

Connecting students to Holmesglen support services

Holmesglen offers free services to support students with their studies, life choices and wellbeing. We encourage our students to engage in support throughout their learning journey.

I can get support at Holmesglen.

I will succeed if I get the right support.

I need help now.

Support is important to me.

The right advice will help me.

What type of support is available at Holmesglen?

It's okay that I need support with my studies. Who do I talk to?

I need support with...	Who do I contact?	How can this service support me?
Cohort Specific		
General Learners - Advice, Support, or guidance	Information Office email: registrars@holmesglen.edu.au Phone: 03 9564 1846	Our Customer Service Officers can assist you with your learner administration enquiries. We can support you through your enrolment journey, accessing Government Funding, paying your fees, amending your learner and academic records and provide you with your Certificates and results.
Apprenticeship advice, mentoring and guidance	Apprentice Commencement Officers Email: appcentral@holmesglen.edu.au Phone: 03 9564 1888	Our Apprentice Commencement Officers can help you with employment issues, OHS, training, careers, personal/family matters, financial stress or hardship, legal issues, accommodation, employability skills and referrals to other support services.
International student - advice, support, or guidance	International Student Assist Team InternationalStudentAssist@holmesglen.edu.au Phone: 03 9564 2002	Our International Student Assist team can help familiarise you with Australian cultural and local information, navigate Melbourne, maintain conditions on your student visa, case manage your student journey, provide you with course information, enrolment support, pay your fees, health insurance information.
Indigenous student - advice, support, or guidance	Indigenous Education Consultant Email: indigenous@holmesglen.edu.au Phone: 03 9564 1649	Our Indigenous Education Consultant can help connect you with Indigenous Australian culture, Koori Scholarships Program, career/ personal counselling, disability support and enrolment matters.
Studying with a disability, impairment, or medical condition	Disability Liaison Officer (DLO) Email: disability.officer@holmesglen.edu.au Phone: 03 9564 1649 Website: www.holmesglen.edu.au/Students/Student-Wellbeing/Contact-Student-Wellbeing/	Our Disability Liaison Officers can provide you with advice and guidance with study modifications, reasonable adjustments, developing access plans, assistive technology, AUSLAN interpreting, liaison, and referrals to other specialised services.
Counselling, safety and wellbeing		
Safety or an emergency on campus	Holmesglen Security Staff Chadstone: 03 9564 2000 Moorabbin: 03 9209 5555 Glen Waverley: 03 9564 6200 Drummond Steet: 03 9209 5400	Our Security team can help you with security advice, respond to campus emergencies, first aid, parking information, disabled access, campus accommodation security advice
Personal, study or welfare matters	Personal Counsellor Email: studentwellbeing@holmesglen.edu.au Phone: 03 9564 1649 Website: Appointment booking system	Our Personal Counsellors can help with returning to study, stress management, motivation, relationship difficulties, confidence, adjusting to change, addiction, poor mental health, legal matters, housing, government subsidies
Financial, government or legal matters	Financial Counsellor Email: studentwellbeing@holmesglen.edu.au Phone: 03 9564 1649	Our Financial Counsellor can help you with government assistance eligibility, personal finances, budgets, financial options, negotiate repayment arrangements and referrals to specialised services.
Welfare matters (internal or external)	Welfare Officer Email: studentwellbeing@holmesglen.edu.au Phone: 03 9564 1649 Website: Appointment booking system	Our Student Welfare Office can help you identify and resolve issues related to financial problems, housing difficulty, legal issues, personal issues, domestic violence or educational issues.
Campus events and student activities	Student Engagement Team Email: Rec.Activities@holmesglen.edu.au Phone: 03 9564 1649	Our Student Engagement Team help to create a welcoming and inclusive campus atmosphere, provided students with a range of opportunities to connect with each other socially and manage a healthy study life balance. They also work closely with student leaders to continually enhance the Holmesglen experience.
Study		
Learning, study or academic skills	Learning Skills Centre Support Teachers (LSC) Email: learningskills@holmesglen.edu.au Phone: 03 9564 1880 Website: Appointment booking system	Our Learning skills centre support teachers can help you to improve learning, reading, writing, numeracy, speaking, study and academic skills.
Subject-specific resources or information	Librarians Chadstone library: Building 8, 03 9564 1621 Moorabbin Library: Building 4, 03 9209 5725 Glen Waverley Library: Building 1, 03 9564 6215 www.holmesglen.edu.au/Students/Library	Our Librarians and Campus libraries provide books, print journals, academic databases, e-books, e - journals, streaming videos, referencing tools, and referencing guides for APA and Holmesglen Harvard styles.
Information technology access or system support	Technology Services Department Staff (TSD) My Service Desk: myservicedesk.holmesglen.edu.au Phone: 03 9564 1625	Our Technical Services Department staff help you with access to Bright space, student logins and passwords, student email, Office 365, remote learning, WebEx, IT issues or faults with Holmesglen systems or devices.
Job, Training and Career		
Study and career options	Careers Counsellor Email: studentwellbeing@holmesglen.edu.au Phone: 03 9564 1649	Our Careers Counsellors can help you identify interests, values, and strengths, assess, research and plan a career, clarify career goals, develop strategies, explore further study opportunities and course options.
Job, career, training, or resources	Skills and Jobs Centre Staff (SJC) Phone: 03 9564 2755 Website: www.holmesglen.edu.au/Skills-and-Jobs-Centres-enquiry/	Our Skills and Job Centre staff can assist you with career goals, skills assessment, training advice, funding applications, exemptions, work experience, resources, workshops, application, and resume writing, interview skills.
	Skills First Reconnect Team Phone: 03 9564 2762 Email: reconnect@holmesglen.edu.au	The Skills First Reconnect team can support disadvantaged students. The program can assist students to overcome the barriers preventing them from engaging in education, training and employment and provides support into further study or employment pathways.