

KOI services and support directory and email addresses:

IT. For helpdesk or IT technical support, please contact IT Support via itsupport@koi.edu.au

If you require any additional IT support to join the online learning facility, please contact itsupport@koi.edu.au as KOI wants to facilitate your best online learning experience;

After you have enrolled into each subject, you can also contact the subject coordinator with questions about online learning delivery for those subjects, the contact details of the subject coordinator are available in the respective subject outline and in MOODLE;

Academic. For Academic enquiries, please contact Academic Services via academic@koi.edu.au

Enrolment. For any subject or course enrolment advice and emergency leave/ medical leave request, interim transcript or other documents request please contact Student Services via studentserv@koi.edu.au

Admissions. For Admissions enquiries which may relate to COE extensions or offers to further studies, please contact Admissions Department via admissions@koi.edu.au

Marketing. For new Admissions to KOI courses, please contact Marketing Department via marketing@koi.edu.au

English. If you have any questions or require further support to improve your academic English skills or numeracy/ mathematics skills, please contact our Learning Skills Centre Coordinator via lsc@koi.edu.au

Library. The Library and Information Services Centre is an important resource for your online study with an extensive database and open online resources via the Library website: library@koi.edu.au

Fees. For any tuition fee and financial issues, please contact fees@koi.edu.au

Counselling. If you are experiencing a high level of anxiety, and you want to talk with someone, please contact our counsellors via counselling@koi.edu.au Counselling can also be conducted via Zoom.

Student Engagement. For non-academic issues and inquiries related to KOI Student Society, please contact Ms Nolan Wu, Student Engagement Coordinator nolan.wu@koi.edu.au

Student Society. KOI Student Society - koistudentsociety@koi.edu.au

Emergencies. KOI is available on emergency after hour contact number for matters that may be critical. Please contact after hour emergency contact number **1800 313 153 OR 1800 313 155.**

Policies. KOI policies and forms are available at <https://koi.edu.au/policies-forms/>

Visas. If you are an overseas student holding an Australian student visa, please check your visa conditions very carefully Dept of Home Affairs:

<https://immi.homeaffairs.gov.au/help-support/contact-us>

Suggestions. We greatly appreciate your cooperation and understanding and welcome any suggestions and questions that you may have, and these should be addressed to: seniorexecutive@koi.edu.au

KOI Location Details

Market Street

Level 1, 31 Market Street
Sydney, NSW 2000
Phone: +61 2 9283 3583
Fax: +61 2 9283 3683

Kent Street

Level 1, 545 Kent Street
Sydney, NSW 2000
Phone: +61 2 9283 3583

O'Connell Street

Levels 1 and 2, 17 O'Connell Street
Sydney, NSW 2000
Phone: +61 2 9283 3583

Newcastle Campus

59 Darby Street
Cooks Hill, NSW 2300
Phone: +61 2 4091 0500