2014 Course Enrolment Guide for continuing student only

School of Arts & Social Sciences

Master of Community Development (Emergency Management)
The School of Arts and Social Sciences is a multidisciplinary and creative learning community that provides quality teaching and focussed research, which aims to equip graduates with the knowledge and skills for careers in rapidly changing and competitive regional, national and global environments.

Our mission is to provide a diverse range of programs which are informed by scholarly research and are of value to the community, in the fields of visual arts, contemporary music, arts, media, humanities, social sciences and ageing that develop graduates who are ethical, reflective and committed to lifelong learning.

The degrees offered by the School of Arts and Social Sciences include:

- Bachelor of Arts
- Bachelor of Creative Arts
- Bachelor of Contemporary Music
- Bachelor of Media
- Bachelor of Social Science
- Bachelor of Social Welfare
- Bachelor of Visual Arts
- Master of Social Work (Professional Qualifying)
- Postgraduate – Research

Further information about courses offered by the School of Arts and Social Sciences can be found on the School website at [www.scu.edu.au/schools/sass](http://www.scu.edu.au/schools/sass)

The School delivers courses across Southern Cross University's three east coast campuses in northern NSW, which are located at Lismore, Coffs Harbour and Tweed Gold Coast. Some courses are also offered by distance education. Our highly qualified academics are committed to supporting our students throughout their studies and our student support staff are available to assist with enquiries.

If you have any questions please don't hesitate to contact the School on 6620 3831 or email [isass@scu.edu.au](mailto:isass@scu.edu.au)
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How to use this guide

This course enrolment guide has been developed to assist students with unit selection, to facilitate online enrolment and provide advice about important contacts, resources and support services available. It is also a valuable resource containing easily referenced material that no student should be without.

- **Part One** contains course-specific information and sets out the structure of the course, maps suggested or compulsory unit progressions and shows specialisation sequences per study period, if applicable.
- **Part Two** provides helpful information in relation to important dates, useful websites and relevant administrative information including the contact details of specialist staff within the University who are available to assist with specific enquiries.

What to do next

1. Visit the [New Students](#) website. This site contains the steps needed to:
   - gain access to [My Enrolment](#)
   - accept an offer
   - check student details
   - choose a payment option
   - enrol in units
   - gain access to [MySCU](#) and [SCU webmail](#).
2. **Print or download this Course Enrolment Guide** and retain it for reference throughout the duration of the course.
3. Choose units to study using the course structure and unit information provided in this Course Enrolment Guide. Remember to:
   - read this guide carefully as it will recommend units for enrolment in each study period
   - choose units for each study period within the academic year and understand where those units fit into the course structure
   - consider using Session 3 (an optional study period) to spread study load, dedicate time to studying units that might need a concentrated effort, or fast track and complete studies earlier.
4. Enrol in units for the **whole year** using [My Enrolment](#).
   Enrolment for 2014 opens on September 9, 2013. Students will receive a notification advising that enrolment is open in their SCU Webmail account. Look out for this email and enrol early.
   SCU encourages students to plan their studies in advance and enrol in units for the full academic year. Students self manage their enrolment online in My Enrolment and can change enrolled units, add more units or withdraw from units up until the start of each study period.
5. Check the census date for each unit using [My Enrolment](#).
   Each unit of study (subject) has a census date that is the day upon which a student’s enrolment for unit(s) in the study period becomes final. After the census date a student cannot enrol or withdraw from units without financial and/or academic liability.
   Census dates can be found in [My Enrolment](#) under **Study Plans** then **Current Enrolment Including Census Date**.
6. Access the School Student Centre and Unit Learning Site(s) in [MySCU](#).
A Unit Learning Site is generated for every unit in which a student has an official enrolment. One week before the start of each study period, the Unit Learning Sites will open. Inside the Unit Learning Site students will find the Unit Information Guide and Study Guide. It is very important students visit this site regularly – SCU recommends students visit every day during the study period.

7. Check the Class Timetable.

Internal students will need to check the class timetable to find out when classes have been scheduled for the activities that have been planned for the on-campus units in which they are enrolled.

8. Register for on-campus classes online through My Enrolment:
   • Students who enrol in any on-campus units (internal mode), should attend the scheduled on campus classes for the activities listed in the class timetable.
   • Students must check the class timetable to see whether they need to register into any classes. Classes fill up quickly so register early. Students will receive an email in their SCU Webmail account to advise when registration will open.
   • Distance education (online; university-wide; external mode) students do not need to attend classes and will find all the information to start studying in their Unit Learning Site(s).

9. Obtain a Student ID Card.

10. Once students are admitted to their course, enrolled in units and registered into classes, they are ready to start studying. SCU recommends students now visit the Orientation website to find out about scheduled activities, sporting facilities, mentors, counselling services and lots more.

Need assistance?

For assistance with My Enrolment refer to:
   • the Demonstration Guides located on the New Students site; or
   • contact Student Services on 1800 005 687; or
   • email enquiry@scu.edu.au

For assistance with course structure and study plan advice, students should contact the Student Experience Team. Contact details are listed at the end of Part One in this guide.

Welcome to SCU! We hope you enjoy your studies. Remember, staff are here to help, so don't be afraid to contact us.

Important notice

A student’s course is governed by the Award Rules for the year in which they commenced study. It is important students become familiar with the Award Rules for their course, which can be found in the Student Handbook.

If a student is unable to adhere to the structure in place when study commenced, they must contact the Student Experience Team.

The information contained in this guide is correct at the date of publication. This guide is revised each year.
Course overview

This online program grew out of a United Nations imperative to provide skills for communities to proactively work to reduce the effects of disasters. The course is designed to enhance professional skills and knowledge to help communities reduce the effects of and build resilience to major emergencies and disasters. Students enrolled in this program, from all around the world, working in both paid and voluntary capacities, are able to network online, which adds another dimension to the learning outcomes.

The program is aimed at those who work (or wish to work) anywhere in the world, in emergency services or humanitarian organisations, including aid workers in developing countries, community development workers employed in non-profit organisations and government departments.

Students will gain a greater understanding of the principles of working with communities and how these impact on the consequences of disasters. The course develops student’s analytical skills and knowledge with emphasis on practical application.

Students can qualify with a Graduate Certificate, Graduate Diploma or Masters qualification, depending on the units completed.

If you have completed the required units and would like to exit the program with a Graduate Certificate or Graduate Diploma please email your request to isass@scu.edu.au.
2014 Course Rules

The Award Rules for each course are published in the Student Handbook, which is available from the Southern Cross University website at www.scu.edu.au/handbook.

<table>
<thead>
<tr>
<th>Level of Award</th>
<th>Postgraduate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Academic Organisational Unit</td>
<td>School of Arts and Social Sciences</td>
</tr>
<tr>
<td>Campus</td>
<td>Gold Coast</td>
</tr>
<tr>
<td>Course Mode</td>
<td>Online</td>
</tr>
<tr>
<td>Duration</td>
<td>Up to 5 years</td>
</tr>
<tr>
<td>Total Units</td>
<td>Up to 12</td>
</tr>
</tbody>
</table>

Specific Award Rules

See the University's Rules Relating to Awards, in conjunction with the Specific Award Rules listed below.

4.1 Requirements for an Award

(a) To be eligible for the award of Graduate Certificate of Community Development (Emergency Management) a candidate shall successfully complete any 4 units from Part A.

(b) To be eligible for the award of Graduate Diploma of Community Development (Emergency Management) a candidate shall successfully complete all 6 units listed in Part A plus any 2 units from Part B.

(c) To be eligible for the award of Master of Community Development (Emergency Management) a candidate shall successfully complete all 6 units listed in Parts A plus any 6 units from Part B.
Course structure and unit availability

The information in the Unit Availability Table is derived from the Southern Cross University Schedule of Units and is correct at time of printing. The Schedule of Units lists, alphabetically by unit name, all units planned to be taught at SCU in a particular study period, including:

- the unit code
- the unit availability (eg: Lismore, Coffs Harbour, Gold Coast, Distance Education)
- any pre-requisite conditions of study and enrolment restrictions.

There is a Schedule of Units for each study period and separate schedules for undergraduate and postgraduate units.

It is recommended students check the Schedule of Units prior to enrolling as availabilities are updated regularly.

### Part A units

<table>
<thead>
<tr>
<th>Unit Code</th>
<th>Unit Name</th>
<th>Session</th>
<th>Pre-requisite</th>
</tr>
</thead>
<tbody>
<tr>
<td>BHS00360</td>
<td>Perspectives of Community Development</td>
<td>1</td>
<td>Nil</td>
</tr>
<tr>
<td>BHS00361</td>
<td>Political and Economic Contexts of Communities and Disasters</td>
<td>2</td>
<td>Nil</td>
</tr>
<tr>
<td>BHS00362</td>
<td>Community Education and Communication in Emergencies</td>
<td>3</td>
<td>Nil</td>
</tr>
<tr>
<td>BHS00364</td>
<td>Disaster Resilient Communities</td>
<td>3</td>
<td>Nil</td>
</tr>
<tr>
<td>BHS0366</td>
<td>Social And Cultural Contexts of Communities and Disasters</td>
<td>1</td>
<td>Nil</td>
</tr>
<tr>
<td>SOC00368</td>
<td>Monitoring and Evaluation of Emergency Management</td>
<td>2</td>
<td>Nil</td>
</tr>
</tbody>
</table>

Please note that from 2014 Trimester teaching periods will cease and be replaced with Session teaching periods. For information about session teaching dates please go to teaching dates.

### Part B units

Any six elective units. Elective units can be taken from any postgraduate program offered by other schools at Southern Cross University. These schools include:

- School of Health and Human Sciences
- School of Education
- School of Law and Justice
- Southern Cross Business School
- School of Environmental Science and Engineering

For a full list of postgraduate elective units please refer to the 2014 Schedule of Units.

Please note that some elective units from other schools have final examinations and/or compulsory residential schools. If you require this information prior to enrolling please email isass@scu.edu.au.

If you wish your elective units to relate more to Community Development and Emergency Management you may gain approval to study these units at alternative tertiary institutions where relevant postgraduate programs are offered.

If you have completed postgraduate units at another tertiary institution within the last 10 years you may be eligible for advanced standing. Please submit your transcript for an evaluation.
**Mode of study**

The Postgraduate Program in Community Development is only offered online. There is usually no requirement to attend a campus and there are no residential schools. Some elective units however do have compulsory residential schools and/or final examinations. Access to a reliable internet connection is necessary. Course information, discussion forums and contact with your tutor is all done online so you must be prepared to go online regularly. The freedom and flexibility of being available online means that the course can be studied from anywhere in the world.

Assessment is by assignment only unless you are doing an elective from another school. You should check assessment requirements prior to enrolling if attending residential schools or sitting examinations is an issue for you.

Please note that if an elective unit requires you to sit an examination and you are located outside Australia there will be a charge of $AUD200.

**Unit descriptions**

**BHS00360 Perspectives of Community Development**
Provides students with an overview of the contextual and theoretical elements of Community Development. Approaches to community development will be critically analysed using the contextual and theoretical elements and apply the process of community development to a variety of settings.

**BHS00361 Political & Economic Contexts of Communities & Disasters**
Provides students with an understanding of the complexity of communities, and how politics and economics influence the way communities prepare for, and respond to, emergencies and disaster. It enables students to focus on specific communities and a specific emergency or disaster and consider the impact of politics and economics on the response to it. It prepares students for future related roles/occupations.

**BHS00362 Community Education and Communication for Disasters**
Provides students with an overview of learning theories and educational strategies as they apply to community education. The unit explores the various educational roles as they relate to community educational needs.

**BHS00364 Disaster Resilient Communities**
Provides a foundation understanding and practical application of planning for disaster preparedness by communities. The Unit examines international practice in community disaster planning processes, the theory and practice of community preparedness, and how to prepare an effective disaster plan.

**BHS00366 Social & Cultural Contexts of Communities & Disasters**
Provides a detailed analysis of the sociological, psychological and cultural aspects of disasters and disaster preparedness in individuals, communities and organisations.

**SOC00368 Monitoring and Evaluation of Emergency Management**
Enables students to discuss and critically analyse the monitoring and evaluation activities associated with disasters and their management. Students will have the opportunity to share and analyse case studies, and relate principles of best practice to their own working environments.

**Independent Study Units**

*Independent Study units will be phased out from 2014. Please contact the course coordinator to negotiate the timeframe of your project.*
Other important information

Information for online students
If you have accepted your offer and enrolled in unit/s and NOT received your text and CD by the end of Week 1 of the trimester please contact the Student Experience Team at isass@scu.edu.au or 07 5589 3161.

Please include your Student ID, full name, unit code and current postal address. Also ensure that the subject heading is Online Studies Course Materials.

Once you enrol in a unit/s you will have access to that unit’s learning site through MySCU. Here you will find valuable information about the unit, your tutor, discussion forums and all the information required for each unit.

SCU email account
Every student admitted to a course at Southern Cross University is issued with an SCU student email account. You should check this at least weekly. You are also able to forward it to your everyday email account.

Textbooks
As a student in this postgraduate program you are normally NOT required to purchase textbooks. They will normally be sent to you free of charge. You will be advised if you do need to purchase textbooks.

SASS Postgraduate Student Centre Site
This is a virtual space for you to locate information relevant to your program, make contact with other SASS postgraduates and staff, and share useful stuff you have found too. Please have a look around to see who is involved with postgraduate studies and the activities we are introducing to help you work towards your degree. To find the Student Centre go to your MySCU homepage: http://study.scu.edu.au.

Below the heading ‘Information Sites’ click the link to the Postgraduate Student Centre – School of Arts and Social Sciences (SASS).

Academic staff
You will have contact with your lecturer via the online MySCU site, by email and by phone where possible.

Assignments
All assignments are submitted online. Instructions on how to do this will be placed on the unit site for the specific unit (on MySCU). There are generally no examinations for units UNLESS you choose an elective unit where an exam may be part of the assessment. Please check this and determine whether you are able to sit an examination at your location.
Frequently Asked Questions

Q: I am currently working overseas. Can I still do this course?
A: Many students of the postgraduate Community Development programs are stationed overseas for a period of time. As long as you have regular access to a computer and the internet it is possible to keep studying. If you do experience difficulty and require extensions to assignments or special consideration please make contact with your tutor as soon as possible.

Q: How long do I have to complete the course?
A: Unless the Head of School otherwise determines a candidate for the:
- Master of Community Development shall normally complete the course in not more than 10 study periods (3 years).
- Graduate Diploma of Community Development shall normally complete the course in not more than 6 study periods (2 years).
- Graduate Certificate of Community Development shall normally complete the course in not more than 3 study periods (1 year).

Q: What is the cost of the course?
A: For Australian citizens or permanent residents the fee per unit in 2013 is $AUD1970. This fee may be deferred if you are eligible for the Commonwealth Government’s FEE-Help. Please refer to www.goingtouni.gov.au for further details. You can submit your details online to claim fee-help - you will need your tax file number.
If you are not an Australian citizen or permanent resident the fee per unit in 2013 is $AUD2240. You should ensure your fees are paid on or before two weeks prior to the start of the trimester. International tuition fee information, including information about unit withdrawal impacts, due dates for student fees and refund rules is available from the International Office and Fees websites. To contact the International Office telephone + 61 2 6620 6876 or email intoff@scu.edu.au. An additional fee for students located outside Australia will apply if you are required to sit an examination.

Q: How many hours per week should I devote to study?
A: As a postgraduate student you will probably be familiar with how much time you need to spend on study in order to keep up. Normally we recommend 10 hours per unit per week.

Q: What if I need help with assignments, writing reports or referencing?
A: The Academic Skills Development Unit at Southern Cross University provides educational support to students and staff. You can contact them for advice and guidance in relation to assessment tasks. They provide support for internal and external students and can help you develop your skills and confidence in critical thinking, academic language and learning methods, as well as providing strategies for effective study. Check their site at http://www.scu.edu.au/academicskills/
Contacts

Student Experience Team
The Student Experience Team aims to provide students with a high level of friendly, efficient and professional service and can be used as the first point of contact for enquiries students may have regarding their course. If the Student Experience Team does not have the answer to a question, they will be able to refer students to the relevant area within the University or to the appropriate staff member.

The Student Experience Team can provide students with assistance during the course of their studies in relation to the following types of enquiries:

- enrolment advice and assistance
- course structure and planning
- special consideration
- general course administration.

Student Experience Team  Contact and Location

| Julie Munro | 07 5589 3161 | isass@scu.edu.au | Gold Coast Campus |

Emailing your enquiries
Please note: students should email isass@scu.edu.au with any postgraduate course specific enquiries. Students should include their name and student identification number in the email.

We aim to give students a high level of friendly, efficient and professional service. We welcome feedback from students if our service does not meet their expectations. Similarly, if our service exceeds expectations, we would love to hear about that also!

Academic Staff

Academic staff are available to discuss any questions or issues students may have regarding specific unit or course content.

The course coordinator for 2014 is Dr Lester Thompson.
This section of the guide is a summary of administrative and general information relevant to students and their studies. Wherever possible students will be directed to sources of further information and assistance. A comprehensive list of useful websites is located at the end of this guide.

**Fees**

The cost of attending university will vary and much depends on your program of study. Expenses can generally be broken into three groups: study costs, living expenses and other expenses. This section focuses on study costs or fees and includes important information to remember when enrolling into units of study in a course.

At SCU a student is either a Commonwealth supported student or a fee-paying student, also known as a non-Commonwealth supported student.

Fee-paying students are required to pay full tuition fees for each unit of study.

**Undergraduate courses**

The University offers very few undergraduate fee-paying courses. Generally, undergraduate courses are Commonwealth-supported for eligible students.

**Postgraduate courses**

The majority of SCU fee-paying courses relate to postgraduate study and FEE-Help is available to eligible students.

**Commonwealth-supported students**

Every unit of study undertaken under Commonwealth support has a cost. The Commonwealth Government meets part of that cost and the student pays the other part. This student cost is called the Student Contribution Amount.

At SCU the Student Contribution varies and is determined by the units selected by each student, the discipline category or ‘band’ of the units studied and the year the student commenced their course of study or degree. To find out exactly which band(s) your unit/s of study belong to visit the University’s [Fees and Financial Assistance website](http://www.fees.scu.edu.au).

Before enrolling in units for the first time, new students must read the ‘Information for Commonwealth Supported Students’ booklet available from SCU Student Services or at [www.studyassist.gov.au](http://www.studyassist.gov.au).

Students complete the request for Commonwealth Support Form (and HECS-Help) from SCU. This is known as an electronic ‘Commonwealth Assistance Form’ (eCAF), which is completed and submitted electronically via ‘My Enrolment’. The eCAF must be completed before enrolment into any units.
The deadline for finalising payment arrangements for each unit of study is the census date. Commonwealth-supported students can pay for all or part of their Student Contribution up front or defer payment to the Australian Tax Office (ATO) and repay it later through the Australian tax system when their income is above the nominated minimum threshold.

**Domestic fee-paying students**

A fee-paying student, also known as a non-Commonwealth supported student, is required to pay full tuition fees for each unit of study in a study period. Eligible fee-paying students can either:

- pay some or all of their tuition fees up front on or before two weeks prior to the start of the study period; and/or
- apply for an Australian Government FEE-HELP loan for some or all of their tuition fees by submitting a ‘Request for FEE-HELP assistance form’ (eCAF). The Australian Government will pay the amount of the loan to SCU on the student’s behalf. A loan fee of 25% applies for undergraduate courses of study. There is no loan fee to a FEE-HELP loan for postgraduate study, enabling courses, units of study with Open Universities Australia and bridging study for overseas trained professionals.

The deadline for finalising payment arrangements via a FEE-HELP loan is the census date.

To be eligible to receive a FEE-HELP loan the student must be an Australian citizen or holder of a Humanitarian visa. FEE-HELP is not available to New Zealand citizens or permanent residents. Students, who wish to access a FEE-HELP loan, must read the ‘FEE-HELP information booklet’ available from Student Services or at [www.studyassist.gov.au](http://www.studyassist.gov.au). They must also complete and submit an eCAF via ‘My Enrolment’ and provide their Tax File Number.

Payment of a FEE-HELP loan is deferred to the Australian Taxation Office (ATO) and is repaid later through the Australian tax system when the student’s income is above the nominated minimum threshold.

**Student Services and Amenities Fee**

During 2011, the Commonwealth Government passed legislation that enables Universities to levy an annual capped Services and Amenities Fee to students starting in 2012. In 2014, the capped fee is $281 per student. The Higher Education Legislation Amendment (Student Services and Amenities) Bill 2011 clearly outlines the ways in which these funds can be used by Universities and focuses on essential student services that will support and enrich the student experience.

Eligible students are able to defer their Student Services and Amenities Fee (SSAF) to the Australian Taxation Office (ATO) by completing a ‘Request for SA-HELP Assistance’ eCAF in My Enrolment. To be eligible for the SA-HELP loan scheme the student must be an Australian citizen or holder of a Humanitarian visa. SA-HELP is not available to New Zealand citizens or permanent residents. The deadline for finalising payment arrangements via the SA-HELP loan is census date of the study period in which the fee is charged.

Students who wish to access a SA-HELP loan must read the ‘SA-HELP information booklet’ available from Student Services or at [www.studyassist.gov.au](http://www.studyassist.gov.au) and complete and submit the SA-HELP eCAF with a valid Tax File number through My Enrolment.

For more information about the Services and Amenities fee, what it will be used for, fee schedules, payment details, loan schemes available for eligible students and Frequently Asked Questions, please go to the [Student Services and Amenities Fee](http://www.studyassist.gov.au) website.

**International onshore and miscellaneous fee-paying students**

International onshore students and miscellaneous fee-paying students are required to ensure that their fees are paid on or before two weeks prior to the start of the study period.
International tuition fee information, including information about unit withdrawal impacts, due dates for student fees and refund rules, is available from the International Office and the SCU Fees and Financial Assistance website.

To contact the International Office:
Phone: +61 2 6620 3876
Email: intoff@scu.edu.au

Remission of Student Contribution Amounts
Where extenuating circumstances exist, students may apply for a remission of the Student Contribution Amount by contacting Student Services.

More information
For more information on University fees or Commonwealth-supported places go to the University's Fees and Financial Assistance website and www.studyassist.gov.au

To contact Student Services:
Phone: 1800 005 687
Email: enquiry@scu.edu.au

Other related costs
There are a number of other administrative fees that students may be required to pay at some time during their university life. These may include such things as textbooks, field trips, penalty charges (sanctions) and costs associated with graduation etc.

For further information see Administrative Charges in the Student Handbook.

Income support and the Three-Session Teaching Calendar
The Southern Cross University three-session teaching calendar provides students with the flexibility to spread their full-time study load over three sessions, if they choose. This does not mean that students have to enrol in all three sessions to qualify for income support. There are many combinations of study that satisfy the eligibility criteria for income support. Students will still be able to study a full-time load over Session 1 and 2 and take Session 3 as a break. It is an optional study period. Schools will be offering units during Session 3 that will enable students to accelerate their learning or spread their study load. Please note, not all courses offer units in Session 3, students will need to check the Schedule of Units for that study period to see what is available to study.

Centrelink considers students to be full time if they are doing at least 75% of the full-time workload. At Southern Cross University one single weighted unit of study has a HECS loading of 0.125. Students need to demonstrate to Centrelink that they are studying at least 6 single-weighted units over the full teaching calendar year in order to be entitled to income support.

There is no obligation to study in all three sessions of the Teaching Calendar.

Requirements regarding full-time study can be found on the Centrelink website at http://www.centrelink.gov.au/. Students should discuss their eligibility for income support with Centrelink’s Youth and Student Services by telephoning 132490.

Advantages of studying in Session 3
Session-based students are not obliged to study in Session 3; however there are advantages in doing so. Studying in Session 3 can help students to:
• fast track their studies
• dedicate time to studying a unit that might need a concentrated effort
• maintain their study momentum by undertaking a unit or units over the break between the end of Session 2 and commencement of Session 1 the following year
• catch up on failed units so that course progression and completion is not extended
• graduate sooner, if nearing course completion with 4 or less units to complete, consider studying these over session 3;
• negotiate a study plan with their School or College to align with Session 3 unit availabilities that suits individual goals and career aspirations

Please note, not all courses offer units in Session 3.

To find out more about the units available to study during Session 3 visit the SCU Units Search. Here students will be able to search for units (subjects) by name, code, school or campus. Once a unit or list of units has been retrieved, students can also see a description of the unit by clicking on the unit name.

HINT: Prior to enrolling in a unit remember to check the Schedule of Units for any requisite requirements.

Study load for International onshore students
International onshore students must complete their course within the expected duration of study as specified by Standard 9 of the National Code of Practice 2007. This means Southern Cross University must monitor the study load of International onshore students to ensure they complete their course within the duration specified in their Confirmation of Enrolment (CoE) and do not exceed the allowable portion of distance learning. SCU will only enable students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances.

International onshore students are required to complete eight (8) single-weighted units of study each year, or pro-rata if a student commences after the first study period.

Students can study up to twenty-five percent (25%) of their course by distance learning. Approval to study by distance education must be sought from the International Office using a `Unit Approval Request' submitted through My Enrolment. Students must study at least one (1) unit that is not by distance in each mandatory study period.

Students studying across 2 sessions
International onshore students who undertake study across two (2) sessions must study a minimum of four (4) units in each of the mandatory sessions (Sessions 1 and 2) to satisfy full-time enrolment. In special circumstances this can be varied.

Students not studying four units in each of the two mandatory sessions (Sessions 1 and 2) are required to liaise with an International Student Advisor to map and sign their study plan for each year of study.

Students studying across 3 sessions (Postgraduate Business and Tourism courses only)
International onshore students who undertake study across three (3) sessions are required to enrol in the equivalent of eight (8) units each year.

All three sessions are compulsory; international onshore students must be enrolled in all study periods while on a student visa. Any variation to the required study load must first be discussed with an International Student Advisor.

More information
For more information go to Southern Cross University’s International Office website or the Australian Government – Australian Education International website at www.aei.gov.au
To contact Southern Cross University's International Office:
Phone: +61 2 6620 3876
Email: intoff@scu.edu.au

Census dates
Each unit of study in a study period at SCU has a census date that is the day upon which a student's enrolment for unit(s) in the study period becomes fixed and final. After the census date a student cannot enrol or withdraw from units without significant financial and/or academic liability.

If using the HECS-HELP or FEE-HELP Government loan schemes, the debt for units in the study period is deferred on the census date.

Census dates vary depending on the unit/s in which a student is enrolled. Therefore, it is important that students are aware of the census date for each enrolled unit for a particular study period.

To determine the actual census date for each unit of study, students must check My Enrolment:
• log into My Enrolment
• select My Study Plans
• from the menu to the left of the screen select Current Enrolment.

Each unit in which a student is enrolled will be displayed with the census date clearly identified.

Commonwealth Assistance Notices (CAN)
A Commonwealth Assistance Notice (CAN) is issued to all Commonwealth Supported, FEE-HELP and OS-HELP assisted students within twenty-eight (28) days past the census date for each unit of study. The CAN shows detailed enrolment information for each unit of study within the relevant study period including upfront student contribution amounts and/or amounts deferred via HECS-HELP, FEE-HELP or OS-HELP. The CAN is available by accessing My Enrolment (use the My Finance menu option). It is important to check all the information on your CAN within fourteen (14) days of its release. If you believe the information on the CAN is incorrect, please make a request in writing to enrol@scu.edu.au to have your information corrected.

More information
For more information on census dates or Commonwealth Assistance Notices go to the University’s Fee and Financial Assistance website.

Final date to enrol in unit/s
The final date to enrol in unit/s online without approval is the end of Week 2 (Sunday) of each study period. Students wishing to enrol in unit/s after this date will require approval from the relevant School and should submit a Unit Approval Request through My Enrolment stating the reason for the late enrolment. Where approval is not granted, the relevant School will contact the student.

Deferring studies
Students who cannot commence studies in this academic year can defer their studies and secure their place in the following year. However, if a student can commence studies in Session 2 or Session 3 they do not need to defer, they simply enrol in that study period, except for students enrolling into the Bachelor of Psychological Science (Hons) or the Post Graduate Diploma of Psychology who must commence study in Session 1.
Deferment is only available to applicants who have been made a Commonwealth Supported or Hotel School Employer Reserved offer. Deferment is not available for Bachelor of Education (Secondary) graduate entry, Bachelor of Laws graduate entry, Bachelor of Education (4th year upgrade), Bachelor of Psychological Science (Hons), Post Graduate Diploma of Psychology and all one year Honours courses. Deferment is also not available to continuing students (continuing students wishing to take a break from studies should refer to the section ‘Leave of Absence’).

Students can defer an offer to a course prior to accepting through My Enrolment. To defer an offer once a student has accepted, declined or enrolled in units, please send a request by email to defer@scu.edu.au.

Requests to defer an offer to a course must be submitted by the census date. Southern Cross University does not charge a deferment fee.

For more information about how to defer an offer please visit the Defer you offer page, which is located on SCU’s Students website.

Advanced Standing and Recognition of prior learning

At Southern Cross University (SCU) a student may apply for recognition of prior learning (RPL). This means that relevant prior learning (including formal, informal and non-formal learning experience) is assessed to determine the amount of credit that may be awarded towards a qualification, reducing the amount of learning and time (in months or years) required for completion.

Students who believe they have prior learning or professional experience relevant to one or more units (subjects) within their SCU degree are able to be assessed for RPL by providing documentary evidence demonstrating the level of knowledge, skills and expertise they have previously acquired. At SCU an Application for Advanced Standing must be submitted to facilitate the assessment of prior learning. Credit in the form of credit points is the value SCU assigns for the recognition of equivalence in content and learning outcomes.

Some tertiary qualifications/courses delivered by the SCU College, TAFE, private Registered Training Organisations or universities have been evaluated to determine the equivalence in content and learning outcomes to related SCU degrees. This allows students to use the SCU Advanced Standing Search to determine how much credit they may receive for their prior learning.

If the search is successful, use the ‘Print these details’ print icon to print and save the Advanced Standing Search Results.

Students should apply for advanced standing even if a search is unsuccessful, particularly if their previous studies are partially complete or if they are applying for Advanced Standing on the basis of previous professional experience.

There are two ways to apply for Advanced Standing:

1. Enter the ‘Precedent Reference Code’ into the online ‘Application for Admission’, or
2. Complete the SCU ‘Advanced Standing Application Form’

For further information about how to apply visit SCU’s Advanced Standing website.

The amount and type of credit awarded (in the form of credit points) will determine a student’s study plan so applications for advanced standing should be submitted at the same time as an application for admission into the SCU degree. Students wishing to apply for advanced standing at a later stage during their studies should submit an application at least one month before the start of a session. This will ensure that RPL can be assessed and adjustments made to the relevant study plan in time for enrolling in units. All requests for advanced standing must be submitted before the commencement of a student’s final session. This will ensure that course completion and graduation are not unnecessarily delayed.
Applications will be acknowledged by Southern Cross University upon receipt. The applicant will be notified of the outcome in writing via email or post within one to four weeks, depending on the level of assessment complexity and whether complete information and sufficient supporting documents have been supplied.

International students studying in Australia, who have applied and been granted advanced standing following the commencement of the course, are required by the Education Services for Overseas Students (ESOS) Act to acknowledge, in writing, acceptance of the advanced standing granted. The ‘Advanced Standing Acceptance Declaration’ supplied with the notification of advanced standing, must be signed, dated and returned to the SCU International Office within two calendar weeks of the date of the ‘Advanced Standing Notification’. The International Office will then vary the period of study on an International student’s Confirmation of Enrolment (CoE).

A student who has accepted credit that has been awarded may at any time, apply in writing to rescind (withdraw, overturn or cancel) part or all of this credit. Requests to rescind credit will only be approved for sound academic reasons (e.g. the student wishes to undertake the unit, to change direction in their degree or undertake an approved exchange or study abroad program). Once credit has been rescinded, students will not automatically be re-granted that credit.

Any advanced standing granted or rescinded will affect a student’s study plan and the units in which they will need to enrol to complete their course. Students should seek further study plan and unit sequence advice. International students should consult their International Refund Policy (‘Listed in the ‘Acceptance of Offer Agreement’ ) about the refund impacts this may have.

For more information visit the SCU Advanced Standing website. For assistance telephone (free call in Australia) 1800 005 687 or email enquiry@scu.edu.au.

International students studying in Australia should call +61 2 6620 3876 or email int.apps@scu.edu.au

International students studying outside of Australia should contact their local administrator.

Class timetabling

Information about class timetables is available from the University’s Class and Exam Timetables website. This represents the most up-to-date timetable information for SCU on-campus students and does not apply to external studies.

Students can use the timetables online search facility to check class timetables for the following locations:

- Coffs Harbour
- Gold Coast–Beachside
- Lismore
- Tweed Heads - Riverside

Please continue to check timetables periodically as times may change.

Class registration

Students who elect to enrol in units offered internally must register for classes online. Students will receive an email from Student Services advising when online class registration is open for each study period. All Schools/Colleges use online class registration and students must register for classes through My Enrolment. Please note some students do not register for classes, for example, distance education/external students.

It is easier for students to register into their preferred class if they already know the class they wish to take. Therefore, we recommend students review the class timetables for their enrolled units prior to class registration opening and to have alternative classes selected in case their preferred class is already full. This will make online registration easier. Remember – you must be enrolled in the unit before you can register into classes.
There are very few classes that do not register online. However, if a unit has only one class scheduled (i.e. there is no choice about the days students can attend classes), then students will be automatically allocated to that class. Students will see they have been registered into the class when they look at their timetable in My Enrolment.

Where there is a choice of classes (usually for tutorials, workshops or Lab sessions), then students must register for classes online through My Enrolment (use the My Classes menu option).

Class registration opens progressively during the week for Schools/Colleges. Please note, units belong to each School; students should ensure that classes are open before they try to register. This is particularly important for students who are studying units across schools.

**HINT:** the earlier a student registers for classes once class registration opens the greater chance they have of gaining their first preference of class.

For more information about class registration visit [Class Registration](#) on the SCU Students website.

**Leave of absence**

Students can apply for a Leave of Absence for up to one year (12 months) provided they have remained enrolled in at least one unit of study past a given census date. Students can apply for an extended Leave of Absence up to two years (24 months) upon approval from the relevant School.

Applications for Leave of Absence are submitted through My Enrolment.

Students who do not make application for a Leave of Absence will be automatically withdrawn from their course of study where no enrolment is evident after a certain period. Should the student wish to return to study at a later date, they will need to re-apply to the University either directly or via UAC/QTAC and either provide the same supporting documentation as the initial application or evidence of the SCU study prior to withdrawal.

International onshore students are only permitted six (6) months Leave of Absence. All International onshore students considering taking a Leave of Absence must first seek approval from the SCU International Office.

For further information please refer to Rules Relating to Awards in the Student Handbook (see Rule 2 Section 7 - Leave of Absence for a Specified Period).

**Variation to enrolment**

A student may vary their original unit enrolment details through My Enrolment. Deadlines exist for enrolment variations and course and unit withdrawals. Changing the mode of study, for example internal (on-campus) to distance education (external), and unit substitutions are enrolment variation requests and are subject to the same deadlines.

The dates by which a student must vary their enrolment are set out in the Principal Dates section of the Student Handbook. Enrolment variations after the prescribed dates can affect a student’s academic record and financial liability.

International onshore students on a student visa are only permitted to study twenty-five (25) percent of their course by distance education (external). All International onshore students considering varying their enrolment to include external units must first seek approval from the SCU International Office.

**Withdrawing from a course or unit**

After certain dates in the academic calendar have passed, withdrawing from a course or unit can have a serious impact on a student’s financial liability and/or academic record.
2.9

Withdrawing from unit/s without incurring a Student Contribution Amount
The final day to withdraw from unit/s without incurring a Student Contribution Amount (SCA) is the census date. Census dates vary depending on the unit/s in which a student is enrolled. Students can check the census date for each enrolled unit through My Enrolment. Each enrolled unit will be displayed with its census date clearly identified. Students who withdraw from unit/s after census date will incur a SCA.

Withdrawing from unit/s without incurring a Fail grade
The final day to withdraw from unit/s without incurring a Fail grade is referred to as the ‘Withdrawal Without Failure’ date. Withdrawal Without Failure will still incur a Student Contribution Amount as the final day to withdraw without incurring this debt is census date. Students who withdraw from unit/s after the Withdrawal Without Failure date will incur a Fail grade. To check the final day to withdraw without incurring a Fail grade go to the teaching calendar Key Dates published on the SCU Student Services website.

Fee-paying courses
If you are enrolled in a fee-paying course and you withdraw from your course or unit/s after the start of the study period you may be liable for a partial fee. Refer to the University Refund Policy set out in the Rules Relating to Student Fees and Charges in the Student Handbook.

It is the responsibility of each student to be aware of the relevant dates and consequences before withdrawing from a course or unit. Course or unit withdrawal can be done through My Enrolment.

Regulations relating to a course or unit withdrawal are also set out in the Enrolment Rules, which are printed in the Rules section of the Student Handbook.

Students who require further information or assistance should contact Student Services on:
Phone: 1800 005 687
Email: enquiry@scu.edu.au

International onshore students
International onshore students should contact the International Office if they intend to withdraw from their course.
Phone: +61 2 6620 3876
Email: intoff@scu.edu.au
Further information go to SCU’s International Students website.

Cross-institutional studies
It may be possible for SCU students to undertake a unit/s of study at another university and have the unit/s credited to their award (course, degree or program).

Students interested in applying for approval to study cross-institutionally at another institution should first discuss their intention with their school. The School may require the application to be in writing and accompanied by the unit statement/s for the unit/s a student wishes to study.

Where the request is approved, the School will provide written approval, which will be required by the university that you wish to study at. It is the student’s responsibility to organise enrolment at that university. As each university will have different requirements and deadlines, students will need to check these carefully.

On completion of cross-institutional study, the student will need to provide their School with their academic transcript, or a certified copy, attached to a completed Advanced Standing Application form to have the unit/s credited towards their SCU degree. To avoid delays with graduation, please make sure that all applications for advanced standing are submitted as soon as possible after the completion of cross-institutional study.
International onshore students on a student visa are only permitted to study twenty-five (25) percent of their course by distance education (external/university wide), which includes cross-institutional studies. All International onshore students considering undertaking a unit of study at another university must first seek approval from the SCU International Office.

Students studying at other universities may apply to study cross-institutionally at SCU. Application is made direct to SCU using the University’s Direct Application form. Normal admission deadlines apply.

Please note, not all courses allow students to undertake cross-institutional study.

For more information please contact SCU’s Client Services:
Phone: 1800 005 687
Email: enquiry@scu.edu.au

International onshore students should contact Southern Cross University’s International Office:
Phone: +61 2 6620 3876
Email: introff@scu.edu.au

Course transfer
If you are currently admitted to a course at Southern Cross University you may apply for a course transfer to study a different Southern Cross University course. Students can apply to do so by making application online through My Enrolment.

If you are seeking credit transfer (advanced standing) for units in the course that you are transferring to based on similar units you have studied in your current course, please complete an Advanced Standing Application form. You will not have to supply supporting documentation as a copy of your academic record will be accessed to ascertain your eligibility to course and credit transfer.

Students cannot transfer to another course at another University or Higher Education Institute. Instead you must withdraw from the SCU course using My Enrolment and make application to the new institute via their published application process.

Please note students wishing to exit from an SCU course with a lesser award should contact the relevant School or College for further information.

Further information about enrolment issues
Further information or assistance regarding enrolment issues is available by consulting:
• the relevant course and unit entries in the Student Handbook
• the relevant Enrolment Rules in the Rules section of the Student Handbook
• the Student Experience Team
• a Client Services officer:
  Phone: 1800 005 687
  Email: enrol@scu.edu.au

MySCU
MySCU is a student’s point of entry to a range of online services and resources that support study and student life. The portal includes Unit Learning Sites and Information Sites where students can access resources, communication tools and useful links that are integral to their studies.

Students should regularly check the following location in their browser:
http://study.scu.edu.au

This opens the MySCU student intranet page.
MySCU Information Sites

MySCU information sites contain the Student Centres for each School and are typically online information forums specifically developed to support students studying units offered by a particular school. Following are examples of the information that may be contained within School Student Centres:

- **Notice Board** contains important announcements posted in relation to administrative deadlines, re-enrolment, examinations, upcoming events and internship opportunities, as well as a range of other relevant details.
- **Information** about advanced standing, leave of absence, candidature extension and graduation together with links to other University sites such as Schedule of Units, principal dates, Student Handbook, special consideration and examination, maps, student classifieds and My Enrolment.
- **Textbooks and Timetables** - links students to information about textbooks and timetables for classes and examinations.
- **Course Information** contains links to current course enrolment guides and relevant course related information.
- **Unit Assessor List** for units on offer in each study period.
- **Discussion Board** - an interactive forum that allows students to communicate with staff and/or network with other students.
- **Staff Contacts** - lists School staff and their contact details.
- **Job Opportunities** - provides students with information in relation to employment vacancies and where applicable opportunities for industry scholarships.
- **Important Links** are also provided to the University Co-op Bookshop, Schedule of Units, University Library, Student Services, Academic Skills Development and Counselling Services.

MySCU Learning Sites

A unit Learning Site is a central place to access information, learning resources and activities for each unit of study in which a student is currently enrolled. Within these sites students can access essential information including the Unit Information Guide and content (that can be presented as text and multimedia formats), participate in learning activities such as online sessions and assessment tasks, and interact with teaching staff and fellow students.

The **Unit Information Guide** is important for study as it contains details of the aims, objectives and syllabus of the unit, details of essential readings and textbooks (if applicable) as well as due dates for assessment tasks.

Through Learning Sites students may be provided with access to interactive communication tools to share ideas and content with your teachers and fellow students. For example, students may have access to discussion forums, blogs and wikis, email, instant messaging, recordings of lectures and online class sessions via **Blackboard Collaborate** with live audio, video, text chat and shared, interactive content (e.g. PowerPoint presentations, Excel spreadsheets).

Students will obtain access to MySCU Learning Sites one week prior to the commencement of the study period providing they are enrolled in that unit. Please note Learning Sites will be open to allow students to become familiar with the site and to download information but teaching and online interaction will not occur until the first teaching day of the study period.

Where a student cannot see a particular unit listed under Learning Sites they should first check their enrolment status through My Enrolment. If it appears the student is not enrolled in that unit, they should either enrol in that unit or email a variation request to Student Services at **enrol@scu.edu.au**. If a student is enrolled in a unit but still cannot see the Learning Site they should send an email to **servicedesk@scu.edu.au**.
Blackboard Collaborate
The web-based program Blackboard Collaborate delivers advanced online learning environments for students and lecturers to communicate and collaborate through virtual meeting spaces and classrooms. They can share files, presentations, and applications. If the session is recorded, students can view it afterwards. Blackboard Collaborate is used in many SCU units (both on-campus and external). To use audio in Blackboard Collaborate sessions, students are advised to use a headset with a microphone.

MySCU login details
To access MySCU students will need their account details.

New students
A student’s letter of offer provides the information needed to log in to My Enrolment. Please note, new students will need to log in to My Enrolment to access their MySCU account details.
After logging in students should ensure that they click on the MySCU Details tab and record their username and password. This section provides students with access to their study portal. It is separate from My Enrolment.

Continuing students
Continuing students should use their existing username and password. If a student has forgotten their password they should contact the IT Service Desk:
Phone: +61 2 6620 3698
Email: servicedesk@scu.edu.au

Changing your password
Students can change their password by accessing the following link: www.scu.edu.au/changepassword. It is important that students change their passwords regularly.

HINT 1: Commencing/first year students should check MySCU as soon as possible as it will assist their preparedness for university studies.

HINT 2: It is important students read and understand the information contained in the Unit Information Guide.

Textbooks
Prescribed textbook details can be found on the University Co-op Bookshop website www.coop-bookshop.com.au and are also contained in your Unit Information Guide for each unit.
Approximately two to three weeks prior to each study period commencement students can check their prescribed textbook list on the University Co-op Bookshop website. Information regarding prices and availability can also be checked on this site.
Prescribed textbooks can be purchased from on-campus Co-op Bookshops at Coffs Harbour, Lismore and Beachside, or online for delivery to residential addresses.
When searching for textbooks or ordering online students should use the text search facility. Go to the website and find ‘Text List Search’ in the ‘Book Search’ drop down menu at the top left. Enter the Southern Cross University campus, relevant study period and unit code/s. Searching or ordering using the ‘Text List Search’ will link automatically to the textbook information a Southern Cross University member of staff has given the University Coop Bookshop and will ensure that the correct books are selected.
Limited copies of required texts are placed on reserve in the University Library.
The University Co-op Bookshop contact details are:

**Lismore campus**
Phone: +61 2 6621 4484

**Coffs Harbour campus**
Phone: +61 2 6659 3225

**Gold Coast campus**
Phone: +61 7 5599 4191

For further information visit the website: [www.coop-bookshop.com.au](http://www.coop-bookshop.com.au)

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**Study materials and Books of Readings**

Copies of study materials are available online. The Unit Information Guide and Study Guide are available on the MySCU Learning Site for each unit. The Book of Readings, if applicable to a unit, is available on the University Library eReadings website (for online viewing and saving). Some Study Guides and workbooks, if applicable, may also be available on eReadings.

Delays in obtaining study materials may be experienced if you enrol (or vary your enrolment) only a few weeks before the study period commencement date. If study materials are not available one week before the commencement of the study period, students should immediately contact their School or College External Studies Dispatch Officer by email or telephone.

Hardcopies of study materials are usually only available upon request.

**Students in Correctional Centres**

If you are currently in a Correctional Centre, please advise the relevant School or College as soon as possible. We are aware that students in Correctional Centres may require Southern Cross University to make special arrangements to ensure access to study materials.

**Books of Readings**

Books of Readings are often produced by Schools or Colleges to supplement textbooks and are available on the University Library eReadings website. In eReadings study materials are available for students to browse. Distance education (university wide/external) students receive a copy of the Book of Readings in their study materials.

**School specific arrangements**

Where a School has alternative arrangements in place regarding study materials and Books of Readings, students will find specific information in Part One of this guide.

**Turnitin**

Many assignments at the University will be submitted (through MySCU) to Turnitin, a text-matching system that finds similarities between assignments and other documents such as web pages and academic journals.

Turnitin produces an ‘Originality Report,’ a report identifying sections of text in the submitted assignment which match sections of text in these other documents. Turnitin at SCU is set up so that students can self-check their work before submitting a final copy of their assignment.

For further information see the SCU [Turnitin](http://turnitin.com) website.
Orientation and transition

Orientation is a three and a half week program that assists first year and returning students at SCU to find out about their course, their campus and SCU services to assist them to succeed in their studies.

O'Week – Essential Sessions
Orientation commences prior to Week 1 with three lecture-free days of essential sessions, specifically designed for first year students (O'Week). It is strongly advised that you attend these sessions as it provides you with important information to assist you to commence your university life and succeed in your studies. At this time, you will be introduced to your School Host who will welcome you as you arrive on campus and will be available for any questions you might have about Southern Cross University.

Weeks 1 and 2 — Transition to University Life
In weeks 1 and 2 of Orientation at SCU, there are a number of free academic skills workshops and orientation events to get you settled into university life and find out about the SCU community.

Week 3 — Get Connected Week
Get Connected Week is the third week of the Session (Week 3). This final week of orientation focuses on networking opportunities for students and staff, to encourage communication. In this week there will be events specifically designed to enable students to socialise and meet each other. There will be an emphasis on forming study groups, joining clubs and societies and participating in health and wellbeing sessions.

To find out more go to the SCU Orientation website.

UniMentor program

The UniMentor program connects new students with a second or third year mentor studying the same (or similar) course. UniMentors are in touch with the academic and social challenges of university life, as they've been through it themselves.

Regular meetings with a UniMentor can help new students make friends and gain positive, empowering advice and support from someone who has “been there” and “done that”. UniMentors can advise on a wide range of student issues, from the best way to navigate an online study environment to where to buy the best organic coffee! Although not an academic tutor, UniMentors can share their study tips, and help new students settle in to an academic routine with knowledge and confidence.

The UniMentor program is available to all new undergraduate students, studying on campus or via distance education in any award course (ie, Bachelor degree or Associate degree).

For more information visit the UniMentor Program website.

Student Health and Support Services

Southern Cross University Student Health and Support Services (SHSS) offer a range of services to encourage academic success and increase a student’s enjoyment of study and university life. SHSS provides students with personal assistance including careers and employment, counselling service, disability and equity services, medical practice, and multifaith and pastoral care.

The Services for U website will assist external students and students on all campuses to locate the services available either on campus or online. The website can be found at: www.scu.edu.au/studentsupportservices
Indigenous Australian Student Support

Indigenous Australian Student Support (IASS) provides an extensive service to all Indigenous Australian people who are studying at Southern Cross University. The aim of IASS is to provide the highest quality support to Indigenous Australian students within a culturally safe and welcoming atmosphere. The IASS team is made up of a number of specialist staff who are dedicated to supporting Indigenous Australian students throughout their University experience. As a whole, the team is dedicated to developing a sense of scholarship, community and growth amongst staff and students. IASS Lismore campus provides a space for students to get together at an informal social level as well as tutorial rooms and a computer lab for Indigenous Australian student’s use. We also have IASS officers located at our Coffs Harbour and Gold Coast campuses who are there to support Indigenous students too. At IASS we welcome Indigenous Australian students, families and local community to drop in and share our space. We acknowledge and respect all Indigenous Australian Elders and encourage them to be part of our support strategies. Their contribution, like yours, is of vital importance to all our learning journeys.

University Library

The Library provides a wide range of services, print and electronic resources to support students in their study and assessment tasks, including distance education students and students with special needs.

Students should visit the Southern Cross University Library website to discover the range of services, online resources and various sources of assistance available.

Library services and resources include:

• **Getting Help**: librarian assistance, finding information, referencing, EndNote and copyright
• **Online Resources**: catalogue, databases, Ebooks, eReadings, journals, past examination papers, and search tools
• **Library Services**: borrowing, document supply and podcasts
• **SCU Library Guides**: subject guides.

Southern Cross University Library contact details are:

**Lismore campus (located in Block A)**
Freecall: 1800 659 460 or +61 2 6620 3752
Fax: +61 2 6622 0093
Email: libdesk@scu.edu.au

**Coffs Harbour campus (located in Block E1)**
Phone: +61 2 6659 3232
Fax: +61 2 6659 3234
Email: coffslibrary@scu.edu.au

**Gold Coast (located in Building A)**
Phone: +61 7 5589 3100
Fax: +61 7 5589 3702
Email: goldcoastlibrary@scu.edu.au

Academic Skills Development

Academic Skills Development (ASD) at Southern Cross University provides educational support to students, staff and the university as a whole. The team's primary role is to improve the quality of learning by developing students' academic language, learning, critical thinking and numeracy skills as well as providing strategies for effective study.
Academic Skills Development supports internal and external students at all levels of study and have developed a range of resources and support services for students to access. To view these services go to the Academic Skills Development website.

Staff are based across three campuses at Lismore, Coffs Harbour and Gold Coast/Tweed Heads.

ASD contact details are:
Website: www.scu.edu.au/academicskills/
Email: academicskills@scu.edu.au

**Lismore campus (located in Block A, 3rd Floor)**
Phone: +61 2 6620 3386
Fax: +61 2 6620 3523

**Coffs Harbour campus (located in Building MLG.9)**
Phone: +61 2 6659 3323
Fax: +61 2 6659 3051

**Gold Coast and Tweed Heads (Riverside location)**
Phone: +61 7 5506 9219
Fax: +61 7 5506 9363

**Services for distance education students**
Distance education students (external) can access all Southern Cross University services in-person at any one of the SCU campus locations. Distance education students can also access SCU information and services via the SCU website, telephone, email, instant messaging, SCU Connect and MySCU.

The University has also established a Student Services freecall number for external students – 1800 111 890.

**Information technology support**
Information Technology Services (ITS) provides a range of services, information and support to students. Services include computer accounts (access to MySCU, MyEnrolment), internet access, email and calendaring, and computing lab facilities. Information on these services is available online through the MySCU portal (study.scu.edu.au) or SCU Connect (scu.edu.au/scuconnect). SCU Connect is the online point of contact for accessing information on all ITS services and resources. Additionally, general information relating to IT services and facilities can be found at www.scu.edu.au/it.

**IT Support:** Students needing IT assistance can contact the ITS Helpdesk online through the MySCU portal (under the Computing & IT tab) and logging a call.
Alternatively, students can phone for assistance between the hours 9 am and 5 pm weekdays on:
Freecall: 1800 111 890
Or directly:

<table>
<thead>
<tr>
<th>Lismore, Tweed and Gold Coast students</th>
<th>Coffs Harbour students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone: +61 2 6620 3698</td>
<td>Phone: +61 2 6659 3080</td>
</tr>
<tr>
<td>Email: <a href="mailto:servicedesk@scu.edu.au">servicedesk@scu.edu.au</a></td>
<td>Email: <a href="mailto:chec.helpdesk@scu.edu.au">chec.helpdesk@scu.edu.au</a></td>
</tr>
<tr>
<td>Website: scu.edu.au/it/servicedesk</td>
<td>Website: checit.scu.edu.au</td>
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</tbody>
</table>
Student engagement and intervention support

Southern Cross University has a whole-of-university approach to supporting student engagement and success. The Student Retention Policy outlines this approach, with a focus on the first-year experience and on improving student retention and student success, which includes enhancing preparedness for study, enhancing the first year experience, ensuring a quality curriculum and authentic, engaging assessment with timely feedback and clear expectations about standards. Southern Cross University has also implemented formal early interventions and strategies to assist students to better their academic performance where necessary.

Student engagement and intervention support includes:

- appropriate orientation to the social and academic culture of the University
- information about the various forms of assistance and student support services available to students
- targeted intervention and support for those students who have not engaged with their studies or do not pass early assessment items. For example, most Schools or Colleges will require students to undertake an early online orientation assessment or activity that is associated with at least one core unit during the first year. Students who do not participate or struggle with the activity will be contacted and offered appropriate assistance and support to develop the necessary skills to successfully undertake their studies
- opportunities within each course to participate in community-building activities such as peer mentoring schemes
- tracking student progress throughout the year and implementing appropriate intervention procedures, academic support and learning assistance activities for students who require support.

Students should become familiar with Academic Standing of Students Policy, and the Student Retention Policy.

For further information refer to the SCU Policy Library - Students or contact the relevant School or College.

Examinations

Final examinations are held at the end of each study period. Not all units require examinations so students should carefully check the assessment requirements of all the units in which they are enrolled. Examination dates are detailed in the Southern Cross University Teaching Calendar.

Examinations are held in many cities and towns throughout Australia and in some countries overseas. If a student is living within 120km of an established Exam Centre they are expected to attend that centre. Examinations can be arranged outside of Australia, however they attract a fee.

Distance education students (external, university-wide) are required to select an Examination Centre through My Enrolment when they select their first units of study.

Students who need to sit an examination at an overseas location must contact the Examinations and Progression Team to make the required arrangements. These arrangements need to be made no later than six (6) weeks before the commencement of the exam period.

All students will receive two emails to their SCU email regarding the examination timetable. The first is to notify that the ‘Draft Exam Timetable’ is available. The second is to notify that the ‘Final Exam Timetable’ is available. The ‘Draft Exam Timetable’ and the ‘Final Exam Timetable’ are published on the SCU website and in My Enrolment. To view, select ‘Exam Timetable’ under ‘My Exams’. Please read all information carefully and follow all instructions.

When the Final Exam Timetable is published all students are able to produce their own “Exam Notice” in My Enrolment. The exam notice details a student’s exam timetable, the exam location, the exam supervisor and any special instructions regarding the exam centre.
Distance education students should ensure that they check their examination centre and special instructions immediately. Changes to an examination centre can be made in My Enrolment. Select the ‘Change External Exam Centre Details’ link under ‘My Details’. Changes less than three (3) weeks prior to the commencement of an examination period attract an additional administrative charge. If a student is unable to select a suitable Examination Centre they should contact the Examinations and Progression Team. Changes made less than one (1) week prior to the commencement of an examination period will become effective from the next available exam period.

It is a student’s responsibility to check their Final Exam Timetable, exam centre details and to complete all required examinations. Details will not be given out by telephone. Misreading an examination timetable is not grounds for special consideration or a special examination.

Student Services must be notified immediately if you cannot attend an examination at a nominated external examination centre.

The University’s rules governing Student Assessment and Examinations are set out in the Rules section of the Student Handbook.

For assistance please contact the Examinations and Progression Unit:

Phone: 1800 005 687
Email: ssexams@scu.edu.au

Special consideration/special examination

The Student Assessment and Examination rules provide for students to be granted a special examination or special consideration in appropriate circumstances.

A student may apply for special consideration to vary the deadline for an assignment assessment task (extension). This does not apply to an end of unit examination.

Where a student completes an assessment task (examination or assignment) and they believe their preparation or performance was adversely affected by health (including impacts of religious fasting); compassionate circumstances; religious observances or celebrations; serious unforeseen personal events; selection in State, national or international sporting or cultural events; rendering genuine and unforeseen emergency service in a professional or voluntary capacity; or rendering any service (including undertaking training) in the Defence Reserves, the student may apply for special consideration regarding the marking of the assessment. Onshore international students must have a Confirmation of Enrolment (COE) for an SCU course which remains valid for the period of the request.

If a student is unable to sit for an examination due to medical or other exceptional circumstances they may apply for a special examination by completing an Application for Special Consideration and submitting it to the relevant School or College. Except in exceptional circumstances, a special examination will not be granted once a student sits for an examination. Misreading the exam timetable is not grounds for a special examination.

An application form for Special Consideration is available from the Student Centre, from your School or College and on the Student Services website. All applications for special consideration/special examination must be accompanied by supporting documentation and/or corroborative evidence as follows:

Health grounds
- A health certificate from a registered health practitioner that must include the date of consultation and a specific statement of effect of medical complaint and/or treatment on your ability to complete any relevant task.

Compassionate circumstances
- Factual details of the circumstances or event and corroborative evidence that may support your claim e.g. health certificate, newspaper death notice.
State, National or International sporting or cultural events, or religious observances or celebrations

- A statement signed by an authorised officer of the appropriate organisation which validates a conflict with the University’s timetable.

Rendering genuine and unforeseen emergency service in a professional or voluntary capacity, or rendering any service (including undertaking training) in the Defence Reserves

- A statement signed by an authorised officer of the appropriate organisation which details the nature of the service rendered, and validates a conflict with the University’s timetable.

Grades and academic standing

At the end of each study period upon the release of grades a student can check their grades for each unit, print a copy of their grades and identify their academic standing for that study period. Students can access their grades and academic standing in My Enrolment by selecting ‘My Grades’.

Student academic progress

Student academic progress will be reviewed using University Policy and Rules that relate to course progression including professional experience components of courses and specific Award Rules. Southern Cross University policies outline the requirements for satisfactory academic progress including academic standings and students should become familiar with their responsibilities under these policies.

The Academic Standing of Students Policy details the requirements for domestic and international offshore students. The Course Progress and Completion Within Expected Duration of Study Policy details the requirements for international onshore students. The Course Progress and Completion Within Expected Duration of Study Policy details the requirements for international onshore students. Students who have been excluded because of unsatisfactory course progress will be informed they have been excluded and advised of their re-enrolment and appeal rights, which are set out in detail under Rule 2, Section 10 in the Rules Relating to Awards. International onshore students who receive notification that they have not met satisfactory course progress requirements or have been excluded are advised they must contact the International Student Advisor at their campus.

Querying a grade

Students may query the grade awarded for any unit by first contacting their Unit Assessor to discuss the matter. The Unit Assessor will provide advice regarding the process, which is specified under Rule 3.15 Query of Final Grade in the Southern Cross University Rules Relating to Awards.

Students have a responsibility to adhere to the University Rules, which are published in the Student Handbook. Students should also refer to the Rules for guidance on University process and applicable timeframes. Further advice and support can be obtained by contacting SCU’s Client Services Team.

Staying in touch with SCU

Students should ensure that they keep their contact details up to date in My Enrolment, including work, home and mobile telephone numbers and residential, postal and delivery addresses.

Students should also regularly access MySCU, (the University’s online learning portal). Most lecturers make use of MySCU for announcements to all students regarding unit-related matters, to answer individual or commonly asked questions and to offer assistance, tips or feedback with assignments.

The University encourages the use of email to enhance communications and the sharing of knowledge and ideas. University email services are intended to allow greater efficiency and support teaching, learning, research and administration activities. The University student email address is viewed and used as the University’s primary form of written communication with
students. Students should access their SCU webmail weekly (even during University vacation periods) as changes to enrolment details, all-student notices and important reminders relating to University studies are sent to student SCU email accounts. Forwarding of SCU student email to a private email address is permitted. Forwarding instructions are detailed in My Enrolment under ‘Email Forwards’ – click on the ‘Webmail Forward’ link.

For further information please refer to the IT&TS Email Policy, 2.2.1. Access and Availability – Student Email Accounts.

MySCU and webmail login details
To access most technology services (MySCU, MyEnrolment, webmail etc), students will need their account details.

New students
A student’s letter of offer provides the information needed to log in to My Enrolment.

After logging in students should ensure that they click on the MySCU Details tab and record their username and password. This section provides students with access to their study portal. It is separate to My Enrolment.

Continuing students
Continuing students should use their existing username and password. If a student has forgotten their password they should contact the IT Service Desk:

Phone: +61 2 6620 3698
Email: servicedesk@scu.edu.au

Complaints @ SCU
The University has a commitment to seeking feedback from students and staff, and acknowledges the right of students, staff or members of the public to complain if they are dissatisfied.

The University has established a Complaints Management Framework to provide for the timely and fair resolution to complaints. The Framework will help students to decide how to proceed with a complaint or concern.

Students are encouraged to make a complaint informally, as many complaints can be sorted out with the staff member directly responsible. However, if a complaint submitted informally is not resolved, then students should set out their complaint in writing to the nominated officer.

For further information about how to submit a complaint please refer to:

Complaints @ SCU
Complaints Management Framework
# General information

## Key dates for 2014

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<thead>
<tr>
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<tr>
<td>Online Enrolment Opens</td>
<td>Monday, September 9</td>
<td></td>
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<tr>
<td>Orientation Starts</td>
<td>Wednesday, February 12</td>
<td>Wednesday, June 18</td>
<td>Wednesday, October 15</td>
</tr>
<tr>
<td>Studies Commence</td>
<td>Monday, February 17</td>
<td>Monday, June 23</td>
<td>Monday, October 20</td>
</tr>
<tr>
<td>Study break</td>
<td>Monday, March 31– Friday, April 4</td>
<td>Monday, August 4 – Friday, August 8</td>
<td>N/A</td>
</tr>
<tr>
<td>Last Date to Withdraw Without Fail</td>
<td><a href="#">Click here to check date</a></td>
<td><a href="#">Click here to check date</a></td>
<td><a href="#">Click here to check date</a></td>
</tr>
<tr>
<td>Study break/Recess</td>
<td>Monday, May 19 – Wednesday, May 21</td>
<td>Monday, September 22– Wednesday, September 24</td>
<td>Monday, December 29 – Wednesday, December 31</td>
</tr>
<tr>
<td>Exam period</td>
<td>Thursday, May 22 – Saturday, May 31</td>
<td>Thursday, September 25 – Saturday, October 4</td>
<td>Thursday, January 22, 2015 – Saturday, January 31, 2015</td>
</tr>
<tr>
<td>Inter-Session Break</td>
<td>Monday, June 2– Friday, June 13</td>
<td>Monday, October 6 – Friday, October 10</td>
<td>Monday, February 2, 2015 – Friday, February 13, 2015</td>
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<tr>
<td>Grade Publication</td>
<td>Saturday, June 14</td>
<td>Saturday, October 18</td>
<td>Wednesday, February 11, 2015</td>
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</table>

The SCU **2014 Principal Teaching Dates Calendar** outlines each week in the study period and its corresponding dates. Use the following link to download the [2014 Teaching Dates Calendar](#).

For further enquires about key dates please telephone 1800 005 687.
Useful University websites

### Getting started

<table>
<thead>
<tr>
<th>Service</th>
<th>URL</th>
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<tbody>
<tr>
<td>MySCU</td>
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</tr>
<tr>
<td>Principal teaching dates</td>
<td><a href="http://www.scu.edu.au/about/dates">http://www.scu.edu.au/about/dates</a></td>
</tr>
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</table>
Turnitin  
http://study.scu.edu.au/turnitin

Webmail  
http://webmail.scu.edu.au

### About the University

<table>
<thead>
<tr>
<th>About the University</th>
<th><a href="http://www.scu.edu.au/about">http://www.scu.edu.au/about</a></th>
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<tbody>
<tr>
<td>General contact details</td>
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<tr>
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### Schools and Colleges

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<tr>
<th>Arts and Social Sciences</th>
<th><a href="http://www.scu.edu.au/sass">http://www.scu.edu.au/sass</a></th>
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<tbody>
<tr>
<td>Education</td>
<td><a href="http://www.scu.edu.au/education">http://www.scu.edu.au/education</a></td>
</tr>
<tr>
<td>Health and Human Sciences</td>
<td><a href="http://www.scu.edu.au/healthscience">http://www.scu.edu.au/healthscience</a></td>
</tr>
<tr>
<td>Law and Justice</td>
<td><a href="http://www.scu.edu.au/law">http://www.scu.edu.au/law</a></td>
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<tr>
<td>SCU College</td>
<td><a href="http://scucollege.scu.edu.au/">http://scucollege.scu.edu.au/</a></td>
</tr>
<tr>
<td>Tourism and Hospitality Management</td>
<td><a href="http://www.scu.edu.au/tourism">http://www.scu.edu.au/tourism</a></td>
</tr>
<tr>
<td>The Hotel School Sydney</td>
<td><a href="http://www.hotelschool.scu.edu.au">http://www.hotelschool.scu.edu.au</a></td>
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</tbody>
</table>
The Orientation Program at Southern Cross University marks the beginning of university life for our new students and a big welcome back to our returning students.

The Orientation Program, Get Started, provides new and returning students with the ‘must have’ knowledge to start university life. The program includes important orientation sessions such as:

- essential course information sessions
- academic skills development sessions
- library and campus tours
- IT essentials.

UniLife, in conjunction with student groups, also offers a variety of social, sporting and cultural programs and coordinates a ‘Get Connected Week’, in the last week of the Orientation Program. It is your chance to meet other students and make valuable networks and form study groups.

Start by going to scu.edu.au/orientation and get all your orientation information – we welcome you to SCU!