

Johnston Institute – Student Handbook

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1. Welcome to Johnston Institute

1.1 Message from the CEO

Welcome to Johnston Institute and thank you for choosing us as the next step in your academic and professional journey. Whether you are studying with us in Melbourne, online, or from overseas, you are now part of a vibrant and diverse learning community committed to excellence, innovation, and student success.

At Johnston Institute, we aim to equip you with the knowledge, skills, and mindset needed to thrive in a fast-changing global environment particularly in the field of Computer Science. Our programs are designed in close collaboration with industry and are supported by passionate educators and support teams who are here to help you succeed.

We are proud to support you in achieving your goals, and we look forward to seeing you grow both academically and personally during your time with us.

On behalf of all our staff, welcome to Johnston Institute. We are excited to see what you will achieve.

Warm regards,

Chris Zhang

Acting Chief Executive Officer, Johnston Institute

1.2 Acknowledgement of Country

Johnston Institute acknowledges the Traditional Custodians of the land on which we learn and work. In particular, we recognise the Wurundjeri Woi Wurrung people of the Kulin Nation, on whose land our main campus stands. We pay our respects to Elders past, present, and emerging, and honour the ongoing contributions of Aboriginal and Torres Strait Islander peoples to our community.

1.3 Our Mission, Vision, and Values

Our mission is to deliver transformative learning experiences that prepare graduates for meaningful careers and lives of integrity. We value equity, critical inquiry, professionalism, and personal responsibility. Our vision is to be recognised for inclusive excellence, student empowerment, and adaptive leadership in higher education.

1.4 Key Contacts and Campus Overview

You can reach key staff members through the contact list provided in Appendix A. Our main campus in Melbourne CBD features study spaces, student lounges, and support services. Staff are available to help with academic queries, wellbeing concerns, and administrative matters.

Johnston Institute is committed to providing timely, accurate and accessible information to support informed student decision-making. Information about student support services, safety, accessibility, advocacy, grievance processes and equity adjustments is available in this Handbook, on the Institute's website, and through Student Services. Students are encouraged to seek assistance early if they require academic, personal, wellbeing or accessibility support.

1.5 Student Safety at a Glance

Johnston Institute is committed to providing a safe, inclusive and supportive learning environment for all students, on campus and online. The following information is provided to ensure students can quickly access support and make informed decisions about their wellbeing and safety.

Emergency Contacts

- Emergency services (Police, Fire, Ambulance): 000
- Campus emergency contact: [+61 0401175655]
- Student Services: [+61 03 99678733]

How to Report Safety Concerns

- Immediate risks or emergencies should be reported to emergency services (000).
- All safety concerns, incidents, or near-misses should be reported to Student Services or Institute staff as soon as possible.
- Students may report concerns in person, by email, or through designated reporting channels outlined on the Institute's website.

Wellbeing, Advocacy and Accommodation Support

- Students can access wellbeing and welfare support through Student Services.
- Independent advocacy support is available to students, including the option to have a support person present during meetings or processes.
- Referrals to external legal advice and community legal centres can be provided where appropriate.
- Accommodation support, including emergency or short-term housing referrals, may be arranged for students experiencing hardship or crisis.

Online Safety and Racism Reporting

- Concerns relating to online safety, cyberbullying, harassment, discrimination or racism (on campus or online) can be reported to Student Services or via the Institute's formal complaints processes.
- Zero tolerance applies to racism, harassment and discriminatory behaviour in all learning environments.

2. Getting Started

2.1 Accepting Your Offer

Johnston Institute only accepts students who are 18 years of age or older at the time of course commencement. To begin your studies at Johnston Institute, you'll need to formally accept your offer of admission. This is a simple but important process that confirms your place in the course.

Follow the detailed instructions provided in your Offer Letter, which will guide you through:

- Logging in to the Student Portal
- Reviewing the Terms and Conditions of your enrolment
- Uploading any required documents (such as your visa, ID, or transcripts)
- Making the initial tuition fee payment, if applicable

Once your offer is accepted, you will receive your student ID, instructions to activate your student email, and access to the Student Portal and Learning Management System (LMS).

It is important to complete these steps before the enrolment deadline to secure your place. If you need help at any point, our Admissions Team is here to support you.

For international students, accepting your offer also triggers the issuance of your Confirmation of Enrolment (CoE), which is needed for your student visa application.

2.2 Orientation and Transition Support

Orientation is your first step into student life at Johnston Institute. It is designed to help you settle in, feel supported, and start your studies with confidence. Whether you're a local or international student, attending orientation is highly recommended.

During orientation, you will:

- Receive an overview of your course structure, key dates, and expectations
- Be introduced to important academic and student policies
- Learn how to use key platforms such as the Learning Management System (LMS), Student Portal, and email
- Meet academic staff, support teams, and fellow students
- Explore available student services, including academic skills, wellbeing support, and careers assistance
- Participate in interactive workshops, guided campus tours, and welcome activities

2.2.1 International Student Orientation

Johnston Institute provides a dedicated orientation session for international students to support their transition to studying and living in Australia.

Participation in orientation is strongly recommended for all new international students.

The International Student Orientation program introduces students to:

Academic Expectations

Students receive guidance on academic standards, course requirements, assessment expectations, and postgraduate study culture in Australia.

Academic Integrity

Students are introduced to the Institute's Academic Integrity and Misconduct Policy, including information on:

- plagiarism
- referencing practices
- responsible use of generative AI
- academic misconduct procedures

Student Services

Students are informed about support services available at Johnston Institute, including:

- academic skills support
- English language support
- counselling and wellbeing services
- disability and accessibility support
- career services and Work Integrated Learning (WIL)

Visa Compliance

Students are provided with important information regarding:

- student visa conditions
- maintaining full-time enrolment
- satisfactory academic progress requirements
- Overseas Student Health Cover (OSHC)
- working rights while studying

Wellbeing and Safety

Orientation includes guidance on:

- personal safety in Melbourne
- emergency procedures
- reporting incidents or concerns
- accessing wellbeing and counselling support

Student Representation

Students are introduced to opportunities to participate in:

- student committees
- feedback surveys
- student representative structures

These mechanisms allow students to contribute to the improvement of learning and support services.

International Student Orientation also provides opportunities to meet staff, connect with fellow students, and learn about living in Melbourne.

Orientation also provides opportunities for international students to meet support staff, ask questions, and become familiar with Australian academic culture and expectations.

Orientation is your opportunity to connect, ask questions, and prepare for success — both academically and socially.

2.3 Enrolment and Deferral

To officially begin your studies at Johnston Institute, you must complete the enrolment process. Enrolment is done online via the Student Portal, where you will:

- Confirm your course and study load (full-time or part-time)
- Select your units for the trimester or semester
- View your timetable and important academic dates
- Pay any applicable fees or confirm your payment plan

It is important to enrol by the deadline specified in your offer letter or academic calendar. Late enrolment may affect your study plan, visa conditions (for international students), and access to learning management system and resources.

If you need help with your unit selection, study load, or the enrolment process, the Student Services Staff are available to support you.

Deferral is available to both domestic and international students under certain conditions.

To defer your course, you must:

- Complete the Deferral Request Form via the Student Portal
- Provide a valid reason (e.g., personal, medical, financial, or visa-related)
- Await approval from the Admissions or Student Services team

If approved, your offer will be updated with a new start date. For international students, a new Confirmation of Enrolment (CoE) will be issued to support your revised visa application timeline.

2.4 Timetables and Calendars

Managing your time is a key part of student success. At Johnston Institute, all students are provided with access to detailed timetables and academic calendars to help you plan your studies effectively.

Your personal timetable includes your:

- Unit names and codes
- Class times (lectures, tutorials, labs, workshops)
- Class locations (for on-campus students) or links to virtual classrooms (for online students)
- Weekly structure, including any required group work or consultation sessions

You can view and manage your timetable through the Learning Management System (LMS) or the Student Portal.

The academic calendar outlines key dates for each trimester or semester, including:

- Orientation week
- Start and end of teaching periods
- Census date (the last day to withdraw from units without academic or financial penalty)
- Assessment submission deadlines
- Final examination periods
- Public holidays and study breaks

2.5 Accessing the LMS and Email

Staying connected and organised is essential for your success at Johnston Institute. You'll use two key platforms throughout your studies: the Learning Management System (LMS) and your official student email.

The LMS is your online learning hub. It gives you access to:

- Course materials, including lecture slides, weekly readings, and videos
- Weekly learning activities and announcements from your lecturers and tutors
- Online discussion forums and group collaboration tools
- Assignment submission portals and grades
- Assessment instructions, rubrics, and due dates

Your student email is the main way we communicate with you. All official messages including enrolment information, timetable changes, assessment updates, and support service notices will be sent to this address.

Check your student email at least once a day to ensure you don't miss any important messages. You can access your email through the Student Portal or set it up on your mobile device for convenience.

Failing to check your LMS or email regularly may mean missing critical information that affects your studies.

3. Your Rights and Responsibilities

3.1 Student Code of Conduct

As a student, you are expected to uphold highest standards of honesty, fairness, and respect in all aspects of your academic and personal conduct. This includes treating staff, peers, and the wider community with courtesy, acting with integrity in your studies, and contributing positively to a safe and inclusive learning environment. Misconduct such as cheating, harassment, disruptive behaviour, or misuse of the institute's resources is taken seriously and may lead to disciplinary action under institute policies.

3.2 Academic Integrity Expectations

Academic integrity is a core value at Johnston Institute. It means being honest and responsible in your learning and assessments. You are expected to complete and submit your own work, acknowledge all sources using proper referencing, and follow the rules around group work and collaboration.

Plagiarism, collusion, contract cheating (having someone else complete your work), and falsifying data are serious breaches of academic conduct. These actions not only affect your academic record but also damage the value of your qualification.

If you are unsure how to reference correctly or avoid plagiarism, academic support is available to help. Make sure you understand and follow the Academic Integrity and Misconduct Policy and Procedure, which outlines what is expected and the consequences of misconduct.

Maintaining academic integrity shows respect for your learning, your peers, and your future profession.

3.3 Using Technology Respectfully

As a student at Johnston Institute, you are expected to use digital tools and platforms responsibly. This includes treating others with courtesy in online discussions, emails, and virtual classes, and protecting your login details and personal information. Avoid posting offensive or inappropriate content and use institute-provided technology only for study-related activities. Respect others' privacy and follow all policies related to IT use and online behaviour. Responsible tech use helps keep our learning environment safe, fair, and inclusive for everyone.

3.4 Respectful Behaviour, Anti-Bullying and Anti-Racism

We are committed to a safe, inclusive environment. Harassment, bullying, and discrimination are not tolerated. Johnston Institute has a zero-tolerance policy towards any form of racism, discrimination, or harassment. Any instances of racism on campus or online can be reported confidentially to the Student Wellbeing Team at studentwellbeing@ji.edu.au or formally lodged via the Student Grievances process.

For external support and reporting, students are encouraged to contact the Australian Human Rights Commission (AHRC) for matters regarding racial discrimination, or the Victorian Equal Opportunity and Human Rights Commission (VEOHRC).

3.5 Digital Etiquette and IT Use

Be courteous and professional in digital interactions. Use IT systems responsibly and comply with the Use of IT Policy.

3.6 Freedom of Expression and Intellectual Inquiry

You are encouraged to express ideas openly and respectfully. Intellectual freedom is supported within the bounds of respectful discourse.

4. Understanding Australian Study Obligations (ESOS-specific)

As an international student in Australia, it is your responsibility to comply with the conditions of your student visa (subclass 500). This includes maintaining full-time enrolment, achieving satisfactory academic progress, and meeting attendance requirements for your course. You must attend scheduled classes (both on campus and online where required) and actively participate in your studies. Failing to meet these conditions may result in a report to the Department of Home Affairs, which can affect your visa status. Johnston Institute monitors attendance and engagement regularly and offers academic and student support if you are experiencing difficulties.

4.1 Visa Conditions and Attendance Requirements

As an international student in Australia, it is your responsibility to comply with the conditions of your student visa (subclass 500). This includes maintaining full-time enrolment, achieving satisfactory academic progress, and meeting attendance requirements for your course. You must attend scheduled classes (both on campus and online where required) and actively participate in your studies. Failing to meet these conditions may result in a report to the Department of Home Affairs, which can affect your visa status.

4.2 Course Progress and Intervention

Maintaining satisfactory course progress is essential for successfully completing your studies at Johnston Institute. Your academic performance is monitored each study period to ensure you are meeting the minimum requirements for your course. For example, by failing one or more units you may be contacted and placed on an intervention plan. This plan is designed to support you and may include academic skills workshops, meetings with a course adviser, or adjustments to your study load. For international students, unsatisfactory course progress may also affect your student visa.

4.3 Working While Studying

International students on a student visa are allowed to work up to 48 hours per fortnight during study periods and unlimited hours during official course breaks. While working can help support your living expenses and build experience, your studies must remain your top priority. It is important to balance your work hours with your academic commitments to maintain satisfactory progress.

International students may:

- work up to 48 hours per fortnight during teaching periods
- work unlimited hours during official course breaks

Students must ensure that employment commitments do not interfere with their academic progress or class attendance.

Johnston Institute expects students to prioritise their studies and maintain satisfactory academic progress in accordance with course requirements.

Failure to maintain satisfactory progress may lead to intervention strategies and, in some cases, reporting to the Department of Home Affairs as required under the ESOS framework.

Students are responsible for ensuring they comply with the conditions of their student visa.

Up-to-date information about student visa work rights is available from the Australian Government Department of Home Affairs:

<https://immi.homeaffairs.gov.au>

Students who require assistance balancing work and study commitments may contact Student Services or Academic Support.

4.4 Health Insurance (OSHC)

All international students in Australia must have Overseas Student Health Cover (OSHC) for the entire duration of their student visa. OSHC helps cover the cost of medical care, hospital visits, and prescription medicines while you are in Australia. It is your responsibility to always maintain valid OSHC. You can purchase OSHC through a provider recommended by Johnston Institute or choose your own approved insurer.

OSHC assists international students with the cost of:

- Doctor (GP) visits
- Hospital treatment
- Some prescription medicines
- Emergency ambulance services

Students are responsible for ensuring their OSHC remains valid throughout their stay in Australia. If OSHC expires, students must renew their cover immediately to remain compliant with student visa requirements.

Johnston Institute can assist students in understanding OSHC requirements and connecting with approved providers if required.

International students are encouraged to familiarise themselves with the terms of their health cover and seek medical care when needed.

4.5 How We Support You as an International Student

We provide tailored support to help international students succeed both inside and outside the classroom. From visa and enrolment guidance to academic help, wellbeing services, and adjusting to life in Australia, our dedicated team is here to support you throughout your journey at Johnston Institute.

4.6 Tuition Protection Scheme (TPS)

The Tuition Protection Service (TPS) is an Australian Government initiative established under the Education Services for Overseas Students (ESOS) Act 2000 to protect international students if their education provider is unable to deliver a course as agreed.

In the unlikely event that Johnston Institute is unable to continue delivering your course, the TPS ensures that international students studying on a student visa can either:

- complete their studies in an equivalent course with another registered education provider, or
- receive a refund of any unspent tuition fees.

The TPS places students into suitable alternative courses where possible. If an alternative course placement cannot be arranged, eligible students may receive a refund for the unused portion of their prepaid tuition fees.

Johnston Institute complies with all obligations under the ESOS Act and the National Code of Practice for Providers of Education and Training to Overseas Students (2018).

Further information about the Tuition Protection Service is available at:

<https://www.tps.gov.au>

Students may also contact **Student Services** for assistance or guidance regarding TPS arrangements.

4.7 Living in Melbourne (International Students)

Melbourne is the capital city of the state of Victoria and one of Australia's most multicultural and liveable cities. It is known for its education institutions, cultural diversity, arts scene, and high quality of life.

Melbourne is one of the world's most multicultural and student-friendly cities. International students studying in Melbourne have access to a wide range of services, cultural activities, and support networks.

Understanding how to live and study in Melbourne will help you adjust quickly and make the most of your experience.

International students studying in Melbourne will experience a vibrant global city with access to public transport, cultural activities, and employment opportunities.

Accommodation

Students are responsible for arranging their own accommodation. Options available in Melbourne include:

- Shared apartments or houses
- Private rental accommodation
- Student accommodation providers
- Homestay with Australian families

Useful websites for accommodation searches include:

- www.domain.com.au
- www.rent.com.au

Johnston Institute Student Services can provide guidance and referrals for accommodation options if required.

Public Transport in Melbourne

Melbourne has an extensive public transport network including trains, trams and buses.

Students use a Myki card, which is a reusable transport card for all public transport in Victoria.

Students can travel using:

- Trains
- Trams
- Buses

Myki cards can be purchased at train stations, convenience stores and online.

Students studying in central Melbourne often benefit from the Free Tram Zone within the CBD.

Public transport information is available at the Public Transport Victoria website

Cost of Living

Living costs in Melbourne vary depending on lifestyle and accommodation choices. International students should budget carefully to ensure they can meet daily living expenses such as accommodation, food, transport, and utilities.

Typical weekly expenses may include:

- Accommodation
- Food and groceries
- Public transport
- Utilities and internet
- Study materials
- Personal expenses

Students should regularly review their finances and seek support if experiencing financial hardship.

Banking in Australia

Opening an Australian bank account is recommended for international students.

Major banks in Australia include:

- Commonwealth Bank

- ANZ
- Westpac
- NAB

Students generally need the following documents to open an account:

- Passport
- Confirmation of Enrolment (CoE)
- Student ID or proof of address

Bank accounts allow students to manage living expenses, receive wages, and pay bills easily.

Mobile Phone Plans

Students can obtain prepaid or post-paid mobile phone plans from major providers such as:

- Telstra
- Optus
- Vodafone

Prepaid plans are commonly used by international students and allow flexible payment without long-term contracts.

Safety and Emergency Contacts

Melbourne is considered a safe city; however, students should always take reasonable precautions.

Safety tips include:

- Avoid poorly lit areas at night
- Keep personal belongings secure

- Use registered taxis or rideshare services
- Follow public transport safety guidelines
- Keep emergency numbers saved in your phone

Students should contact police immediately in case of emergency.

Emergency contact numbers:

- Police / Fire / Ambulance: 000

Students should immediately contact emergency services if they experience a serious emergency.

Students can also contact Johnston Institute Student Services for assistance with safety or wellbeing concerns.

5. Learning at Johnston

At Johnston Institute, learning is designed to be practical, engaging, and industry focused. Our courses combine academic knowledge with real-world skills to prepare you for career success. Students will learn from experienced lecturers, work on hands-on projects, and develop critical thinking, communication, and problem-solving abilities. Whether students study on campus or online, they will be supported through a variety of learning resources and personalised academic support.

5.1 Course Structures and Unit Outlines

The Master of Computer Science at Johnston Institute is a flexible, nested program that includes exit points at the Graduate Certificate and Graduate Diploma levels in Computer Studies. This structure allows students to progress step-by-step or exit with a recognised qualification if their study plans change. Each course is made up of core and elective units that cover key areas such as programming, data analytics, cybersecurity, and Work Integrated Learning. Detailed unit outlines are provided at the start of each trimester, including weekly topics, assessment tasks, learning outcomes, and required resources.

5.2 Constructive Alignment and Graduate Attributes

At Johnston Institute, our courses are designed using the principle of constructive alignment, ensuring that learning activities and assessments are directly linked to clear learning outcomes. This approach helps you build the knowledge and skills needed for academic success and professional readiness. Throughout your studies, you'll also develop key graduate attributes such as critical thinking, ethical reasoning, effective communication, and the ability to apply IT knowledge in real-world contexts essential qualities for a career in computer science and related fields.

5.3 Assessment and Moderation

Assessments at Johnston Institute are designed to measure students understanding, skills, and ability to apply what they have learned in real-world contexts. They may include exams, projects, presentations, and written tasks. All assessments follow clear marking criteria and are aligned with unit learning outcomes. To ensure fairness and consistency, a moderation process is used this means assessments are reviewed by academic staff to maintain academic standards across all units and courses.

5.4 Feedback on Learning

At Johnston Institute, feedback is an important part of your learning journey. You will receive timely, constructive feedback on your assessments to help you understand your progress, recognise your strengths, and identify areas for improvement. This feedback supports your development and helps you build the skills and knowledge needed for future success. We encourage you to actively engage with your feedback and seek clarification from your lecturers or tutors if needed.

5.5 Academic Progress Monitoring

Johnston Institute regularly monitors your academic progress to ensure you are on track to successfully complete your course. If you are not meeting the required academic standards such as failing multiple units or not engaging with your studies, you may be identified as at risk. In such cases, you will be offered support through an intervention strategy, which may include academic advising, study skills workshops, or adjustments to your study load. Our goal is to help you succeed and provide the right support when you need it.

6. Your Learning Environment

At Johnston Institute, students learning environment is designed to support both academic excellence and student wellbeing. Whether students study on campus or online, they have access to modern facilities, digital resources, collaborative spaces, and dedicated support services. Our classrooms, labs, and

online platforms are equipped with the tools you need to engage with your course content, interact with peers and staff, and develop real-world skills in a supportive and inclusive setting.

6.1 The Campus

Campus Location and Facilities: The City campus includes teaching spaces, library services, Wi-Fi access, kitchen facilities, and common rooms for study and relaxation.

Study and Social Spaces: A variety of Individual and group study areas are available, along with lounges and outdoor spaces for informal gatherings and socialising with peers.

Library Access and Wi-Fi: The digital library can be accessed both on and off campus, offering a wide range of academic resources and databases. On campus, free Wi-Fi is available throughout, compatible with all major devices.

Accessibility and Safety on Campus: Our campus is designed to be fully accessible for students with mobility or additional support needs. Emergency exits, safety signage, and procedures are clearly displayed to ensure a safe and inclusive learning environment.

Transport: Transport and Parking: The campus is close to public transport links. the campus is easily accessible by train, tram, and bus. Commercial parking is available in nearby commercial car parks.

6.2 Studying Online

Studying online at Johnston Institute offers flexibility while maintaining the same high-quality learning experience as on-campus study.

Accessing the LMS and Key Tools: All course content, assessments, and class discussions are delivered through the Learning Management System (LMS), which is your central platform for online learning.

Participation and Attendance: Active participation in online forums and scheduled virtual classes is expected.

Netiquette: Respect in Digital Spaces: Students are expected to actively engage in online forums, submit assessments on time, and attend scheduled virtual classes or webinars to stay connected with your peers and instructors.

Technical Support and Troubleshooting: If students experience any issues with accessing the LMS, software tools, or virtual classes contact IT Services via the portal or email.

Accessing Support Remotely: All support services including academic advice, counselling, library access, and career support are available to online students.

7. Student Support Services

Johnston Institute is committed to providing a learning environment that promotes the wellbeing, dignity, and respect of all students. The Institute seeks to foster an inclusive and supportive academic community where students are able to participate fully in their studies and achieve their educational goals.

Students are encouraged to seek assistance at an early stage if they experience difficulties that may affect their academic progress, personal well-being, or engagement with their studies. Support may be sought for a range of matters, including academic challenges, personal circumstances, study skills development, or other issues that may impact a student's ability to successfully participate in their course.

Student support services are provided in accordance with the Johnston Institute's Student Support Policy and Procedure, which outlines the range of support available to students and the processes for accessing assistance. The Institute aims to provide timely, appropriate, and confidential support to students where required.

Where appropriate, the Institute may also refer students to external support services to ensure they receive additional assistance relevant to their needs.

Students are encouraged to contact the Institute's student support staff if they require guidance, assistance, or information regarding available support services.

Support services available to students include:

- wellbeing and counselling referrals
- advocacy and procedural support
- accommodation and emergency assistance
- referrals to external health, legal and welfare services

7.1 Academic Skills and Study Support

The Academic Support Team provides the support needed for academic success. Students are offered workshops, online resources, and one-on-one consultations and additional tutorials to assist with academic writing, referencing, study techniques, time management, and exam preparation.

7.2 Counselling and Wellbeing

Johnston Institute offers free and confidential counselling services to support your personal, emotional, and study-related wellbeing. Our qualified counsellors are available to help you manage stress, anxiety, and any challenges students may face during your studies. To book an appointment or seek support, please contact studentwellbeing@ji.edu.au. OR admin@ji.edu.au

7.3 Disability, Accessibility and Equity Adjustments

Johnston Institute is committed to providing an inclusive learning environment and ensuring equitable access to education for students with disability, medical conditions, mental health conditions, caring responsibilities, or other circumstances requiring reasonable adjustment.

- Students may request reasonable adjustments to support their participation in learning and assessment. Adjustments are determined on an individual basis and may include:
- alternative assessment arrangements
- assistive technologies
- flexible attendance or participation options
- accessible learning materials
- ergonomic or physical access adjustments

To request support, students should contact support@ji.edu.au

as early as possible and provide relevant supporting documentation where required.

Information about accessibility, disability support and inclusive practices is publicly available on the Johnston Institute website and aligned with the Diversity and Equity Policy.

7.4 Careers, Employment, and WIL Support

Johnston Institute is committed to helping students bridge the gap between study and employment. Our career services provide guidance on resume writing, job searching, and interview preparation. We also support students in securing valuable Work Integrated Learning (WIL) placements, giving students practical experience and industry connections to enhance their future career opportunities.

7.5 Contacting Student Support Services

Johnston Institute is committed to supporting students throughout their academic journey. Student support services are available to assist with academic progress, wellbeing, accommodation advice, and personal matters that may affect study.

Student Services assists students throughout their studies. Whether students have questions, need advice, or require assistance, students can drop in during office hours, call, or email us. Student Services at Johnston Institute are dedicated to supporting your academic journey and personal wellbeing to ensure your success.

Support services include:

- Academic skills support
- Study skills and learning assistance
- English language support
- IT and learning platform assistance
- Counselling referral services
- Financial advice and budgeting guidance
- Accommodation advice
- International student support

Students experiencing difficulties that may affect their ability to study are encouraged to contact Student Services as early as possible so appropriate assistance can be arranged.

7.6 International Student Support

Johnston Institute recognises that international students may experience additional challenges when adapting to a new country, education system, and culture.

Dedicated support services for international students include:

- Guidance on visa requirements and enrolment obligations
- Academic transition support
- Referrals to accommodation services
- Access to health, legal and welfare services
- Support for financial hardship or emergency situations

International students may also access external services available in Victoria, including:

- Study Melbourne Student Centre – free advice on accommodation, employment, wellbeing and legal matters
- Community support services for international students

Student Services staff can assist with referrals where required.

7.7 Aboriginal and Torres Strait Islander (ATSI) Student Support

Johnston Institute recognises the unique cultural heritage, knowledge systems, and contributions of Aboriginal and Torres Strait Islander peoples.

The Institute is committed to creating an inclusive and culturally respectful learning environment for Aboriginal and Torres Strait Islander students.

Support may include:

- Culturally safe academic and student support services
- Access to mentoring and academic assistance
- Flexible learning arrangements where appropriate
- Respect for Indigenous knowledge and perspectives within the learning environment

Students who identify as Aboriginal or Torres Strait Islander are encouraged to contact Student Services to discuss available support.

7.8 Student Transition and Adjustment Support

Adjusting to higher education and living in a new environment can take time. Johnston Institute provides transition support to help students successfully adapt to academic and social life.

Transition support includes:

- Orientation programs
- Academic skills workshops
- Peer support activities
- Referrals to counselling or wellbeing services

International students may also receive guidance on cultural adjustment, communication styles, and expectations within the Australian higher education system.

7.9 Student Wellbeing and Personal Support

Johnston Institute recognises that studying in a new country can present personal and cultural challenges. The Institute provides access to confidential support services and referrals to external professional services where required.

Support may include assistance with:

- Mental health and wellbeing
- Cultural adjustment
- Personal difficulties affecting academic progress
- Access to external counselling services
- Accommodation and financial stress
- Referral to legal or welfare services

Students may request confidential assistance through Student Services.

7.10 Advocacy, Legal, Accommodation and Welfare Support

Johnston Institute recognises that students may require independent advice, advocacy or external support during their studies. Students are encouraged to seek assistance early where concerns arise.

Advocacy Support

- Students may seek independent advocacy support when raising concerns, grievances or appeals.
- Johnston Institute supports access to the
 - **National Student Ombudsman (NSO)** for unresolved matters (www.nso.gov.au | 1300 395 0775)
 - **Overseas Students Ombudsman (Commonwealth Ombudsman)**(<https://www.ombudsman.gov.au/complaints/international-student-complaints>)
- Students may bring a support person or advocate to formal meetings.

Legal Advice

- Johnston Institute can refer students to **community legal centres** or external legal advice services if required.
- Legal advice is independent of the Institute.

Accommodation Support

- Student Services can provide information and referrals regarding:
 - temporary accommodation
 - emergency housing support
 - local housing services
- International students experiencing accommodation difficulties are encouraged to contact Student Services immediately.

Welfare and Financial Hardship

- Support may include referrals to counselling, emergency assistance, and external welfare services.
- Students experiencing financial hardship should contact Student Services for confidential advice.

Contact: support@ji.edu.au

Category	Service Name	Description of Support	Cost to Student	Contact Details	Applicable To
Student Advocacy	Independent Student Advocate (External)	Independent advice and advocacy for complaints and appeals	Free	Provided on request via Student Services; referrals to community advocacy services	All students
Legal Advice	Community Legal Centres (Victoria)	Free or low-cost legal advice on education-related matters	Free / Low-cost	www.fclc.org.au 03 9652 1500	All students
Ombudsman (External Review)	National Student Ombudsman	External review of unresolved complaints	Free	www.nso.gov.au 1300 395 0775	International students

Category	Service Name	Description of Support	Cost to Student	Contact Details	Applicable To
Ombudsman (External Review)	National Student Ombudsman	External review of unresolved complaints	Free	https://www.nso.gov.au/ 1300 395 775	Domestic Students
Counselling & Wellbeing	Lifeline Australia	Mental health and well-being support	Free	www.lifeline.org.au 13 11 14	All students
Welfare Support	Study Melbourne Student Centre	Accommodation, financial and welfare assistance	Free	www.studymelbourne.vic.gov.au 1800 056 449	All students
Safety & Crisis Support	000 / Campus Security	Immediate emergency assistance	Free	Emergency: 000	All students

8. Safety and Wellbeing

8.1 Health and Safety Responsibilities

At Johnston Institute, maintaining a safe and healthy learning environment is a shared responsibility. All students and staff are expected to follow safety guidelines and promptly report any hazards, unsafe conditions, or concerning behaviour. By working together, we ensure a secure and supportive campus for everyone.

8.2 Reporting Incidents or Hazards

If you notice any incidents, hazards, or unsafe conditions on campus, please report them as soon as possible using the online Safety Incident Form or by speaking directly with a staff member. All reports are treated with strict confidentiality and will be investigated promptly to ensure the safety and wellbeing of the entire campus community.

8.3 Mental Health and Crisis Support

Help is available 24 hours a day, 7 days a week through national crisis support services such as Lifeline (13 11 14) and Beyond Blue (1300 22 4636), which provide confidential counselling and support for anyone experiencing emotional distress or mental health challenges. In addition to these external services, Johnston Institute offers dedicated internal mental health and wellbeing support during business hours. Trained counsellors are available to assist student with personal, emotional, or study-related concerns, helping them navigate difficulties and maintain their wellbeing throughout their academic journey.

Students experiencing emotional distress, mental health concerns, or personal difficulties are encouraged to seek support early.

International students may also access external community services, including counselling and crisis support services available to students living in Victoria.

8.4 Sexual Assault and Harassment (SASH) Reporting

Johnston Institute is committed to providing a safe and respectful environment for all students. If you experience or witness any form of sexual assault or harassment, you are encouraged to report it either anonymously or formally. All reports are taken seriously and handled with sensitivity and confidentiality. Our Sexual Assault and Sexual Harassment (SASH) Policy outlines available support services, reporting options, and protections against retaliation. You will be supported throughout the process, and your wellbeing and safety will remain our priority.

8.5 Emergency Procedures and Campus Safety

Your safety on campus is a top priority at Johnston Institute. Please take time to familiarise yourself with the location of emergency exits, evacuation routes, assembly points, and alarm signals. In the event of an emergency, call 000 immediately to contact police, fire, or ambulance services, and alert campus reception as soon as it is safe to do so. Emergency procedures are clearly displayed around the campus, and staff are trained to assist during any incident.

8.6 Online Safety, Respect and Anti-Racism

Johnston Institute is committed to fostering a safe, respectful and inclusive environment across all physical and digital learning spaces.

Unacceptable behaviour includes, but is not limited to:

- cyberbullying or online harassment
- discriminatory or racist behaviour
- intimidation, threats or abuse in online forums, emails or learning platforms

Students are encouraged to report any concerns about online behaviour or racism promptly so appropriate action and support can be provided.

Online Safety

- Students are expected to behave respectfully in all digital environments including LMS forums, email, and virtual classes.
- Cyberbullying, harassment, intimidation, discrimination or misuse of technology is not tolerated.
- Students should report online safety concerns to Student Services or via the Safety Incident Form.

Racism and Discrimination

- Racism, vilification and discrimination (including online) are serious breaches of the Student Code of Conduct.
- Johnston Institute has zero tolerance for racism and provides culturally safe reporting pathways.
- Incidents may be addressed under the Student Conduct, Grievance or Critical Incidents frameworks.

Support and Reporting

- Students affected by online abuse, racism or harassment will be supported through counselling, advocacy and appropriate institutional responses.
- Reports are handled confidentially and in accordance with procedural fairness.

8.7 Staff Responsibilities in Maintaining Safety (On Campus and Online)

Institute staff play an active role in fostering a safe learning environment.

- Staff responsibilities include:
- monitoring and moderating online learning environments to ensure respectful engagement

- intervening where unsafe, discriminatory or inappropriate behaviour is identified
- escalating concerns relating to harassment, racism or online safety in accordance with Institute policies and procedures
- supporting students to access appropriate wellbeing, advocacy and safety services

9. Feedback, Complaints, Appeals and Grievances

At Johnston Institute, we value student feedback as a vital part of improving our courses, services, and student experience. Whether you have a suggestion, concern, or formal complaint, we encourage you to share it.

9.1 How to Provide Feedback

At Johnston Institute, we welcome and value your feedback as a key part of continuous improvement. You can share your thoughts on units, teaching quality, and student services through regular student surveys, by speaking with your class representatives, or by joining focus groups. Your input helps us enhance the learning experience and ensure our programs and support services meet your needs.

9.2 Raising Concerns or Complaints

If you have a concern about any aspect of your experience at Johnston Institute, you are encouraged to raise it as soon as possible. Concerns can be addressed informally by speaking with a relevant staff member, or formally by submitting a Grievance Notification Form through the student portal. All complaints are handled fairly, confidentially, and in accordance with our grievance procedures, with the aim of reaching a timely resolution.

Johnston Institute maintains a fair and transparent process for managing student complaints, academic appeals and allegations of misconduct.

Students may lodge complaints regarding:

- Academic decisions
- Administrative processes
- Behaviour of staff or students

- Alleged academic misconduct
- Service delivery concerns

All complaints are handled confidentially and without victimisation. Records of complaints, investigations and outcomes are maintained in accordance with institutional policies.

If a student is dissatisfied with the outcome of an internal complaint process, they may access an external review body where applicable.

9.3 Grievance and Appeals Process

If you disagree with a decision, such as an assessment result or disciplinary action, you have the right to lodge an academic appeal. Appeals are managed in accordance with the Student Grievance and Academic Appeals Policy, ensuring a fair and transparent review process.

Students may access advocacy and support services at any stage of the grievance or appeal process. Information about support options, external review pathways and student rights is publicly available in this Handbook and on the Institute's website.

9.4 External Review Options

If your concern or complaint cannot be resolved through Johnston Institute's internal processes, you may escalate the matter to an external review body such as National Student Ombudsman. The Ombudsman provides an independent, impartial service to investigate and resolve disputes. For more information or to make a complaint, you can contact the Ombudsman via their official website or email at NSOOutreach@ombudsman.gov.au For international students, you can contact the Overseas Students Ombudsman (Commonwealth Ombudsman).

9.5 Confidentiality and Procedural Fairness

All concerns and complaints are handled with fairness, respect, and strict confidentiality. Johnston Institute is committed to upholding the principles of natural justice to ensure a transparent and impartial process for everyone involved.

10. Student Representation and Voice

At Johnston Institute, student voices play a vital role in shaping the learning environment. Through the Student committees, and focus groups, students can actively participate in decision-making processes, providing valuable feedback on courses, services, and campus life.

10.1 Student Representation Structures

Students at Johnston Institute have the opportunity to influence decisions that affect their education and campus life through active participation in the Student Representative Council (SRC) and various academic committees. These structures provide a formal platform for students to voice their opinions, collaborate with staff, and contribute to the development and improvement of policies, programs, and services.

10.2 Student Committees and Focus Groups

Students are encouraged to participate in committees and focus groups to directly influence the development of curriculum, support services, and campus activities. By joining these groups, you can share your ideas, provide feedback, and help create a better learning experience for yourself and your peers.

10.3 How Your Voice Makes a Difference

Student feedback at Johnston Institute has led to meaningful improvements in areas such as timetabling, assessment policies, and mental health support services. By sharing your views and experiences, you play a crucial role in shaping a learning environment that better meets the needs of all students. Your voice truly matters.

11. Key Policies and Procedures

Johnston Institute's key policies and procedures guide all aspects of your study experience, including academic integrity, assessment, fees, and student conduct. Familiarising yourself with these policies helps ensure you understand your rights and responsibilities, and how to access support when needed. All policies are available on the Johnston Institute's website for your reference.

All student-facing policies, including the Diversity and Equity Policy, Student Grievance and Academic Appeals Policy, Critical Incidents and Business Continuity Policy, and Accessibility information, are publicly available on the Johnston Institute website to support informed decision-making.

11.1 Academic Integrity and Misconduct

At Johnston Institute academic integrity is fundamental to maintaining a fair and reputable learning environment. We have a zero-tolerance approach to academic dishonesty, including plagiarism, cheating, and collusion. It is essential that you understand what constitutes academic misconduct and adhere to correct citation practices to ensure all work submitted is your own.

11.2 Assessment and Special Consideration

If unforeseen circumstances such as illness, injury, or other personal hardships affect your ability to complete assessments on time or perform at your best, you may apply for special consideration. This can include extensions, alternative assessment arrangements, or deferred exams. To request special consideration, submit the required documentation promptly according to the guidelines outlined in the Assessment and Moderation Policy.

11.3 Fees, Refunds, and Financial Hardship

Students are required to pay their tuition fees by the specified due dates to maintain their enrolment. In cases of withdrawal or special circumstances, refunds may be available in accordance with the Institute's Fees and Refund Policy. Additionally, support is offered for students experiencing financial hardship to help manage fee payments. Please refer to the Fees and Refunds policy for detailed information on eligibility and application processes.

11.4 Critical Incidents and Business Continuity

Johnston Institute has robust plans to ensure the safety of students and continuity of learning during critical incidents such as natural disasters, pandemics, or other major disruptions. These plans include clear procedures and communication strategies to minimize impact and support students throughout any emergency, ensuring your education can continue with as little interruption as possible.

11.5 Privacy and Records Management

At Johnston Institute, we are committed to protecting your personal information. Your data is collected, stored, and managed securely in accordance with privacy laws and institutional policies. You have the right to access your records and request corrections to ensure your information is accurate and up to date.

12. Leaving or Changing Your Course

If you decide to leave your studies or change your course, it's important to follow the official procedures through the Johnston Institute's website. This helps ensure your withdrawal or course change is processed correctly, and any impacts on your enrolment, fees, or academic record are managed appropriately. Student Services are available to guide you through the process and discuss your options.

12.1 Withdrawal and Leave of Absence

Students may choose to withdraw from their course or take a temporary leave of absence for personal, health, or other reasons. To do so, you must complete the formal process through the Student Portal to ensure your status is updated correctly. It's important to understand the implications for your enrolment, fees, and academic progress, so consider consulting Student Services for advice before making a decision.

12.2 Credit Transfer and RPL

If you have completed previous studies or have relevant work experience, you may be eligible to receive credit towards your current course through Credit Transfer or Recognition of Prior Learning (RPL). To apply, submit the necessary documentation and evidence for assessment. This process can reduce your study load and help you progress more quickly toward your qualification. RPL applications must be submitted at the time of application or no later than the end of your first semester of study.

12.3 Graduation and Conferral of Awards

Graduation occurs upon successful completion of course requirements. Certificates and transcripts are issued in line with policy.

12.4 Exit Surveys and Alumni Network

Your feedback helps us improve. Stay connected through our alumni newsletter and events.

12.5 Careers and Graduate Pathways

Graduates of the Master of Computer Science program are well-equipped to pursue a wide range of careers in the technology sector, including roles such as software developer, systems analyst, cybersecurity specialist, and data scientist. The program's strong industry focus and practical learning experiences help students build the skills employers seek.

13. IT Support, Labs and Software Access

Students have access to modern computer labs equipped with the latest hardware and industry-standard software needed for coursework and projects. Licensed software relevant to your studies can also be accessed remotely or downloaded through the student portal where available. For any technical issues, the IT Support team is available via email, phone, or in-person to assist with login problems, software access, and troubleshooting.

14. Generative AI Use Guidelines

At Johnston Institute, the responsible use of generative AI tools is supported when used ethically and with academic integrity. Students must ensure any AI-assisted work complies with assessment requirements and is properly acknowledged, just as with any other source. Generative AI must not be used to complete tasks in a way that constitutes plagiarism or breaches academic honesty. Always check with your lecturer or tutor if you are unsure about appropriate use in a specific context.

15. Postgraduate Expectations and Academic Culture

As a postgraduate student at Johnston Institute, you are entering a learning environment that values depth of understanding, advanced analytical skills, and academic independence. You are expected to engage with complex concepts, critically evaluate sources, and produce original work that reflects a strong command of your discipline. Postgraduate study is self-directed and inquiry-based, requiring you to manage your time effectively, participate meaningfully in seminars and group discussions, and show initiative in research and problem-solving. Academic integrity is fundamental, and you are responsible for citing sources correctly and adhering to ethical research practices.

16. Access to Accurate and Current Information

Johnston Institute ensures that student safety, support, wellbeing and equity information is publicly available, accessible and kept up to date.

Information contained in this Handbook is mirrored on the Institute's website, including details on student support services, safety procedures, online safety and critical incident management, to support informed student decision-making.

16.1 Safety, Emergency and Critical Incident Support

The safety and wellbeing of students is a priority at Johnston Institute.

Students are advised to contact emergency services in urgent situations.

Emergency Contact Numbers

Emergency Services (Police, Fire, Ambulance): **000**

Students may also contact Student Services for support following any incident that affects their safety or wellbeing.

Johnston Institute maintains procedures for managing critical incidents and ensuring students receive appropriate support.

Appendices

A: Quick Reference Contact List

- Reception: +61 (03) 9967 8733; admin@ji.edu.au
- Admissions: non
- Student Support: support@ji.edu.au
- Academic Support: academicsupport@ji.edu.au
- Wellbeing: studentwellbeing@ji.edu.au
- IT Helpdesk: ithelp@ji.edu.au

B: Key Dates and Deadlines

Check the academic calendar on the LMS and the institution's website for important dates including census dates, final exam periods, public holidays, and trimester start/end dates. Staying informed about these key milestones will help you plan your studies, manage deadlines, and avoid any administrative or academic issues.

C: External Support Services

International students may access the following external services:

Study Melbourne Student Centre

Provides free support and advice to international students in Victoria regarding accommodation, employment, legal advice, and wellbeing.

Victoria Legal Aid

Provides information and legal advice services.

Community health and counselling services are also available throughout Melbourne.

D: Glossary of Terms

An A–Z glossary of common academic and administrative terms used throughout your studies is available on both the student portal and the Johnston Institute’s website. This resource is designed to help you better understand key terminology related to your course, assessments, and campus services.

E: Policy and Procedure Index

A summary and live links to all student-facing policies, including assessment, conduct, and support are available on Johnston Institute’s website.