



# Student Handbook

We acknowledge the Wurundjeri People as the traditional custodians of God's land on which the College stands and pay our respects to their elders past and present, and our support for the emerging leaders of the future.

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EASTERN COLLEGE AUSTRALIA  
5 Burwood Highway, Wantirna VIC 3152

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# 1 Introduction and Welcome

Welcome to Eastern College Australia!

At Eastern, we believe that God has uniquely gifted, shaped and called you. And we are privileged to come alongside you, and help equip, train and empower you to fulfil your God-given potential, wherever it may take you, and whatever that may be.

For some, coming to Eastern is just one step in an exciting journey of discovery, learning more about yourself, your gifts and talents, your opportunities, and how God wants to direct your life.

Eastern is on campus and in relationship with Melbourne School of Theology (MST), we are two colleges but one community. We are one community in the sense that we share the campus and facilities, have a shared student body and regular events together. You'll also find that many staff and faculty work and teach at both colleges, you may even have the opportunity to do some units with MST cross-institutionally depending on your course of study. This is a blessing, and we trust that it will enrich your time with us.

## 2 Getting to know us

### 2.1 Staff and Faculty

<https://www.eastern.edu.au/faculty-and-staff/>

### 2.2 Foundational Principles

Eastern Mission, Values and Faith Statement

- <https://www.eastern.edu.au/about/us>
- <https://www.eastern.edu.au/about/statement-of-belief>

## 3 Standards and Expectations

### 3.1 Code of Conduct for Students

The Code of Conduct provides guidance and specific direction on the expectations of all students. It provides the references of behaviour that are supplementary to the standard requirements of human resource and professional association expectations. For students, it forms the basis for agreement of conduct by which all students may be included in the College community.

The College's Code of Conduct for Students aims to foster and maintain public trust and confidence in the integrity and professionalism of Melbourne School of Theology and Eastern College Australia by expecting that students will:

- Act with honesty and integrity
- Promote the responsible exercise of academic freedom and academic judgement

- Be courteous in behaviour and communication towards all people
- Protect yourself and others from harm, especially children, young people and vulnerable adults
- Use College resources responsibly
- Comply with college policies and procedures and applicable Australian laws
- Commit to the outcome of your course
- Value the history, culture and languages of First Nations people

To read this policy in full, click on this [link](#).

### 3.2 Policies and procedures:

These can be found at <https://policy.eastern.edu.au/>

### 3.3 Sexual Assault and Sexual harassment (SASH)

The College is committed to a safe environment for all students, staff, volunteers, and visitors. The right to respectful behaviour is reinforced in the mandatory training on SASH attended by all staff and students and is compulsory for all new students.

If you have been harassed, assaulted, or have concerns regarding such behaviours, please discuss your concerns with the SASH first responder of either college found here:

<https://www.eastern.edu.au/sash-incident-report>

### 3.4 Complaints, Grievances & the National Student Ombudsman

#### Complaints & Grievances

At Eastern, we prioritise creating a safe and supportive environment for all of our students, faculty, and staff. We hope that everyone who is part of our community feels respected and valued, and that any issues or concerns can be addressed through open communication and constructive dialogue. However, we recognise that there may be times when individuals may have complaints or grievances that need to be addressed in a more formal manner. Our goal is to ensure that everyone has access to a fair and impartial process for resolving conflicts or addressing concerns, and that any issues are handled in a timely and respectful manner.

#### Links

[Complaints and Grievance Policy](#)

[Complaints and Grievance Procedures — Academic Matters](#)

[Complaints and Grievance Procedures — Non-academic Matters](#)

#### National Student Ombudsman.

The Australian Government has introduced legislation to establish a new National Student Ombudsman commencing 1 February 2025.

The National Student Ombudsman will provide an effective, trauma-informed complaints mechanism for higher education students to use when they are not satisfied by their higher education provider's response. Vocational education students may be able to access the National Student Ombudsman at a later date.

You can read more about this service and how to access assistance from the National Student Ombudsman at the link below.

<https://www.education.gov.au/national-student-ombudsman>

## 4 Academic Matters

Higher Education and VET student academic handbooks are available on the web site in the [Student](#) area .

### 4.1 Timetables and Enrolment

Each semester it is up to you to complete your unit enrolment. Important dates for the year, timetables and the link to enrol online can all be found on our website.

- [Timetables link](#)
- [Important dates link](#)
- [Online enrolment link](#)

### 4.2 Canvas

What is Canvas?

Good question! Canvas is our online Learning Management System that supports the delivery of course content including lecturers' communication, Unit Plan, course materials, readings, videos, and assessments.

You will often be required to contribute to forum discussions and take part in online quizzes, whether for course engagement or assessment. Canvas is where you will submit assignments or assessments throughout the semester. Most lecturers will also be uploading course outlines, examples of past exams and further reading links within Canvas or suggestions at the library (hard copy) or as eBooks, journal articles, or other websites.

In addition to course content, you will discover that you are enrolled in non-academic Canvas courses that will provide support in areas such as student engagement, study help, safety, and student wellbeing.

You will soon discover how valuable Canvas is to help you with your studies!

If you experience any technical issues with Canvas, or you require help with logging in, please contact the IT Team at or [help@eastern.edu.au](mailto:help@eastern.edu.au).

## Access to Digital Learning Materials

To support your learning, many units include digital resources such as videos, audio recordings, and other media available through Canvas.

From now on, all rich media content will be available for streaming only through the Canvas website or mobile app (which includes an offline viewing option). This means you can watch or listen to the content, but you will not be able to download it directly to your device.

This approach is in place to:

- Protect intellectual property: Many resources are created by our faculty and staff, and streaming access helps prevent unauthorised distribution.
- Ensure copyright compliance: Some resources are licensed from third parties. Streaming ensures we comply with these agreements.
- Maintain content integrity: Streaming ensures that you always access the most up-to-date version of resources, avoiding confusion caused by outdated files.

This policy helps safeguard the College's digital assets while ensuring you have reliable access to the materials you need for your studies.

## 4.3 Textbooks

Students studying for credit are required to obtain access to prescribed textbooks for most Higher Education subjects. Students can access some (but not all) textbooks through the library's e-book platforms such as Perlego and EBSCO. Furthermore, the library will typically have a physical copy on the Not-for-Loan shelves that can be accessed within the library, but this copy may not be borrowed. There may be an additional copy for short term loan, but the best method of ensuring access (for those titles not available on Perlego) is for students to purchase their own copy.

Booklists are generally available in unit guides in Canvas one week before classes.

## 5 Student Services

### 5.1 Student Support

<https://www.eastern.edu.au/students/student-support>

At Eastern we are aware that there can be a range of challenges that a student might face over the course of study and the types of support they might need. Whilst Eastern may not provide all these services, we are happy to guide you towards places where such services can be accessed.

For general enquiries, please feel free to get in touch via Reception by email at [info@eastern.edu.au](mailto:info@eastern.edu.au) or ring on (03) 9790 9200 during business hours – to either talk with someone from the Student Services team or arrange a meeting. The College regularly prays for the students and staff. You are encouraged to send in a prayer request or meet with one of our Student Services team to pray.

Your course coordinator will also have resources to help and know who to ask for further help, and give you advice as to your studies, your career possibilities and what you should enrol in.

## 6 Student Life

Community life is part of MST & Eastern's hidden curriculum that doesn't include lectures or assessments. It is an integral part of your spiritual and personal journey of growth. Sure, you can come to MST or Eastern and remain relatively unknown. Yet our experience tells us that when you choose to be involved in our various community activities, the College life experience will be transformational.

While we're all very different, by being involved in college community you can maximise the impact of your studies because we all have something significant in common.

- Annual commencement service to dedicate the year of study to the Lord and commission students and faculty
- Weekly chapel
- Social events
- Prayer retreats
- Collectives (interest based small groups)
- Student Leadership team opportunities and events
- Special open lectures run by our centres (Centre for the study of Theology and Psychology and the Arthur Jeffrey centre for the study of Islam).

### 6.1 Personal Spiritual Development

We hope that during your studies the time results in personal spiritual development.

The personal spiritual development of students is an important part of the process of studying at MST or Eastern. We are not concerned simply with giving more knowledge but encouraging the student in their relationship with God. The development of spiritual discipline is also a part of the learning process.

### 6.2 Chapel and College Events

A variety of different things happen at Chapel including visiting speakers, faculty preaching, singing, prayer, sharing testimonies, and listening to God through His Word. Students and faculty participate, and a variety of traditions and music express the interdenominational diversity of the MST & Eastern community. You will also be exposed to what God is doing throughout the world, and to the challenges of global gospel ministry. It's a great opportunity to be stretched in your understanding of God's work in the world, and how you have a part to play.

Chapel - Wednesdays each week during semester, 10:30-11:30am (including morning tea)

## 6.3 Retreat Days

During the year a prayer retreat day is arranged for students, faculty and staff.

**Daily Prayer Notes** are available through Reception bimonthly. We encourage people to become college prayer partners. Our 500-plus praying partners make a vital contribution to the colleges

## 7 ID Cards

Student ID cards are available and necessary for library borrowing.

To request a student card, please email a head and shoulders type digital photo to Reception via email so that we may prepare your card. The email address is [info@eastern.edu.au](mailto:info@eastern.edu.au). Your ID card will need to be date stamped each year you enrol to remain valid.

Please note that there is a small fee of \$10 to replace a broken or lost student card.

## 8 Communication

### 8.1 Student Weekly

Student Weekly, the MST and Eastern newsletter is sent via email to students. Student Weekly includes College announcements for the next week or two, including community notices, academic memos, and social events

### 8.2 Connecting with Faculty & Staff

Students are encouraged to access faculty and staff via personal appointments, e-mail, telephone and casual interaction on campus. Faculty and staff are expected to respond to student enquiries in a timely manner, usually within 5 working days - depending on the complexity of the enquiry. If you are having a problem with a particular unit, the first place to start is in discussing things with your lecturer, and if that doesn't help then the Dean of Studies.

### 8.3 Student Leadership

Student Leaders have a responsibility to act on behalf of students in liaison between the student body and faculty members and to provide advocacy should a grievance arise. If there are concerns that affect the whole student body or a group of students, it is often good to bring this to the attention of a Student Leader.

### 8.4 MST-Eastern Student Noticeboard on Facebook

This [Facebook](#) page is a private page that all students are welcome to apply to join. Advertisements for jobs, accommodation, books for sale and other things will be posted there rather than the student weekly. It is also a place to start discussions and hear regular news and communications.

## 9 Wantirna Campus

Students are encouraged to appreciate and care for the facilities. It makes College life much more enjoyable if everyone takes care of the facilities and works together to keep things clean and in working order.

Students are requested to follow a few simple guidelines:

- If you use it – put it away after use
- Clean up any mess that you might make
- Treat equipment used for communal purposes with respect and report any damage or maintenance at Reception.

### 9.1 Access

The campus is open from Monday to Friday as follows:

### 9.2 Reception Monday to Friday 9.00am – 5.00pm

Security arrangements are in place to ensure your safety after 5pm should you need to stay for an evening class or to use the library.

- The main Reception doors close at 5pm each weekday. Should you need to enter the campus for an event or night class after 5pm, please enter and exit via the library.
- After 5pm the gate on the Burwood Hwy side of the premises will be locked so you will need to enter and leave from the Mountain Hwy side. Similarly, the library entrance door will be the only door open for entry/exit and the sliding doors next to the lift for exit, helping to keep all students on-campus safe after hours.
- Lighting will be maintained and in good working order in the carpark but if you notice any problems, please notify the office.
- Information on public transport options is available from Reception.
- There will be a designated staff person who will be responsible to ensure that everyone has safely left the premises before locking up the building in the evening.

### 9.3 Critical Incidents

Traumatic events causing stress or fear such as a severe injury, a missing person, physical or verbal assault, natural disaster, fire or bomb, sexual assault or drug use, that impacts study.)

While MST & Eastern is usually a safe environment, there is always the possibility that some traumatic event can occur. There is a Critical Incident Policy to ensure that any such event is handled appropriately and adequate follow up and counselling is provided to the students. In case of any critical incident please notify one of the following people, the Executive Principal, a member of the Senior Leadership team, one of the Deans in the Chinese Department (if the student is from that department), or the Property & Support Service Coordinator.

## 9.4 Evacuation Drills and Critical Incident Response Codes on campus

In the case of a fire on campus a fire warning will be given over the PA system and the bells rung. Everyone in the building must immediately:

- Stop whatever they are doing
- Proceed quickly yet safely to the designated assembly areas
- Fire marshals will check that the building has been correctly

## 9.5 Common Space

Common space is available and encouraged for all students to use. From the foyer on the Ground Level to the Level 1 communal tea/coffee area, we encourage you to gather with your fellow students! The garden outside has seating areas and there is a small room available in the library for group work.

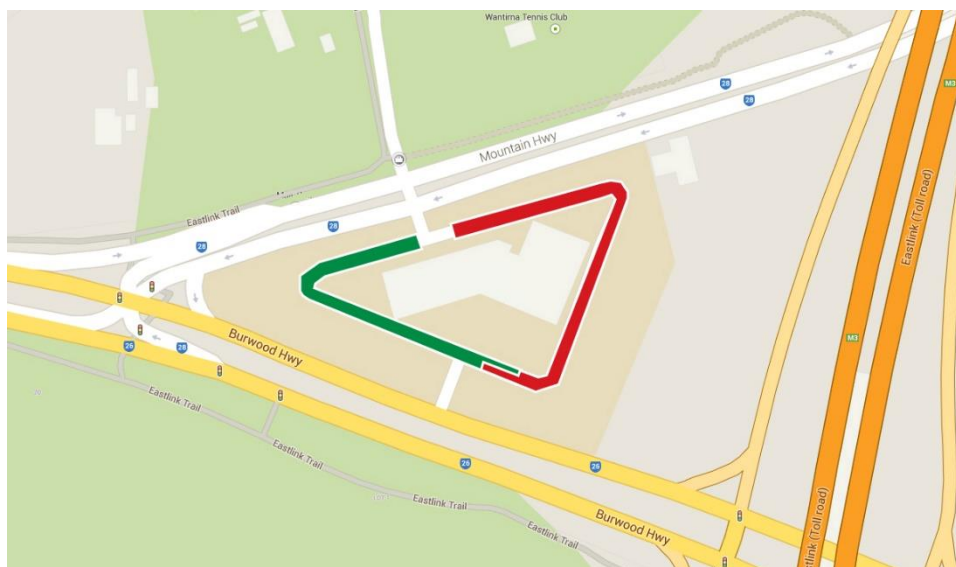
While there is no cafe on-site cafe, we can recommend the following:

- There is a mobile food van 'The Tasty Truck' that visits Mon-Fri around 1.15pm where food and drink are available for purchase.
- Students are welcome to bring in their own food and store it in the Student Fridge in the student kitchen, and make the most of the communal crockery, cutlery and microwave to prepare your own meal.
- The student leaders also keep the 'Holy Roller' food trolley in the common area of Level 1 fully stocked with lots of yummy treats, so help yourself to that - note the food on the trolley is a mission fundraiser and prices are as marked.

## 9.6 Car Parking

Please make sure you park in the bays to the West of both entrances, as the East end of the car park is set aside for other tenants on the property. There is designated car parking for Disabled use as well.

Park in the GREEN area



## 9.7 Children on Campus

The campus is not equipped for prolonged visits by babies, toddlers and children. There is a change table in the Disabled toilet for parents to change their little ones, however we do not have child-sized toilets. Therefore, children must be always supervised by parents while on campus including when using the lift and stairs. Throughout the year there will be some activities organised that are child-friendly, and families are encouraged to attend.

Children are not allowed to sit-in on lectures unless permission has been granted for each instance by the lecturer in charge. Any permission given by a lecturer does not grant the same rights to all other lectures. Each lecturer has the prerogative to give or deny permission for child attendance.

## 9.8 Recreational Facilities

A table-tennis table is located on Level 1 student common area. Bats and balls are stored next to the table. A basketball is also available at reception to use with the basketball ring located at the end of the property in the spare parking space.

## 10 Library

Phone: 03 9881 7823

Email: [library@eastern.edu.au](mailto:library@eastern.edu.au)

Library Webpage: <https://www.mst.edu.au/mst-eastern-library/>

### 10.1 Library orientation

Library orientation takes place during Orientation Week at the commencement of each semester, but the Librarians are available to help you become familiar with library practices and resources all through the year. Please do not hesitate to ask for help but remember to contact the librarian in advance to book an appointment so you are not disappointed if they are busy

Library Hours: (<https://www.mst.edu.au/mst-eastern-library/>)

### 10.2 Borrowing Privileges:

A student ID card is required for any borrowing. Simply present your student card along with the items to be borrowed to the librarian at the front circulation desk. The length of your loans and the number of loans are both dependent upon your level of study. The current borrowing privileges for each level of study are as follows:

| Course        | Items | Loan Period (days) | Renewals |
|---------------|-------|--------------------|----------|
| Audit         | 6     | 21                 | 1        |
| Certificate   | 6     | 21                 | 1        |
| Undergraduate | 8     | 21                 | 1        |
| Masters       | 12    | 28                 | 1        |
| Doctoral      | 16    | 28                 | 1        |
| Community     | 8     | 21                 | 1        |

### 10.3 Renewing Loans

Items may be renewed once provided they have not been reserved. Books may be renewed online by logging in through the library homepage or by phone or mail. You will not be able to renew online if you any overdue items.

### 10.4 Reserving Items:

You may reserve items through the catalogue (you must be logged in) but conditions apply. You will be notified by email when your reserved item becomes available.

### 10.5 Overdue Items:

Overdue items cannot be renewed online. Please return them to the library or contact library staff. You will receive a reminder email 2 days before your loans are due giving you time to renew online or return the item. If a book is reserved, you will not be able to renew it and you must return it to the library as soon as possible.

### 10.6 Photocopying:

The J.W. Searle Library offers free printing, photocopying, and scanning to students for study related purposes. For printing/photocopying that is not related to study a donation of 15 cents per page is requested. Anyone using the photocopier must abide by Australian Copyright law (typically a maximum of 10% of an item may be copied). The photocopier is restricted to A4 copying in black and white

Mobile phones on silent when in class or the library, please be conscious of this as they provide a distraction to other students and faculty members