

Student Services FAQs

1. I need to contact an APIC staff member?

Non-academic: contact Student Services at studentservices.melb@apicollege.edu.au for Melbourne and studentservices.syd@apicollege.edu.au for Sydney.

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

2. I need more information about 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 checking Fees Tab.

4. I need to show I am enrolled.

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

5. I need 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: **1300 687 327**

Visit www.convergeinternational.com.au and click on Contact Us to access our Live Chat service.

Download our App “EAP Connect” and connect with us through 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 after hours 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](#). A student should read the APIC [Student Grievance and Appeal Policy](#).

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 course.

Where possible the student should discuss this with a Course Coordinator or Campus Academic Manager 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 face to face is a valuable experience. If you have missed Orientation day, you will need to contact a Student Services Officer via email: studentservices.melb@apiccollege.edu.au for Melbourne and studentservices.syd@apiccollege.edu.au for Sydney, or speak to them on campus.

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.

Where possible the student should discuss this with a Course Coordinator or Campus Academic Manager or the Retention Manager 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](#).

Still have a question or need more information

You might find the answer you need in the Academic Services FAQ

OR
Contact Us

Sydney Students

E: studentservices.syd@apiccollege.edu.au

P: (02) 9318 8111

Melbourne Students

E: studentservices.melb@apiccollege.edu.au

P: (03) 9603 5333