

## KOI services and support directory and email addresses:

**IT.** For helpdesk or IT technical support, please contact IT Support via [itsupport@koi.edu.au](mailto:itsupport@koi.edu.au);

If you require any additional IT support to join the online learning facility, please contact [itsupport@koi.edu.au](mailto: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](mailto: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](mailto: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](mailto:admissions@koi.edu.au) ;

**Marketing.** For new Admissions to KOI courses, please contact Marketing Department via [marketing@koi.edu.au](mailto: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](mailto: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](mailto:library@koi.edu.au)

**Fees.** For any tuition fee and financial issues, please contact [fees@koi.edu.au](mailto: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](mailto:counselling@koi.edu.au) Counselling can also be conducted via Zoom.

**Student Experience.** For non-academic issues and KOI Student Society contact Mr Sean O'Hanlon, Manager-Student Experience [sean.ohanlon@koi.edu.au](mailto:sean.ohanlon@koi.edu.au)

**Student Society.** KOI Student Society - [koistudentsociety@koi.edu.au](mailto: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/wp\\_second/policies-forms/](https://koi.edu.au/wp_second/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/offices-and-locations>

**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](mailto:seniorexecutive@koi.edu.au)

## KOI Location Details

### Market St

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

### Kent St

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

### O'Connell St

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