Student Services and Information
STUDENT SERVICES AND INFORMATION

This section of the Student Handbook is a summary of student services, study information, and general information for students. Wherever possible you will be directed to sources of further information and assistance including relevant websites. For some websites you will require a student log-in (eg; for MySCU see entry on page 24 for more details). Students are also encouraged to refer to the University’s rules – see Rules section of the Student Handbook.

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Southern Cross University, 2008
ABSTUDY (Education Access Program)
ABSTUDY provides assistance for Australian Aboriginal and Torres Strait Islander students in a range of full-time and part-time courses, including Masters and Doctorate level. The maximum rates vary depending upon individual circumstances. Benefits for students also include the payment of an incidentals allowance to assist with text book and equipment costs. Part-time students may also be eligible for some financial assistance.
Application forms for ABSTUDY are available from any Centrelink Office. Submit your application for ABSTUDY as soon as possible. ABSTUDY claims can be lodged at the Lismore Centrelink Office, at the corner of Conway and Keen Streets.

ABSTUDY Pensioner Education Supplement (PES)
The Pensioner Education Supplement (PES) is free of any income test. It may be paid to some students who are eligible for ABSTUDY and are receiving a pension or certain allowances from Centrelink or a full service pension from the Department of Veteran Affairs (DVA). To be eligible for PES students must be studying at least 25% of a full-time workload.
In 2007 the Pensioner Education Supplement was $62.40 per fortnight for new applicants and $124.80 per fortnight for “maintained” students continuing in their studies from 1999.
Students with a study load of less than 50% were paid $31.20 per fortnight. Please note, customers receiving the Disability Support Pension, Invalidity Service Pension or Income Support Supplement may be eligible for a workload concession.
All rates are subject to CPI adjustment.
Further information about ABSTUDY can be obtained from the Lismore Centrelink Office, corner of Conway and Keen Streets, Lismore. Telephone enquiries can be made on 13 23 17.

Academic Skills Development (Learning Assistance)
Learning Assistance is a service that is offered to all students at Southern Cross University. Specialist staff provide assistance with academic skills such as analysing assignment questions, assignment writing, preparing for exams, reading, note-taking and time management. On-campus students can make an appointment to see one of our staff and/or attend our workshops. We work with external students on an individual basis via the phone, fax or email to help you to improve your academic research and writing. International students please contact the International Office for academic support.

Learning Assistance support is available at:
Lismore Campus in the Library, Level 3.
Phone: (02) 6620 3386
Email: learningassist@scu.edu.au

Coffs Harbour Campus
Phone: (02) 6659 3323
Email: coffs-irmassist@scu.edu.au

Tweed/Gold Coast Campus
Phone: (07) 5506 9200
Email: tweed-irmassist@scu.edu.au

For further information visit our website:
www.scu.edu.au/learningassistance

Academic Transcripts
An academic transcript (also called Statement of Academic Record) is a copy of your academic record to date. The transcript lists the units you have studied and all grades, including fails. It is issued without alteration or erasure. You are entitled to one transcript of your academic record, without charge, upon graduation. A fee of $15.00 will be charged for all other transcripts, ($17.00 for overseas students) and will be provided on receipt of written request and appropriate payment to Student Services. A credit card payment option is also available. Please contact Student Services - Exams and Records on 02 6620 3449 or email: exams@scu.edu.au to enquire about this option. A web-based copy of your academic transcript may also be downloaded from My Enrolment (www.scu.edu.au/myenrolment).

Accommodation
Lismore Campus The University offers student accommodation in three separate Colleges. These Colleges are self-catering and co-educational and each is located within walking distance of its Lismore Campus.
● Orion College occupies a spectacular hill-top position on the northern edge of the university campus. It accommodates 240 students in furnished single study-bedrooms, arranged in groups of three, four and six bedroom units. Each unit contains a kitchen, furnished lounge/dining area and bathroom facilities. The College has a recreational hall, a fully equipped study centre and a 15 metre swimming pool. Ample parking spaces are provided in college grounds.
● Magellan College is a modern College located in an elevated position at Rifle Range Road, overlooking the main campus. The college comprises tastefully furnished study bedrooms arranged in self-catering units of four bedrooms each. All units are provided with a kitchen, lounge/dining facilities and a spacious balcony.
Telephones available adjacent to the College. Fields, a Community Centre and a tennis court are modern kitchen and bathroom facilities. Sports unit has a furnished lounge and dining area and bedrooms arranged in units of four bedrooms. Each College comprises 96 furnished single study-bedroom units at Magellan or Carina) per person for 2-3-4 bedroom unit to $125 per week (4 bedroom unit at Magellan or Carina) per person for an academic year. In addition, an annual deposit is payable. Applications are generally accepted until the middle of January each year subject to availability. Re-admission from year-to-year is conditional upon appropriate academic progress and contribution to college life.

Cost of Off-Campus Accommodation
The University has kept the cost of accommodation at a modest level. This is to provide educational opportunities to tertiary students from a wide range of socio-economic backgrounds. The 2008 charges vary from $107 per week (6 bedroom unit), $113 per week (2-3-4 bedroom unit) to $125 per week (4 bedroom unit at Magellan or Carina) per person for an academic year. In addition, an annual deposit is payable. Applications are generally accepted until the middle of January each year subject to availability. Re-admission from year-to-year is conditional upon appropriate academic progress and contribution to college life.

Off-Campus Accommodation Services
The University also assists in providing contacts for off-campus accommodation in Lismore, Coffs Harbour and Tweed Heads. A comprehensive listing of all available town accommodation is maintained for the personal perusal of potential tenants.

Contact Details Further information on accommodation, scholarships and application forms is obtainable by contacting:

Lismore Campus
Student Accommodation Services
Southern Cross University
PO Box 157, Lismore NSW 2480
Phone: (02) 6620 3220 or (02) 6620 3935
Fax: (02) 6621 8058
email: accomm@scu.edu.au

or

Carina College
The Colleges are supervised by trained on-site Accommodation staff.

Collegial Life The Colleges provide a nurturing and supportive environment for the development and maturity of their lodgers. The educational opportunities provided by Colleges include the provision of good study conditions and the operation of study centres with computing, and word processing facilities. For achieving social, cultural and civic maturity the Colleges provide pastoral care and opportunities for members to take responsibility for various aspects of college life.

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Off-Campus Accommodation Services
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of each item of work to be submitted, the assessment method(s) proposed for each item, date each item is to be submitted and other general assessment expectations and penalties. You should note the assessment requirements carefully as your success in any unit will depend upon your ability to meet the requirements of the various assessment items.

School/College policies including the conditions of and penalties for late submissions, granting of extensions, possibility of re-submission, violation of assessment specifications (eg: number of words), plagiarism and class participation (where it contributes to assessment) will be outlined in the unit information guide and are available at the relevant Faculty, School or College office.

Your final grade in each unit will be published on My Enrolment at the end of each study period. Release dates for grades are published in “SCU News” on the University’s web site. You will be advised of grade publication dates via your SCU webmail account. The University’s rules concerning Student Assessment and Examinations are set out in the Rules section of this Student Handbook.

**Attendance requirements**

Attendance at lectures and tutorials is normally a requirement for internal students. For example, some units require an eighty percent attendance in lectures and tutorials as well as a pass in assignments in order to pass the unit. Attendance at field trips and excursions may also contribute to a unit assessment. External students may need to attend an on-campus residential period as a requirement of their units. Attendance requirements are articulated in the unit statements issued at the commencement of each unit.

If personal circumstances change through the study period to prevent class attendance, you are strongly encouraged to discuss the situation with your lecturer or Student Services. Illness during the study period can effect not only your attendance at classes, but also your capacity to study. When too much class contact is lost through protracted illness, classes, but also your capacity to study. When too much class contact is lost through protracted illness, there may be no practical way of catching up in that study period. You should discuss your options with your School or College Student Liaison team or with Student Services.

**Austudy Payment and Youth Allowance for Students**

**Austudy Payment** is an income support payment available to qualifying students aged 25 or older. It provides income tested assistance to full-time students who are Australian citizens and some permanent residents of Australia studying in an approved tertiary course.

**Youth Allowance** is a similar support payment paid to eligible 16 to 24 year olds who are undertaking full-time study in approved courses, and/or are looking for work. These young people may be eligible for rent assistance and the rules regarding the activity test allow for more flexibility in the types of activities which are acceptable. Youth Allowance is means tested against parental and family income.

The eligibility provisions for Austudy Payment and Youth Allowance for full-time students are very similar. However there are some differences in terms of rates, parental means testing, and the activity test (academic requirements). All Austudy Payment recipients are deemed independent and are therefore not means tested against their parents’ income.

There is no away from home rate for Austudy Payment as all students over 25 years of age are deemed to be independent. From the 1st January 2008 Rent Assistance will be able to be claimed by those who are receiving Austudy Payment. Those with children can access Rent Assistance through Family Allowance.

To be eligible for Austudy Payment or Youth Allowance, students normally need to be undertaking at least three-quarters of the normal amount of full-time study in respect of the course for the study period. Where a student is in a Commonwealth supported place in a course they are required to have a study loading of at least 0.375 per semester. Where a student reduces and ceases to be undertaking a study load of 0.375 or more, he or she ceases to be eligible for Austudy Payment or Youth Allowance. Under very special circumstances some students are approved to study less than 75% of the full-time workload.

The maximum rates of payments vary depending on the age of the student, the level of the student’s personal and/or family income, and the type of assistance applied for.

Dependent tertiary students may also be eligible for reimbursement for up to two return journeys between their parents’ and their term address if they live away from home to undertake their studies.

Students can apply for a lump sum advance loan of between $250 and $500 against their Austudy Payment entitlement. The preferred method of claiming Youth Allowance and Austudy is now online through Centrelink’s website, which is at www.centrelink.gov.au.

Telephone enquiries can be made on 13 24 90. At the Lismore campus, free-call phones are available for students to contact Centrelink. These are located at the Student Centre in Goodman Plaza.

**Austudy Pensioner Education Supplement (PES)**

The Pensioner Education Supplement (PES) aims to assist pensioners with the ongoing costs associated with study and is available to full-time students and those approved to undertake at least 25% of a full study load.
PES is paid at the rate of up to $62.40 per fortnight; it is not taxable. The minimum age is usually 16, although it may be paid to a 15 year old studying in certain circumstances. Further information about the Austudy Pensioner Education Supplement can be obtained at any Centrelink office or by phone on 13 24 90.

Banking
At Lismore campus a branch of Summerland Credit Union and an ATM are located in Goodman Plaza. Some shops also offer EFTPOS facilities.
At Coff's Harbour campus an ATM is located inside the canteen and some shops offer EFTPOS facilities.

Bookshop
The Uni Co-op Bookshop supplies all set texts, along with a wide variety of reference texts and general titles. Become a lifetime member of the Co-op for $20 to receive a discount from any of their stores Australia wide.
The Co-op Bookshop also provides a mail order service for external students. You can check your text lists and order online from their website using a credit card. Order forms are also available to download if you prefer to fax or post your order.
www.coop-bookshop.com.au
Lismore Campus:
Goodman Plaza, Military Rd, Lismore 2480.
Ph: 6621 4484
Fax: 6622 2960
Email: lismore@coop-bookshop.com.au
Coff's Harbour Campus:
E-Block, Coff's Harbour Education Campus,
Hogbin Dr, Coff's Harbour 2457
Ph: 6659 3225
Fax: 6659 3226
Email: coffs@coop-bookshop.com.au

Buildings
There are a number of general rules relating to use of and access to University buildings:
• always take care, use commonsense and consider others;
• consumption of food and drink should not occur in theatres, lecture rooms and other academic areas;
• smoking is prohibited in all University buildings;
• equipment and fittings should not be tampered with;
• minimise litter by using the bins provided;
• keep noise down, particularly in or near study areas such as libraries, teaching rooms and offices;
• protective clothing and footwear may be required for entry to some areas, such as laboratories;
• observe all signs and instructions relating to access to and use of University buildings.

Careers Service
The University has a Careers Adviser to give you advice on career and course planning. The Careers Adviser is located at the Lismore Campus. You can find out full details of the services of the Careers Office by phoning (02) 6620 3220, or students can visit the Careers website directly from MySCU
study.scu.edu.au/services/careers
Southern Cross University’s CareerHub is a web-based information and management portal found via MySCU, that provides an electronic communication hub between you (students and recent graduates), and the Careers Service.
The CareerHub portal is designed to provide you with information that is useful in your job seeking and career planning process.
In CareerHub you will find the following resources:
• Vacancies categorised by ‘service’ and ‘discipline’
• Links to useful websites and employers websites
• News from the Careers Service
• Registration for Career education workshops
• Career related articles
• Details of events or employer information sessions and interviews
• Frequently asked questions and answers
• Reminders of important dates, or information
The Careers Adviser also attends the Coff's Harbour and Tweed Gold Coast Campuses where appointments can be made by telephoning (02) 6620 3220. External students can make telephone appointments on (02) 6620 3220 or email the Careers Advisor: careers@scu.edu.au

Change of Course
If you are currently enrolled in an undergraduate course at Southern Cross University you may apply for a course transfer to study a different Southern Cross University course. To be eligible to course transfer, you must have remained enrolled in your initial course past the census date in the previous study period. Details are available from the Admissions Team in Student Services on (02) 6620 3452 or email admissions@scu.edu.au

Chaplaincy
The Review of Chaplaincy at Southern Cross University in 2005 recommended that an Interfaith Advisory Committee be established to oversee the coordination and facilitation of Chaplaincy activities. The membership of the Interfaith Committee comprises of clergy and non-clergy persons from the major churches, religious and spiritual organisations in the area as well as members of the University community.
The Chaplaincy seeks to serve the whole of the University community during both ordinary and crisis times of life. Practical support, pastoral care
and personal assistance are available to help with individual goal setting and decision-making. The Chaplaincy is ecumenical and multi-faith in nature and maintains strong links with the major denominational churches and other major faiths in the area.

The University is fortunate in having local members of the clergy at Lismore, Tweed Gold Coast and Coffs Harbour campuses, who volunteer their time to assist members of the University community.

**Lismore Campus**

The Pastoral Coordinator, Robert Lingard, is resident on campus and can be contacted in the Dayspring Chapel Shop 8, Goodman Plaza or by email robert.lingard@scu.edu.au, or through Reception (telephone (02) 6620 3943). Robert is available for individuals and/or groups for:

- Pastoral Care
- Spiritual advice
- Religious connection
- Discussion groups and
- Prayer and reflection

Each week at Dayspring Chapel throughout the year there are open forums and small groups for discussion on personal and world issues led by visiting clergy and students. A Muslim prayer room is available for worship Monday to Friday.

**Coffs Harbour Campus**

The Anglican Chaplains, Ms Pam Stone and Ms Anne Weeks, are resident on campus and can be contacted in the Chaplain’s Office (Level 1, F Block), by email pam.stone@scu.edu.au, anne.weeks@scu.edu.au or through Reception (telephone (02) 6659 3263). Pam and Anne are available for individuals and/or groups to share on personal and community discoveries. The Roman Catholic Chaplain, Fr Garry Hayes, can be contacted at any time on (02) 6652 3222 and is on campus each Tuesday afternoon. The Sacred Garden has been established to include those of other faiths and is designed to be a place of dialogue and reflection as well as a place of remembrance.

**Tweed Gold Coast Campus**

The Tweed Gold Coast Christian Fellowship group of students and staff meet once a week and activities are ecumenical and multi-faith in nature. Arrangements are being made for a regular visiting Chaplain service from the local Tweed Head churches. A Muslim prayer room is available for worship Monday to Friday.

**Childcare**

Childcare is offered at the Lismore Campus through the Southern Cross University Children’s Centre located in Rifle Range Road, Lismore. The Southern Cross University Children’s Centre provides long day care and is licensed for 39 places. The Centre gives preference to the children of University students and staff.

The Student Representative Council (SRC) provides childcare subsidies for children of students cared for by the Centre and other community based childcare facilities including family day care. Details are available at the Southern Cross University Children’s Centre (telephone (02) 6622 2616) or the SRC office at Shop 9, Goodman Plaza (telephone (02) 6620 3044).

**Complaints**

See Feedback and Complaints

**Counselling Services**

The Counselling Service aims to encourage academic success and increase enjoyment of study and University life by helping to reduce the effects of stress and anxiety caused by study pressures, personal or family problems.

Professional counselling staff are located at Lismore campus, Tweed Gold Coast campus and Coffs Harbour campus, and offer free and confidential services in person, by telephone and email. Group programs aimed to enhance learning and personal development are offered at Lismore, Tweed Gold Coast and Coffs Harbour campuses.

For further details, or to make appointments contact the Counselling Service at Lismore campus on (02) 6620 3943, or at Coffs Harbour campus on (02) 6659 3263. Alternatively, information can be obtained by selecting the Support Services link at the Student Services website: http://www.scu.edu.au/studentsupportservices or by sending an email to: counselling@scu.edu.au.

**Criminal Record Check**

Students should be aware that as part of the employment process in various States and Territories, a criminal record check is undertaken on all applicants for positions within teaching and nursing.

**Cross Institutional Study**

If you are attending another University it is possible to undertake a unit of study at Southern Cross University and have that unit credited to your award at your home University. Conversely if you are a Southern Cross University student it may be possible for you to undertake a unit of study at another University and have that unit credited to your award at SCU.

If you are a Southern Cross University student, you must first discuss your intention with your SCU course co-ordinator. Your course co-ordinator must agree in writing to allow you to undertake cross institutional study at another institution. You will be required to obtain the unit statement for the proposed unit from the other institution and provide all necessary detail to your course co-ordinator. If you receive written approval to undertake a unit cross institutionally it is your responsibility to organise your enrolment at that University. As each University will have different requirements and
deadlines, check these carefully in advance and comply with all regulations. All institutions will require a copy of the written approval from your course co-ordinator before they agree to enrol you as a cross institutional student.

If you are a student of another University wishing to apply to study cross institutional unit/s at Southern Cross University you must first discuss your intention with your home University and obtain their permission in writing. The permission must state the name and unit code of the unit in which you will be enrolled at SCU and the name of the course you are undertaking at your home university. The approval must state clearly that your home institution will count the specific unit of study toward your degree program at your home University. Applications for cross-institutional study must be made on the University’s Direct Application Form and normal admission deadlines apply.

If you are a Commonwealth supported student at your home University, you will be able to study cross institutionally under Commonwealth support. For more information about cross institutional study please contact Student Services. Phone: (02) 6620 3444 Email: stuadmin@scu.edu.au

Deferment of Course Commencement

Deferment of course commencement may be available for a period of 12 months to applicants undertaking undergraduate courses. An applicant who is offered a place in an undergraduate award course shall be granted a deferment of offer for 12 months following written application to the Director of Student Services and upon payment of the non-refundable prescribed fee by the due date. For more information refer to the Rules Relating to Awards section of the Handbook (see Rules 2.1(d)).

Dental Services

Southern Cross University Dental Clinic provides treatment to staff, students and their immediate family and is located Student Support Building, Shop 1, Goodman Plaza, Military Road East Lismore. The Dental Clinic is privately operated and is open a minimum of five days per fortnight. Services include:

- check ups,
- scaling and cleaning,
- fillings,
- simple tooth removals (but no surgical treatments),
- basic root canal treatment,
- crown and bridgework,
- denture and mouth guard fittings can also be arranged, though students will need to pay for the work undertaken by an external Dental Technician.

The fees charged are based on the current Department of Veterans Affairs (DVA) fee schedule - currently enrolled students are charged at the DVA rate. SCU is committed to offering the service at the lowest possible price to its students. Treatments can be paid for at the time of appointment at the SCU cashier, Summerland Credit Union, in Goodman Plaza or the Dental Clinics EFTPOS facilities. Patients who have private health insurance may be eligible for a rebate from their health fund.

Discrimination or Harassment

See Equity

Enrolling at SCU

As a student of SCU it is your responsibility to ensure that your current enrolment is recorded accurately by Southern Cross University. Some units offered by SCU have requisite conditions and you are strongly advised to check that you are eligible to enrol in the unit prior to undertaking your online enrolment. You must obtain a requisite waiver from the Head of the School that is teaching the unit if you wish to enrol in a unit without the listed requisite. This is to be submitted by selecting the “Unit Approval Request” option on My Enrolment under the ‘My Study Plans’ menu option.

If you are a new student you will receive a package that offers you a place in your chosen course. You should follow the instructions provided in your offer package to correctly accept your offer via My Enrolment. Once you have accepted your offer, you will be admitted to your chosen course of study. You will then be required to enrol in your chosen units of study (subjects) for the coming study periods. You must complete your unit enrolment for the entire year by the specified due date.

If you are a continuing student you are required to re-enrol for the following year in October of the current year. Information about re-enrolment will be published each year via your SCU webmail account. No guarantee of enrolment can be made if you do not complete your enrolment by the due date.

At the beginning of each study period you are encouraged to check your enrolment details on My Enrolment to ensure that you have correctly enrolled. If your enrolment is not as you expect and you are unable to amend your enrolment online, you must immediately advise the University by contacting Student Services at email: enrol@scu.edu.au

What Happens After Enrolment?

After completing your unit enrolment you should continue to check your enrolment details on My Enrolment and access your webmail account. Any enrolment problems will be reported to you at this email address.

Southern Cross University provides no written confirmation of your enrolment however you can print the details of your current enrolment from My Enrolment. Please note that access to a unit learning site in My SCU (also called Blackboard) is not a
guarantee of official enrolment – always check your official record at My Enrolment.

If your enrolment is complete, you will see the unit appear as a learning site in My SCU the following day. This site is your learning site for the study period. If you are an on-campus student you should also check your class timetable and attend your first classes. If you are studying by Distance Education, you should receive your study materials in the week before the study period commences. Note that some units will deliver all learning materials via the My SCU unit learning site, so it is important that you access this site regularly.

Your enrolment invoice will be available via My Enrolment shortly after you have been enrolled. Please check your invoice for accuracy and ensure that you pay any outstanding amounts by the due date.

Changing Your Enrolment

You may vary your original unit enrolment details via My Enrolment. Please note that deadlines exist for the lodgement of enrolment variation and course/unit withdrawals. These dates are set out in the Principal Dates section of the Student Handbook and can affect both your academic record and financial liability. Note that changing your mode of study (internal or external study mode) and unit substitutions are enrolment variation requests and are subject to the same deadlines - see “Withdrawing From a Course or Unit” below.

Withdrawing From a Course or Unit

Regulations relating to a course or unit withdrawal are set out in the Enrolment Rules which are printed in the Rules section of the Student Handbook (see Rules 2.6 – 2.8). You should be familiar with these rules. You may withdraw from your unit/s or course via My Enrolment. You are not permitted to withdraw from all enrolled units without applying for a Leave of Absence (see below)

If you are a Commonwealth supported student and you withdraw from your unit/s or course after the census date for a study period, you will be liable for the student contribution amount applicable for each unit for that study period.

You should note that withdrawing from a unit or course after the designated final date for withdrawal without failure will also result in an automatic grade of FAIL.

If you are enrolled in a fee paying course and you withdraw from your unit/s or course 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 Fee and Charges.

Leave of Absence

To be eligible to take leave you must have remained enrolled in at least one unit of study past a census date. If you are eligible you may take a break from your studies of up to one-year (12 months). Refer to Rules Relating to Awards (see Rule 2.7(a-f)). An application for leave may be submitted through My Enrolment.

For Further Information about Enrolment Issues:

- consult the relevant course and unit entries in the Student Handbook;
- consult the relevant Enrolment Rules in the Rules section of this Student Handbook;
- refer to your course summary sheets available on the web;
- consult the appropriate Course Co-ordinator in your School;
- consult an Enrolment Services Officer within Student Services at tel: (02) 6620 3431

Equity

The University is committed to fostering equity for all members of its staff and student community and to reflecting the cultural diversity of Australia. The University Mission emphasises a commitment to equity and cultural diversity, and to providing a caring and supportive environment for students so as to achieve their full potential.

The University will not condone unlawful discrimination and has an Internal Mediation and Grievance Procedure which is designed to address grievances based on allegations of unlawful discrimination (including sexual harassment) or unfairness of administrative processes.

Students who may have a grievance are invited to visit http://www.scu.edu.au/admin/equity/ and are encouraged to discuss their concerns with the Student Equity and Disability Officer located within Student Support Services.

Phone: (02) 6620 3943

Examinations

Final examinations are held at the end of each study period. Not all units require examinations so you should carefully check the assessment requirements of all the units in which you are enrolled. It is your responsibility to complete any required examinations. A preliminary examination timetable is normally available in week eight of the study period. The final timetable is published in week ten of each study period and is available on the web at http://www.scu.edu.au/services/student/services/inde x.php/21/ and on My Enrolment at www.scu.edu.au/myenrolment (Select “Exam Timetable” under “My Exams”). It is your responsibility to check the details of all your examinations. Details will not be given out by telephone.

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

Exchange Programs

The University has reciprocal exchange programs with more than 30 overseas universities and higher
education institutions in a range of countries including Austria, Canada, England, China, Norway, Sweden, France, Spain, Germany, Hong Kong, Japan, Korea, Netherlands, and the United States of America. Courses are generally taught in English and students don't need foreign language skills to participate in most cases. Students are encouraged to consider undertaking a period of study overseas through the University's Exchange program.

Students are able to apply for competitively awarded grants to fund the cost of air fares, accommodation and other costs of undertaking a period of exchange study. Students may also apply for a loan of $5000 under the OS-HELP scheme to fund these costs, the repayment of which can be deferred in a manner similar to the repayment of the HELP liability.

Before embarking on an exchange, students need to attend an information session regarding exchange and ensure that the credit for their proposed exchange study program has been approved by their Course Coordinator. Students remain enrolled students of the University while on exchange and incur the usual tuition fee liabilities, but no tuition fees are required to be paid to the overseas university.

More information can be obtained from the University's Exchange website http://exchange.scu.edu.au or by contacting the International Officer for more information on (02) 6620 3876.

Exclusion

The Exclusion Rules, set out in the Rules section of this Student Handbook, provide for exclusion at the discretion of the Head of School, on the basis of unsatisfactory academic progress or failure to satisfy professional experience requirements. You may appeal a decision of the Head of School within ten working days of notification of exclusion by requesting the Executive Dean to review the decision. If you are not satisfied with the Executive Dean’s decision with respect to this appeal you may submit a further appeal to Academic Board within ten working days. Any appeal under the Rules may only be made on the grounds that the Rules were inappropriate or unreasonably applied, or that there were exceptional circumstances, not likely to continue, which contributed to poor academic performance.

Periods of exclusion shall not be displayed on any academic transcript issued by the University.

Feedback and Complaints

Student Services is committed to seeking feedback and to improving our processes and policies based on this feedback. We acknowledge the right of students, staff or members of the public to complain if they are dissatisfied. We recognise the need for complaint handling processes that maintains a commitment to civility and fairness, confidentiality and privacy.

Complaints Handling Policy

It is expected that many complaints will be resolved informally (i.e.; in discussion) with staff. Staff members who receive a complaint will, wherever possible, seek to resolve the complaint at that first contact.

If after ten working days, you are not satisfied that sufficient progress has been made in resolving an informal complaint; you should lodge a formal (written) complaint with the Complaints Officer.

The Complaints Officer will determine the nature of the complaint and consider any relevant procedures to attempt, if possible, to resolve it immediately. The Complaints Officer will ensure that steps are taken within ten working days to resolve the complaint; consider mediation and conciliation; involve specialist staff where relevant; keep you informed of the progress of the complaint.

On receiving a formal (written) complaint, the Complaints Officer will contact the complainant, discuss the issue and, where possible, find an agreed resolution. We aim to make contact within three working days of receiving a formal (written) complaint and to have achieved a resolution to the issue within ten working days.

Records of each formal complaint are kept in secure storage in a confidential central register within Student Services for the period set by the relevant Records Management policy.

Mail Contact:

Complaints Officer : Student Services
Southern Cross University
PO Box 157
Lismore NSW 2480

Email Contact:

stuadmin@scu.edu.au

This policy applies to all services and facilities provided by Student Services. Complaints not related to products or services provided by Student Services should be referred to the Complaints Officer in the relevant section of the University.

For more information about complaints processes at SCU, please visit the following website:

http://www.scu.edu.au/admin/acqua/complaints/

First Aid Room

Qualified First Aid staff are available on Campus. Initial contact can be made via the reception desk at the Student Support Centre, Shop 1 Goodman Plaza.

Freedom of Information

The University is subject to the Freedom of Information Act 1989 (NSW). Wherever possible the University observes a policy of allowing access to material of non-confidential or non-personal nature without the need to submit a formal
an application for access under the above Act. An applicant who is dissatisfied with access granted in the informal mode may submit a formal application for access under the Freedom of Information Act.

For further information, contact the office of the Executive Director and Vice-President (Corporate Services).

Graduation
Graduation is the ceremony in which you, as a graduand of the University, receive your degree, diploma or award from the Chancellor and become a graduate. After graduation, you are entitled to use the title and origin of your degree after your name.

Graduation ceremonies are held each year in Lismore, Coffs Harbour and Sydney. For further information contact the Student Graduation Officer on (02) 6620 3339.

Grievances
See Equity

Health Care Cards
Students may be eligible for a Health Care Card which entitles them to a reduction in the cost of prescriptions, x-rays, etc. Applications for the issue of a Health Care Card can be obtained from any office of Centrelink.

ID Card Services
It is important for all students to have a student identification card (ID card). This card should be carried with you at all times when on campus. The card is necessary for verification at examinations, and is required to borrow from the library. The card also entitles you to student discounts and benefits.

If you are close to the Lismore, Coffs Harbour or Tweed Gold Coast campuses, you may call in at the ID Card Unit to have your photograph taken and a card produced. Please bring photo identity, e.g. driver’s license.

The ID Card Unit at the Lismore campus is located in the Student Centre, Goodman Plaza. The unit is open Monday to Friday from 9:00am – 5:00pm.

The Coffs Harbour ID Card Unit is located at Student Services in “M” Block and operates Monday to Friday 9:00am – 5:00pm. During Orientation Week the ID Card Unit will operate from the Students Association, under the Cafeteria, “F” Block.

The Tweed Gold Coast ID Card Unit is located at the Student Centre and operates Monday to Friday 9:00am – 5:00pm.

If you are unable to get your card in person, please complete the Request for Student ID Card form available online from My Enrolment, or downloadable from our document delivery service http://study.scu.edu.au/studentservices/ddc/ and return it with one passport size photograph. Include a copy of your photo identity, e.g. driver’s license. Your ID card will then be forwarded to you by mail.

Library
The Library provides a full range of resources and services: books, journals, databases and full-text electronic journals, electronic books, interlibrary loans and document supply, electronic reserve, access to the Internet, and professional staff to assist students to become independent learners.

Libraries are located at the Lismore, Coffs Harbour and Tweed Gold Coast campuses.

External students can access services through the Library website or by contacting staff in the Library. More information is contained in the Distance Education Service brochure, which is mailed to all external students. A comprehensive guide is also available from the Library website.

Please note that all students are required to abide by the University Library rules. A copy of the rules is available on the Library website at http://www.scu.edu.au/library/about_us/rules.html

Contact us
Website: www.scu.edu.au/library

Lismore
Freecall: 1800 659 460
Phone: (02) 6620 3752
Fax: (02) 6620 3875
Email: libdesk@scu.edu.au

Coffs Harbour
Phone: (02) 6659 3232
Fax: (02) 6659 3234
Email: coffslibrary@scu.edu.au

Tweed Gold Coast
Phone: (07) 5506 9205
Fax: (07) 5506 9332
Email: goldcoastlibrary@scu.edu.au

Medical Services
In Lismore a full range of General Practitioner services is provided by a doctor during semester. A limited service is available during semester breaks. Services include: general and preventative medicine, family planning, pathology, detection and treatment of sexually transmitted diseases and immunisations.

For accidents and emergencies please contact 000 or Lismore Base Hospital on 66218000.

Consultations are free to Australian students on production of current student identity and a Medicare card. International students are charged a fee but can claim this through private health cover.

For the convenience of students the medical service can by arrangement have prescriptions filled and delivered to the Union Shop. A limited service is also available on the Coffs Harbour Campus. The Doctor’s hours are publicised at the commencement of each semester.
Miscellaneous Study

It is possible to apply to study individual unit/s offered by Southern Cross University without being admitted to a degree course. Applications for miscellaneous study must be made on the University’s Direct Application Form and normal admission deadlines apply.

Commonwealth support for fees relating to miscellaneous study is not available. Tuition fees are listed under Miscellaneous in the fee schedules please refer to the Rules Relating to Student Fees and Charges.

An application to study a miscellaneous unit will be assessed by the relevant Head of School before an offer to study is made to a prospective student.

For more information about miscellaneous study please contact Student Services. Phone: (02) 6620 3444 Email: stuadmin@scu.edu.au

My Enrolment

‘My Enrolment’ is your portal to Southern Cross University’s student record system. It allows you to access and manage many aspects of your enrolment in real-time via a secure log-in. Most students at Southern Cross University are required to use My Enrolment to enrol in (and withdraw from) your chosen units of study. My Enrolment can be accessed from any computer that has access to the Internet at www.scu.edu.au/myenrolment

To access My Enrolment you will need your student ID number and, your My Enrolment password. Your initial password is set as your date of birth in the format of ddmmyyyy. You will be asked to change your password on your first visit. My Enrolment has a “Forgotten Password” link on the My Enrolment login page, so if you have forgotten your password, click on this link, provide your Student ID number and date of birth, and your password will be emailed to your SCU webmail account within 5 minutes. If you are still unsuccessful, please contact the IT Call Centre at helpdesk@scu.edu.au or phone (02) 6620 3698.

In addition to enrolling and withdrawing from units, you can perform many other useful transactions in My Enrolment including:

- Viewing and updating your class and exam timetables
- Viewing and printing your currently enrolled units (as proof of enrolment for third parties)
- Viewing your final grades
- Printing your Grade Notice and Statement of Academic Record
- Requesting a leave of absence
- Viewing and printing your invoice

When accessing My Enrolment from a multi-user computer, be sure to log out and close your internet browser window after completing the session. This will ensure the security of individual records.

OASIS - your University online!

http://study.scu.edu.au

MySCU is a personalised environment which links up to a range of resources and services online. These include My Enrolment, My Career, timetables, the library and its electronic databases and catalogues, study and support services and personal organisers. Many units of study have online resources and electronic discussion forums and collaboration activities associated with their delivery. MySCU is the entry point to these online learning resources.

To access MySCU, a login is required. Information about obtaining a username and password for connecting to MySCU is listed in the SCU Connect section, page 27 and is available online at www.scu.edu.au/scuconnect

Office to Assist Student Involvement and Success (OASIS)

Lismore Campus

OASIS is a one-stop-shop bringing together services to support student success:

- Accommodation
- Careers
- Employment
- Loans
- Scholarships

OASIS is conveniently located in Shop 6 Goodman Plaza, Lismore Campus. OASIS is open 9:00 am to 5:00 pm Monday to Friday and all services are free of charge.

Appointments can be made with any of the OASIS services by calling (02) 6620 3220

OASIS Resource Centre

The Resource Centre is a self-help environment for students, a place for you to relax and discover useful information about the OASIS services available and Careers resources.

Orientation Activities

Orientation Week runs from 18-22 February 2008. There are also Orientation activities from 14-18 July 2008 for mid-year commencing students. Orientation features a range of information sessions, activities and social events to mark the start of study. The University conducts various activities on
all campuses including Course and Service Information sessions, library tours, campus tours and computer laboratory tours.

Orientation is a chance for commencing students to meet new friends, have a great time and learn about University life in general, before lectures start and the workload begins!

Find out more about Orientation, the services and facilities on offer at the O Week website: www.scu.edu.au/oweek.

Parking

Please note that Southern Cross University is a restricted parking area as defined by section 60 of the Road Transport (Safety and Traffic Management) Act 1999 and the Road Transport (General) Act 1999. Issuance and acceptance of a University parking permit requires your recognition and acceptance of the University’s Traffic and Parking Rules.

The full regulations are available to you in the Gatehouse, Executive Directors Reception and the Vice Chancellors Reception should you desire to read them, however, your attention is drawn to the following:

1. You should only park in designated parking areas.
2. No Student Parking on campus between the hours of 8am & 5pm Monday – Friday
3. You must not park in the following areas,
   - Parking elsewhere other than a marked space
   - Parking in a disabled reserved space without authority
   - Parking in any marked reserved space without authority
   - Failing to display authorising sticker
   - Staff vehicle parked in visitor-defined space
   - Visitor exceeding visitor space time limit
   - Parking on Lawns or gardens
   - Parking on Footpaths
   - Motorcycle parks (unless motorcycle)
   - Loading zones
   - Causing an obstruction
   - Student exceeding permitted drop off time
   - Parking in no parking area
   - Parking in Bus / Taxi bay

There also may be occasions when you will be requested to remove or relocate your vehicle.

Any contravention of the University Traffic and Parking Rules can result in you receiving an infringement notice that carries a fine in excess of $75.00 fine, payable to the State Debt Recovery Office details are available on the notice.

The Safety and Information Sections look forward to assisting you in anyway we can. If you require our assistance please do not hesitate to contact us: Safety and Information (02) 6620 3476, Campus Administration Tweed Gold Coast (07) 5506 9200 and Coffs Harbour (02) 6659 3000.

Plagiarism

Plagiarism is defined as reproduction and presentation of the work of others without acknowledgment and includes copying (in whole or in part) the work or data of other persons, or presenting substantial extracts from books, articles, theses, computer software, lecture notes, assignments or tapes, without due acknowledgment.

You are advised against making assessable material (assignments, etc.) available to other students, as they could then be a party to plagiarism and, as such, may be penalised as if they themselves had committed an act of plagiarism.

You are expected to be fully conversant with the various systems of referencing. Details on the preferred referencing system for the discipline you are studying will be provided by your Unit Assessor.

You should be aware that poor referencing or poor presentation of cited material is NOT plagiarism. They constitute poor academic work and will be penalised as such.

Plagiarism in Computing

The University acknowledges that there are particular difficulties in establishing plagiarism in respect of computer-based work, particularly programming. The following guidelines are intended to provide advice on how plagiarism in this area will be established:

Definition: Substantial copying of work from some existing or recognisable source without acknowledgment: the use of work, partial or whole, generated by another student, past or present or an external person, constitutes plagiarism with reference to computing and computer programming.

Detection: Plagiarism in computing may be detected by one or more of the following:

(a) similarity to other students’ submissions;
(b) sudden improvement in a student’s output within the semester without evidence of effort;
(c) sudden change in coding style;
(d) report by other student(s) or member(s) of staff;
(e) the offending party was caught in the act of copying.

Verification: Plagiarism in computing may be verified by:

(a) similarity in submitted work, e.g. similar programme structure, similar identification names and labels;
(b) lack of ability of the student to explain key aspects of the programme, especially where
intimate logic is involved in the success of the coding;
(c) lack of evidence with regard to intermediate output;
(d) inconsistency in coding style within the programme;
(e) witness to the act of copying.
The Rules governing Plagiarism will apply in all cases (see rule 3.17 within Rules section of this Handbook).

Privacy
The University must meet the privacy standards introduced under the NSW Privacy and Personal Information Protection Act 1998 (the Privacy Act). These standards direct the way public sector agencies deal with personal information. Personal information is any information that relates to an identifiable person. As well as information that can readily identify an individual, it also includes genetic material, electronic records, video recordings and photographs.
There are twelve general principles that deal with the collection, storage, access, use and disclosure of personal information. These principles are designed to reduce the risk of misuse of personal information. They also allow individuals a reasonable degree of control about what happens to their personal information.
These principles are outlined in the brochure Privacy and Personal Information Protection NEED TO KNOW, produced by the University and available from the Student Centres on all campuses or via the University’s web site at www.scu.edu.au/policy/privacy.
The University, through its Privacy Contact Officer, can assist you with various privacy issues covered by the Act, including access to personal information, privacy complaints and reviews and advice on where to get more information.

Prizes
The University also offers a large number of Annual Prizes which may be awarded if you achieve outstanding grades or demonstrate meritorious performance. A complete listing of the prizes, criteria and amount awarded can be downloaded from the University website at http://www.scu.edu.au/governance/council/index.php/10/
University Medals are awarded annually at the discretion of the Academic Board if you have completed the requirements of a Bachelor degree with first class honours and at all times have demonstrated a very high standard of academic achievement. University Medals are normally awarded if you have achieved a Grade Point Average (GPA) of Distinction (6.00) or more in graded units equivalent to 150-hours, excluding Honours year units. These units must be in the relevant undergraduate award(s) and where a minimum of sixty-six percent (66%) of the award(s) has been completed at Southern Cross University.
The following examples are to assist with interpretation:
(i) A student has completed forty units towards a double degree: Another student has completed thirty-two units towards a combined degree. In both cases count all units in the GPA calculation;
(ii) A student has completed a twenty-four unit undergraduate degree at SCU. The student completed eight units in another SCU degree and two units at another university, and received advanced standing for eight units (two non-SCU units and six SCU units). The two units completed at the other university do not count in the calculation, however, six of the SCU units do. The GPA would be calculated on twenty-two SCU units;
(iii) A student has completed an articulated series of awards at SCU culminating in a degree. All units counted towards that degree are to be used in the GPA calculation, even if the units were completed while the student was enrolled in the articulated awards.

Publications in 2008
Southern Cross University publishes the following:

- Student Handbook
  This publication details course and unit information in a variety of formats including easy-find indexes, course summary information, course structures, unit synopsis, general course information, course rules, University rules, student services and study information. This Student Handbook is also published online at www.scu.edu.au/handbook.

- Annual Report
  This report includes the achievements and financial statements of the University and its economic entities during the previous calendar year, and is available free of charge.

- Undergraduate and Postgraduate Course Prospectuses for International Students.

- Undergraduate Study Options 2008
  A domestic prospectus, available free of charge, providing an overview of Southern Cross University and our undergraduate courses of study.

- Postgraduate Study Options 2008
  A domestic prospectus, available free of charge, providing an overview of Southern Cross University and our postgraduate courses of study.

- Course brochures covering undergraduate courses in areas of interest.
STUDENT SERVICES AND INFORMATION
Southern Cross University, 2008

- Year 10 Study Guide.
- Numerous other small brochures are provided on a range of student support and other services.

For further information about University Publications please contact the Student Centre on your campus.

Review of Grades and Appeals
If you wish to query a final grade in any unit you should contact the relevant Head of School within fifteen working days of formal publication of the grade. If you are not satisfied with the Head of School’s determination, you may lodge a formal appeal with the Secretary, Academic Board Appeals Committee. The grounds for lodging an appeal are outlined in the Student Assessment and Examination rules. You may also query the mark or grade awarded for a piece of assessment submitted during the study period. For further details see the Rules section of this Handbook.

Safety and Security
The University places a high priority on the safety of staff, students and visitors. University Safety and Security staff are employed to ensure that safety and security are observed and enforced. These staff are responsible for your personal security, as well as that of property. You should at all times obey the directions of a University Safety and Security officer.

Special safety regulations apply in many parts of the University and you should ensure that you are fully aware of any requirements. For further information contact the Safety and Security Office on (02) 6620 3697 or (02) 6620 3628 (Lismore), or (02) 6659 3000 (Coffs Harbour).

Scholarships
Postgraduate Scholarships
There are two classes of scholarship that provide stipends for PhD and for Masters by thesis. Both are available only to students who are enrolled full-time. Moreover, both such scholarships are stipends. This means that they are non-taxable.

Australian Postgraduate Award With Stipend
The APA is funded by the Commonwealth Government, and is available only to Australian Citizens and those with permanent resident status. It provides a basic stipend of about $19,000 p.a. tax-free to cover living expenses. Awardees should normally commence by March 31. Applications close at the end of October. Awards are made for three years in the case of PhD, with a possible extension of up to six months, and for two years in the case of Masters by thesis, with no provision for extension.

International Postgraduate Research Scholarships (IPRS)
These scholarships are funded by the Australian Government but administered by universities. They cover tuition fees only, but will include a $12,000 p.a. stipend funded by the University. The scholarships are available for either PhD or Masters level international students who will engage in quality research (fundamental or applied) in research areas of priority. The scholarships will be for a period of two years for a Masters degree by thesis and three years for a Doctorate. Extensions beyond this will be at the discretion of the University.

Postgraduate scholarships are administered by the Graduate Research College. For information on the terms, conditions and benefits of these scholarships refer to http://www.scu.edu.au/research/college/ and click on the Scholarships button, or contact the Graduate Research College on (02) 6620 3172.

Vice-Chancellor’s and Industry Undergraduate Scholarships
are available to commencing students on a competitive merit basis.

Industry supported Scholarships range from $2,000 to $5,000 per year for up to three years full-time study. The Industry supported Scholarships are available only to students who are enrolled full-time.

Vice-Chancellor’s and Industry Undergraduate Scholarships
The scholarships are valued at $15,000 over three years full-time study. The Vice-Chancellor’s scholarships are valued at $5,000 per year for up to three years full-time study. The Industry supported Scholarships range from $2,000 to $5,000 per year for up to three years full-time study.

Full details regarding eligibility and selection criteria as well as the benefits and conditions are available at www.scu.edu.au/scholarships

Additional information may be obtained by phoning (02) 6626 9607 or via email to scholarships@scu.edu.au. The website also contains information about other scholarships such as SCU Equity Scholarships and those offered by various agencies that may be used towards your study program at Southern Cross.

Equity Scholarships
Equity Scholarships include the Commonwealth Scholarships Programme (CS) established by the Australian Government, and Institution Equity Scholarships (IES) established by Southern Cross University. These scholarships are designed to assist rural, regional, low income, disadvantaged students who are Australian citizens or holders of permanent humanitarian visas with costs associated with higher education. There are also specific CS criteria for assisting indigenous students enrolling in enabling courses and bachelor degree programs, particularly those relocating from rural and remote areas.

There are four main types of CS:

Commonwealth Education Costs Scholarship (CECS) valued in 2008 at $2,162 per year (indexed annually) for up to four years

Commonwealth Accommodation Scholarship (CAS) valued in 2008 at $4,324 per year (indexed annually) for up to four years
Indigenous Access Scholarships (IAS) valued in 2008 at $4081 made as an upfront payment to indigenous students relocating to study at SCU.

Indigenous Enabling Scholarships valued in 2008 at $2162 or $4324 or part thereof based on the students eligibility and length of enrolment in the enabling course.

There are two types of IES:

- Southern Cross University Equity Scholarship for first year students valued at $1,500 made as a one-off payment to eligible students commencing their first year of study in 2008.
- Equity Book Bursaries valued at $250 allocated as a voucher redeemed through either the Co-operative Bookshop or the Plaza Shop.

Applicants must meet eligibility criteria to apply and applications will be assessed on a needs basis as determined by selection criteria. For further enquiries please contact the Equity Scholarships Officer on 02 6620 3220 or visit the Future Students section of the SCU website.

**SCU Connect (Computer Access)**

SCU Connect provides all Southern Cross University students with access to a range of Internet and computing services both on and off campus. These include:

- Internet access
- MySCU (SCU’s online learning environment)
- My Enrolment (SCU’s online student self-management system)
- Dial-up access via our modem banks
- Your SCU email address
- Library catalogues and electronic resources
- On campus computing labs

To access these services, you will need your username and password. An online service for obtaining your username and password exists at: www.scu.edu.au/scuconnect.

Please select the New Students tab. You will need your student ID number and PIN (found on your letter of offer) when accessing this site.

If you experience any difficulty using SCU Connect please contact a Helpdesk.

Lismore Campus
Phone: (02) 6620 3698
Email: helpdesk@scu.edu.au

Coffs Harbour Campus
Phone: (02) 6659 3080
Email: helpdesk@chee.scu.edu.au

Tweed Gold Coast Campus
Phone: (07) 5506 9200
Email: tweedhelp@scu.edu.au

**Services for Aboriginal and Torres Strait Islander Students**

Southern Cross University has a strong commitment to Indigenous people and their culture. The University has special admission and support procedures for students of Aboriginal and Torres Strait Islander descent. Applicants who do not gain admission under the University guidelines may be able to enrol in a one-Semester Foundation Program. Full details are available by contacting Gnibi - the College of Indigenous Australian Peoples at Lismore Campus on (02) 6620 3955 or 1800 816 676.

The College, which is located in the Bundjalung Building, H Block, has two broad goals: to improve the access and participation of Indigenous Australians in higher education; and to increase the awareness of Indigenous culture within the wider community. The College sets out to achieve these goals through innovative curricula, student support and research.

Indigenous students studying externally or at any SCU campus are encouraged to contact Gnibi at the above number when assistance is required.

Website: www.scu.edu.au/gnibi

**Services for External Students**

External students have access to most Southern Cross University services. Wherever possible these services will be provided in an electronic format (refer to SCU Connect and MySCU). External students can also access SCU services in-person at any one of our campuses. The University has also established a freecall number for external students – telephone: 1800 111 890.

**External Study Guides**

Students enrolling in external units may be forwarded external study guides by the relevant School (or College) prior to the commencement of each study period. External students should note that there may be a workshop requirement for some external units. Dates and venues will be detailed in your external study guide.

Enquiries regarding external study guides, attendance commitments and other academic matters should be directed to the relevant School (or College) contact person included in your course information, or refer to contact numbers at the front of this Student Handbook.

**Exams**

Exams are held in many cities and towns throughout Australia and in some countries overseas. You may nominate or change an Exam Centre via My Enrolment by selecting “Change External Exam Centre Details” under “My Study Plans”. If you are living within 120 km of an established Exam Centre you are expected to attend that centre. If you are unable to select a suitable centre, you should contact the Examinations and Records Team as soon as possible on (02) 6620 3449.
**Library**

If you are an external student you can use the Library to:

- request books, photocopies of articles, subject searches, interlibrary loans
- arrange borrowing privileges from other libraries

If you have internet access you can also:

- request books, photocopies and services online
- access the Library catalogue which shows the holdings of all our libraries
- search full-text databases and electronic journals
- access a range of internet resources

More information is contained in the *Distance Education Service brochure* which is mailed to all external students in the first few weeks of the semester or trimester. This brochure is also available from the Library website.

Contact us:
- via freecall: 1800 659 460
- By fax: (02) 6620 3875
- By email: libdesk@scu.edu.au
- Website: www.scu.edu.au/library

**Student Organisations**
The Student Organisations provide a range of services to external students (for further details see *Student Organisations*).

**Services for International Students**
The University’s focus for support for international students is provided through the International Office, which is responsible for coordination and administration of the University’s various international activities. These activities include developing international links and collaborations, the promotion of University courses overseas, international student admission and support services, visa assistance, international student welfare, learning assistance, exchange programs, international visits and agreements. The International Office is represented on each of the three campuses of the University.

Fax: (612) 6620 3227
Phone: (612) 6620 3876
Email: intoff@scu.edu.au

**Services for Research Students**
The Graduate Research College provides research students with a ‘one-stop-shop’. It deals with all aspects of research candidature, including general information, pre-admission, admission, progression, examination, and scholarships.

The College also provides ongoing support during candidature including orientation, mentoring, general advice, research methodology support, workshops and seminars.

The contact details for the Graduate Research College are:
- Telephone: (02) 6620 3172
- Facsimile number: (02) 6626 9145
- Email address: grc@scu.edu.au
- Web address: http://www.scu.edu.au/research/college/

**Services for Students with Disabilities**
The University wishes to ensure that if you have a disability you have access to adjustments that facilitate your study. If you require adjustments including special arrangements for examinations you should contact the Student Equity and Disability Officer on 02 6620 3943 (Lismore and Tweed Gold Coast Campus) or 02 6659 3263 (Coffs Harbour Campus). If you require examination adjustments you should ensure that you make contact with the Student Equity and Disability Officer at least six weeks before the examination period. For further information, including the policy on adjustments for students with disabilities, go to www.scu.edu.au/studentsupportservices and click on Equity and Disability Services.

**Sexual Harassment**
See *Equity*

**Shops**
On the Lismore Campus there are a number of shops located in Goodman Plaza including coffee shops, a wrap shop, the Student Drop In Centre (Print and Copy Shop), the Co-op Bookshop, a newsagent and a branch of Summerland Credit Union.

Shopfront offices for various student services are also located in the Goodman Plaza, including Student Services, Student Support Services, OSCA, OASIS, Accommodation Services, the Careers Service, and the Student Representative Council, among others.

On the Coffs Harbour campus there are a number of shops located around the quadrangle including a coffee shop, canteen, the Co-op Bookshop, the Student Centre and the Students’ Association.

**Special Consideration and Special Examinations**
The Student Assessment and Examination rules provide for you to be granted a special examination or special consideration in appropriate circumstances. In general terms, the rules provide that where you complete an assessment task such as an examination or assignment and believe your performance or preparation was adversely affected by medical or other circumstances, you may apply for special consideration.
If you are unable to sit for an examination due to medical or other exceptional circumstances you may apply for a special examination. Except in exceptional circumstances, a special examination will not be granted once you sit for an examination. Misreading the exam timetable is not grounds for a special examination.

You may also apply for special consideration to vary the deadline for an assessment task, other than an examination.

An application form for Special Consideration is available from the Student Centre, from your School or College and on the website at http://study.scu.edu.au/studentservices/dds/

Student Centres
The Student Centre is a one-stop shop where friendly staff will help you with your questions about the university. Student Centres are located on each campus and are the first point of contact for information on administrative, course or other student matters.

You can get advice to complete your enrolment and other administrative processes such as paying fees or checking eligibility for travel concessions.

In the Student Centres there are computing facilities to check your personal details, enrolment and grades. You can also check Class and Exam Timetables. A range of university publications and guides is available.

Student Centres have contact phones, which you can use to call SCU staff.

We can help you with your questions about; Academic Transcripts, admission, enrolment, examinations and assessment, exclusions, fees, forms, graduation, HECS HELP and FEE-HELP, ID Cards, public transport and taking a break from your study.

**Lismore Campus Student Centre:**
Goodman Plaza
Phone (02) 6620 3444
Fax (02) 6622 4341
Email stuadmin@scu.edu.au

**Coffs Harbour Campus Student Centre:**
Ground floor M Block
Phone (02) 6659 3777
Fax (02) 6659 3051
Email sservice@scu.edu.au

**Tweed Gold Coast Campus:**
Ground floor reception
Phone (07) 5506 9200
Fax (07) 5506 9202
Email tgcc@scu.edu.au

**Student Loans**
The University has an interest-free Student Loan Fund. If you are in need of assistance and would like to discuss your situation or apply for a student loan, contact the Loans Officer on (02) 6620 3220 or for Coffs Harbour students please phone (02) 6659 3777 The loans policy can be accessed by selecting the fees and financial assistance link at the Student Services website: on http://www.scu.edu.au/studentservices

**Student Organisations**
There are four student organisations operating at the university, as described below.

**Students Lismore**

Students Lismore is a non-profit organisation that provides the officially recognised voice for students at the Lismore Campus of Southern Cross University. It is organised and operated by students for students and assists in providing a high-quality university experience.

All students enrolled at Southern Cross University are eligible to become members of Students Lismore upon payment for a small membership fee.

Students Lismore is comprised of elected representatives from the student body at the Lismore campus.

Students Lismore provides a number of key services to assist students during their university experience. The organisation provides advocacy and representation for all SCU students; this service creates an avenue of communication between students and Southern Cross University for issues relating to equal access and opportunity, student rights and welfare and grading disputes. Students Lismore also provides spaces for students (including the Common Room, Women’s Room and Parent’s Room), cultural activities and a range of welfare services.

Students Lismore is the official organisation responsible for the establishment and running of social clubs. Students Lismore has a number of clubs and societies already established and are more than willing to assist with the creation of new clubs and societies.

Students willing to volunteer for the SRC can gain valuable experience in administration and management of an organisation as well as promoting the rights and welfare of students. Volunteers can assist in numerous ways including the organisation of events, the running of the organisation (through nomination to the council) and a variety of other avenues.

To assist with the day to day tasks involved in being a student the Print & Copy Shop offers discounted services for photocopying, laminating and book binding. The shop also has a computer lab to enable students to study in a quiet environment and to access all of the services at the Print & Copy Shop. Services such as mobile phone recharges, fax services and computer tutorials are also available.

Students Lismore is responsible for the annual production of the student diary (distributed to all students at Southern Cross University) as well as **Properganda**, the student magazine. For more
information about Properganda please email properganda@scu.edu.au.
Students Lismore’s office and the Print & Copy Shop are located at Shop 5 in Goodman plaza, just next to the Co-op Bookshop.
Ph: (02) 6620-3044
Email: scusrc@scu.edu.au

Coffs Harbour Students’ Association
The mandate of the Coffs Harbour Students’ Association is to provide a quality campus experience for all its members – those studying on campus, externals, residential, mature age, and those students with children, or who are disabled or impoverished. In addition the Student Association provides a varied range of social, sporting, welfare and cultural events and activities.

Services
Association services are heavily subsidised, helping to make life a little easier for students. These include photocopying, laminating, colour printing and binding.

Members are offered free use of full kitchen facilities, free hot beverages, free internet access at our Hot Links Café, and free use of the Retro Lounge, with TV, DVD/VCR, newspapers, magazines and a groovy 70’s décor.

Jonita’s
Our funky campus shop offers everything from pre-loved clothing to mega-gigabyte flash drives – jewellery, incense, perfume, CD’s, stamps, batteries, soap, sculptures, fabrics, engraved boxes, a range of SCU souvenirs, SCU shirts and hoodies, juice, iced tea, flavoured milk, spring water, energy drinks, a wide assortment of lollies, mints, chips and gum, and to make up for all that sugar we also offer healthy snack alternatives. Great music plays all day to add to the pleasant, friendly atmosphere.

Bus Stop Shop
Offering similar products to Jonita’s, this shop is a lively place due to its location at the campus bus stop. The Student Association Council and administrative offices are also located here.

Aquarium Bar
This venue can be booked for functions and events in addition to the established evening activities provided by the Student Association – themed nights, poker night (proceeds to Oxfam), trivia, movie, pizza and other nights. Pool tables, pinball machines and other activities are always available.

Publications
The O’Week Survival Guide is a popular publication, as is our monthly newsletter "Ripe".

Academic Hire
On behalf of the University, the Association provides academic dress hiring for students enrolled at the Coffs Harbour and Sydney campuses.

Membership
All Coffs Harbour students are eligible to become members of the Association upon payment of a fee of $50.00 per year.

The office is located in F Block, near the bus depot and is open Monday to Friday from 8.30am to 4.30pm during teaching, exam and study weeks.
Phone: (02) 6659 3267
Fax: (02) 6659 3266
Email: coffssa@scu.edu.au
Website: http://sach.scu.edu.au/

tweedgoldcoastR’s Inc
“tweedgoldcoastR’s Inc” is dedicated to the student body at the Tweed Gold Coast campus with the aim of activating a united campus community. All students and staff, whether studying internally or externally, within the catchment area of the Tweed Gold Coast Campus are eligible for membership.

Social activities include O Week, the annual and popular UniBall, BBQ’s, international film nights, boat cruises and pizza parties. Of course it’s not just about the party is it! Alongside social activities those with an interest in sport and recreation can join groups such as running/walking, basketball, soccer, touch, table tennis, chess and conversation clubs to name but a few.

“coastRs” (as it’s known around campus) is also serious about providing students and staff at Tweed Gold Coast Campus with better services, facilities and giving the campus a voice. An important role for “coastRs” is representation on SCU boards and committees in the interests of TGCC Students. If you need assistance with an academic appeal, or advocacy and representation, “coastRs” is your first point of contact. A specialized representative ensures “coastRs” caters to our growing and all important “International Students”.

“coastRs” benefits are also growing, with reduced gym fees, café deals, big discounts at the movies and a host of other retail discount benefits. Keep up with what’s happening via our website, noticeboards, and on-campus newspaper “Voicebox”. With membership at only $25.00 per year or $15.00 per semester, the benefits are big, the outlay little.
"coastRs" welcomes all new students to TGCC and encourage you to become involved in your student association, developing valuable skills that will assist you in your chosen field.

More information on “coastRs” and membership is available through our office:
Office: Tuesday – Thursday, 9:30am – 1:30pm
Student Common Room,
Ground Floor, Tweed Gold Coast Campus
Phone: (07) 5506 9203
Email: coastRs@scu.edu.au
Web: http://www.coastrs.scu.edu.au/
Postgraduate Association (CRUX)
CRUX is recognised as the official representative body for postgraduate students. Core services of CRUX include representation on University committees; information, advocacy and referral; affiliation with the Council of Australian Postgraduate Associations (CAPA); “PRAXIS” the annual interdisciplinary postgraduate research conference; production of CRUXIS postgraduate magazine; social events; academic and research skills training.

The CRUX office is located in R2.44 and normally attended Tuesdays and Thursdays, 10:00am – 4:30pm
Phone: (02) 6620 3477
Email: crux@scu.edu.au
Web: http://crux.scu.edu.au/

Student Services
Student Services provides a wide range of services to support the University community. Services include prospective student advice, admission and enrolment matters, health care services, counselling, careers advice, equity and disability support, HECS-HELP and fees advice, assistance with final examinations and course completion.

We also offer assistance in finding accommodation, finding work and we administer student loans and scholarships along with sporting and cultural activities.

Once you are a student at Southern Cross University, Student Services communicates in writing with you via your SCU email address. We recommend that you check this regularly, go to: http://webmail.scu.edu.au/.

More specific details about the support services available are described in the following sections or can be found at the Student Services website: www.scu.edu.au/studentservices/

Supplementary Assessment
If you enrolled in a designated first year unit you may be eligible to resubmit any assessment task that has been given an initial grade of fail. If you are enrolled in a designated first year unit which has an exam and you fail that exam you may be offered a supplementary exam on the recommendation of the Board of Assessors. For further information contact your course co-ordinator.

Text books
Text book lists are included in all unit statements and the texts can be purchased from the Co-op Bookshop located on both the Lismore and Coffs Harbour Campuses. Copies of required texts are also held in the University Library. Books of Readings are sometimes produced by Schools to either supplement or replace text books. Copies of these are also available in the University Library. The Co-Op Bookshop contact details are:
Lismore Campus:
Telephone: (02) 6621 4484
Facsimile: (02) 6622 2960
Email to: lismore@coop-bookshop.com.au
Coffs Harbour Campus:
Telephone: (02) 6659 3225
Facsimile: (02) 6659 3226
Email to: coffs@coop-bookshop.com.au.
For further information visit the website: www.coop-bookshop.com.au

Timetables
Wherever possible class timetables for each study period and each campus are available in draft format two months prior to the start of lectures. The final class timetable will normally be available one month prior to the commencement of each study period. They can be accessed on the University website at http://www.scu.edu.au/studentservices

You are encouraged to check the timetable regularly until the end of Week 2 of the study period as changes to arrangements do occur, particularly at the beginning of the study period.

Clashes or omissions should be reported to your School Timetable contact.

Examination Timetables are also available on the web at www.scu.edu.au/timetables and on My Enrolment at www.scu.edu.au/myenrolment (select “Exam Timetables” under “My Exams”) These are initially posted in preliminary format in week 8 of the study period. A period of approximately 1 week is provided for you to provide feedback and request further changes before the timetable is finalised. You are advised to check the preliminary and final timetables closely to ensure that you do not have examination clashes.

Transport
See also Parking
Local bus services operate regularly between city centres and the campuses. Timetables are displayed at bus-stops at each campus or are available from Student Centres or the offices of the various student organisations on-campus.
Lismore Campus:
Kirklands Coaches
(02) 6622 1499 or www.kirklands.com.au
Coffs Harbour Campus:
Busways 1300 555 611 or http://www.busways.com.au
or Sawtell Coaches (02) 6653 3344
Tweed Gold Coast Campus:
Surfside Buslines TransInfo
131 230 or www.surfside.com.au
or www.transinfo.qld.gov.au
Your student ID card may entitle you to obtain some travel concessions (See Travel Concessions).
In Lismore, a shuttle bus service operates during the academic year, picking up from several locations around the campus and its route includes all
residential facilities and key accommodation points around town. Many students ride bikes to the University and there are a number of bike racks provided around the campuses. Students are advised to always secure their bicycles against theft.

In Lismore, taxis are normally readily available from the bus-bay at the Military Road entrance to the campus.

**Travel Concessions**

The NSW State Rail and Transit Authority offer student travel concessions for use on bus and train travel in New South Wales. To be eligible for student concession travel, the student must:

(a) be full-time and attending at least one day class
(b) not be engaged in business or employment
(c) not be a full-fee paying overseas student.

Rail and State Transit concession forms are available from the Student Centres on all campuses. Some overseas students studying under an Australian Government Internation, Exchange or Sponsorship program may be eligible. To check eligibility criteria for this category of student please contact staff at an SCU Student Centre.

**Tuition Fees and Commonwealth Supported places**

The University will provide you with an electronic invoice each study period regardless of whether you pay tuition fees, defer your tuition fees via a FEE-HELP loan or defer your student contribution via the HECS-HELP loan scheme. Once you have enrolled in your units for the study period, an invoice is available for viewing via MyEnrolment. Payment of fees must be made by the due date specified on the invoice (details regarding methods of payment are included with the invoice). If you are deferring your fees via FEE-HELP or HECS-HELP, the debt listed on the invoice will be the amount that is deferred.

**Commonwealth supported place**

A Commonwealth supported place is a higher education place where the Commonwealth government makes a contribution towards the cost of your education. Most of Southern Cross University's undergraduate courses include Commonwealth supported places. Most postgraduate courses are non-Commonwealth supported (fee-paying) and if you are undertaking postgraduate studies you will usually pay tuition fees directly to the university. Your offer of offer will confirm whether you have been offered a Commonwealth supported place or a fee-paying place.

**Commonwealth supported students (previously called HECS students)**

All domestic students are provided with a Student Learning Entitlement (SLE) by the Commonwealth government. Domestic students include Australian citizens, Australian permanent residents and New Zealand citizens. The SLE is equivalent to 7 years of full-time study. A student with SLE is entitled to Commonwealth support. This means that the Commonwealth government will subsidise the cost of education.

Every unit of study undertaken under Commonwealth support has an associated cost. For Commonwealth supported students part of that cost is met by the Commonwealth government and the remainder is paid by the student. This remainder payment was previously called HECs but is now called the student contribution amount. New Zealand citizens and permanent residents of Australia must pay the student contribution amount for each unit of study in which they are enrolled by the due date on the relevant invoice. Domestic students may choose to defer their student contribution amount using a HECS-HELP loan. Either way, a student may only be commonwealth supported whilst they have SLE. After 7 years of full time study, commonwealth support will run out.

**Fee Paying Students**

A non-Commonwealth supported student is also known as a fee-paying student and includes any domestic student who is paying a tuition fee for a unit of study. Fee paying students are required to pay full tuition fees for each unit of study directly to Southern Cross University.

New Zealand citizens and permanent residents of Australia must pay the full tuition fee for each unit of study in which they are enrolled by the due date on the relevant invoice. Australian citizens and holders of permanent humanitarian visas are eligible to pay their tuition fees with a loan from the Commonwealth government called FEE-HELP. The loan is repaid through the taxation system once a minimum income threshold for compulsory repayment is reached.

Whilst FEE-HELP loans are interest free, they are indexed to the CPI. A 20% loan fee applies to FEE-HELP loans for undergraduate studies. No additional loan fee is applied to loans for postgraduate studies.

For more information visit the Commonwealth government website www.goingtouni.gov.au

**Refund of Fees**

It is important you read and understand the University Refund Policy as set out in the Rules Relating to Student Fees and Charges in the Rules section of the Student Handbook.

6620 3431 or email: enrol@scu.edu.au