#success

**Where to go? Who to see?**

*Your first point of contact* is the Ground Floor, Sissons Building 401 at Reception, Parkville [Office hours: 8.45am – 5pm, Monday – Friday; Phone: 9903 9635]:

- Academic and Student Services (Faculty)
- Education Programs (Faculty)
- Monash Connect (University Student Services)
- University Support Services (Counselling, Social Justice Unit, Careers and other visitors)

If you are not able to get to reception - generally, and as a current student, if you have a question (any question) please go to ask.monash ~ [https://connect.monash.edu/askmonash](https://connect.monash.edu/askmonash)

**JUST ASK!**

If your query is about any of the following, ask for Academic and Student Services (Faculty):

- Admission and course related enrolment issues
- Enrolment course planning advice and course team queries (units, pre-reqs)
- Intermission (break from study) and discontinuation (end course) applications
- Transfer, exchange and credit for prior learning
- Special consideration from assessment (missed class/test? missing a final exam?)
- Faculty and university policy & procedure – information at end of guide
- Assessment Results (Board of Examiners) – your final results and options

*We are here to help!*

The best way to contact us is by email and from that contact we can set an appointment.

**Undergraduate / General**

Annalise Tindal - Academic Student Services Manager [annalise.tindal@monash.edu](mailto:annalise.tindal@monash.edu)

Tim Bryce – Undergraduate Coursework Manager [timothy.bryce@monash.edu](mailto:timothy.bryce@monash.edu)

Jervis Dean – Student Services Coordinator [jervis.dean@monash.edu](mailto:jervis.dean@monash.edu)

Helen Fox - Academic Services Coordinator [helen.fox@monash.edu](mailto:helen.fox@monash.edu)

**Postgraduate**

Jenny Lim – Postgraduate Coursework Coordinator [jenny.lim2@monash.edu](mailto:jenny.lim2@monash.edu)

Hannah Toohey – Postgraduate Coursework Officer [hannah.toohey@monash.edu](mailto:hannah.toohey@monash.edu)

If your query is about any of the following, ask for Education Programs (Faculty):

- Campus teaching systems including timetabling, online teaching sites and technologies support (eg Moodle)
- Web content / technology and updates across the faculty
- Unit Guides
- SETU – Student Evaluation of Teaching and Units
- Manage bookings (spaces) for function and events

You can ask for the following at reception but appointments will be required:

- Deborah Horne – Education Programs Manager;
- Ivan Troitsky – Timetable Coordinator/ Campus Systems Officer;
- Zoe Ord – Education Programs Coordinator

Updated January 2018
If your query is about any of the following, ask for Monash Connect (University Student Services):

- Standard letters or Academic transcripts
- ID cards, WES enrolments, graduation and exam venue/ timetabling details
- Fee payments, parking, concessions, financial aid
- International visa queries and assistance
- Submission of forms, accommodation (MRS)
- General information [http://www.monash.edu/connect](http://www.monash.edu/connect) or +61 3 9902 6011
- Got a question? Want to ask about government funding or working with children? Just ask!

Monash Connect staff rotate at the Parkville reception.

If you have a question – any question- go to [ask.monash](https://connect.monash.edu/askmonash/)

If your query is about any of the following ask Monash Connect and Academic Student Services at Parkville can also assist. Take a look at Student Life and Support Services ([https://www.monash.edu/students/support](https://www.monash.edu/students/support)) which has a number of following services outlined:

<table>
<thead>
<tr>
<th>Contact / Information</th>
<th>Web page and notes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Emergencies</strong></td>
<td></td>
</tr>
<tr>
<td>Emergency services</td>
<td></td>
</tr>
<tr>
<td>dial 000</td>
<td></td>
</tr>
<tr>
<td>Campus security – dial 333 (9905 3333)</td>
<td></td>
</tr>
<tr>
<td>Mental Health emergencies or dial 1300 STUDENT (1300 788 336)</td>
<td><a href="https://www.monash.edu/health/mental-health-wellbeing/resources/emergency-after-hours-contacts">https://www.monash.edu/health/mental-health-wellbeing/resources/emergency-after-hours-contacts</a></td>
</tr>
<tr>
<td><strong>Health</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Counselling</strong></td>
<td></td>
</tr>
<tr>
<td>Andrew Fitzpatrick, Counsellor 9905 3020</td>
<td><a href="https://www.monash.edu/health/counselling">https://www.monash.edu/health/counselling</a></td>
</tr>
<tr>
<td>Stop by reception for an appointment or call 9905 3020</td>
<td></td>
</tr>
<tr>
<td><strong>Medical, Dental and Health Services</strong></td>
<td><a href="https://www.monash.edu/health/contact-us">https://www.monash.edu/health/contact-us</a></td>
</tr>
<tr>
<td>University Medical Services are not located on campus.</td>
<td></td>
</tr>
<tr>
<td><strong>Safer Communities Unit</strong></td>
<td><strong>Safer Communities</strong></td>
</tr>
<tr>
<td>Phone: +61 3 990 51599</td>
<td><a href="https://www.monash.edu/health/contact-us">https://www.monash.edu/health/contact-us</a></td>
</tr>
<tr>
<td>Email: <a href="mailto:safercommunity@monash.edu">safercommunity@monash.edu</a></td>
<td><a href="https://www.monash.edu/safer-community">https://www.monash.edu/safer-community</a></td>
</tr>
<tr>
<td>concerning-behaviour-contacts.pdf</td>
<td></td>
</tr>
<tr>
<td><strong>Support and Services</strong></td>
<td><strong>Disability support services</strong></td>
</tr>
<tr>
<td>Matt Salas, Faculty Contact 9905 5704</td>
<td><a href="https://www.monash.edu/disability">https://www.monash.edu/disability</a></td>
</tr>
<tr>
<td><a href="mailto:matt.salas@monash.edu">matt.salas@monash.edu</a></td>
<td><a href="https://www.monash.edu/disability/contact-us">https://www.monash.edu/disability/contact-us</a></td>
</tr>
</tbody>
</table>

Updated January 2018
| **International Student Support** | • visit Monash Connect on your campus
• ask.monash for online answers and enquiries | Pre-departure guide and other information: https://www.monash.edu/study/international
Support Services finder: https://www.monash.edu/students/international |
| **Rural and Regional students** | Scholarships, Entry Schemes, Support and Clubs | https://www.monash.edu/study/student-life/services-for-students/rural-student-services |
| **Accommodation and Residential Services** | Off campus queries: submit an enquiry to the Off-Campus Advisor through ask.monash. Clayton Residential Services
Phone: +61 3 9905 6266
Email: mrs.applications@monash.edu | https://www.monash.edu/accommodation |
| **Financial assistance** | • visit Monash Connect on your campus
• ask.monash for online answers and enquiries | https://www.monash.edu/financial-assistance |
| **Childcare** | Parenting rooms on campuses and childcare centres | https://www.monash.edu/childcare |
| **Career Connect and Volunteering** | +61 3 9905 4170
email careerconnect@monash.edu | https://www.monash.edu/careers |
| **Diversity and Inclusion** | Phone: 03 9905 9499
Email: diversity-inclusion@monash.edu
Campus Centre
Level 1, Western Annexe
21 Chancellors Walk
Clayton campus
Victoria, 3800 | https://www.monash.edu/diversity-inclusion
Diversity and inclusion at Monash includes
• the LGBTIQ - Ally network
• equal opportunity (Access Monash https://www.monash.edu/access)
• discrimination and harassment https://www.monash.edu/diversity-inclusion/equal-opportunity/discrimination-harassment-bullying
• https://www.intranet.monash/pharm/students/undergrad/policy/sexual-harassment
• Respect Now Always (ending sexual harassment and discrimination) https://www.monash.edu/about/respect-now-always |
### Indigenous student support

**Yulendji indigenous Engagement Unit**

Robyn Oxley  
Indigenous Academic Support Coordinator  
Email: robyn.oxley@monash.edu  
Phone: (03) 9905 4265

[https://www.monash.edu/about/indigenous/engagement-unit?_ga=2.124578826.1648050852.1517979264-1810148152.1515219762](https://www.monash.edu/about/indigenous/engagement-unit?_ga=2.124578826.1648050852.1517979264-1810148152.1515219762)

### Student Rights (MONSU)

- academic progress concerns and early warning letters  
- disciplinary matters  
- special consideration or alternative assessment applications  
- exam rights and responsibilities  
- grievances  
- hearings  
- referring you to services within or external to Monash

Call 9903 2596  
Email studentrights@monsu.org

[https://www.monash.edu/students/support/grievances/student-rights](https://www.monash.edu/students/support/grievances/student-rights)

### Complaints and Grievances

Grievances  
pharmacy.grievances@monash.edu

Before making a grievance please ensure you have read policy and procedure and discussed your grievance with the faculty.

How to Make a Complaint

University Student Ombudsman  
- University Student Ombudsman  
- Send an enquiry to the Ombudsman

[https://www.monash.edu/students/support/grievances/making-a-complaint](https://www.monash.edu/students/support/grievances/making-a-complaint)

### Study Programs and self-development

[Updated January 2018]
| Library at Monash | CL Butchers Library, Parkville Manning building, Parkville Campus, 381 Royal Parade, Parkville, VIC 3052 Australia Tel: +61 3 9905 5054 Fax: +61 3 9903 9624 | [https://www.monash.edu/library/skills/resources](https://www.monash.edu/library/skills/resources) Learning Skills Advisors are available to help with writing and study skills, time management etc For drop in sessions see: [https://www.monash.edu/library/skills/resources/programs](https://www.monash.edu/library/skills/resources/programs) |
| Peer Assisted Study Session (PASS) | Classes are run to support first year Parkville students studying Physiology, Organic and Physical Chemistry. Email: pass.program@monash.edu Telephone: 9903 4836 or 0419 685 404 | [https://www.monash.edu/students/resources/study-programs/pass/home](https://www.monash.edu/students/resources/study-programs/pass/home) |
| SMART (motivation, stress, time management) | Study Skills Programs Email: mentalhealth@monash.edu | [https://www.monash.edu/students/resources/study-programs/study-skills](https://www.monash.edu/students/resources/study-programs/study-skills) |
| English Connect (improving your English) | Need help with:  - Conversational English  - Academic Writing  - Grammar and Speaking workshops  - Language for employment Email: english.connect@monash.edu Call 9902 0485 | [https://www.monash.edu/english-connect/our-english-programs](https://www.monash.edu/english-connect/our-english-programs) |
| Leadership programs | • Vice-Chancellor’s Ancora Imparo  • Access Monash Ambassador Program  • Mental Health Champions  • Indigenous Leaders Program  • Green Steps @ Monash | [https://www.monash.edu/students/leadership](https://www.monash.edu/students/leadership) |
| Campus Life | Monash Sport Caulfield: 9903 2358 Clayton: 9905 4102 | [https://www.monash.edu/sport](https://www.monash.edu/sport) |

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<table>
<thead>
<tr>
<th><strong>Clubs and Associations</strong></th>
<th>Parkville Fitness Classes: <a href="https://www.monash.edu/sport/health-fitness/group-fitness/parkville">https://www.monash.edu/sport/health-fitness/group-fitness/parkville</a></th>
</tr>
</thead>
</table>
| Monash Parkville Student Union MPSU | **[https://www.monash.edu/students/associations](https://www.monash.edu/students/associations)**  
Get the following from MPSU:  
Lab Coats  
Safety Goggles  
Locks  
Calculators  
Monash Hoodies  
Event Tickets  
**[https://www.intranet.monash/pharm/students/undergrad/clubssocties](https://www.intranet.monash/pharm/students/undergrad/clubssocties)** |
| PISA – Parkville International Students Association |  
*Parkville course specific clubs such as:*  
VPSA – Victorian Pharmacy Students Association  
PSS – Pharmaceutical Science Society  
MEPSS – Monash Engineering & Pharmaceutical Science Society  
WILDFIRE - Working In Leading Development for Indigenous and Rural Education |
| **Chaplaincy & Spirituality** |  
Also see clubs:  
Students for Christ  
MUIS - Monash Islamic Society |
| **Technologies Services** |  
Email: servicedesk@monash.edu  
Call +61 3 9903 2777  
During semester Mon to Fri: 8am - 10pm  
Sat: 10am - 3pm  
**[https://www.monash.edu/spirituality](https://www.monash.edu/spirituality)**  
**[https://www.intranet.monash/pharm/students/undergrad/clubssocties](https://www.intranet.monash/pharm/students/undergrad/clubssocties)**  
**[https://www.monash.edu/students/international](https://www.monash.edu/students/international)**  
**[https://www.monash.edu/esolutions?_ga=2.148022327.1629950897.1518256106-1787442226.1492079683](https://www.monash.edu/esolutions?_ga=2.148022327.1629950897.1518256106-1787442226.1492079683)**  
**servicedeskonline.monash.edu** |
Non-teaching periods
Mon to Fri: 8am - 6pm

Need help deciphering a support options right for you? Talk to the staff at Parkville Academic and Student Services!

Policy and Procedure – Quick Guide

Remember – if you don’t know – just ask us at Academic and Student Services!

<table>
<thead>
<tr>
<th>Policy by time of semester</th>
<th>Faculty Points and Tips</th>
<th>Website Policy and Procedure – Faculty and University</th>
</tr>
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</table>
| Getting Ready For Semester | • Reenrolment
• Credit transfer
• Intermission
• Unit prerequisites
• Class exemption
• Overloading
• Clash Policy
• Requests for class changes | Admission to Coursework and Unit (University Policy) & (University Procedure) Coursework Scholarships Policy and Procedure Enrolment Policy and Procedure and Coursework Enrolment Procedure |
| Reenrolment | 1. This happens every October-November
2. Enrol in the full year of classes for the next year
3. Get a course plan from us if you need it
4. Don’t forget to re-enrol or you will a) get a nasty fine and b) could even miss out on your place in the course
5. Don’t enrol across 3 years if you are mixing year levels
6. International students should always be in a full load or WES won’t allow you to enroll
7. Pharmacy (VIM) students are not permitted into the next year until the previous year is passed completely. | [https://www.intranet.monash/pharm/students/undergrad/reenrolment](https://www.intranet.monash/pharm/students/undergrad/reenrolment) (Faculty Information) |
| Credit transfer | 1. From 2017, with the introduction of the BPharm(Hons)/MPHarm course, credit applications will not be considered for this course until further notice. | [https://www.intranet.monash/pharm/students/undergrad/policy/credit](https://www.intranet.monash/pharm/students/undergrad/policy/credit) (Faculty Information) |
2. Applications must be submitted upon admittance for the full duration of the course. Later applications will not be considered.
3. Credit will not be given for units with a near pass or terminating pass grade.
4. For credit to be granted, the previous learning must be equivalent to at least 80% of the content, learning outcomes and weighting of the Monash unit.
5. Credit will not be given for studies completed more than 10 years ago.
6. Credit will be granted for recent, equivalent coursework, not experience.
7. Credit may be given for units up to a limit – students entering the Graduate Entry (Pharmacy) will not receive more than 2 years of credit unless they have studied the same units with the Faculty.

**Intermission**

*Deferral* is for new students wanting a gap year. *Discontinuation* of a course is when you leave it completely but *intermission* is for students who started the course but then want a break –

1. The Faculty will automatically approve 12 month intermission per student per course – more time for exceptional circumstances.
2. We will also approve of 6 months intermission if it aligns with your course plan.
3. International students will need to apply for any intermission due to visa issues (the Faculty will approve military service intermission up to two years).
4. Intermission is not intended for further study elsewhere and if it is credit will not be granted to your course.
5. Don’t forget to re-enrol on time the year before you return (October).

**Unit prerequisites**

To be enrolled in any unit at the Faculty of Pharmacy and Pharmaceutical Sciences, it

In the first instance, refer to the unit entry in the handbook.

**University Credit Policy and Procedure**

Updated January 2018
is expected that students will have satisfied all prerequisite requirements.

| Class exemption | If you are repeating a unit you may be exempt from class assessment the year you repeat it.  
|                 | This is at the discretion of the unit coordinator who may issue a full, partial or no exemption.  
|                 | We will inform you in writing (by email) at timetable release the semester before the unit is taught.  
|                 | There is no application process as we determine who may or may not be eligible for exemption.  
|                 | If you have been referred to the Academic Progress Committee you will not be eligible for any exemption. |

| Overloading     | Rarely approved and a 70% distinction average is the requirement for the course team to consider this as an option. |

| Clash Policy    | If students mix year levels there may be unavoidable clashes. If the clashes are severe the latter year unit should be dropped. |

| Requests for class changes | The timetable is complexed at Parkville and requests for change of class are rarely approved. A special consideration application might be the best option (but you need to meet eligibility). |

| During Semester | Attendance policy  
|                | Assessment procedures  
|                | Late assessment and extensions  
|                | Plagiarism  
|                | In-semster special consideration |

| Attendance policy | If you miss a practical, tutorial, workshop or OSCE the absence must be explained with a special consideration application  
|                  | Unit coordinators at the faculty expect students to attend all  

Some courses will have pre-requisites listed in the course map for convenience:
Refer to your course at [https://www.intranet.monash/pharmacy/students/undergrad](https://www.intranet.monash/pharmacy/students/undergrad)


Class exemption

- If you are repeating a unit you may be exempt from class assessment the year you repeat it.
- This is at the discretion of the unit coordinator who may issue a full, partial or no exemption.
- We will inform you in writing (by email) at timetable release the semester before the unit is taught.
- There is no application process as we determine who may or may not be eligible for exemption.
- If you have been referred to the Academic Progress Committee you will not be eligible for any exemption.

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- The timetable is complexed at Parkville and requests for change of class are rarely approved. A special consideration application might be the best option (but you need to meet eligibility).

During Semester

- Attendance policy
- Assessment procedures
- Late assessment and extensions
- Plagiarism
- In-semster special consideration

Unit Guide Policy and Procedure

Attendance policy

- If you miss a practical, tutorial, workshop or OSCE the absence must be explained with a special consideration application
- Unit coordinators at the faculty expect students to attend all

In-semster special consideration form – Policy and Procedure

Updated January 2018
| **classes but mandatory expectations will be outlined in the unit guide** |  
| Student late to class may not be allowed entry, particularly if a safety discussion has taken place (practicals) |  
|  
| **Assessment procedures** | Know your assessments, but really know your hurdle assessments—check the unit guide and Moodle  
| If you fail a hurdle you fail the unit  
| The final exam and the in-semester total of marks are hurdles in all units and therefore must be 50% or above or the overall final result for the unit will be a fail  
| The max weighting for a faculty assessment in 60%  
| All units should have an assessment scheduled by week 6 | Assessment in Coursework Units [Policy](#), Adjustment to Assessments [Procedures](#), Feedback [Procedures](#), and Team Assessment [Procedures](#) |  
| **Late assessment and extensions** | Late assignments require a valid reason and therefore it is recommended a special consideration application is completed.  
| Late assignments require a valid reason and therefore it is recommended a special consideration application is completed. | In-semester special consideration [form](#)  
| Additional information on the special consideration website pertains to postgraduates for extensions. |  
| **Plagiarism and Academic Integrity** | This is your learning – no one else  
| Know your referencing  
| Don't copy  
| Don't cheat | Student Academic Integrity [Policy](#) and [Procedure](#) |  
| **In-semester special consideration** | Review the special consideration information online  
| Check eligibility  
| Submit the In-semester special consideration form (within 2 working days)  
| Include supporting documentation  
| Submit to the Parkville reception or email the Student Services Coordinator (see list of faculty staff Academic Student Services) | Special Consideration Procedures [ ](#),  
|  
| **End Semester - Exams** | [End-of-semester special consideration](#)  
| [Calculator policy](#) | Unit Guide [Policy](#) and [Procedure](#) |  

Updated January 2018
- **Examination conduct**

<table>
<thead>
<tr>
<th>End-of-semester special consideration</th>
<th>This is reserved for a one off issue – like illness or bereavement – and this process should not be abused</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Apply online</td>
</tr>
<tr>
<td></td>
<td>• Have the right supporting documentation</td>
</tr>
<tr>
<td></td>
<td>• Pre-approval might be available if you can prove there is no way you can make the exam (example: surgery scheduled)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Calculator policy</th>
<th>Get your calculator(s) an approval sticker from our faculty</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• No sticker- no calculator in assessment</td>
</tr>
<tr>
<td></td>
<td>• See Parkville reception if you missed the sticker sessions in orientation week</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Examination conduct</th>
<th>Be on time and listen to the instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Do not have your phone on you – or a non-approved calculator</td>
</tr>
<tr>
<td></td>
<td>• Read the rules online</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>End Semester – Results and Completions</th>
<th>• Review of results</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Viewing examination papers</td>
</tr>
<tr>
<td></td>
<td>• Student at risk</td>
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<tr>
<td></td>
<td>• Academic progress</td>
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<tr>
<td></td>
<td>• Withheld results</td>
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<tr>
<td></td>
<td>• Pharmacy course titles &amp; honours awards</td>
</tr>
<tr>
<td></td>
<td>• Prize giving</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Review of results &amp; Viewing examination papers</th>
<th>If you a have failed a unit you can meet with the unit coordinator to discuss where you went wrong in the exam paper so you can improve when repeating the material, but the meeting is not to request a remark as this is done for failed exam assessments prior to the Board of Examiners.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Review of a passed exam papers is at the discretion of the unit coordinator and the assessment will only be remarked if a notable</td>
</tr>
</tbody>
</table>

| Special Consideration Procedures | |

| Grade Scale Policy | |

**Updated January 2018**
error is pointed out. Note that if a remark is carried out then the mark stands – it will not always be a higher mark.

- Note that exam papers are destroyed after 6 months
- Non-exam assessments can be reviewed with the unit coordinator within two weeks of the result being published – but if still unsatisfied and if it is an assessment worth more than 30% the student can make an appeal in writing to the course team via Academic Student Services.

| Student at risk | If you failed more than one unit after semester one we will send you a student at risk letter
- You will need to meet your unit coordinator and discuss where you went wrong in the unit – they will sign a document and you will submit it to us so we can update your record that you are being proactive about your failed units
- You will need to repeat the unit in the following year |

| Academic progress | **Mid-Year** - If you failed more than one unit after semester one we will send you a warning letter
- You will need to meet with the unit coordinators of failed units and also the course director to discuss your performance in the course
- The coordinators and director will sign a document and you will submit it to us so we can update your record that you are being proactive about your failed units
- **End-year** - If you fail more than 50% of enrolled credit points OR you fail a core unit in the course twice OR you do not meet previously set enrolment conditions (if previously referred) you will be referred to a hearing with the faculty Academic Progress Committee. |

Academic Progress Procedures and Information
| Withheld results | A grade is withheld if there is a discipline issue or outstanding assessment required. Results will be updated by census with the exception of the Pharmacy placement unit which will be WH from Sem 1 to Sem 2 results (for the purposes of completion of placements). |
| Pharmacy course titles & honours awards & Prize giving | Know your course and title and the way meritorious honours and prizes are granted |
| Other relevant policy | • Academic and administrative complaints and grievances  
• Privacy policy  
• Discipline  
• Bring your own device: specifications and bursary  
• Conference support for student leaders |

- Try to resolve the grievance informally before proceeding formally. Be sure to review policy and procedure related to your grievance before making a complaint.

- The faculty has a Bring your own device policy for students in Pharmacy entering the course from 2017 onwards and Pharmaceutical Science for students entering the course from 2018 onwards.

- There is a bursary for eligible students and no application involved- we will contact you if you are eligible.

- Students in third year or later can apply for support to attend course relevant student conferences. The policy outlines eligibility.

**FACULTY POLICY AND PROCEDURES:** [https://www.intranet.monash/pharm/students/undergrad/policy](https://www.intranet.monash/pharm/students/undergrad/policy)

**UNIVERSITY POLICY BANK:** [https://www.monash.edu/policy-bank/academic/education](https://www.monash.edu/policy-bank/academic/education)