

Academic and Student Services – a guide

#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/s/>

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

Tim Bryce – Undergraduate Coursework Manager timothy.bryce@monash.edu

Jervis Dean – Student Services Coordinator jervis.dean@monash.edu

Helen Fox - Academic Services Coordinator helen.fox@monash.edu

Postgraduate

Jenny Lim – Postgraduate Coursework Coordinator jenny.lim2@monash.edu

Hannah Toohey – Postgraduate Coursework Officer 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

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/s/) ~
<https://connect.monash.edu/askmonash/s/>

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:

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

		Note that you do not have to have a disability to register- perhaps just a temporary impairment (like your writing hand is in a cast and you need someone to take notes for you or you need an alternative arrangement made for assessment).
International Student Support	<ul style="list-style-type: none"> visit Monash Connect on your campus ask.monash for online answers and enquiries 	<p>Pre-departure guide and other information: https://www.monash.edu/study/international</p> <p>Support Services finder: https://www.monash.edu/students/international</p>
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	<p>Off campus queries: submit an enquiry to the Off-Campus Advisor through ask.monash.</p> <p>Clayton Residential Services Phone: +61 3 9905 6266 Email: mrs.applications@monash.edu</p>	https://www.monash.edu/accommodation
Financial assistance	<ul style="list-style-type: none"> 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	<p>Phone: 03 9905 9499 Email: diversity-inclusion@monash.edu</p> <p>Campus Centre Level 1, Western Annexe 21 Chancellors Walk Clayton campus Victoria, 3800</p>	<p>https://www.monash.edu/diversity-inclusion</p> <p>Diversity and inclusion at Monash includes</p> <ul style="list-style-type: none"> 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	<p>Yulendji indigenous Engagement Unit</p> <p>Robyn Oxley Indigenous Academic Support Coordinator Email: robyn.oxley@monash.edu Phone: (03) 9905 4265</p>	<p>https://www.monash.edu/about/indigenous/engagement-unit?_ga=2.124578826.1648050852.1517979264-1810148152.1515219762</p>
Student Rights (MONSU)	<ul style="list-style-type: none"> • 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 <p>Call 9903 2596</p> <p>Email studentrights@monsu.org</p>	<p>https://www.monash.edu/students/support/grievances/student-rights</p>
Complaints and Grievances	<p>Grievances pharmacy.grievances@monash.edu</p> <p>Before making a grievance please ensure you have read policy and procedure and discussed your grievance with the faculty.</p> <p>How to Make a Complaint</p> <p>University Student Ombudsman</p> <ul style="list-style-type: none"> • University Student Ombudsman • Send an enquiry to the Ombudsman 	<p>https://www.monash.edu/students/support/grievances</p> <p>https://www.monash.edu/students/support/grievances/making-a-complaint</p>
Study Programs and self-development		

Library at Monash	<p>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</p>	<p>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</p>
Peer Assisted Study Session (PASS)	<p>Classes are run to support first year Parkville students studying Physiology, Organic and Physical Chemistry.</p> <p>Email: pass.program@monash.edu Telephone: 9903 4836 or 0419 685 404</p>	https://www.monash.edu/students/resources/study-programs/pass/home
SMART (motivation, stress, time management)	<p>Study Skills Programs</p> <p>email mentalhealth@monash.edu</p>	https://www.monash.edu/students/resources/study-programs/study-skills
English Connect (improving your English)	<p>Need help with:</p> <ul style="list-style-type: none"> • Conversational English • Academic Writing • Grammar and Speaking workshops • Language for employment <p>Email: english.connect@monash.edu</p> <p>Call 9902 0485</p>	https://www.monash.edu/english-connect/our-english-programs
Leadership programs	<ul style="list-style-type: none"> • Vice-Chancellor's Ancora Imparo • Access Monash Ambassador Program • Mental Health Champions • Indigenous Leaders Program • Green Steps @ Monash 	https://www.monash.edu/students/leadership
Campus Life		
Monash Sport	<p>Caulfield:: 9903 2358 Clayton: 9905 4102</p>	https://www.monash.edu/sport

		<p>Parkville Fitness Classes: https://www.monash.edu/sport/health-fitness/group-fitness/parkville</p>
<p>Clubs and Associations</p>	<p>Monash Parkville Student Union MPSU</p> <p>PISA – Parkville International Students Association</p> <p><u>Parkville course specific clubs such as:</u> 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</p>	<p>https://www.monash.edu/students/associations https://www.facebook.com/MonashParkvilleStudentUnion?fref=ts Get the following from MPSU: Lab Coats Safety Goggles Locks Calculators Monash Hoodies Event Tickets</p> <p>https://www.facebook.com/pisa.monash/?fref=ts</p> <p>https://www.intranet.monash/pharm/students/undergrad/clubssocieties</p>
<p>Chaplaincy & Spirituality</p>	<p>Also see clubs: Students for Christ MUIS - Monash Islamic Society</p>	<p>https://www.monash.edu/spirituality</p> <p>https://www.intranet.monash/pharm/students/undergrad/clubssocieties</p>
<p>Technologies Services</p>	<p>Email: servicedesk@monash.edu</p> <p>Call +61 3 9903 2777</p> <p>During semester Mon to Fri: 8am - 10pm Sat: 10am - 3pm Semester dates</p>	<p>https://www.monash.edu/students/internationalhttps://www.monash.edu/esolutions?_ga=2.148022327.1629950897.1518256106-1787442226.1492079683</p> <p>servicedeskonline.monash.edu</p>

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!

Policy by time of semester	Faculty Points and Tips	Website Policy and Procedure – Faculty and University
Getting Ready for Semester	<ul style="list-style-type: none"> • Reenrolment • Credit transfer • Intermission • Unit prerequisites • Class exemption • Overloading • Clash Policy • Requests for class changes 	<p>Admission to Coursework and Unit (University Policy) & (University Procedure)</p> <p>Coursework Scholarships Policy and Procedure</p> <p>Enrolment Policy and Procedure and Coursework Enrolment Procedure</p>
Reenrolment	<ol style="list-style-type: none"> 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. 	<p>https://www.intranet.monash/pharm/students/undergrad/reenrolmentug (Faculty Information)</p>
Credit transfer	<ol style="list-style-type: none"> 1. From 2017, with the introduction of the BPharm(Hons)/MPharm course, credit applications will not be considered for this course until further notice. 	<p>https://www.intranet.monash/pharm/students/undergrad/policy/credit (Faculty Information)</p>

	<ol style="list-style-type: none"> 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. 	University Credit Policy and Procedure
Intermission	<p><i>Deferral</i> is for new students wanting a gap year. <i>Discontinuation</i> of a course is when you leave it completely- but <i>intermission</i> is for students who started the course but then want a break –</p> <ol style="list-style-type: none"> 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) 	Eligibility and how to apply at https://www.monash.edu/enrolments/processes/change/intermission
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

	is expected that students will have satisfied all prerequisite requirements.	http://www.monash.edu/pubs/2018handbooks/units/index-byfaculty-pha.html Some courses will have pre-requisites listed in the course map for convenience: Refer to your course at https://www.intranet.monash/pha/rm/students/undergrad
<u>Class exemption</u>	<ul style="list-style-type: none"> • 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 	https://www.intranet.monash/pha/rm/students/undergrad/policy/pracexemption
<u>Overloading</u>	Rarely approved and a 70% distinction average is the requirement for the course team to consider this as an option.	https://www.intranet.monash/pha/rm/students/undergrad/policy/overload
<u>Clash Policy</u>	If students mix year levels there may be unavoidable clashes. If the clashes are severe the latter year unit should be dropped.	https://www.intranet.monash/pha/rm/students/undergrad/policy/lectureclash
<u>Requests for class changes</u>	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).	https://www.intranet.monash/pha/rm/students/undergrad/policy/change-class-request
During Semester	<ul style="list-style-type: none"> • Attendance policy • Assessment procedures • Late assessment and extensions • Plagiarism • In-semester special consideration 	Unit Guide Policy and Procedure
<u>Attendance policy</u>	<ul style="list-style-type: none"> • 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-semester special consideration form – Policy and Procedure

	<p>classes but mandatory expectations will be outlined in the unit guide</p> <ul style="list-style-type: none"> • Students late to class may not be allowed entry, particularly if a safety discussion has taken place (practicals) 	
Assessment procedures	<ul style="list-style-type: none"> • 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.	<p>In-semester special consideration form</p> <p>Additional information on the special consideration website pertains to postgraduates for extensions.</p>
Plagiarism and Academic Integrity	<p>This is your learning – no one else</p> <ol style="list-style-type: none"> 1. Know your referencing 2. Don't copy 3. Don't cheat 	Student Academic Integrity Policy and Procedure
In-semester special consideration	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • End-of-semester special consideration • Calculator policy 	Unit Guide Policy and Procedure

	<ul style="list-style-type: none"> • Examination conduct 	
End-of-semester special consideration	<ul style="list-style-type: none"> • This is reserved for a one off issue – like illness or bereavement – and this process should not be abused • Apply online • Have the right supporting documentation • Pre-approval might be available if you can prove there is no way you can make the exam (example: surgery scheduled) 	Special Consideration Procedures
Calculator policy	<ul style="list-style-type: none"> • Get your calculator(s) an approval sticker from our faculty • No sticker- no calculator in assessment • See Parkville reception if you missed the sticker sessions in orientation week 	
Examination conduct	<ul style="list-style-type: none"> • Be on time and listen to the instructions • Do not have your phone on you – or a non-approved calculator • Read the rules online 	
End Semester – Results and Completions	<ul style="list-style-type: none"> • Review of results • Viewing examination papers • Student at risk • Academic progress • Withheld results • Pharmacy course titles & honours awards • Prize giving 	Grade Scale Policy
Review of results & Viewing examination papers	<ul style="list-style-type: none"> • If you 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. • Review of a passed exam papers is at the discretion of the unit coordinator and the assessment will only be remarked if a notable 	

	<p>error is pointed out. Note that if a remark is carried out then the mark stands – it will not always be a higher mark.</p> <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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

	<ul style="list-style-type: none"> Your place in the course will be determined at the hearing. 	
<u>Withheld results</u>	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).	
<u>Pharmacy course titles & honours awards & Prize giving</u>	Know your course and title and the way meritorious honours and prizes are granted	
Other relevant policy	<ul style="list-style-type: none"> <u>Academic and administrative complaints and grievances</u> <u>Privacy policy</u> <u>Discipline</u> <u>Bring your own device: specifications and bursary</u> <u>Conference support for student leaders</u> 	<u>Privacy policy</u> <u>Discipline</u>
<u>Academic and administrative complaints and grievances</u>	Try to resolve the grievance informally before proceeding formally. Be sure to review policy and procedure related to your grievance before making a complaint.	<u>Student Complaints and Grievances Policy & Student Complaints and Grievances Procedures</u>
<u>Bring your own device: specifications and bursary</u>	<p>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.</p> <p>There is a bursary for eligible students and no application involved- we will contact you if you are eligible.</p>	
<u>Conference support for student leaders</u>	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>

UNIVERSITY POLICY BANK: <https://www.monash.edu/policy-bank/academic/education>