



Australian National
Institute of Management
and Commerce

*Previously known as Top Education Institute,
Sydney City School of Business*

FAQ for New Students (Sydney Campus August 2021)

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Q1: When is the Orientation/enrolment?

Orientation week starts from 19 July 2021 through to 30 July 2021.

Due to COVID-19 and to ensure the safety of our students, all enrolment processes will be conducted online.

You can send an email to as@imc.edu.au for your enrollment inquiries.

To get more information regarding COVID-19 support, please visit our website <https://www.imc.edu.au/current-students/student-services/coronavirus-covid19-support>

Q2: When do classes start?

Classes will commence Monday 2 August 2021.

To ensure the health and wellbeing of our students, all classes will be delivered online. We will continue to monitor the situation and advise students when classes will be delivered face-to-face. We expect to meet all of our students on campus soon.

Q3. What is the process for enrolment?

Enrolment can be done via our Student Portal System (<https://student.imc.edu.au/>)

For new students, the online enrolment contains the following steps.

If you forget your password, please click “forgot password” to reset.

1 Login Student Portal

2 Accept Offer

3 Make Payment

4 Login Student Portal and Fill Information

5 Select Units and Timetable

Q4: What if I still cannot login onto my Student Portal?

Please contact our IT support team via itsupport@imc.edu.au

Q5: What if I cannot access “Select Units and Timetable”?

There could be a few reasons for this, such as:

- a. You may have fees outstanding. If so, please contact fees@imc.edu.au
- b. You may have documents outstanding. If so, please contact application@imc.edu.au
- c. You also need to complete ALL the information requested in the previous steps.
- d. If you are still not able to access “Select Units and Timetable”, please contact our Admissions team via application@imc.edu.au

Q6: How can I select my units and timetable?

Students can select their units and timetable via the Student Portal. You should be able to see available units, and the timetable.

You can view the demo via this link:

<https://drive.google.com/file/d/1uekSk87nrTd5HEjBAtBPUC6v0Qve5TTG/view?usp=sharing>

We also prepare a detailed pre-requisite information for our student.

You can view the demo via this link:

<https://drive.google.com/open?id=1akHa1jIYgTPp0SToFIMezGYYVEnjgiBr>

Q7: When is the enrolment deadline?

You can find all key dates via <https://www.imc.edu.au/current-students/key-dates>

Please note that the enrolment deadline of Term2 2021 is **Friday, 13 August 2021**.

Q8: How can I modify my unit selection?

You can modify your unit selection via the Student Portal before the enrolment deadline.

Please note that you can add and/or withdraw units during the enrolment period without any penalties.

You can only withdraw from units after the enrolment deadline and before census date without academic penalties.

If you withdraw from any units after census date academic penalties will apply.

For further information, please contact as@imc.edu.au

Q9: What if I do not know what units to choose, what should I do?

You can book a zoom consultation with your course advisor.

Undergraduate programs (DB/DAFA/BIB/BAFA): <https://form.jotform.com/211941890709866>

Postgraduate Programs (MBA): <https://form.jotform.com/211941696369872>

Postgraduate Programs (other than MBA): <https://form.jotform.com/211921384038857>

Q10: If I require a Study Plan interview (as per my offer letter), how can I make a booking?

Our staff will contact you by email or phone regarding your Study Plan booking. You need to attend the phone meeting as this is part of your condition for enrolment. An arrangement would then be made by week 2 of the enrolment period.

Q11: What is study Mode 1 and Mode 2?

Students are to select one of the two term modes before accepting their offer. Mode 1 offers two (2) Terms in addition to an optional non-compulsory summer school Term; Mode 2 offers three (3) compulsory terms. Students who commence their study from Term 3 are required to select Mode 2. Under the two different term modes, the standard study load will continue to be 8 units per year. This does not change the standard course duration offered by IMC.

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Q12: How can I get my Student ID card?

You need to send your photo via your student portal. Instructions will be sent to you shortly once you have completed your enrolment.

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Q13: I have been asked to provide a USI. What is it and where can I get it?

A Unique Student Identifier (USI) is your individual education number for life. All students studying in Australia are required to have a USI if you are a higher education student graduating in 2023 or beyond. This requirement also gives you an online record of your education and training providers undertaken in Australia.

If you already have one, please send it to application@imc.edu.au with your student name and number.

If you do not have one, please log onto <https://www.usi.gov.au/> and create one. The process is free and should take less than 5 minutes to complete.

Please note this is a mandatory requirement for all students.

Visit <https://www.imc.edu.au/future-students/unique-student-identifier-usi> for more information.

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Q14: How can I contact IMC?

You will find all contact details on the last page "How to contact us".

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Q15: Where can I get more information about the School and Services available?

Download our Student Handbook via our website <https://www.imc.edu.au/> for more information.



HOW TO CONTACT US VIA YOUR STUDENT PORTAL

As an IMC student, you can log into your Student Portal and use the Support Online function to submit any general enquiries directly.

For any further enquiries, please contact us via the different email addresses found on the next page.

The screenshot displays the IMC Student Portal's 'Support Online' section. On the left, a navigation menu includes 'Home', 'Offers', and 'Support Online' (the active page). A prominent red button labeled 'New Support' is centered on the page. Below this, a 'New Subject' form is open, featuring a dropdown menu for 'Support Type' with options 'General Enquiry' and 'Admission' (the selected option). To the right of the dropdown is a 'Student Photo' field. At the bottom right of the form is a 'Submit' button.

1. To access your Student Portal, click "Support Online" . You will see a red button "New Support". Please click this to start a new enquiry.

2. You can then select your Support Type, such as general enquiries or an Admissions enquiry. Then simply press Submit.

HOW TO CONTACT US VIA EMAIL

Please include your Name and Student ID in every email enquiry

ENQUIRIES	SYDNEY CAMPUS	HOBART CAMPUS
Moodle, TOP Email Account and Student Portal questions	itsupport@imc.edu.au	itsupport.tas@imc.edu.au
General Academic questions	as@imc.edu.au	as.tas@imc.edu.au
Academic Transcript (including Completion Letter, Enrolment/Holiday Letter)	myrecords@imc.edu.au	
CoE extension or End-Date extension	coe-extension@imc.edu.au	
Admissions Issues	application@imc.edu.au	
Student Services (including all General enquiries and Withdrawal from Course)	studentservices@imc.edu.au	studentservices.tas@imc.edu.au
Credit Transfer/ Recognition of Prior Learning (RPL)	rpl@imc.edu.au	
Payment Enquiries including Tuition Fees, Resit Exam Fees	fees@imc.edu.au	
Academic Language Support	learning@imc.edu.au	

All other contact information can be found in the Student Handbook.