Professional literacies

Wondering how your degree and your career intersect?

**Professional literacy**
What is professional literacy? It involves skills that you are likely to use in a professional or industry context. These skills are commonly integrated into all courses through graduate attributes and professional recognition of courses. They include, but are not limited to, skills such as communication, interpersonal skills, teamwork skills, showing initiative, integrity, and many more.

**STUDY SMART WEBSITE**
Find this section on the Study Smart website here:

https://westernsydney.edu.au/studysmart/home/professional_literacy
Professional Literacy

What does it mean to have ‘Professional Literacy’? It means that you have an understanding and capacity to exercise the skills that you learn across your degree and through other life experiences. These skills will help you in your future career, and university is the perfect place to begin to learn and practise these skills. Regardless of what sort of employment, career, or life-role you choose to pursue, developing your professional literacy will help you to relate to others and share your expertise in a way that makes a valuable contribution to society.

Knowing where to start finding information about professional literacy can be confusing. You may have heard a number of terms such as the ones in the word cloud to the right, especially the word ‘skills’. These terms are often associated with developing your professional ability.

To start to understand this area, it’s important to know what the working world is looking for in graduates. The top three skills employers in Australia are currently looking for are:

<table>
<thead>
<tr>
<th>Skill</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Interpersonal and communication skills</td>
<td>How well a person can interact with people at all different levels of seniority.</td>
</tr>
<tr>
<td>2. Cultural alignment/values fit</td>
<td>How well a person fits into the value and culture of the organisation.</td>
</tr>
</tbody>
</table>

The University also has a policy on the skills you will obtain through your studies. These are called Graduate Attributes, which include skills and literacies to enable lifelong learning, knowledge of Aboriginal and Torres Strait Islander culture, coherence and connection in learning, intellectual enquiry skills, and the ability to engage with an evolving world.

In these pages, you will discover a range of skills that research has identified as key for graduates to obtain, and how to use them. Professional Literacy is something you can start developing right now, while you study in your particular field. The skills that are valued in the workplace are also valued in at university! The following pages will guide you through a range of topics that will help you develop your professional self.
Professional literacy skills

Here you will find a detailed but not exhaustive list of skills that recur in surveys, journals, and also that are expected by employers from their employees. Each of the following sections provide links to areas that will help you to further improve your skills.

**Oral communication**

It is important to be able to communicate verbally in a professional and purposeful manner. You also need to have the ability to pitch your language and tone to the conversation to ensure you are heard and equally to show you are listening. The perfect time to build your oral communication skills, is in your classes here at university. You should take the opportunity to explore your ideas with your peers and academic staff. To do this you need to communicate effectively.

The following skills are important for oral communication:

<table>
<thead>
<tr>
<th><strong>Negotiation</strong></th>
<th>The ability to find solutions collaboratively and equitably.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Empathy</strong></td>
<td>The ability to understand the other person's point of view.</td>
</tr>
<tr>
<td><strong>Understanding</strong></td>
<td>The ability to gain meaning from a conversation and explain to someone else if required.</td>
</tr>
<tr>
<td><strong>Information transition</strong></td>
<td>The ability to accurately convey meaning to another person through speech.</td>
</tr>
<tr>
<td><strong>Feedback</strong></td>
<td>The ability to provide and respond to feedback.</td>
</tr>
<tr>
<td><strong>Logic</strong></td>
<td>The ability to talk in a constructive way, e.g. deliver an argument in a structured way, so that others can follow it easily.</td>
</tr>
</tbody>
</table>

To improve your oral communication skills, visit the following Study Smart pages:

- Presentations
- Types of exams (PDF, 250 kB)
- Communication, collaboration, and participation
- Asking questions
- Active participation and listening (via attending lectures and tutorials)

**Written communication**

When writing to someone or a group of people you need to ensure you can be understood and that you are writing appropriately for your audience. This means using the correct formatting and language but also includes the ability to choose language that is appropriate for the audience you are writing to and the concepts you are writing about. Your written assignments are the obvious place to utilise your skills here - these are usually expected to be in quite a formal tone and use specific language which demonstrates your knowledge. However, you also need to think about writing appropriately when communicating with your peers and academics.
The following skills are important for written communication:

<table>
<thead>
<tr>
<th>Skill</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Information transition</strong></td>
<td>The ability to convey meaning accurately to another person through writing.</td>
</tr>
<tr>
<td><strong>Logic</strong></td>
<td>The ability to sequence meanings in writing so that others can easily follow.</td>
</tr>
<tr>
<td><strong>Structure</strong></td>
<td>The ability to use a standard set of rules to ensure your writing is understandable to the audience.</td>
</tr>
<tr>
<td><strong>Multiple correspondence</strong></td>
<td>The ability to adjust your writing style and structure to the audience.</td>
</tr>
<tr>
<td><strong>Reading</strong></td>
<td>The ability to read your work and the work of others to gain meaning and provide a response.</td>
</tr>
</tbody>
</table>

To improve your written communication skills, visit the following Study Smart pages:

- Writing help
- Exams and tests
- Communication, collaboration, and participation

**Teamwork skills**

Working in a team is something you need to do in almost all jobs. Even if your role is unique or solitary, you will most likely need to interact with a group. Having teamwork skills essentially means that you can work collaboratively with the team. Do you feel like all you do is group assignment after group assignment? Academics actually include these purposefully to help you develop these skills. Take the opportunity in this safe environment to test your teamwork capacity.

The following skills are important for teamwork:

<table>
<thead>
<tr>
<th>Skill</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Collaboration</strong></td>
<td>The ability to work productively with different people.</td>
</tr>
<tr>
<td><strong>Cultural awareness</strong></td>
<td>The ability to understand the norms and values of a group of people and individuals.</td>
</tr>
<tr>
<td><strong>Leadership</strong></td>
<td>The ability to lead a group of people through to a solution as well as be led.</td>
</tr>
<tr>
<td><strong>Compromise</strong></td>
<td>The ability to come to a mutually agreed solution, even if it is not your preferred option.</td>
</tr>
<tr>
<td><strong>Social intelligence</strong></td>
<td>The ability to recognise and respond accordingly to social cues.</td>
</tr>
<tr>
<td><strong>Respect</strong></td>
<td>The ability to not discriminate against any person even if you do not get along with them.</td>
</tr>
<tr>
<td><strong>Negotiation</strong></td>
<td>The ability to find solutions equitably amongst a group of people using assertive communication strategies.</td>
</tr>
<tr>
<td><strong>Conflict management</strong></td>
<td>The ability to actively and appropriately resolve problems in a group.</td>
</tr>
<tr>
<td><strong>Motivation</strong></td>
<td>The internal or external factors which prompt individuals to take action.</td>
</tr>
</tbody>
</table>

To improve your teamwork skills, visit the following Study Smart pages:

- Group work
- Communication, collaboration, and participation
- Cultural literacy
- Active participation and listening (via attending lectures and tutorials)
- Asking questions
**Problem solving skills**

You need to be able to solve problems, both in the workplace and in your current studies. Problem solving involves both understanding the problem and providing an effective, often creative, solution. This requires research, strategy design, review, and implementation. Every assignment you do is a problem solving task. Think through the skills below: you will need to use all of them to help present your best work.

The following skills are important for problem solving:

<table>
<thead>
<tr>
<th>Skill</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical analysis</td>
<td>The ability to evaluate without bias, identify strengths and weaknesses, and suggest solutions where appropriate.</td>
</tr>
<tr>
<td>Realistic solutions</td>
<td>The ability to provide insightful, achievable answers to problems that can be implemented and achieved.</td>
</tr>
<tr>
<td>Creativity</td>
<td>The ability to find unique or unusual solutions to problems.</td>
</tr>
<tr>
<td>Resolving</td>
<td>The ability to find a natural end to a problem.</td>
</tr>
<tr>
<td>Implementation</td>
<td>The ability to put in place a solution to a problem.</td>
</tr>
<tr>
<td>Monitoring</td>
<td>The ability to check the progress of a solution throughout its processes.</td>
</tr>
<tr>
<td>Evaluation</td>
<td>The ability to subjectively assess the credibility of a solution.</td>
</tr>
<tr>
<td>Innovation</td>
<td>The ability to provide new ideas and new solutions to existing problems.</td>
</tr>
<tr>
<td>Testing</td>
<td>The ability to ensure a solution to a problem is working.</td>
</tr>
</tbody>
</table>

To improve your problem solving skills, visit the following Study Smart pages:

- Analysing the assignment question (via getting started)
- Critical thinking (PDF, 128 kB)
- Project management (PDF, 70 kB)

**Initiative and enterprise skills**

Similar to problem solving skills, initiative and enterprise skills require creativity. You need to be able to be innovative in your approach whilst synthesising new and old ways of thinking. This sometimes also means taking a risk. Risk taking might not be the first thing that comes to your mind when studying at university. However academics encourage you to use your imagination, come up with new ideas and to provide a unique perspective (supported by research of course). After all, universities teach students, but also push the boundaries with new research.

The following are important for initiative and enterprise skills:

<table>
<thead>
<tr>
<th>Skill</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entrepreneurship</td>
<td>The motivation to recognise and pursue new opportunities.</td>
</tr>
<tr>
<td>Stakeholder management</td>
<td>The ability to foster good relationships with varied groups.</td>
</tr>
<tr>
<td>Ideas to action</td>
<td>The ability to enact an idea to make it a reality.</td>
</tr>
<tr>
<td>New ideas</td>
<td>The ability to provide suggestions on new and existing processes to improve efficiency.</td>
</tr>
<tr>
<td>Originality</td>
<td>The ability to provide truly unique ways of approaching tasks and problems.</td>
</tr>
<tr>
<td>Lateral thinking</td>
<td>The ability to find solutions to problems in an indirect way.</td>
</tr>
<tr>
<td>Intuition</td>
<td>The ability to provide forethought to a situation and respond appropriately.</td>
</tr>
<tr>
<td>Imagination</td>
<td>The ability to think through new ideas and concepts without precedent.</td>
</tr>
</tbody>
</table>
Cross disciplinary

The ability to work with other groups of people not directly involved in your team/group.

Action

The motivation to start working on a task.

To improve your initiative and enterprise skills, visit the following Study Smart pages:

→ Group work
→ Information and communication technology (ICT) proficiency
→ Goal setting (via tracking your success)

More information

→ Fastcompany – 9 ways to take more initiative at work

Planning and organising skills

Being an effective professional requires the ability to be forward-thinking. You need to show that you can think through what you want to accomplish, including each step you plan to take and what to do if things go wrong. This is important even for new ideas that don’t have any precedent. Employers will expect you to be organised. Organisation takes practice, so make sure you are proactive in approaching your university schedule and begin to practise your planning and organisation. Use these skills to ensure you keep track of your studies (including your assessment due dates!).

The following skills are important for planning and organising:

<table>
<thead>
<tr>
<th>Flexibility</th>
<th>The ability to respond to adhoc requests amongst normal demands.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project goals</td>
<td>The ability to set reasonable and achievable targets for projects.</td>
</tr>
<tr>
<td>Time management</td>
<td>The ability to work within reasonable and achievable time constraints whilst balancing competing demands.</td>
</tr>
<tr>
<td>Coordination</td>
<td>The ability to ensure aspects and the stages of a project are undertaken through to completion.</td>
</tr>
<tr>
<td>Punctuality</td>
<td>The ability to arrive on or before time in person, as well as project completion.</td>
</tr>
<tr>
<td>Consistency</td>
<td>The ability to not fluctuate in your level of commitment to your work.</td>
</tr>
<tr>
<td>Risk management</td>
<td>The ability to recognise and identify things that may go wrong in a project and provide solutions.</td>
</tr>
<tr>
<td>Data management</td>
<td>The ability to create and manage data to ensure it is available until the end of the lifecycle of your project.</td>
</tr>
<tr>
<td>Reporting</td>
<td>The ability to provide a comprehensive but succinct overview of a project at any point in time.</td>
</tr>
<tr>
<td>Delegation</td>
<td>The ability to assign responsibility to people to complete a task.</td>
</tr>
<tr>
<td>Resourcefulness</td>
<td>The ability to manage and use resources to complete a project responsibly and efficiently.</td>
</tr>
</tbody>
</table>

To improve your planning and organising skills, visit the following Study Smart pages:

→ Planning your assignment (via Getting started)
→ Assignment calculator
→ Finishing and Submitting
→ Project management (PDF, 70kB)
→ Exams and tests
People who are professional and high achieving are always learning. You need to try to keep up to date with the current evidence-based approaches to your role. There is nothing more valuable to a workplace, team, or organisation, than someone willing to learn. Your time at university aims to teach you the fundamental skills of higher learning. Make sure you engage with this opportunity. Additionally you also need to be proactive in practising these skills to make them second nature.

The following skills are important for lifelong learning:

<table>
<thead>
<tr>
<th>Skill</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge seeking</td>
<td>The ability to find information relating to a project or interest.</td>
</tr>
<tr>
<td>Openness to ideas</td>
<td>The ability to consider different approaches than your own.</td>
</tr>
<tr>
<td>Adaption to change</td>
<td>The ability to work through change and still achieve the required outcomes.</td>
</tr>
<tr>
<td>Critical analysis</td>
<td>The ability to evaluate without bias and learn from the strengths and weaknesses.</td>
</tr>
<tr>
<td>Knowledge attainment</td>
<td>The ability to retain and recall new information learnt.</td>
</tr>
<tr>
<td>Learning motivation</td>
<td>The ability to have an ongoing desire to learn.</td>
</tr>
</tbody>
</table>

To improve your learning skills, visit the following Study Smart pages:

→ Analysing the assignment question (via getting started)
→ Research and Reading
→ Information skills
→ Information, data, and media literacies
→ Digital creation, innovation, and scholarship
→ Digital learning
→ Coping with information overload (via digital identity)
→ Academic Integrity and Plagiarism
→ Attending lectures and tutorials
→ Tracking your success
→ Asking questions

**Self-management skills**

This is perhaps one of the most important areas to be aware of when it comes to professionalism. To put it simply, you are taking responsibility for your own behaviour. You need to be able to ensure that you are operating in the most effective and efficient way. This means putting your best foot forward and making sure you are meeting the expectations required of you. There is an expectation that you behave appropriately at university and conduct yourself in a professional manner just like you would in the workplace. This includes in the classroom, meeting with university staff, but also generally on campus.

The following skills are important for self management:

<table>
<thead>
<tr>
<th>Skill</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professionalism</td>
<td>The ability to maintain a positive and respectful attitude in professional settings.</td>
</tr>
<tr>
<td>Autonomy</td>
<td>The ability to work productively with little or no direction.</td>
</tr>
</tbody>
</table>
Responsibility  
The ability to maintain a duty of care in your work.

Ethical integrity  
The ability to maintain moral and ethical standards in your work.

Resilience  
The ability to maintain professionalism even in challenging circumstances.

Politeness  
The ability to show respectful behaviour and consideration to people.

Sense of humour  
The ability to appreciate humour.

Attention to detail  
The ability to ensure work you produce is complete and professional.

Emotional intelligence  
The ability to be aware of others’ and your own emotions and respond appropriately.

Political awareness  
The ability to understand the power relationships in a group and use this information ethically.

Self-efficacy  
The ability to believe in yourself to achieve goals and challenges.

Reliability  
The ability to maintain and act consistently

Interpersonal skills  
The ability to interact and relate well with others.

Accountability  
The ability to remain answerable to your actions.

Dress Code  
The ability to dress appropriately to the professional or organisational context.

Self-regulation  
The ability to regulate your behaviour in response to external stimulus.

Professionalism  
The ability to maintain a positive and respectful attitude in professional settings.

Autonomy  
The ability to work productively with little or no direction.

Responsibility  
The ability to maintain a duty of care in your work.

To improve your self-management skills, visit the following Study Smart pages:

→ Group work
→ Presentations
→ Digital creation, innovation, and scholarship
→ Communications, collaboration, and participation
→ Academic Integrity and Plagiarism
→ Successful Study Skills

Technology skills

It’s hard to deny that technology plays a pivotal role in all areas of our life. Professionalism in this area requires you to have more than a basic understanding of how technology is used, e.g. being able to use it in a novel way to solve a problem, or do something more efficiently than you did before. Most people in university have a good understanding of computers and technology. Try to make sure you are using it appropriately and learning more as you go.

The following technology skills are important:

Technology adoption  
The ability to accept and use new technological trends.

Effective utilisation  
The ability to use technology to support your work rather than as a parallel tool.

Basic IT literacy  
The ability to use standard operating systems and applications.
**Information management**

The ability to find, manage, and dispose of electronic information appropriately.

**Healthy usage**

The ability to balance technology use with an active lifestyle to maintain health and well-being.

To improve your technology skills, visit the following Study Smart pages:

- → Finishing and submitting
- → Information Skills
- → Digital Literacy
- → Studying successfully online

**References**


Putting it into practice

There are many ways to develop your professional self. Ultimately, you will need to be able to prepare for work and apply for work in a way that showcases your professional and personal strengths. If you've gone through the skills section, you should have a good idea of what elements make you ‘professionally literate’. Below you will find some examples and information on how to put these skills into practice.

**ePortfolios**

Making an ePortfolio is a great way to express your professional self and you would be surprised by how many potential employers will review your ePortfolio. You could think of an ePortfolio as an online showcase of your professional work and skills, kind of like an expanded on CV or resume. Many Schools at Western have adopted ePortfolios as part of assessment, so you may have already come across ePortfolios. If not they are still a good way to represent your professional self online. See also, our section on ePortfolios in Digital learning and self-development.

*Activity: Start your portfolio today! Three popular sites for student ePortfolios are:*

- Google sites
- Wix
- Weebly

It’s important to note that you may decide to keep using your ePortfolio into your professional career. If you think you will do this, or are unsure, take the time to make it look and feel professional from the start.

**More information**

- Professor James Arvanitakis, the Dean of the Graduate Research School, has an ePortfolio and recently blogged about the attributes required of future university students.
- Griffith University ePortfolio examples

**Searching, applying and interviewing**

When you apply for a position (both in written form and interview), try to demonstrate your suitability for the role rather than simply stating you’ll be great at the job.

The University has specialist Careers Support staff who can support you in developing many of the skills that are essential for today’s job seekers. Try not to think of these things as a one-time exercise. Instead you should aim to continually hone your application skills and to reflect on any interview experiences you do have so that you learn from these.

Make sure you check the careers workshops page to find out more about workshops such as:

- Finding work
- Applying for work
- Resume and cover letter
- Interview for work
- Addressing selection criteria
- Interview skills practice
Further help?

Firstly, if you haven't already done so, make an appointment with one of the University's Careers Education Consultants. They can help you to prepare and practise your 'job ready' skills and build real expectations.

Secondly, don't worry, you won’t be expected to know everything when you start a new job: many organisations provide graduate entry positions for newly graduated university students. These positions are often structured to train the employee in how the organisation operates by allocating time in different functional areas within the organisation.

To help you really understand what employers want in Australia, you can read the Graduate Outlook Survey on the Graduate Careers Australia website. The survey covers all industries across Australia and identifies what employers are looking for in graduates. For example, 58.3% of employers feel that interpersonal and communication skills are the most desirable skills in a graduate employee.
UNDERSTANDING YOUR INDUSTRY

MANY COURSES HAVE SOME FORM OF PROFESSIONAL RECOGNITION, OFTEN CALLED ACCREDITATION.

These courses go through a series of checks to ensure that they meet the professional industry requirements and that their graduates will have the necessary skills to do the job well.

Your task is to find out what professional bodies have accredited your degree.

Also consider if there is a professional body you will need to join or register with in order to work in your chosen area, and examine the requirements of this membership. It might surprise you to find that your course is accredited! To give you a head start, the University provides a full list of courses that are currently accredited.
Sample graduate attributes

Many programs through the university are accredited by professional associations. Some programs like Nursing and Medicine have mandatory registration requirements whilst others like Health Services Management and Marketing have optional registration with a professional association. Whether you have to register or you have the option to register, your course has already been ratified by the relevant association so that you can register.

During the process of a course being accredited, the University needs to demonstrate that its students will have attained a number of graduate attributes by the time they graduate. These attributes are what a graduate needs to be able to demonstrate in their work practices and behaviours. The table below is a compilation of some graduate attributes from professional bodies that accredit a range of courses from all the schools in the University.

Graduate Attributes

As you read through the list below, you may notice that many of the attributes are quite similar to each other, and you would be absolutely correct! A lot of graduate attributes are actually very similar in nature and transferable across many disciplines.

<table>
<thead>
<tr>
<th>Professional Body</th>
<th>Graduate Attributes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Australian Human Resources Institute</td>
<td>Culture and Change Agent - Facilitates change in response to internal and external operating environments (AHRI, 2016)</td>
</tr>
<tr>
<td>Australian Medical Council</td>
<td>Demonstrates respect for colleagues (AMC, 2012)</td>
</tr>
<tr>
<td></td>
<td>Demonstrates effective time management (AMC, 2012)</td>
</tr>
<tr>
<td>Australian Nursing and Midwifery Council</td>
<td>Participates in quality improvement activities (ANMC, 2014)</td>
</tr>
<tr>
<td></td>
<td>Contributes to the professional development of others (ANMC, 2014)</td>
</tr>
<tr>
<td></td>
<td>Uses appropriate strategies to manage own responses to the professional work environment (ANMC, 2014)</td>
</tr>
</tbody>
</table>
### Professional Body | Graduate Attributes
---|---
Australian Psychology Accreditation Council | Uses information in an ethical manner (e.g. acknowledge and respect the work and intellectual property rights of others through appropriate citations in oral and written communication) (APAC, 2008)
 | Displays high standards of personal and professional integrity in relationships with others (APAC, 2008)
 | Recognises and respects social, cultural, linguistic, spiritual, and gender diversity (APAC, 2008)
 | Collaborates effectively, demonstrating an ability to: work with groups to complete projects within reasonable timeframes; manage conflicts appropriately and ethically (APAC, 2008)
Legal Profession Admission Board | Demonstrates professional skills in negotiation and dispute resolution (LPAB, 2010)
Public Relations Institute of Australia | Demonstrates skills in teamwork and independence, leadership, critical analysis, and strategic thinking (PRIA, 2016)
The Board of Studies, Teaching and Educational Standards NSW | Displays professional ethics and responsibilities (BOSTES, 2016)
The Council of Ambulance Authorities | Builds and sustains collaborative professional relationships as a member of a team (CAA, 2013)
 | Identifies the characteristics and consequences of non-verbal communication and how this can be affected by culture, age, ethnicity, gender, religious beliefs, and socio-economic status (CAA, 2013)
 | Utilises appropriate communication skills to effectively manage avoidance, confusion, and confrontation (CAA, 2013)

### Reflection Questions
Consider the profession you hope to join when you graduate.

1. What do you think are the top three graduate attributes for that profession from this table?
2. Why would they be so important?
3. Which three from this list do you think you are developing well already?
4. Which three are your weakest points? How might you develop them in your subjects this session?
References


Networking within your profession

Did you know that networking with people in your industry can improve your chances of employment? Rather than simply using networking as a way to target employment opportunities, try to develop relationships with key people through engaged discussion or asking informed questions.

Social media

Social media is often an easy way to immediately see what's happening in the field, and so it can provide a large-scale channel for networking. Always make sure you represent yourself appropriately on social media.

Make sure you have also tapped into any news feeds generated by your chosen industry. This can be in print but for larger organisations social media platforms are utilised.

More information

→ How to network through social media (login to lynda.com using your Western ID)
→ Using Twitter in university research, teaching, and impact activities - The London School of Economics and Political Science

Professional organisations

If you haven't done so yet, join the organisation for your profession. Most of them will have some form of discounted student rate if you are enrolled in a course related to that profession.

You might be able to attend a relevant conference on a student rate, or sometimes there will be volunteer opportunities at industry events. As well, you could get access to newsletters, journals, or professional resources available with organisational membership.

Activity: Find your profession organisation and join or make a note of when you will be eligible to do so.

More information

→ The Internet Sources and Information for Ethical Australian Journalists website provides a list of professional organisations, associations and societies in Australia.
Contact Information
ic@westernsydney.edu.au
Western Sydney University
Locked Bag 1797
Penrith NSW 2751 Australia