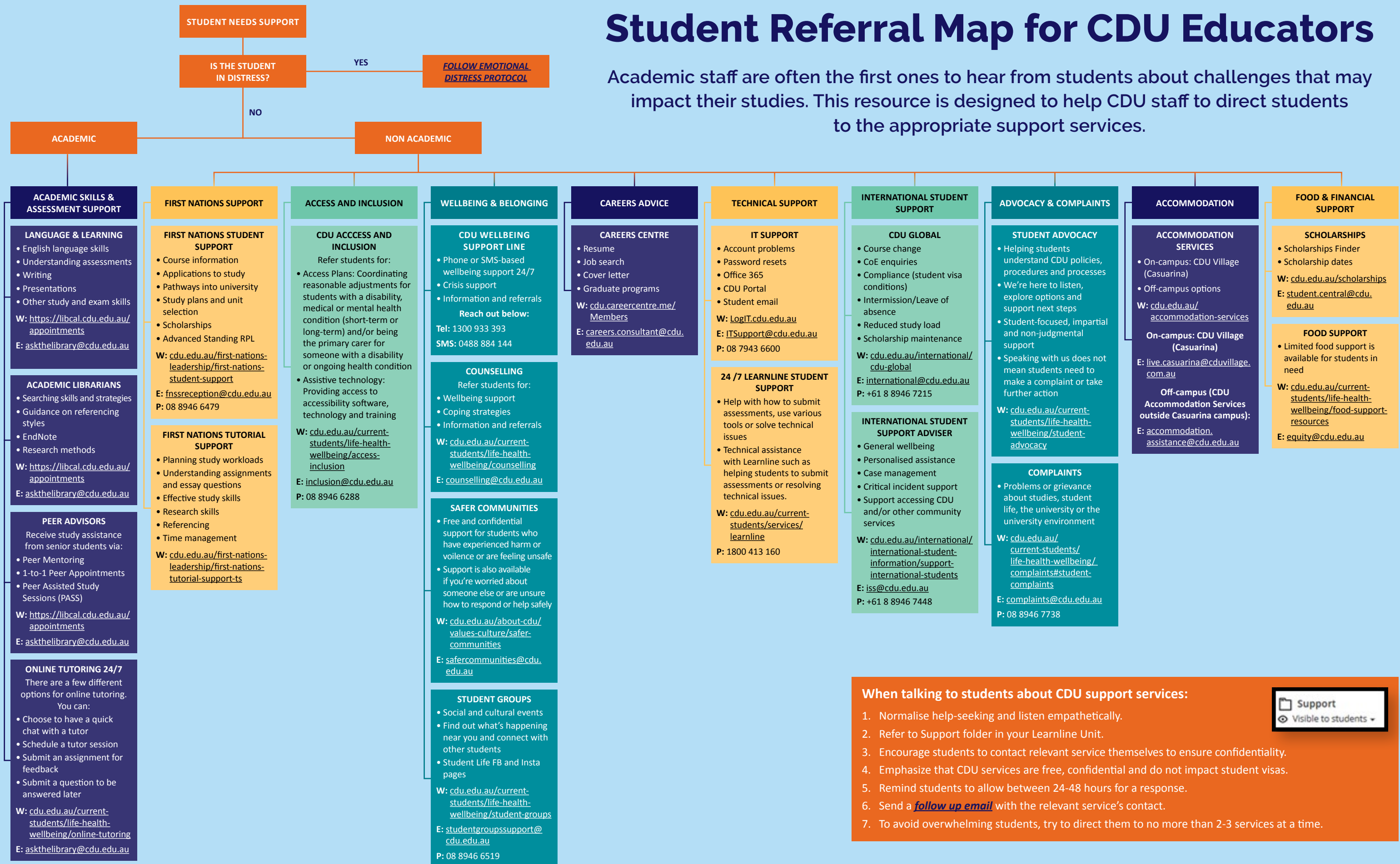


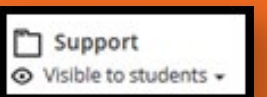
Student Referral Map for CDU Educators

Academic staff are often the first ones to hear from students about challenges that may impact their studies. This resource is designed to help CDU staff to direct students to the appropriate support services.



When talking to students about CDU support services:

1. Normalise help-seeking and listen empathetically.
2. Refer to Support folder in your Learnline Unit.
3. Encourage students to contact relevant service themselves to ensure confidentiality.
4. Emphasize that CDU services are free, confidential and do not impact student visas.
5. Remind students to allow between 24-48 hours for a response.
6. Send a **follow up email** with the relevant service's contact.
7. To avoid overwhelming students, try to direct them to no more than 2-3 services at a time.



Student Central for admin enquiries

- Timetables
- Exams
- Enrolments
- Study Pathways
- Graduations
- CDU Student ID card
- Placements
- Fees
- Commonwealth
- Study Plan
- Progressions
- Scholarships
- Prac Payment (CPP)

To learn more:

W: cdu.edu.au/current-students/student-admin

E: student.central@cdu.edu.au | P: 1800 061 963

In Person: Visit one of our campuses for face to face assistance.

