

## Student Services Frequently Asked Questions

### 1. How do I contact an APIC staff member?

**Non-academic:** contact Student Services at [studentservices.melb@apicollege.edu.au](mailto:studentservices.melb@apicollege.edu.au) for Melbourne and [studentservices.syd@apicollege.edu.au](mailto:studentservices.syd@apicollege.edu.au) for Sydney.

**Academic:** Your Lecturer's or Unit Coordinator's contact information is on CANVAS.

### 2. Where can I find information about my enrolment?

You can review APIC's [Enrolment Policy](#) and [Enrolment Rules](#) on the [APIC website](#).

### 3. How do I check my fees?

By logging into your [Student Portal](#) and clicking on the 'Fees' Tab.

### 4. Where can I get proof of enrolment?

You can download an unofficial transcript from your [Student Portal](#) which will show your enrolled subjects.

### 5. Where can I get legal advice?

Legal Aid provide free and confidential consultation to students, their details are:

For Sydney - Sydney Central Legal Aid Office, 323 Castlereagh St, Haymarket 2000. P: 02 9219 5000 For Melbourne – Victoria Legal Aid office, 570 Bourke St, Melbourne VIC 3000. P: 1300 792 387

### 6. I am having personal issues and would like to discuss them with someone.

APIC has a free counselling service for students.

To make an appointment to speak with a Converge International counsellor, call **1300 687 327**, or visit [www.convergeinternational.com.au](http://www.convergeinternational.com.au) and click on 'Contact Us' to access the Live Chat service. You can also download their App "EAP Connect" and contact a counsellor via the appointment icon.

### 7. I am not feeling well.

If a student is ill they should see their local GP and/or they may receive free health triage, information and advice from Health Direct by calling 1800 022 222 or visiting <https://www.healthdirect.gov.au/>. [13SICK](#) is an afterhours doctor who may assist when the local GP is closed. Overseas students who have OSHC with Allianz, NIB, Medibank Private or BUPA will not be charged a fee for the home doctor visit.

### 8. How do I submit a grievance or appeal?

Submit an online [Student Appeal Form](#) or [Student Grievance Form](#). You must read the APIC [Student Grievance and Appeal Policy](#) before applying. An appeal is usually related to a decision made by the College, e.g. regarding a mark/grade whereas a grievance is a complaint about a person or process.

### 9. I need to take a break from my studies.

Before for applying for a Leave of Absence you should discuss your situation with a Student Services Officer. To apply you must submit an online [Leave of Absence](#) application form. Students should read APIC's [Enrolment Policy](#) and [Enrolment Rules](#) before applying, and international students should check if a Leave of Absence will affect their CoE and/or Visa

**10. I am considering changing my course.**

Where possible you should discuss this with a Course Coordinator before submitting a [Change of Course Form](#).

**11. I missed Orientation.**

APIC strongly encourages ALL NEW students to attend orientation. Meeting other students and staff is a valuable experience. If you have missed Orientation day, you will need to contact a Student Services Officer via email: [studentservices.melb@apicollege.edu.au](mailto:studentservices.melb@apicollege.edu.au) for Melbourne and [studentservices.syd@apicollege.edu.au](mailto:studentservices.syd@apicollege.edu.au) for Sydney.

**12. How do I check important dates?**

The current and future APIC [Academic Calendars](#) are available on the [APIC website](#).

**13. I am considering withdrawing or deferring.**

You should discuss this with a Course Coordinator first before submitting a [Course Withdrawal Form](#) or [Deferral](#) application. All students should read APIC's [Enrolment Policy](#) and [Enrolment Rules](#) before applying. International students should also refer to the [International Student Transfer between Registered Providers Policy and Procedure](#) if withdrawing in order to transfer.

**14. I need a copy of my Academic Transcript.**

Your Unofficial Academic Transcript can be viewed and printed at any time by logging onto your [Student Portal](#). Once you have completed your course, Official Academic Transcripts can be issued after the final grades have been released – refer to the [Academic Calendar](#) for release dates. Printing of documents generally takes 2-3 days; delays may occur during busy times such as the enrolment period.

**15. I need a copy of my Completion Letter**

Once you have completed your course, Completion Letters can be issued after the final grades have been released and the Governing Board have approved the Graduands List – refer to the [Academic Calendar](#) for release dates. Printing of documents generally takes 2-3 days; delays may occur during busy times such as the enrolment period.

**16. I need to update my personal details.**

Students can do this by logging into their [Student Portal](#).

**17. Still have a question or need more information?**

**Contact Us**

**Sydney Students**

E: [studentservices.syd@apicollege.edu.au](mailto:studentservices.syd@apicollege.edu.au)

P: (02) 9318 8111

**Melbourne Students**

E: [studentservices.melb@apicollege.edu.au](mailto:studentservices.melb@apicollege.edu.au)

P: (03) 9603 5333