, for international students in Australia, the descriptions and contact details of many organisations which provide mental health services are listed on the Mental Health Australia website.

Other resources, for students and the sector, include:

- COVID-19: Information for VET, ELICOS and higher education providers
- Delivery of online education to students based in China
- Novel coronavirus FAQs for international students
- Department of Education, Skills and Employment information page

Library

Stay connected with ACAP Library staff and services through https://libguides.navitas.com.

All students are encouraged to use ebooks and other online resources as much as possible.

Library staff will be available online to support students and will do their best to assist students to find and access the online resources they need.
The library will be extending the hours of the live LibChat service for library support and assistance. Check https://libguides.navitas.com for details.

Students can now access 1:1 Zoom research support sessions with ACAP Librarians. A session booking form will be available through the library site.

Due to limited staff on campus, the postal loan service will be suspended. All current loans to all students will be extended for a period of one month and a general fines amnesty will apply. For updates on these changes check the library site. If you have any concerns or queries it is best to contact library staff via LibChat.

PCs will be available for use at campus libraries. Library staff will be observing the social distancing recommendations and encourage all library visitors to do so to ensure their own health and to avoid putting others at risk. Please maintain the recommended social distancing space of 1.5m when interacting with a library staff member or other students. You will see new signage on some library computers and facilities which enables the implementation of social distancing. Not all library computers will be accessible due to social distancing recommendations.

Opening times from 23 March
(please check for any changes to opening hours before travelling to a campus library)
https://libguides.navitas.com/contact_us

<table>
<thead>
<tr>
<th>Location</th>
<th>Opening Hours</th>
</tr>
</thead>
</table>
| Melbourne | Monday to Thursday 8.30am to 6.30pm  
Saturday 9.30pm to 1.30pm |
| Sydney   | Monday to Thursday 10.00am to 8.00pm  
Saturday 9.30am to 1.30pm |
| Brisbane | Tuesday 9.00am - 3.00pm  
Wednesday 9.00 am to 3.00 pm  
Thursday 9.00am to 3.00 pm |
| Perth    | Monday to Thursday 8.00am to 4.30pm |