



WIN EDUCATION

WENTWORTH INSTITUTE  
OF HIGHER EDUCATION

CRICOS CODE 03279M

# STUDY AND OTHER SUPPORT

## LEARNING SUPPORT

### YOUR LECTURERS

Your lecturers will be available for a period of one hour each week for **individual Zoom meetings**. The time will be advertised on the subject Moodle site. You can make a request for an individual Zoom meeting by sending an email from your WIN email to the lecturer.

Lecturers will also respond to **general email enquiries** sent from your WIN email.

### BELLA CARR FOR GENERAL STUDY SUPPORT

**1. "Live" Zoom sessions for all students – accessed in the newly created "Learning Support" module in Moodle**  
These are one hour each, twice per week, where any student can "drop-in" to the session if they would like to access learning and study support. The sessions are run in a similar way to the normal weekly class sessions you are currently attending on Zoom.

#### **Areas covered will be:**

- Researching for Assignments
- Essay Writing
- Report Writing
- Case Study Analysis
- Referencing

Bella is happy for students to make suggestions for other areas to be covered.

Bella will also have a **Discussion Board** for general questions and issues in the Learning support Moodle module.

Links to the sessions will be available starting in Week 6 in the **"Learning Support"** module in Moodle.

#### **2. Individual pre-arranged one-on-one Zoom sessions**

Individual Zoom sessions with Bella are available from 9.45 am to 5.00 pm on Mondays, Wednesdays and Thursdays, if you would like help with learning and study support. Please send an email to Bella at [bella.carr@win.edu.au](mailto:bella.carr@win.edu.au) to arrange a suitable time.

**3.** You can also email Bella at any time for a written response to your query at [bella.carr@win.edu.au](mailto:bella.carr@win.edu.au)

## DEEPA THAPA FOR SPECIFIC SUBJECT SUPPORT

### 1. "Live" Zoom revision tutorials in introductory Accounting and Economics subjects

These are one hour each on Monday, Tuesday, Wednesday and Thursday from 1 pm to 2 pm, where any student can "drop-in" to the revision tutorial if they would like to access subject support in the introductory Accounting and Economics subjects for undergraduate and postgraduate degrees. The revision tutorials are run in a similar way to the normal weekly class sessions you are currently attending on Zoom.

Links to the revision tutorials are in the **individual subject sites** on Moodle.

#### The schedule is:

- Monday- Accounting 1A     ■ Tuesday - Accounting 1B
- Wednesday- Accounting for Management Decision
- Thursday- Economics (both undergraduate and postgraduate)

Deepa also has a **Discussion Board** in each of the Moodle sites in each of the relevant subjects where she will respond to your questions and provide assistance on understanding the subject material.

### 2. Individual pre-arranged one-on-one Zoom sessions

These sessions are available if you would like an individual subject support session by Zoom, for the introductory Accounting and Economics subjects (undergraduate and postgraduate, as listed above). Times are 10 am to 3.15 pm Monday to Thursday, excluding lunch breaks and times when Deepa is running revision tutorials and other scheduled sessions.

Please send an email to Deepa at [Deepa.Thapa@win.edu.au](mailto:Deepa.Thapa@win.edu.au) to arrange a suitable time.

3. You can also email Deepa at any time for a written response to your query at [deepa.thapa@win.edu.au](mailto:deepa.thapa@win.edu.au)

## TECHNOLOGY SUPPORT

### EMAIL/IT:

If you have any issues with your WIN email or IT, please email [support@win.edu.au](mailto:support@win.edu.au)

### ZOOM:

For any problems with Zoom, including accessing Zoom sessions or recordings, please contact **Christopher O'Neill** at [christopher@win.edu.au](mailto:christopher@win.edu.au)

### MOODLE:

If you have any issues with accessing Moodle, please contact **Iris Weng** at [iris.weng@win.edu.au](mailto:iris.weng@win.edu.au)

## ADMINISTRATIVE/ GENERAL SUPPORT

For all general administrative queries including enrolment: [info@win.edu.au](mailto:info@win.edu.au)

If you are unsure where to send any query: [info@win.edu.au](mailto:info@win.edu.au)

For all matters relating to attendance and medical certificates, contact Iris Weng: [iris@weng@edu.au](mailto:iris@weng@edu.au)

## PERSONAL SUPPORT

### ONLINE LEARNING SUPPORT

**Deepa Thapa** is holding **individual Zoom meetings** if you would like to talk to her about **adjusting to attending and participating in online classes, and any other issues relating to studying in an online environment**. Deepa is available 10 am to 3.15 pm Monday to Thursday, excluding lunch breaks and times when she is running revision tutorials and other scheduled sessions.

Please send an email to Deepa at [Deepa.Thapa@win.edu.au](mailto:Deepa.Thapa@win.edu.au) to arrange a suitable time. You can also email Deepa at any time for a written response to your query at [deepa.thapa@win.edu.au](mailto:deepa.thapa@win.edu.au)

### SOCIAL AND CULTURAL SUPPORT

**Deepa Thapa** is holding **individual Zoom meetings** if you would like to talk to her about any **social or cultural issues**. Deepa is available 10 am to 3.15 pm Monday to Thursday, excluding lunch breaks and times when she is running revision tutorials and other scheduled sessions.

Please send an email to Deepa at [Deepa.Thapa@win.edu.au](mailto:Deepa.Thapa@win.edu.au) to arrange a suitable time. You can also email Deepa at any time for a written response to your query at [deepa.thapa@win.edu.au](mailto:deepa.thapa@win.edu.au)

### WELLBEING SUPPORT, COUNSELLING INFORMATION, GENERAL ADVICE ON WHERE TO GO FOR HELP AND ASSISTANCE

**Sue Bond, Registrar**, is holding **individual Zoom meetings** if you would like to talk to her about any general wellbeing or other issues and where to go for help and assistance, including counselling.

Please send an email to Sue at [sue.bond@win.edu.au](mailto:sue.bond@win.edu.au) to arrange a suitable time. You can also email Sue at any time for a written response to your query at [sue.bond@win.edu.au](mailto:sue.bond@win.edu.au)

### CORONAVIRUS MENTAL WELLBEING SUPPORT SERVICE

**Beyond Blue** has a free support service **Coronavirus Mental Wellbeing Support Service** which is designed to help with the mental health impact of the pandemic, including fear, financial and family stress, anxiety, loneliness, and ways to deal with job loss and financial worries.

The service offers a 24/7 dedicated counselling service by phone, staffed by trained mental health professionals who are briefed on the pandemic response. The phone number is **1800 512 348**.

In addition to the phone counselling service, it offers online wellbeing tips and self-help tools.

### SOCIAL NETWORK SITES FOR KEEPING IN TOUCH

Like our Wentworth Institute page in Facebook: <https://www.facebook.com/Winhiedu/>  
WINSA page in Facebook (Students association): <https://www.facebook.com/winstudents/>

### STUDY IN AUSTRALIA INFORMATION

The Australia Government's Study in Australia website provides COVID-19 information and support resources for international students. <https://www.studyinaustralia.gov.au/English/student-support>