

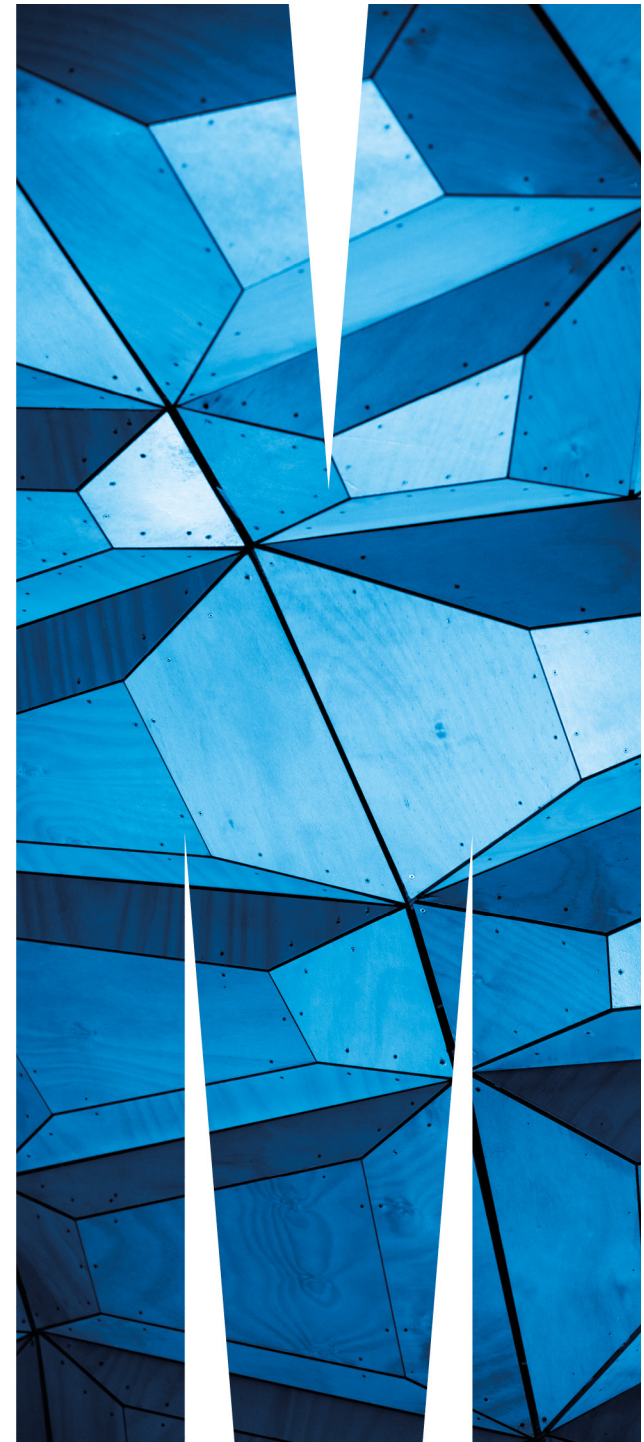


MONASH
CONNECT

MONASH CONNECT

www.monash.edu/connect

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MONASH CONNECT SERVICE OVERVIEW

Monash Connect is part of the Student Services Division and is the first point of contact for all students at Monash University for all Australian Campuses. Monash Connect is the contact point for face to face, phone and online enquiries via ask.monash. A self-service option is also available via the ask.monash knowledge base, where students can view answers to frequently asked questions.

We offer a range of general administrative services

- Fee payments
- ID cards (students and staff)
- Library fines and Caval card payments
- Monash Connect document certification
- Official student letters and academic transcripts
- Qualification verification for third parties
- Travel and Parking
 - Victorian Public Transport (VPT) student concession cards
 - iUSEpass cards
 - Parking permits
- Financial Services
 - Student Loans and Grants
- Off Campus Accommodation assistance
- International Student Support (e.g visa and ecoe renewal etc)

We also offer advice in relation to

- Course transfers and exchange
- Discontinuation, deferment, and intermission
- General course or Faculty information
- Special consideration
- Enrolment
- Timetabling
- Scholarships
- Graduations
- Future Student Enquiries and course advice
- Amongst a large range of other services

INTERNATIONAL STUDENT SUPPORT

Monash Connect offers a range of specialised services to International Students to support and enhance their experience at Monash University

These services to International Students include:

- Airport pick-ups (for international students arrivals)
- Academic Progress Committee (APC) advice regarding visa compliance
- Change of residency status
- Issuing of Electronic Confirmation of Enrolments (eCOEs) and extensions
- Educational Services for Overseas Students (ESOS) compliance
- Sibling discount
- Visa compliance and renewal
- Visa advice and verification of student forms (e.g. leave from candidature and study away requests)

INTERNATIONAL STUDENT VISA CONDITIONS

As an international student on a student visa you need to meet the conditions of your visa:

Change of address (8533): you must notify Monash University of your Australian address within 7 days of change of address

You can update your address at Web Enrolment System (WES) via your my.monash portal (my.monash.edu.au/wes) OR by visiting your Monash Connect.

Meet Course Requirements (8202): you must make satisfactory academic progress. This includes being enrolled in a registered full time course. For each semester of study you need to achieve an academic result that your Faculty/University deems to be at least satisfactory.

REPORTING OBLIGATIONS

The Education Services for Overseas Students (ESOS) Act 2000 requires Monash University to report to the Department of Education and Training any international students on student visas who have failed to meet course requirements.
E.g. if you have been **excluded** on academic grounds.

Monash University will notify you by mail when you have been reported. Within 28 days of this reporting you must:

1. Visit Department of Immigration and Border Protection (DIBP) and explain your situation. DIBP will make a decision whether or not your visa will be cancelled. It is only under ***exceptional circumstances*** that DIBP may decide **not** to cancel your visa.
2. If you do not visit DIBP then your visa will be automatically **cancelled** on the 28th day after the report is made.

ADVICE DURING THE APC PROCESS

During the APC process you are still considered a student at Monash University until the APC panel reaches a decision regarding your case and it is advisable that you continue to attend classes if possible, although this is **not** a visa condition.

You can withdraw at any stage before the APC panel reaches a decision and the University will report your withdrawal. This is **not** an exclusion.

If you do withdrawal you must make sure you are enrolled in Australia either in another course or at another education provider if you want to remain on a student visa. There is no exclusion period placed on you from obtaining a student visa if you have withdrawn.

Note: there are very different visa implications if you **withdraw** from your course than if you are **excluded** by the APC panel.



MONASH
University

Please contact us at Monash
Connect if you have any concerns
about the APC process and its
impact on your student visa.

Call Monash Connect on +61 3 9902 6011
Submit an enquiry at [http://my.monash.edu/
askmonash](http://my.monash.edu/askmonash)
or visit Monash Connect on your campus