



Diploma of Counselling
Course Information Handbook
2026

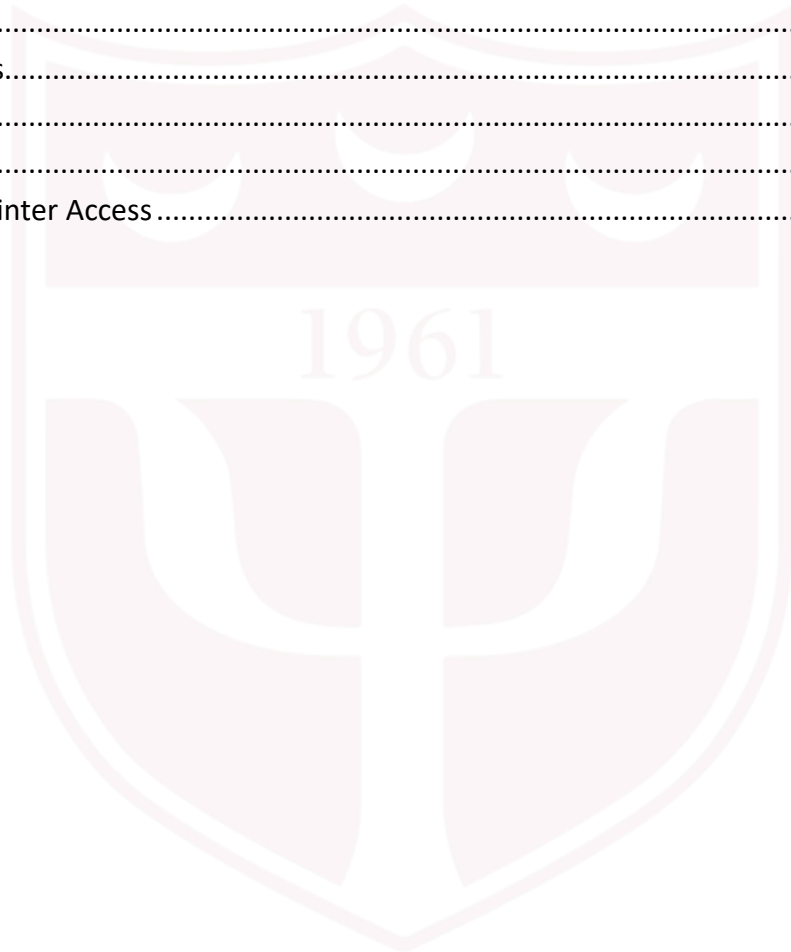
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Table of Contents

Table of Contents	1
Welcome to The Cairnmillar Institute	2
The Cairnmillar Institute	3
Diploma of Counselling	4
Entry Requirements.....	5
Duration of the Course.....	6
Graduate Learning Outcomes.....	6
Career Opportunities.....	6
Professional Recognition.....	7
Course Structure & Nominal Hours.....	7
Coursework Units.....	8
Enrolment Conditions	11
Attendance.....	11
Online Etiquette.....	11
Submission of Work.....	12
Referencing & Style Guidelines.....	12
Assessment Grades & Records.....	12
Extensions.....	12
Special Consideration.....	13
Word Limit.....	13
Late Submissions.....	13
Samples of Work.....	13
Recognition of Prior Learning.....	13
Assessments	14
Principles of Assessment.....	14
Types of Assessment Tasks.....	14
Assessment Submission Requirements.....	15
Marking Scale.....	15
Feedback and Resubmission.....	15
Appeals Process.....	16

Academic Integrity	16
Course Progress.....	16
Policies & Procedures.....	16
Copyright.....	16
Professional Standards.....	16
Student Support, Counselling, & Wellbeing.....	17
Tuition Fees	17
Termination of Enrolment.....	18
Graduation	18
Library Services.....	19
Office 365	19
Student Email	19
Computer & Printer Access.....	19





Welcome to The Cairnmillar Institute

Thank you for your interest in the Diploma of Counselling. This course information handbook addresses many aspects and requirements of the course. It should be read in conjunction with the Institute's Policies and Procedures.

These resources provide all the information you need to successfully navigate your way through the different components of the course. If you find anything missing from these handbooks, please let us know.

The Cairnmillar Institute and staff wish you an enjoyable and rewarding professional experience.



Professor Kathryn von Treuer
CEO and Provost



The Cairnmillar Institute

The vision of the Cairnmillar Institute is to be globally recognised as a centre for psychological treatment, higher education, community education and research in the fields of Psychology, Counselling and Psychotherapy. The Institute is an Australian Health Promotion Charity and non-profit body, as well as a Registered Training Organisation (RTO) that provides Nationally Recognised Training (NRT). This means you can be assured that our training will provide you with a qualification that is recognised and respected across Australia.



As one of our VET students you will receive all the benefits of our higher education and professional training history. You will be taught practical skills by practicing psychologists and professionals, and have access to specially designed and selected learning materials created by experienced learning designers and academics.

Our aim is to offer relevant programs and services tailored to our professional and client community needs. The service growth and regional reach of Cairnmillar is underpinned by our values of respect, integrity and professionalism and a focus on quality and standards. Connection with business partners and community, and a focus on quality is critical to our business development and will directly enhance our client and student experience. We also aim to strengthen our contribution to the body of research that informs community in practice, and education.

Diploma of Counselling

This Diploma will equip you with the tools and qualifications to help you fulfil your desire to assist people with the daily challenges of living. We have a global and multicultural lens to our program preparing our course graduates with contemporary understanding of working globally and in diverse communities. The Diploma of Counselling course reflects the role of counsellors, who work with clients on personal and psychological issues using established counselling modalities. They use communication, micro-counselling and interviewing skills and draw on varied counselling therapies to assist clients.

Entry Requirements

Entrants will normally be 18 years of age or older, must be proficient in English and technologically literate, with sound ability using computers and online tools, as well as access to a laptop or home computer for research tasks.

Applicants must complete the online enrolment form through the VET applications portal, and:

- Satisfy academic suitability, by meeting at least **one** of the following:
 - Provide a copy of your Year 12 certificate from a recognised state or territory authority (not your school), OR
 - Hold a Certificate IV or higher qualification (delivered in English), OR
 - Complete a Language, Literacy and Numeracy (LLN) assessment - this will be provided during your application process.
- Provide a short-written statement (500 words) about why you want to study this course.
- Submit evidence of identity and citizenship status (e.g. passport or birth certificate).

Suitable applications may be invited to attend a 10-minute Study Readiness phone interview with members of the VET team. This interview also provides students the opportunity to discuss any questions they have about the proposed course of study, ensuring their goals for the subject are met.

If you are unsure about your suitability or eligibility for this program, please contact vet@cairnmillar.org.au to discuss your specific situation in more detail.

Please note: Cairnmillar's courses are subject to minimum and maximum group numbers. Courses may be cancelled or postponed if minimum numbers are not achieved by the start date of the course. Courses may close prior to the start date if the maximum numbers are reached. In that situation, eligible applicants will be offered a place in the next available intake.

Enrolment Dates

Applications for enrolment will normally close two weeks before the start of teaching, or when the course is full, whichever is sooner. Applications for enrolment are processed through our [Online Application Portal](#).

Once you have submitted the form to enrol in the course, your eligibility for entry will be assessed and you will be sent a formal enrolment acceptance notice, this notice will confirm that you are enrolled in all units and terms as detailed in this Course Handbook. You will have 10 working days to respond to your enrolment acceptance notice and can withdraw from the course without penalty during that time or any time prior to the first 'withdrawal date', whichever is later.

Duration of the Course

The course is designed to be completed within 12 months for full-time students, meeting the requirements of a full-time study load. A part-time option is also available for greater flexibility. Full-time enrolment allows students to complete the course in one year, regardless of the term in which they commence. Part-time students can proceed on a term-by-term basis, studying 2 – 3 units per term.

Graduate Learning Outcomes

The Diploma of Counselling prepares graduates with the skills and knowledge necessary to work effectively in various counselling roles. Upon completion, graduates will be equipped to:

- Apply evidence-based counselling models, strategies, and therapies.
- Develop and maintain therapeutic relationships with clients.
- Conduct client assessments and develop case plans.
- Address diverse client needs and provide tailored counselling support.
- Handle crisis situations and work within ethical and legal frameworks.
- Apply knowledge of counselling that is culturally sensitive and ethically and legally aware.
- Employs evidence of reflexive thinking, effective delivery and receipt of feedback, and effective teamwork skills.
- Develop and propose sound solutions that are relevant in various contexts.

Career Opportunities

Completing the Diploma of Counselling can open doors to meaningful roles where you provide support, guidance, and care to individuals, families, and communities. While this qualification does not prepare you for specialised or clinical counselling roles, it equips you

with practical counselling skills and knowledge to work in entry-level and support positions across a range of settings.

Graduates may find employment opportunities such as:

- Counsellor (in supervised or structured community settings)
- Case Worker or Case Manager
- Community Services Worker
- Youth Worker
- Family Support Worker
- Drug and Alcohol Support Worker
- Rehabilitation Support Worker
- Employment Services or Career Guidance Officer
- Telephone or Online Counsellor (e.g. helplines, crisis support)
- Pastoral Care Worker

This qualification can also provide a pathway to further study in counselling, psychology, social work, or community services for those seeking advanced or specialised practice; such as the [Bachelor of Psychology and Counselling](#), [Graduate Certificate of Counselling and Psychotherapy](#) or the [Graduate Certificate in Child, Youth and Family Mental Health](#). Please speak with the teaching team to know which pathways best suits you.

Professional Recognition

The Diploma of Counselling is accredited by [the Australian Counselling Association \(ACA\)](#). Current students can apply for student membership for free. Graduating students and alumni can apply for level 1 registration with ACA as long as they meet the [current recency clause](#).



Graduating students can also apply for membership with the [Certified Practising Counsellors Australia \(CPCA\)](#).

Course Structure & Nominal Hours

Course Details: 13 core units and 4 electives.

Full-Time Course Structure:

Year	Term	Unit Code	Unit Title	Nominal Hours
1	1	CHCCSL001	Establish and confirm the counselling relationship	100
1	1	CHCCSL002	Apply specialist interpersonal and counselling interview skills	60
1	1	CHCCSL003	Facilitate the counselling relationship and process	120
1	1	CHCCSL006	Select and use counselling therapies	70
1	2	CHCLEG001	Work legally and ethically	55
1	2	CHCCSL004	Research and apply personality and development theories	50
1	2	CHCCSL005	Apply learning theories in counselling	65
1	2	CHCCSL007	Support counselling clients in decision-making processes	120
1	3	CHCPRP003	Reflect on and improve own professional practice	120
1	3	CHCDIV001	Work with diverse people	40
1	3	CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety	25
1	3	CHCPRT001	Identify and respond to children and young people at risk	40
1	3	CHCCCS038	Facilitate the empowerment of people receiving support	50
1	4	CHCCCS019	Recognise and respond to crisis situations	45
1	4	CHCCSM005	Develop, facilitate and review all aspects of case management	75
1	4	CHCCCS017	Provide loss and grief support	55
1	4	CHCFAM003	Support people to improve relationships	60

Coursework Units

Each of the units of study are detailed below. Please note that students must pass all units before being eligible to graduate.

- CHCCSL001 Establish and confirm the counselling relationship

This unit describes the skills and knowledge required to use a structured approach to counselling to determine, establish and confirm the nature of the counsellor client relationship according to the agency's counselling model.

This unit applies to individuals whose job role involves working with clients on personal and psychological issues within established policies, procedures, and guidelines.

- CHCCSL002 Apply specialist interpersonal and counselling interview skills

This unit describes the skills and knowledge required to use advanced and specialised communication skills in the client-counsellor relationship.

This unit applies to individuals whose job role involves working with clients on personal and psychological issues within established policies, procedures, and guidelines.

- CHCCSL003 Facilitate the counselling relationship and process

This unit describes the skills and knowledge to support clients to identify and work through concerns, and to manage the overall counselling process to its conclusion.

This unit applies to individuals whose job role involves working with clients on personal and psychological issues within established policies, procedures, and guidelines.

- CHCCSL004 Research and apply personality and development theories

This unit describes the skills and knowledge required to research key concepts and constructs of theories of personality and human development, and links those to counselling practice.

This unit applies to individuals whose job role involves working with clients on personal and psychological issues within established policies, procedures, and guidelines.

- CHCPRP003 Reflect on and improve own professional practice

This unit describes the skills and knowledge required to evaluate and enhance own practice through a process of reflection and ongoing professional development.

This unit applies to workers in all industry sectors who take proactive responsibility for their own professional development.

- CHCLEG001 Work legally and ethically

This unit describes the skills and knowledge required to identify and work within the legal and ethical frameworks that apply to an individual job role.

This unit applies to community services and health workers who play a proactive role in identifying and meeting their legal and ethical responsibilities.

- CHCCSM005 Develop, facilitate and review all aspects of case management
This unit describes the skills and knowledge required to undertake case management meetings to plan, monitor, and review service provision.

Workers at this level work autonomously and are responsible for own outputs within organisation guidelines.

This unit applies to work in a range of health and community services contexts.

- CHCCCS019 Recognise and respond to crisis situations
This unit describes the skills and knowledge required to recognise situations where people may be in imminent crisis, and then to work collaboratively to minimise any safety concerns and make plans to access required support services.

This unit applies to any community services worker involved in crisis intervention. Management of the crisis may involve face-to-face, telephone or remote contact with persons involved.

- CHCCSL005 Apply learning theories in counselling
This unit describes the skills and knowledge required to apply theory underpinning behaviourism and social learning to formulate and monitor a program for behaviour change in a counselling context.

This unit applies to individuals whose job role involves working with clients on personal and psychological issues within established policies, procedures and guidelines.

- CHCCSL007 Support counselling clients in decision-making processes
This unit describes the skills and knowledge required to assist clients to clarify their goals, explore options, and develop a course of action.

This unit applies to individuals whose job role involves working with clients on personal and psychological issues, within established policies, procedures and guidelines.

- CHCPRT001 Identify and respond to children and young people at risk
This unit describes the skills and knowledge required to support and protect children and young people who are at risk of harm. This work occurs within legislative and policy frameworks and carries a duty of care responsibility.

This unit applies to workers in a range of job roles providing services to children and young people, including in community services and health contexts.

- CHCDIV001 Work with diverse people
This unit describes the skills and knowledge required to work respectfully with people from diverse social and cultural groups and situations, including Aboriginal and/or Torres Strait Islander people.

This unit applies to all workers.

- CHCCCS038 Facilitate the empowerment of people receiving support

This unit describes the performance outcomes, skills and knowledge required to facilitate the empowerment of people receiving support, and to deliver rights-based services using a person-centred approach. It should be carried out in conjunction with individualised plans.

This unit applies to workers in varied care and support contexts.

- CHCCCS017 Provide loss and grief support

This unit describes the skills and knowledge required to recognise and respond to the needs of people who are experiencing loss, grief and bereavement.

This unit applies to workers in a range of community services and health contexts.

- CHCCSL006 Select and use counselling therapies

This unit describes the skills and knowledge required to select and use different counselling therapies to meet client needs.

This unit applies to individuals whose job role involves working with clients on personal and psychological issues, within established policies, procedures and guidelines.

- CHCFAM003 Support people to improve relationships

This unit describes the skills and knowledge required to engage with diverse people to determine relationship issues and support relationship building using a strengths-based approach.

This unit applies to individuals working with individuals and families in community services work. It does not include formal relationship counselling. When combined with other units it may apply to group work.

- CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety

The unit describes the skills and knowledge required to identify Aboriginal and/or Torres Strait Islander cultural safety issues in the workplace, model cultural safety in own work practice, and develop strategies to enhance cultural safety.

This unit applies to people working in a broad range of roles including those involved in direct client service, program planning, development and evaluation contexts.

Enrolment Conditions

Attendance

It is an expectation that students will attend all classes*. If you anticipate being absent, please advise your Course Coordinator via email. Planned absences of several weeks should also be discussed with your Course Coordinator.

Online Etiquette

Students are expected to comply with the Cairnmillar Institute's policies and regulations concerning etiquette during online classes, webinars, and in their electronic communications including the TLP008 Student Social Media policy and FSP002 Discrimination Bullying Harassment Policy. All Policies and Procedures can be found [here](#).

Submission of Work

Each unit of competency has an assessment workbook to help you complete all the required tasks and evidence for the unit. You may be required to complete additional roleplay scenarios, workplace observations, in class activities, or other scheduled activity which will be detailed in your unit workbooks. Your trainer will talk through these activities with you on the first day of each term.

You have until the end of your enrolment period to finish and submit all your workbooks for that term, but many activities are completed in class or at suggested times to help keep you on track with your learning.

All written assessment tasks, unless otherwise instructed by a unit coordinator, must be prepared in [Microsoft Word](#) and submitted via [the Cairnmillar eLearn](#). Please refer to the relevant assessment documents within the unit modules on [the Cairnmillar eLearn](#) and the Assessment Style Guides and Formatting guide for more information on written assignment requirements.

Referencing & Style Guidelines

The referencing and format for all assignments must be in APA 7 style. Please see APA Style Referencing. See also Assessment Style Guides and Formatting on [the Cairnmillar eLearn](#).

Assessment Grades & Records

Final results for each unit will be calculated, then published on the [the Cairnmillar eLearn](#) by the relevant results publication date. The marks for your final assessment will be withheld until after the release of your final marks.

Extensions

An extension may be granted for assignments where there is evidence of unexpected disruptions in the student's available work time. Extensions must be applied for and approved in accordance with the Assessment Policy and Procedures and any other published procedures found on the Institute's website.

Applications must be made via the appropriate [form](#) before the due date and submitted to the Course Coordinator. An extension is valid only after it has been approved by the Course Coordinator.

Information about extensions, special considerations and alternative assessments can be found in the [Cairnmillar Assessment Procedures](#).

Special Consideration

Special consideration may be granted in situations where an extension is not possible, such as an exam or in-class work that has been missed. You should first discuss your situation with your Course Coordinator before applying. Please see the Assessment Policy and Procedures found on the Institute website for more information. Please see [the Cairnmillar eLearn](#) for how to apply for special consideration.

Word Limit

Students must adhere to the word limits provided in Unit Outlines and Assessment Guides. Please refer to your unit within [the Cairnmillar eLearn](#) for information regarding word limits for each assessment task.

Late Submissions

Late assessment submissions may impact your assessment of competency. Please refer to the assessment criteria on [the Cairnmillar eLearn](#).

Samples of Work

Samples of student work may be taken for purposes of course accreditation and benchmarking. In all cases, anonymity will be preserved. If you object to your work being copied for this purpose, you must advise the Course Coordinator when submitting assignments.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process where a student may be granted credit or partial credit towards a qualification in recognition of previous study, skills or experience. RPL can only be granted for units prior to the commencement of your term.

See [the Cairnmillar eLearn](#) and the [Recognition of Prior Learning Policy](#) for more information on how to apply for RPL or credit transfer.

Assessments

Assessment in the Diploma of Counselling is designed to ensure students demonstrate the knowledge, skills, and professional behaviours required for safe and ethical counselling practice. All assessments align with nationally recognised training standards and reflect real-world counselling contexts.

Assessment in this unit is competency-based. Students are not graded using numerical marks or grades (e.g. A–F). Instead, each unit outcome is determined as either Competent (C) or Not Yet Competent (NYC).

Principles of Assessment

All assessment tasks are conducted in accordance with the following principles:

1. **Validity** – Tasks assess what they are intended to assess (counselling competencies).
2. **Reliability** – Assessment is consistent across students and assessors.
3. **Fairness** – Students are provided equal opportunity to demonstrate competence.
4. **Flexibility** – Reasonable adjustments are available where appropriate.
5. **Authenticity** – Work must be the student’s own, based on real learning and practice.

Types of Assessment Tasks

Students will typically complete a combination of the following:

Written Knowledge Assessments

6. Short answer questions
7. Case study analysis
8. Reflective writing tasks
9. Research-based responses

Practical Demonstrations

10. Role-plays simulating counselling sessions
11. Recorded or observed counselling interactions
12. Skills demonstrations (e.g., active listening, rapport building)

Case Studies

13. Application of counselling theories to client scenarios
14. Identification of client needs, risks, and appropriate interventions

Reflective Practice Tasks

15. Self-reflection on counselling skills development
16. Analysis of professional growth and ethical considerations

Assessment Submission Requirements

17. All assessments must be submitted by the published due date unless an extension is approved.
18. Submissions must follow formatting and referencing guidelines provided in the unit guide.
19. Late submissions may incur penalties unless prior arrangements have been approved.
20. Students are responsible for ensuring correct file submission via the learning platform

Marking Scale

C – Competent (Pass)

A result of Competent (C) indicates that the student has demonstrated satisfactory performance against all requirements of the unit.

To be deemed Competent, the student must have:

21. Demonstrated all required knowledge and skills outlined in the unit of competency
22. Successfully completed all summative assessment tasks to the required standard
23. Provided sufficient and appropriate evidence of competence across all assessment requirements
24. Demonstrated the ability to apply counselling theory to practice in simulated and/or real-world contexts
25. Met expectations for professional conduct, ethical practice, and communication in accordance with industry standards
26. Addressed any gaps identified through feedback and reassessment opportunities (where applicable)

NYC – Not Yet Competent (Fail/Incomplete)

A result of Not Yet Competent (NYC) indicates that the student has not yet demonstrated satisfactory performance against all requirements of the unit.

A student may be deemed NYC where they have:

27. Not demonstrated one or more required knowledge, skill, or performance criteria
28. Provided insufficient, incomplete, or inconsistent assessment evidence
29. Not met the required standard in one or more summative assessment tasks
30. Not yet demonstrated consistent application of counselling skills in practice
31. Not met required standards of professional, ethical, or workplace behaviour

Feedback and Resubmission

32. Constructive feedback is provided for all assessment tasks.
33. Students deemed NYC will be given guidance on areas for improvement.
34. Students can resubmit assessment tasks three times if they are not deemed competent. Resubmission opportunities are provided in accordance with institute policy.
35. Final grades are not awarded until competency is achieved for all units.

Appeals Process

[Student Grievance Procedures @ The Cairnmillar Institute](#)

Students who are not satisfied with an assessment outcome may:

36. Request clarification from the assessor
37. Submit a formal appeal in line with institute procedures
38. Have the assessment reviewed by an independent assessor if required

Academic Integrity

Breaches of academic integrity are serious academic offences. It is the responsibility of all students to access, read, and familiarise themselves with the Institute's [Academic Integrity and Student Conduct Policy and Procedures](#).

Course Progress

The Academic Integrity and Progress Committee (AIPC) is a sub-committee of the Academic Board and is normally chaired by the Dean. The AIPC review incidents of possible plagiarism and other breaches of academic or research integrity, such as collusion or cheating in exams.

The AIPC also support students who have poor academic performance or are at risk of failing a course through an academic progress intervention and Student Progress Agreements. Please see [Academic Integrity and Progress Review Procedures](#).

Policies & Procedures

It is the responsibility of all students to access, read, and familiarise themselves with the Institute's Policies and Procedures. These are published on our [Institute's website](#).

Copyright

There are copyright laws that we need to be aware of and adhere to. Please see the [Australian Copyright Council's](#) website for full information on this topic.

Professional Standards

When you study at the Institute, you begin your professional career in counselling. It is important that students act appropriately as representatives of both the Institute and the profession more broadly.

Students are expected to show respect for staff, clients, and other students, and our faculty environment at all times and can expect the same in return. Racism, sexism, homophobia, transphobia, ableism, and other forms of prejudice will not be acceptable.

If you feel unsafe at any time or have concerns about the professional conduct of any member of the Institute's community, you are encouraged to let a staff member know as soon as possible.

Student Support, Counselling, & Wellbeing

For information regarding Student Counselling, Disability, International Student, Academic & Writing, and any other support services for students, please see the [Course: myCMI | e-learn](#)

Tuition Fees

Information regarding the payment of fees, including VET Student Loans, can be obtained from our public website, see [Tuition Fees](#).

Course Withdrawals and Refunds

Each term or teaching period will have a 'census/withdrawal date' which is the last date at which you can withdraw from a module or unit without academic or financial penalty. If you withdraw prior to the withdrawal date, then all fees paid for that module enrolment will be refunded. The census/withdrawal date is normally 14 days after the first students enrolment.

If you withdraw after the withdrawal date then the fees for that enrolment period will not be refunded and an incomplete 'late withdraw fail' result will be recorded against the module and units. Any future enrolment periods for that course will be withdrawn and invoices will not be levelled for those future enrolments.

Completed units will not be refunded.

Check your [Course Webpage](#) for specific census/withdrawal dates.

Withdraw from a Course or Program

Submit the [Course Withdrawal or Leave of Absence form](#) if you need to withdraw from one or more units/subjects, apply for a Leave of Absence (LOA), withdraw from your course, or request an early exit.

Late Withdrawals

If you withdraw from a unit after the census date then it is considered a **late withdrawal**. When a course or program withdrawal is processed we will also withdraw you from any current or future units. The census dates will still apply for those units.

You will not normally get a refund for any tuition fees paid either upfront or on VET Student Loans. In some cases, if unforeseen special circumstances have impacted you after the census date you may be able to apply for a [Late Remission of a FEE-HELP Debt for Special Circumstances](#).

Your result will be a "Late Withdraw Fail". This means the grade for the unit enrolment will be LD for 'Late Withdrawal' on your transcript, and the status of the unit attempt will be 'Failed'. This record will remain even if a remission for special circumstances is approved.

It will be clear that this was not a “natural fail” and most institutions, employers and other organisations will understand what is meant by the grade.

Termination of Enrolment

Cairnmillar reserves the right to terminate a person’s enrolment in a course if the student:

- fails to meet the complete assessment task requirements or breaches the Institute’s privacy and ethical conditions
- exceeds the maximum (3 years) or negotiated time for completion of the course, or
- other conditions as specified in the Enrolment Conditions.

See [the Cairnmillar eLearn](#) for details on the Institute’s Academic Progress procedure.

Graduation

To be eligible to have the relevant qualification awarded, a student must:

- comply with all the Institute Policies and Procedures;
- pay all relevant fees and charges;
- complete all requirements prescribed for the course of study at least at a PASS level;
- submit the relevant intention to graduate form by the due date.

The appropriate awards are given on satisfactory completion of the course. These are presented at a special annual ceremony or given (posted) directly to students for a fee.

For more information see: Graduating from your course on [the Cairnmillar eLearn](#).

Library Services

The Library at the Cairnmillar Institute is a specialist library resource, aimed at supporting the work of the Institute, focusing on the curriculum, teaching, research, and clinical requirements of the students, academic staff, clinical staff, and researchers.

Appointments about Library and research skills can be made through the [Library](#).

Office 365

All students have access to [Office 365](#) while studying at Cairnmillar. Your Office365 account includes free access to Microsoft Word, Excel, PowerPoint, Outlook (student email), and much more.

Students also have access to 1TB of OneDrive storage. Find more information on [Office 365](#) on [the Cairnmillar eLearn](#).

Student Email

Students are provided with a Cairnmillar student email and are required to check this account regularly while enrolled. See [Accessing your Cairnmillar Student Email](#) on [the Cairnmillar eLearn](#).

Computer & Printer Access

Each student has their own personal [OneDrive](#) account which can be accessed across any computer. Please see [Printing/Copying at Cairnmillar](#) on [the Cairnmillar eLearn](#) for more information.

