CHURCHILL INSTITUTE OF HIGHER EDUCATION

Student Handbook*
2026

TEQSA Provider Number: PRV14305

CRICOS Provider Number: 04082E

The information in this Student Handbook is correct at the time of publication (December 2025) but is subject to change. Students should refer to the Churchill Institute website where updates are made as they are approved.

1. Welcome to Churchill Institute of Higher Education

Thank you for selecting Churchill Institute of Higher Education ('Churchill Institute' or 'the Institute') for your higher education studies. Churchill Institute of Higher Education is the trading name of Mpika Holdings Pty Ltd that is registered as an Institute of Higher Education by the [Tertiary Education Quality and Standards Agency (TEQSA)](#) [provider number PRV14305], which is the Australian government's higher education regulator and registration authority. Churchill Institute is also listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) [[provider number 04082E](#)) to deliver courses to international students.

1.1 About Churchill Institute campus

Sydney Campus Location
- MAIN RECEPTION: Level 1, 16-18 Wentworth Street, Parramatta NSW 2150
- Level 7, 16-18 Wentworth Street, Parramatta NSW 2150

Parramatta is a major urban area of Sydney with ample access to employment, social and accommodation opportunities. Churchill Institute Campus is within walking distance of the Parramatta Train Station, close to business and entertainment facilities with easy access to the many touristic locations of Sydney.

Melbourne Campus Location
- Level 8, 85 Queen St, Melbourne, VIC, 3000

   Churchill Institute Melbourne campus is in Melbourne CBD, which is a hub of restaurants, cafes, shops, and events. The campus is withing walking distance from Melbourne Central with plenty of transport facilities and employment opportunities.

85 Queen Street, Melbourne VIC 300
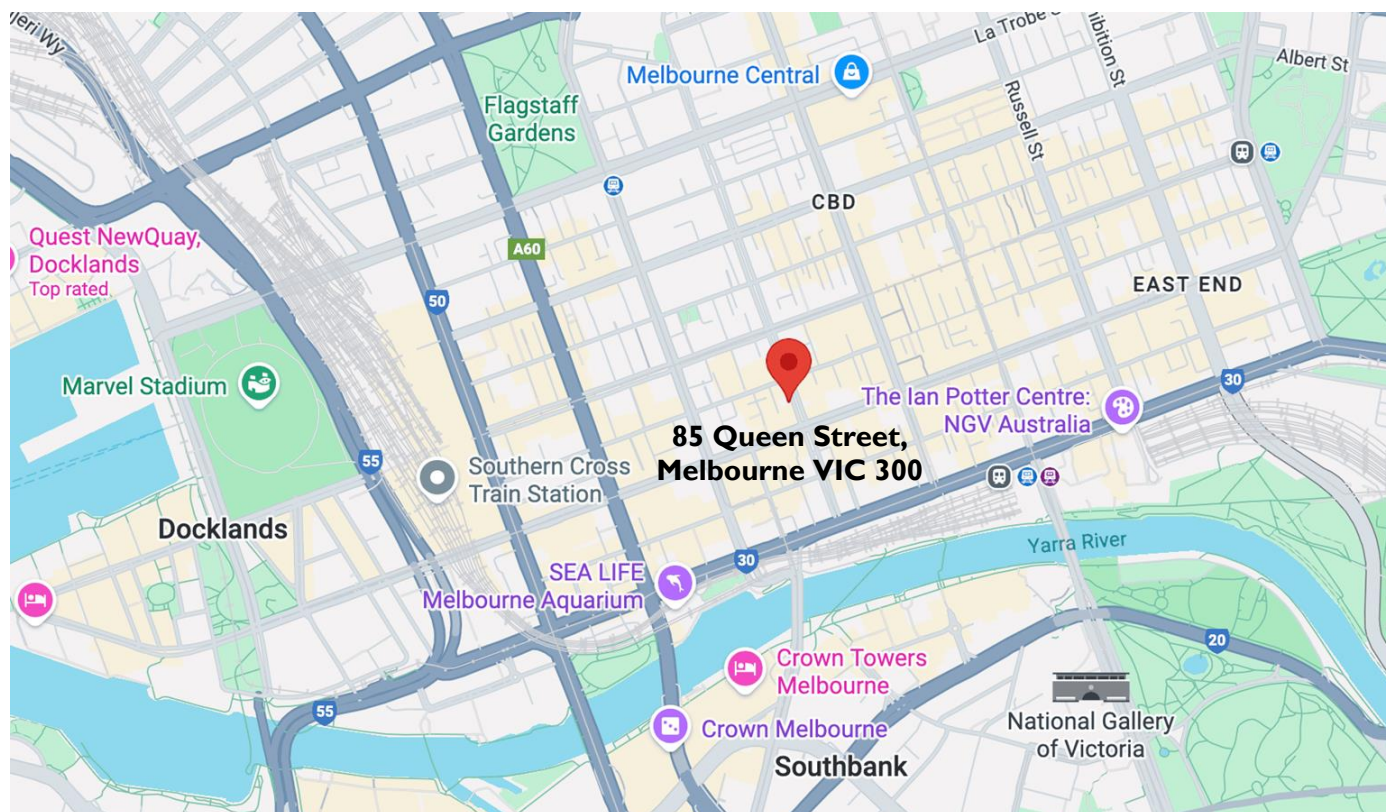
1.2 Living and Studying in Australia

For the most up-to-date information living and studying in Australia, accommodation options, after your studies and more, please refer to the Australian Government's website Study Australia

1.2.1 Transport Services

Sydney's public transport system comprises of bus, train (including metro and light rail), taxi, and ferry services. **Opal Card** is the smart card ticketing system used to pay for travel on public transport in Sydney. Details regarding acquiring and using an Opal card and information regarding Sydney's public transport timetables are available at http://www.transportnsw.info/ or call 131500 between 6:00am – 10:00 pm (7 days). or call 131500 between 6:00am – 10:00 pm (7 days).

Melbourne's public transport system comprises of trams, trains, and buses. Buy a **Myki smartcard** to pay for travel on the public transport. More information regarding Melbourne's public transport timetables can be found at https://www.melbourne.vic.gov.au/public-transport

2. Bachelor of Business (BBus) Course

Churchill Institute offers a TEQSA accredited Bachelor of Business (BBus) course (CRICOS Course Code: 111749J) at level 7 of the Australian Qualifications Framework (AQF7) with **majors in Accounting, Hospitality, Information Systems and Management**. As a qualification, the Bachelor of Business course and its majors are considered to be in high demand in domestic and international employment markets. Churchill Institute's **Bachelor of Business-Major in Accounting** program is accredited by CPA Australia and Chartered Accountants ANZ, where graduates satisfy the educational requirements to become associate members of CPA Australia and begin their CPA program.

The Bachelor of Business course is delivered over 3 years full-time, face to face on-campus over 6 semesters. It requires completion of 24 Units (240 credit points) that comply with the course major rules to meet graduation eligibility requirements.

Semesters 1 and 2 are compulsory semesters and comprise 12 weeks of class teaching (class attendance), a mid-semester break, a one (1) week study break and a two (2) week exam period.

- Attendance for each unit includes 4 face-to-face contact hours per week that are divided into lecture and tutorial components (2-hour lecture + 2-hour tutorial).
- For each contact hour, 1.5 hours of independent study is expected from students for every face-to-face hour (4 + 6 = 10 hours' workload per unit per week).
- Full time workload: 4 Units x 10 hours per Unit = 40 hours per week.

Semester 3 is a non-compulsory enrolment semester when students have passed eight (8) units of study in semesters 1 and 2; or when the Institute has approved a CoE extension based on compassionate or compelling factors; and as otherwise may apply per the student enrolment and study load rules published on the website.
Semester 3:

- comprises six (6) weeks of timetabled classes
- requires attendance of 8 hours for each unit of enrolment for each week (x6) of timetabled classes.
- students may enrol in a max of two (2) units of study unless the Institute approves a higher load.
- has a break over the Christmas-New Year period; a study week and an examination week.

Semester dates are available on the Key Dates pages of the website.

2.1 Learning Outcomes
The BBus has the following learning outcomes that are consistent with AQF Level 7 qualification requirements:

- Apply analytical skills and competencies to solve practical business problems.
- Acquire, demonstrate, and apply specialised knowledge to management practice.
- Demonstrate the ability to develop, analyse, and evaluate business reports.
- Demonstrate an ability to effectively communicate in written and oral forms.
- Recognise the relationship between business and society; practise social responsibility and sustainable management that is cognisant of diversity.
- Demonstrate the capacity to work individually and as part of a team to solve business problems.

More information regarding the course and major rules can accessed at BBus Course & Majors

Staff Contact List

Name	Position	Email
Mr. David Knight	Chief Executive Officer & Dean	D.Knight@churchill.edu.au
Dr Thomas Denigan	Deputy Dean & Course Coordinator (Management Major)	T.Denigan@churchill.nsw.edu.au
Dr Prabhu Jyot Singh	Course Coordinator (Information Systems Major)	P.Singh@churchill.nsw.edu.au
Dr Siddharth Jain	Course Coordinator (Accounting Major)	S.Jain@churchill.nsw.edu.au

Ms. Argina Joshi	Admissions Manager	admissions@churchill.nsw.edu.au
Ms. Binu Shrestha	Finance Officer	finance@churchill.nsw.edu.au
Mr. Shivang	Marketing Manager	Marketing@churchill.nsw.edu.au
Mr. Ralph Dy	Student Services Manager	studentsupport@churchill.nsw.edu.au
Ms. Sirjana Subedi	Library Officer	Library@churchill.nsw.edu.au

3. Student Facilities

3.1 Campus Access Hours
Monday to Friday – 9 AM to 6 PM;

Please note that campus access hours are subject to change. Churchill Institute provides its students with wide-ranging facilities to support a collaborative study environment as follows:

- Free Wi-Fi across the campus
- Classrooms equipped with whiteboards and audio-visual equipment
- Computer labs for practical learning
- In-house library equipped with computers
- Student common areas for recreation and relaxation
- Kitchen and food heating facilities

3.2 Use of computer labs and classrooms

In keeping with accepted practice, the work environment of all students is to be respected. Classrooms and laboratory areas are to be kept clean and tidy.

Students are required to remove all litter, work papers, bags, and all personal belongings at the end of each class or upon leaving an area. All litter is to be placed in bins appropriately.

Classroom furniture such as desks and chairs is to be returned to a neat and tidy position at the end of each session. Classroom equipment such as overhead projectors, computers, televisions, and video players can only be moved to another room with the permission of the lecturer and need to be returned after use.

3.3 Library facilities

Churchill Institute Library is equipped with several reference books and copies of prescribed textbooks. Students can borrow books from the Library for referencing and study. Students are given access to the Churchill Institute's online library facility via the [Library Portal](), where they can access online databases and library catalogue.

4. Important Dates: 2026

SEMESTER 1, 2026	
ORIENTATION	1-2 days (16 March-20 March)
Semester 1, 2026 commences	23 March
Census Date	17 April
Mid-Semester Break	4 May - 9 May
Teaching period ends	19 June
Examination Study Break	22 June - 26 June
Examination Period (2x Weeks)	29 June - 10 July
SEMESTER 2, 2026	
ORIENTATION	1-2 days (20 July - 24 July)
Semester 2, 2026 commences	27 July
Census Date	21 August
Mid-Semester Break	24 August - 28 August
Teaching period ends	23 October
Examination Study Break	26 October - 30 October
Examination Period (2x Weeks)	2 November - 13 November
SEMESTER 3, 2026 (NON-COMPULSORY) *	
ORIENTATION	1-2 days (1 December - 4 December)
Semester 3, 2026 commences	7 December
Mid-Semester Break	21 December 2026 - 1 January 2027
Census Date	4 January 2027
Teaching period ends	29 January 2027
Examination Study Break	1 February - 5 February 2027
Examination	8 February - 12 February 2027

*Refer to page 5 for details. For other important dates, please visit Key Dates on Churchill website.

**Refer to the course enrolment rules on the website Student enrolment and Study Load rules for Semester 3 enrolment.

5. ESOS Framework & National Code of Practice (National Code 2018)

The Department of Education regulates the education and training sector's involvement with overseas students studying in Australia on student visas through the Education Services for Overseas Students Act 2000 (ESOS Act). This protects Australia's reputation for delivering quality education services and the interests of overseas students, by setting minimum standards and providing tuition and financial assurance through **Tuition Protection Service** (TPS). The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) commenced on 1 January 2018 and sets nationally consistent standards for course delivery to overseas students.

6. National Student Ombudsman

The National Student Ombudsman (NSO) is a national body that is empowered to investigate student complaints relating to student safety and welfare, racism, gender-based violence, course administration, teaching provisions and facilities, disciplinary processes, and reasonable adjustments. In the event students are not satisfied with Churchill Institute's decision relating to their grievance and / or believe procedural fairness was not applied in resolving their grievance internally based on the Student Grievance and Appeals Management Policy, they may contact the NSO directly. *Note the NSO does not investigate complaints relating to academic decisions (regarding marks awarded for assessment items, grades, course admissions, etc.).*

7. Guide to Churchill Institute Policies and Procedures

 For the most up-to-date version of all Churchill Institute Policies and Procedures, please visit Policies and Procedures section on Churchill Institute website.

7.1 Academic Progress and Course Completion Policy

Overseas students must ensure they meet their obligations to comply with Australian government requirements (under the ESOS Act and the 'National Code 2018') for maintaining satisfactory course progress. Students must meet the following three progression rules to maintain satisfactory course progress at Churchill Institute:

- Achieve a 'Pass' grade in more than 50% of the units they are enrolled in, after the census date of the semester
- Pass any unit in not more than 2 attempts
- Complete their course as per the end date specified in their Confirmation of Enrolment (CoE)

Churchill Institute will monitor students' academic progress and attendance each semester and issue an ***Academic Caution*** to students who are likely to be at 'Academic Risk' of failing their enrolled units at the end of the semester. Students, who have not met the progression rules at the end of the semester, will be issued with ***Academic Warning 1*** directing them to meet the nominated academic/student support staff, who will devise a Learning Management Plan to support them in improving their academic performance to maintain satisfactory course progress and address the reasons for issue of Academic Warning 1.

Students who fail to meet the progression rules for a second consecutive semester and/or fail to engage with the Learning Management Plan devised after Academic Warning 1, will be issued with ***Academic Warning 2*** with an intention to cancel their enrolment. A student's enrolment will be cancelled unless they submit an academic appeal, within 20 days of receiving Academic Warning 2. The academic appeal will be handled as per Churchill Institute's Student Grievance and Appeals Management Policy.

Full policy: Academic Progress & Course Completion Policy

7.2 Enrolment Policy

This policy outlines the conditions around a student's enrolment each semester and any subsequent variation to the enrolment that may impact course completion. Students must note that Churchill Institute has an obligation to monitor and report on any changes that are made to the duration of overseas students' approved course duration, via Provider Registration and International Student Management System (PRISMS).

7.2.1 Study load
Overseas students must maintain a full-time study load (completion of 8 units, totalling 80 credit points) for each year of their course, unless the Institute approves a load reduction as an academic intervention strategy and / or due to the student demonstrating compassionate or compelling circumstances.

7.2.2 Adding and Dropping Units

Students may change or add units until the published enrolment closing dates in the [Key Dates](#) available on the Institute's website. For overseas students, withdrawal from a unit, which results in a reduced study load, may only be permitted based on academic intervention or approved compassionate or compelling circumstances.

7.2.3 Repeating a unit More than Once
Students may attempt a unit up to 2 times. If a student receives a Fail or FNS grade for a compulsory unit on their third attempt,

7.2.4 Deferment
Student may request a deferral of their enrolment for a maximum period of one (1) semester before the commencement of their course; using the [Deferral request form](#), per the [Enrolment Policy.](#)

7.2.5 Suspension of enrolment (Leave of Absence)
Continuing students may apply for a suspension of enrolment, which may be for a short period or the duration of semester based on compassionate or compelling circumstances. The request can be made using the [Leave of Absence form](#), along with supporting documents and *must be submitted no later than the census date of the semester per the* [Student Enrolment Policy](#)

7.2.6 Withdrawal from course
Students, who have completed six months of study from their course start date, may withdraw from their course, without academic penalty, by the census date. Requests within the first six months of study are considered under Churchill Institute 's [International Student Transfer Policy](#). A refund of tuition fees paid for the applicable (and in advance for any subsequent) semester(s) will be made per the [Student Fees Policy](#) (Refunds section.)

7.3 Assessment & Examination Policy

Assessment requirements are specific and will vary from unit to unit. Most units have a combination of written assessments, online tests, and invigilated examinations.

7.3.1 Assessments and Due Dates

Assessment items for each unit are listed in the Unit Outline available on [Churchill Institute Student eLearning System /Moodle](#). The unit outline specifies the weightage of each assessment along with the submission day (date and cut off time). It is the responsibility of the student to ensure assessment items are submitted by the due date. Penalties may apply for late submission of assessment items. For details of late submission of assessment item, please refer to [Churchill Institute eLearning System](#) pages of your unit(s).

7.3.2 Assignment Submission

All written assessments are submitted through 'Turnitin' for text matching via the eLearning site. In the instance where the lecturers request a hard copy of the assessment, it could be handed directly to the lecturers in the nominated class time or via an assessment drop box, which will be set up at Reception.

Students must keep a copy of their assignments. Computer hardware failure will not be accepted as a reason for not being able to produce a copy of an assignment.
The eLearning also provides access to the Institute's online library catalogue and its ProQuest and EBSCO Host academic databases, which are all are accessible to students 24/7 eLearning is easily accessible to students via the Churchill Institute website Home page / Current Students / Learning Management System (student login required).

7.3.3 Examinations
Final Examinations shall be conducted during the Examination Week/s at the end of each semester, based on the Examination Timetable, and as published in the [Key dates](#) and in all Unit Outlines. The Examination Timetable and Examination Guidelines shall be notified to students each semester as published in the Key Dates for the semester. It is the responsibility of the student to ensure that they are aware of the date, starting time and venue of each of their examinations.

7.3.4 Marking and Grading

Students will receive feedback on their assessment via the [Churchill Institute's Student Portal](#) within fourteen (14) days of the submission date. Final grades for each unit are recorded in students' academic transcript as follows:

Grade	Definition
High Distinction (outstanding academic performance) Code: HD Mark range: 85% and above	Complete and comprehensive understanding of the unit content; development of relevant skills to an outstanding level; demonstration of an extremely high level of interpretive and analytical ability and intellectual initiative; and excellent achievement of all major and minor objectives of the unit.
Distinction (very high level of academic performance) Code: D Mark range: 75-84%	Very high level of understanding of the unit content; development of relevant skills to a very high level; demonstration of a very high level of interpretive and analytical ability and intellectual initiative; and comprehensive achievement of all major and minor objectives of the unit.
Credit (high level of performance) Code: C Mark range: 65-74%	High level of understanding of the unit content; development of relevant skills to a high level; demonstration of a high level of interpretive and analytical ability and achievement of all major objectives of the unit; some minor objectives not fully achieved.
Pass (competent level of academic performance) Code: P Mark range: 50-64%	Adequate understanding of most of the basic unit content; development of relevant skills to a satisfactory level; adequate interpretive and analytical ability and achievement of all major objectives of the unit; some minor objectives not achieved.
Fail (unsatisfactory academic performance) Code: F Mark range: 0-49%	Inadequate understanding of the basic unit content; failure to develop relevant skills; insufficient evidence of interpretive and analytical ability; and failure to achieve some or all major and minor objectives of the unit.
Grade Pending Code: GP	A final grade is yet to be awarded for the unit. This is a temporary grade only and must be finalised before the end of the following semester.
Supplementary Exam Code: SX	A final grade is yet to be awarded for the unit as a supplementary exam has been approved. This is a temporary grade only and must be finalised before the end of the following semester.
Fail Non-Submission (unsatisfactory academic performance) Code: FNS Mark Range: 0-49%	The student did not withdraw from the unit by the census date; and did not complete one or more of the mandatory assessment requirements for the unit, as specified in the Unit Outline.

Full policy: [Assessment & Examinations Policy](#)

7.4 Academic Integrity Policy

All work presented for assessment is expected to be the student's own and original work. If the student receives an allegation of academic misconduct, it could be due to plagiarism, collusion, or cheating. For the most up-to-date information regarding academic integrity and how the Institute deals with it, please refer to the [Academic Integrity Policy](#) on the Churchill Institute Website. Student should familiarise themselves with the Churchill Institute 's [Gen AI Policy](#) on the accepted and ethical use of Gen AI to mitigate the risk of academic misconduct.

7.5 Academic Freedom and Scholarly Activity Policy

At Churchill Institute, academic staff and students are free to engage academic discussions & critical analysis and to express their views to foster an environment of teaching and learning with the fear of intimidation or repercussion by the Institute, in line with the [Academic Freedom and Scholarly Activity Policy](#). Staff and students are also expected to always act with academic integrity.

7.6 Advanced Standing Policy

If eligible, students should submit a claim for exemptions at the time of enrolment in a course. Each claim will be assessed on individual merit in line with the Institute's Advance Standing Policy and Procedure. Students are required to complete the Advanced Standing Application Form to commence the process. This form is available at Reception and/or on the Institute's website for students to complete. For further details, refer to the Advanced Standing Policy and Procedure. More information regarding advanced standing (including application form) is available on Apply for Advanced Standing.

7.7 Grievance Management Policy

The Institute encourages students to express any concerns they may have about any study-related or other issues. Students should familiarise themselves with the Student Grievance and Appeals Management Policy available in the Policies and Procedures section of the Churchill Institute website. Students wishing to make a complaint or lodge an appeal may do so by completing the Student Grievance Form available at Reception and/or on the Institute's website.

7.8 Student Fees Policy

Students' fee payments each semester, fee deposits, fee payment plans (based on approval only) and tuition fee refunds are managed based on the Student Fees Policy. Tuition and supplementary fees are subject to annual increases; are included in all Offers of Admission (Churchill's "written agreement" with each admitted student) and are published on the Institute's course information section (fees tab) of the website. Tuition Fee refund requests are to be submitted by completing Online refund request form. All refund requests submitted by students will be made in line with the refunds schedule outlined in the Student Fees Policy.

7.8.1 Supplementary Fees

The Institute may charge supplementary fees for some services provided. Students are made aware of supplementary fees during their New Student Orientation Session. Services that may incur supplementary fees include:

ITEM	SUPPLEMENTARY FEE
Material fee (payable once only, prior to course commencement)	AUD $500
Application/Enrolment Fee (payable once only, prior to course commencement)	AUD $200
Re-issue of Testamur	AUD $50
Re-issue of Academic Transcript (Official)	AUD $50
Re-issue of Student Card	AUD $20
Library Fines: Overdue books/items	AUD $2 per item per day until returned
Lost or damaged library books / items	AUD $120 replacement fee
Issue of Release Letter	AUD $100
Issue of Semester Break Letter	AUD $50

8. Student Support Services

Churchill Institute has a dedicated Current Student Support Hub on its website to assist currently enrolled students.

8.1 Academic Support

Churchill Institute offers several academic services to students in addition to their regular scheduled lectures/tutorials. If you are facing challenges like learning difficulties, poor grades, lack of support, or feeling disengaged, our Student Support Advisors (Study Support) are ready to assist you in overcoming these issues and getting back on track with your studies.

8.2 English Language Support

If English is not a student's first language, they must have satisfied the Institute's English language entry criteria for admission. However, if/when required, additional English language support is made available to students throughout their study at Churchill Institute.

Students in need of additional English language support and/or study skills should attend the study skills sessions offered regularly by the Librarian Learning Support Manager who may, with the assistance of the Course Coordinator and/or Dean, arrange further support if/when required.

8.3 Counselling services

Churchill has an agreement with the Brisbane Counselling Centre (BCC), where students can access one-on-one, professional counselling sessions (by Zoom or telephone) with a psychologist or counsellor *free of charge for the first two (2) sessions*. The service is private and confidential. Students may contact student support services at info@churchill.nsw.edu.au to arrange an appointment or make an appointment with BCC directly via their Contact | Brisbane Counselling Centre.

For more information, visit our mental health and well-being webpage https://student.churchill.nsw.edu.au/support/mental-health-wellbeing
Note: BCC is intended to support students medium and longer-term psychological well-being; and booking an appointment will BCC does not guarantee approval for late submission of assessments and / or not attending an examination.

8.4 Student Services

Churchill Institute 's Student Services offers a variety of information and support in areas relating to living in Sydney, health and wellbeing, safety, disability support, accessing career advice and identifying potential employers. In addition, welfare support is provided in relation to accessing finance, safety and legal advice, accommodation advice and accessing multi-faith services.

8.5 Churchill Institute of Higher Education Student Association (CIHESA)

The purpose of CIHESA is to support, represent and enrich the experience of students studying at Churchill Institute of Higher Education. It comprises of 5 students who are elected by and from currently enrolled students at the Institute. It provides a platform for student feedback and consultation on academic and non-academic matters as well as a place to advocate for student welfare and interests to the Management. More information about CIHESA members and its meetings is available on the campus noticeboard and on Churchill website https://churchill.nsw.edu.au/cihesa

9. Discrimination

Churchill Institute takes great care to ensure that all students and staff members are treated fairly and equitably. Discrimination means treating someone unfairly because of differences based on race, gender, religion, cultural group, physical disability, sexual orientation, or age. It is against the law, and action will be taken against those in breach of the law. Any matters in relation to discrimination must be reported immediately using Churchill Institute's Online Grievance/Complaint form.

Further information can also be obtained by visiting the following websites:

Sydney Campus: Anti-Discrimination Board NSW website: www.antidiscrimination.nsw.gov.au or contact: Ph:

(02) 9268 5544

Melbourne Campus: Victorian Equal Opportunity and Human Rights Commission website: https://www.humanrights.vic.gov.au/ or contact Ph: 1300 292 153

10. Harassment and Equity Issues

It is the objective of Churchill Institute to maintain a harmonious learning and working environment which is free from intimidation and harassment, and which affords equality of opportunity. Churchill Institute understands that staff and students have the right to study and work in an environment free of harassment whether that be physical, verbal, or sexual. It is the responsibility of all students and staff to contribute to the achievement of a productive, safe, and equitable study and work environment by avoiding practices, which lead to, support or condone any form of harassment.

Churchill Institute does not tolerate harassment of staff by other staff or students, nor does it tolerate harassment of students by staff or other students. Incidents can report using the Online Sexual Assault & Sexual Harassment Disclosure form, available on Churchill Institute website. All incidents reported will be investigated thoroughly and fairly, and confidentiality will be maintained as outlined in the Sexual Assault & Sexual Harassment Policy

11. Privacy

The Privacy Act precludes organisations from providing students' information to parties other than the actual student unless the student consents in writing to the release of such information. Student information includes the student's name, address, telephone number, and academic results.

Churchill Institute may provide a student's personal information to Commonwealth and State agencies and the Fund Manager of the ESOS Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code 2018. Churchill Institute is also required to inform the Department of Home Affairs (DoHA) about certain changes to a student's enrolment, and any breach by the student of a student visa condition relating to attendance or satisfactory academic performance.

12. Overseas Students (OS) Studying in Australia

New students are required to attend the Orientation Program conducted at the beginning of each semester where details about Churchill Institute policies and procedures and information about living and studying in Australia is provided in line with the New Student Orientation Policy. Future/prospective students can also access important information about living in Australia on Churchill Institute Website, Pre-Departure Checklist & Living in Australia

12.1 Personal Safety and Wellbeing

Australia is regarded as a safe destination for international students. Despite this, it is critical that students are proactive in ensuring their personal safety and security. https://www.studyaustralia.gov.au/en/life-in-australia/safety-in-australia provides general guidance on health and safety for international students. This includes information regarding emergencies, personal safety, home safety, fire awareness and sun and water safety.
Information related to safety and wellbeing for international students in Sydney is available at the NSW Government website www.study.sydney/live/safety and for Melbourne is available at https://studymelbourne.vic.gov.au/living-here/your-health-and-safety/your-safety
These sites also include a series of safety videos for international students in a variety of languages.

12.2 Rights and Responsibilities

Issues relating to your rights and responsibilities in relation to Churchill Institute should be addressed directly to the Institute via the CEO & Dean. Churchill Institute will always endeavour to resolve issues promptly and fairly. All students are expected to comply with the Student Code of Conduct at Churchill Institute.

12.3 Overseas Student Visa Compliance

Important information regarding your rights and responsibilities in relation to your student visa can be found at the Department of Home Affairs website: https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500

12.3.1 Full-time Overseas Students

Overseas students must maintain full-time study load in all compulsory study periods/semesters. In addition, overseas students must maintain satisfactory course progress; and attendance at 100% of timetabled classes is strongly encouraged. Student academic progress is managed based on the [Course Progression and Graduation Policy.](#)

You are expected to complete your course by your CoE end date, and CoEs will only be extended due compassionate or compelling circumstances related to the reason to the extended the CoE and / or when you have engaged with any academic intervention activities recommended to improve your academic performance. Students who do not successfully complete (achieve a Pass [P] grade or higher) in eight (8) units of study each year (the full-time study load) will be expected to repeat any failed units in Semester 3 to improve their performance and complete their course by their CoE end date. Refer to the [online enrolment and study load rules](#) for details.

12.3.2 Change of Contact Details

Students are required to give accurate details of their address and contact number to Churchill Institute on the day of their Orientation. They are also required to inform Churchill Institute of any change of address or contact number within 7 days of moving residence or changing their personal and emergency contact details. Please contact staff at Reception, to give your new details by completing the Change in Contact Details Form.

12.3.3 Work Conditions for Student Visa Holders
Students **cannot** work more than 48 hours in a fortnight while their course is in session. For more information, please refer to [8105-Work Limitation](#) on Department of Home Affairs Website.

12.3.4 Re-entry to Australia

Most Student visas permit multiple entry to Australia – please check your visa conditions at: https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions?product=500
Students who have left Australia during their study period, should check with the Australian High Commission or Embassy in their country, prior to returning to Australia, to ensure their visa has not been cancelled by Department of Home Affairs. A list of Department of Home Affairs contacts around the world are available at: https://immi.homeaffairs.gov.au/help-support/contact-us/offices-and-locations/offices-outside-australia

12.3.5 Dependents
Should you have dependents travelling with you to Australia, you will need to ensure they are covered in your student visa application. It is also compulsory that you and your dependents have valid Overseas Student Health Cover.

3. Work Health and Safety

Churchill Institute is committed to fulfilling its responsibilities for Work, Health, and Safety. The appendix of this document contains floor maps showing fire exits.

Fire exit plans are displayed in all rooms, the foyer area, and hallways. Firefighting equipment is available at locations marked on the floor map. Please refer to Appendix A: Floor Plan.

Churchill Institute ensures safety at the facility by:

provide and maintaining equipment and systems that are safe;
providing information, instruction, training, and supervision necessary to insure health and safety of students and staff; and

maintaining safe entrances and exits.

13.1 Evacuation in case of fire

At times, situations may arise when Churchill Institute needs to be evacuated, and in such situations the following steps must be followed:

Floor wardens will notify each room of the need to evacuate.

Lecturers/Tutors will take charge of the room.

Students accompanied by their lecturer will exit in an orderly manner through the fire stairs, shown on the floor plan displayed in each room. Please refer to the floor plans in the Appendices.

Personal effects only to be taken as bags can impede evacuation.

Students, lecturers, and other staff will assemble at the allocated assembly point until further instructions are given.

14. Critical Incident and Emergency Management

Critical incidents are not limited to, but could include:

Missing students

Severe verbal or psychological aggression;

Death, serious injury or any threat of these;

Natural disaster;

Domestic violence, sexual assault, physical assault, drug, or alcohol abuse.

Bomb threat (on Campus)

Non-life-threatening events could still qualify as critical incidents.

14.1 Incidents occurring at Churchill Institute

If an incident has occurred at Churchill Institute and involves death, serious injury or a threat to life or property, the following people should be contacted immediately;

Sydney Campus: Churchill Institute Reception

Melbourne Campus: Campus Manager

14.1.1 Key Details to be reported

Key details to report include the time, location, and nature of the incident (e.g. threat, accident, death, or injury), names and roles of persons involved. For further details please refer to Churchill Institute 's Critical Incident and Emergency Management Policy on the Churchill Institute website.

14.2 Emergency Plus Application

The Institute recommends the students and staff to download the Emergency Plus Application. This application is a free app developed by Australia's emergency services and their Government and industry partners. It uses GPS functionality built into smart phones to help a Triple Zero (000) caller provide critical location details required to mobilise emergency services.

14.3 Medical Facilities

The following are the closest available medical services to Churchill Institute campus:

Sydney Campus
Westmead Hospital Emergency Room Hawkesbury Road and Darcy Road, Westmead NSW Ph: 8890 5555

MyHealth Medical Centre Parramatta Shop 1110, Level 1, Westfield Parramatta, 159-175 Church St, Parramatta NSW 2150 Phone: +61 (02) 8624 6977 Business Hours: 9am – 5:30pm (Mon – Fri)	**Parramatta Medical & Dental Centre** Shop 1/144 Marsden Street, Parramatta NSW 2150 Phone: +61 (02) 8320 9300 Business Hours: 9am – 5pm (Mon – Sat)

Melbourne Campus	
The Royal Melbourne Hospital 300 Grattan St, Parkville VIC 3052 Ph: 02 9342 7000	
MyClinic Medical Center Ground Floor, 91 William St, Melbourne VIC 3000 Phone: +61 (03) 96205299 Business Hours: 9am - 5pm (Mon-Fri), 12pm - 5pm (Sat), 10am - 3pm (Sun),	**The Town Medical Center** Level 5/179 Queen St, Melbourne VIC 3000 Phone: +61 (03) 96705777 Business Hours: 8:30 am–5:30 pm (Mon-Fri)

14.4 Emergency Services

To contact the following EMERGENCIES services: **(Police / Fire/ Ambulance/Paramedics)**

Please DIAL 000 (from mobile, private, or public phone line – all free calls)

An alternative emergency number from a mobile - DIAL 112 (dials even if mobile keypad is locked)

Sydney Campus	
closest **POLICE STATION**	Parramatta Police Station 95 Marsden Street Parramatta Ph: 02 9633 0799
NSW Police	http://www.police.nsw.gov.au/
NSW State Emergency Services (for emergencies related to natural events e.g. floods)	http://www.ses.nsw.gov.au Ph. 132500
NSW Fire Rescue	http://www.fire.nsw.gov.au
Ambulance Service of NSW	https://www.ambulance.nsw.gov.au

Melbourne Campus	
closest **POLICE STATION:**	Melbourne Police Station 456 Lonsdale St, Melbourne VIC 3000

	Ph: 02 8628 3270
Victoria Police	https://www.police.vic.gov.au/
Victoria State Emergency Services (for emergencies related to natural events e.g. floods)	https://www.ses.vic.gov.au/ Ph. 132500
Victoria Fire Rescue	https://www.frv.vic.gov.au/
Ambulance Service of Victoria	https://www.ambulance.vic.gov.au/

- If you need personal crisis support, there are several crises support networks you can contact:
- Lifeline (24 hours): Ph 131114
- Suicide Call Back Service (24 hours): Ph 1300 659 467
- Domestic Violence Helpline (24 hours): 1800 65 64 63
- National Alcohol and Other Drug Support Line (24 hours): Ph 1800 250 015
- 1800 Respect (24 hours): Ph 1800 737 732 – National Sexual Assault and Domestic Violence Counselling Services

15. Places of Religious Worship
The following are a few contact details of places of worship near the Campus.

Sydney Campus		
Gurdwaras	**Gurdwara Sahib** 462 Meurants Land Parklea, Sydney NSW 2155	**Sri Guru Singh Sabha Gurdwara** 14 River Road Revesby, Sydney NSW 2212
Hindu Temples	**Sydney Murugan Temple** 217 Great Western Hwy Mays Hill, Sydney NSW 2145	**Sri Mandir** 286 Cumberland Road Auburn, Sydney NSW 2144
Buddhist Temples	**Fo Guang Shan Nan Tien Temple** 22 Cowper Street Parramatta NSW 2150	**Buddhist Mahamakut Temple** 80-90 Stanmore Road Stanmore NSW 2048
Mosques	**Auburn Gallipoli Mosque** *Khutbah in Turkish.* 15-19 North Parade Auburn, Sydney NSW 2144	**Lakemba Mosque** *Khutbah in Arabic.* 65-67 Wangee Road Lakemba, Sydney NSW 2195
Catholic Churches	**St Patricks Cathedral** 1 Marist Pl Parramatta NSW 2150	**St John's Anglican Cathedral** 195 Church Street Parramatta NSW 2150
Christian Churches	**Parramatta Christian Church** 20 Barney St, North Parramatta NSW 2151	**Reach Church** 1/106 Grose Street North Parramatta NSW 2151

Melbourne Campus		
Gurdwaras	**SGNSS-Gurdwara Blackburn** 127 Whitehorse Rd, Blackburn VIC 3130	**SGNSS-Gurudwara Hoppers Crossing** 417 Sayers Rd, Hoppers Crossing VIC 3029
Hindu Temples	**Hare Krishna Melbourne (ISKCON) Temple** 197 Danks St, Albert Park VIC 3206	**Melbourne Murugan Temple** 17-19 Knight Ave, Sunshine North VIC 3020
Buddhist Temples	**Fo Guang Shan Melbourne** 89 Somerville Rd, Yarraville VIC 3013	**Bao Lin Chan Monastery** 94A High St, Glen Iris VIC 3146
Mosques	**Queen Street Musallah** Level 5/131 Queen St, Melbourne VIC 3000	**Melbourne Madinah** 359 Exhibition St, Melbourne VIC 3000
Catholic Churches	**St Francis' Church** 326 Lonsdale St, Melbourne VIC 3000	**St Paul's Cathedral** 200 Flinders St, Melbourne VIC 3000
Christian Churches	**Southern Cross Church** 5 Francis St, Melbourne VIC 3000	**Enjoy Church Melbourne City** 60 Market St, Melbourne VIC 3000

16. Contact details of some relevant services in Australia

Student Visa Conditions **Applying for other visas**	Department of Home Affairs (DoHA)	https://www.homeaffairs.gov.au/
Information on Renting & **Tenants rights**	Tenants' Union of NSW	Renting in NSW
	Tenants Victoria	Renting in Victoria
Tax File Number (TFN)	Australian Taxation Office (ATO)	http://www.ato.gov.au/
Dispute resolution & **Mediation Services**	Commonwealth Ombudsman	Ph**: 1300 362 072** Enquiries 9am to 5pm Monday to Friday (AEST) https://www.ombudsman.gov.au
Legal Services	Legal Aid NSW	Ph: **1300 888 529** https://www.legalaid.nsw.gov.au
	Legal Aid Victoria	Ph: **1300 792 387** https://www.legalaid.vic.gov.au/
Disability Services	National Disability Services	Ph: **02 9256 3111 (NSW)** Ph: **03 8341 4300 (Victoria)** http://www.nds.org.au/nsw/https://nds.org.au
Professional **Counselling Services**	Lifeline (phone counselling)	Ph: **131114** (24 hours, 7 days a week)
	Transcultural Mental Health Centre	Counselling /Support for Ethnic/Community groups Ph: **(02) 9840 3800** Toll Free: **1800 648 911** Hours: 8:30 am – 5:30 pm, Monday– Friday
	Reach out	http://www.reachout.com.au/home.asphttps://au.reachout.com
Family Assistance	Relationship Australia	Relationship Australia http://www.relationships.com.au/ Ph: **1300 364 277**

Child Protection Services	Department of Communities & Justice, NSW Government	NSW Child Protection Helpline: **13 2111** http://www.community.nsw.gov.au/https://dcj.nsw.gov.au
	Department of Families, Fairness & Housing, Victoria Government	https://services.dffh.vic.gov.au/child-protection Child Protection Contacts Victoria
Pregnancy	Pregnancy Help Australia	Hotline: **1300 139 313** (8am-10pm AEST, 7 days) Pregnancy Support Centres NSW Pregnancy Support Centres Victoria
Domestic Violence	1800 Respect	**Ph: 1800 737 732** Available 24 hours/day, 7 days/week https://www.1800respect.org.au/service-support/new-south-wales-domestic-family-violence-and-sexual-assault-services/https://www.1800respect.org.au
Drug and Alcohol	Alcohol and Drug Information Service (ADIS)	National Alcohol and Other Drug Hotline **1800 250 015**
Gambling Helpline	Gambling Help Online	**Ph: 1800 858 858** https://www.gamblinghelponline.org.au
Quit/ Stop Smoking	Quit	**Ph: 13 78 48** https://www.icanquit.com.au/quitting-methods/professional-support-and-advice/quitlinehttps://www.quit.org.au/
Eating Disorders	Health Direct	http://www.healthinsite.gov.au/topics/Eating_Disorders
Poisons Information	NSW Poisons Information Centre	Westmead Hospital NSW 2145 Ph: **13 11 26** (24 hours, 7 days a week) http://www.chw.edu.au/poisons/https://www.poisonsinfo.nsw.gov.au
	Victorian Poisons Centre	Austin Hospital, 145 Studley Rd, Heidelberg VIC 3084 Ph: **13 11 26** (24 hours, 7 days a week) https://www.austin.org.au/poisons/

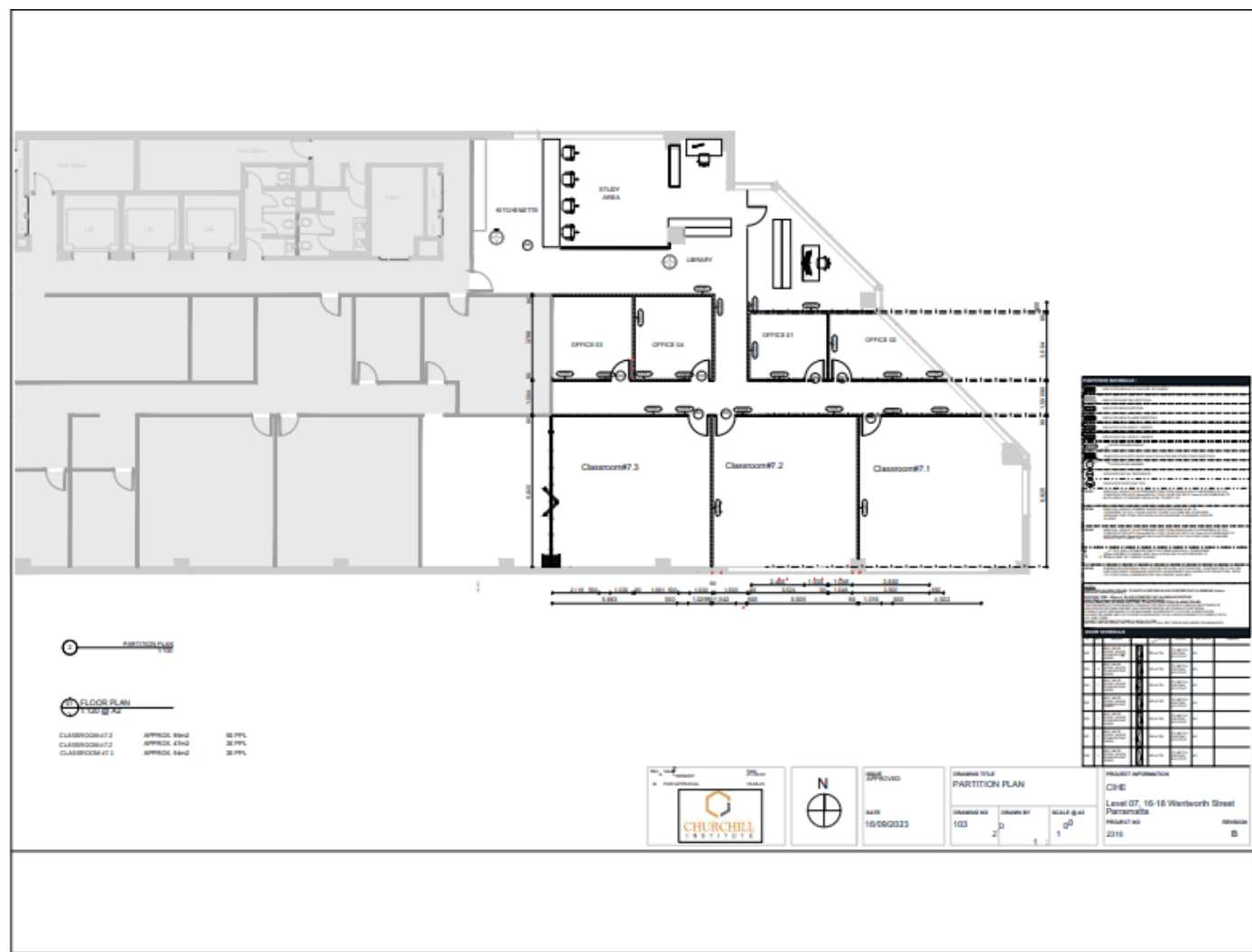|		
Mental Health	Mental Healthline	**Ph: 1800 011 511** http://www.health.nsw.gov.au/mhdao/contact_service.asphttps://www.health.nsw.gov.au/mentalhealth/Pages/mental-health-line.aspx
Gay and Lesbian Counselling	The Gender Centre Inc (NSW)	https://gendercentre.org.au/
	Switchboard Victoria	https://www.switchboard.org.au/

Appendix A: Churchill Institute Grievance and/or Appeals Procedure Flow Chart

Refer to the [Grievance and Appeals Flowchart](#) published on the [policies page](#) of the Churchill Institute website.

Appendix B: Churchill Institute Floor Plan
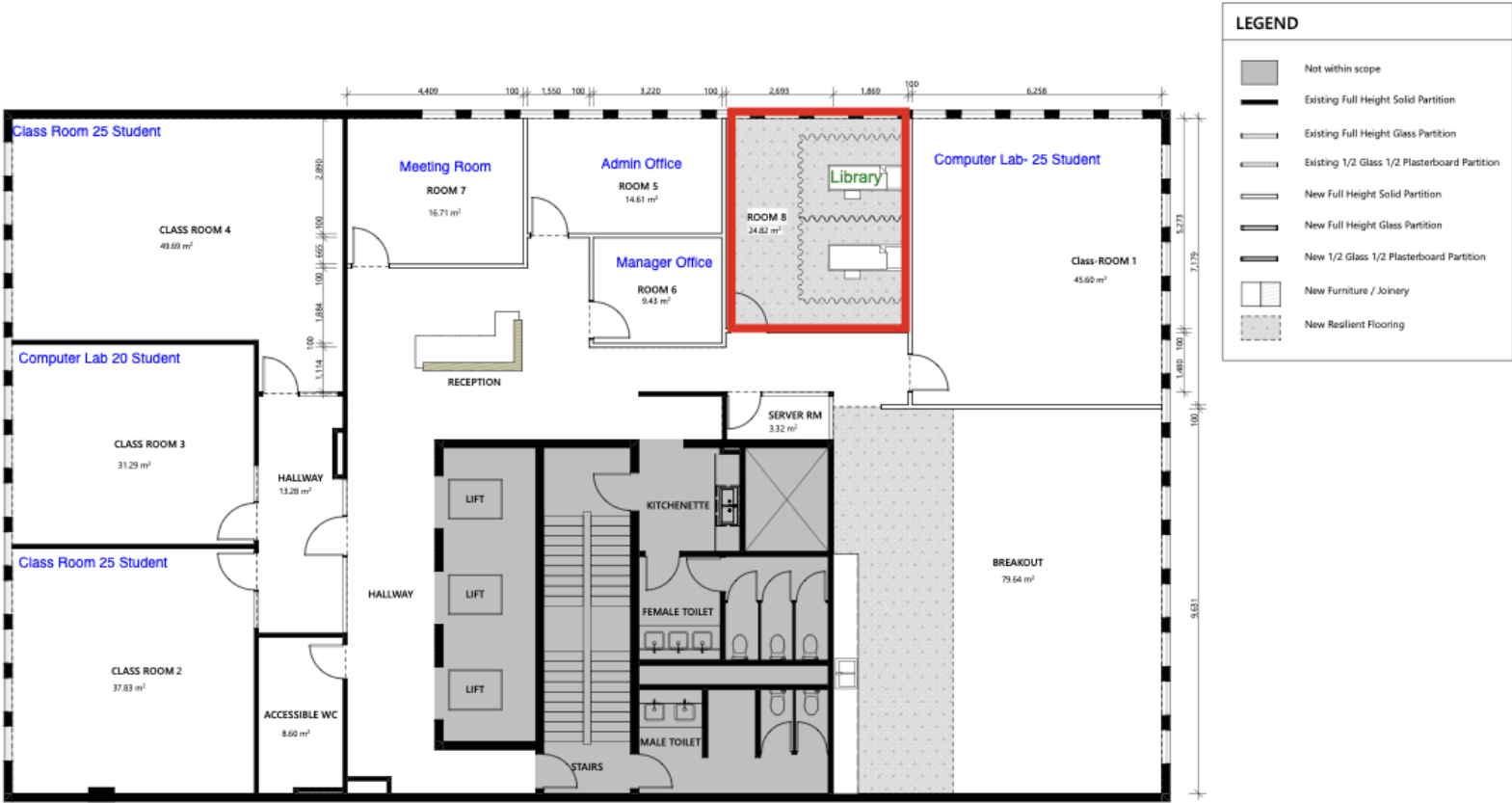 **Level One 16-18 Wentworth St Parramatta**

Level 8/85 Queen Street Melbourne 3000

LEGEND

▨	Not within scope
▬	Existing Full Height Solid Partition
┄	Existing Full Height Glass Partition
┄	Existing 1/2 Glass 1/2 Plasterboard Partition
─	New Full Height Solid Partition
─	New Full Height Glass Partition
─	New 1/2 Glass 1/2 Plasterboard Partition
□	New Furniture / Joinery
▦	New Resilient Flooring

Class Room 25 Student

CLASS ROOM 4
49.69 m²

Computer Lab 20 Student

CLASS ROOM 3
31.29 m²

HALLWAY
13.28 m²

Class Room 25 Student

CLASS ROOM 2
37.83 m²

ACCESSIBLE WC
8.60 m²

Meeting Room
ROOM 7
16.71 m²

RECEPTION

HALLWAY

Admin Office
ROOM 5
14.61 m²

Manager Office
ROOM 6
9.43 m²

Library

ROOM 8
24.82 m²

Computer Lab- 25 Student

Class-ROOM 1
45.60 m²

SERVER RM
3.32 m²

LIFT

LIFT

LIFT

KITCHENETTE

FEMALE TOILET

MALE TOILET

STAIRS

BREAKOUT
79.64 m²

Dimensions: 4.409 | 100 | 1.550 | 100 | 3.220 | 100 | 2.693 | 1.860 | 100 | 6.258

N

0 | 1m | 2m | 5m | 10m