STUDENT SERVICES AND INFORMATION

This section of the Student Handbook is a comprehensive summary of student services, study information, and general information for students. The University recognises that students require clear and concise information about the services and facilities that are available on all campuses. Wherever possible you will be directed to sources of further information and assistance including relevant websites. For some websites you will require a log-in (eg; for MySCU see entry on page 22 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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**STUDENT SERVICES**

**Student Services**

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

Most services are available at the Student Centre on each campus. The Student Centre is a ‘one-stop-shop’ for assistance and information about the university, admissions, enrolments, examinations, fees, timetables, ID cards and graduation.

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.

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

**Lismore Campus Student Centre**

Telephone: (02) 6620 3444
Facsimile: (02) 6622 4341
Email: stuadmin@scu.edu.au

**Coffs Harbour Campus Student Centre**

Telephone: (02) 6659 3777
Email: sservice@scu.edu.au

**Tweed Gold Coast Campus Student Centre**

Telephone: (07) 5506 9200
Email: tgcc@scu.edu.au

**Orientation Activities**

Orientation Week runs from 14–18 February 2005. There are also Orientation activities programmed for the week commencing 11 July 2005 for mid-year commencing students.

Orientation features a range of information sessions, activities, and social events to mark the start of study. The University and Student Organisations on all campuses conduct various activities including Course and Service Information sessions, library tours, campus tours, computer laboratory tours, sporting and recreational activities, entertainment and trips to local areas.

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!

An Orientation Guide is sent to all commencing students. Further information regarding Orientation and the start of semester activities is also available from the various Student Organisations. See Student Organisations under General Information.

Find out more about Orientation, the services and facilities on offer at the Student Services web-site: www.scu.edu.au/admin/studentservices.

**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 on-line learning environment)
- My Enrolment
- Dial-up access via our modem banks
- Your SCU email address
- Library catalogues and electronic resources
- On campus computing labs

To access the above services, you will need your username and password. An on-line service for obtaining your username and password exists at: http://www.scu.edu.au/services/scuconnect and click on the New Students tab. You will need your student ID number and PIN (found on 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@chec.scu.edu.au  
**Tweed Gold Coast Campus** Phone: (07) 5506 9200, Email: tweedhelp@scu.edu.au

**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 attendance at examinations, and is required to borrow from the library. The card also entitles you to student discounts and benefits.

If you are near 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.

The ID Card Unit at the Lismore campus is located in the Student Centre, Goodman Plaza. The unit is open Monday to Friday from 9:30am – 12:00noon. During Orientation and Week 1 of each semester we open from 9:30am – 5:00pm.

The Coffs Harbour ID Card Unit is located at the Students Association, under the Cafeteria, F Block. After 20 February, Coffs Harbour students requiring an ID Card may call in at Administration from Monday to Friday from 9.30am – 4.30pm.

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 (this is a tear out form in the Enrolment Guide for new students), and return it with two passport size photographs. Your ID Card will then be forwarded to you by mail.

**Student Centres**

The Student Centre is a one-stop shop where friendly Student Services 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, grades, and timetables. There is a range of university publications and guides available.

Student Centres have contact phones, where you can call SCU staff for free on the internal phone system.

We can help you with Academic Records, Admission, Complaints and Feedback, Enrolment, Examinations & Assessment, Exclusions, Fees, Forms, Graduation, fees and charges, ID Cards, Public Transport, and taking a break from your study.

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

- **Coffs Harbour Campus:** Administration (A 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 goldcoastadmin@scu.edu.au
MySCU - your University on-line!
http://study.scu.edu.au

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

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 20 and is available online at www.scu.edu.au/services/scuconnect

My Enrolment
https://ssm.scu.edu.au/stuweb

‘My Enrolment’ is the student window into Southern Cross University’s student record system. It provides students with a real-time view of their enrolment details as recorded on the University’s internal student management system. Students can reliably check the details of their enrolment, update their contact details, check their results and withdraw from units online, all via a secure log-in. Students can also request the addition of units to their enrolment (via email) through My Enrolment. My Enrolment can be accessed from any computer that has access to the Internet.

All current SCU students have access to My Enrolment. If you have not used it before, your user name is your student ID number. Your password is your date of birth. The default format of your password is 8 digits in the form ddmmyyyy. If this password does not work, you should try the alternative 6 digit format ddmmyy.

If you are still unsuccessful, please contact the IT Call Centre at helpdesk@scu.edu.au or phone (02) 6620 3698.

Students can currently perform the following transactions on My Enrolment:

♦ Change of address and contact details
♦ Change of examination centre
♦ View currently enrolled units
♦ Print current enrolment details
♦ View completed units
♦ View grades
♦ Print Grade Notice and Statement of Academic Record
♦ Withdraw from units on-line.
♦ Request a unit addition (not on-line)
♦ View financial status

We will progressively introduce on-line enrolment into units for particular courses throughout 2005.

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

Accommodation

Lismore Campus The University offers student accommodation in three separate residential 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 four (4) and six (6) bedroom units. Each residential unit contains a kitchen, furnished lounge/dining area and toilet 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 student residence located in an elevated position at Rifle Range Road, overlooking the main campus. The first
stage of the college comprises tastefully furnished study bedrooms arranged in self-catering residential units of four (4) bedrooms each. All units are provided with a kitchen, lounge/dining facilities and a spacious balcony.

• Sirius College is located on the southern side of the campus and within walking distance to the University entrance. It accommodates a total of 55 students in furnished single study-bedrooms arranged in two (2) and three (3) bedroom units. Each unit contains a kitchen, a lounge/dining area and toilet facilities. The College has a study centre and a swimming pool with a pleasant BBQ area. Preference is given to senior and postgraduate students for accommodation in this College.

Coffs Harbour Campus On-campus accommodation for students of Southern Cross University is provided in a modern Residential College at Coffs Harbour Education Campus. The Residential College comprise 96 furnished single study-bedrooms arranged in residential units of four (4) bedrooms. Each unit has a furnished lounge and dining area and modern kitchen and toilet facilities. A Community Centre, gymnasium and a tennis court is available adjacent to the College.

Telephones All residential units of the Colleges are provided with a complimentary telephone for incoming calls, access to Security Service and for emergency contact with ambulance, fire brigade and police. Outgoing calls however, can be made through public telephones variously located within Colleges or through Home-Link services from residential phones.

IT Service All residential rooms in Coffs Harbour and the Magellan College in Lismore are provided with data connection facilities for internet and e-mail access.

Supervision The residential Colleges are well supervised by on-site residential staff.

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

Cost of On-Campus Accommodation The University has kept the cost of residential accommodation at a modest level. This is to provide educational opportunities to tertiary students from a wide range of socio-economic backgrounds. The 2005 charges vary from $89 per week (6 bedroom unit), $94 per week (2-3-4 bedroom unit) to $104 per week (4 bedroom unit) per person for an academic year. In addition, an annual deposit is payable. Applications are generally accepted up to the middle of January each year.

Off-Campus Accommodation Services University Residential Services also assist in providing contacts for off-campus accommodation in Lismore and Coffs Harbour. A comprehensive listing of all available town accommodation is maintained at the offices for the personal perusal of potential tenants.

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

Lismore Campus
University Residential 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

Coffs Harbour Education Campus
University Residential Services
Hogbin Drive
Coffs Harbour NSW 2450
Phone: (02) 6659 3703, Fax: (02) 6659 3733
email: acc-chec@scu.edu.au
The Library

The Library provides a full range of library services: books, journals, databases and full-text electronic journals, interlibrary loans and document supply, 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.

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

External students can access most services via our homepage or by contacting the Library. More information is contained in the Library’s booklet *Distance Education Student Guide*, which is mailed to all external students in the first few weeks of semester or trimester. This guide is also available from the Library’s website.

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

Coffs Harbour:
By phone: (02) 6659 3232
By fax: (02) 6659 3234
By email: checlib@scu.edu.au

Tweed/Gold Coast:
By phone: (07) 5506 9205
By fax: (07) 5506 9202
By email: goldcoastlibrary@scu.edu.au

Student Support Services

Health Care Services

In Lismore a full range of General Practitioner services are 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, immunisations, vaccinations, accidents and emergencies.

A limited service is also available on the Coffs Harbour Campus. The Doctor’s hours are publicised at the commencement of each semester.

Consultations are free to Australian students on production of current student identity and a Medicare card.

For the convenience of students the medical service can by arrangement have prescriptions filled and delivered to the Union Shop.

International students are charged a fee and can claim this through private health cover. For further information contact us by:
Phone: (02) 6620 3943
By fax: (02) 6622 7833
Website: www.scu.edu.au/admin/studentservices/
and follow the links

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.

Dental Services

The SRC Dental Service is a free service provided to all internal SRC members, who have paid their Student Body fees. The service is located in the Student Support Offices in Goodman Plaza (Lismore Campus).

This service provides basic services such as check-ups, scaling and cleaning, filling, simple tooth removals (but no surgical treatments) and basic root canal treatment. Denture and mouth guard fittings can also be arranged, though students will need to pay for the work undertaken by the external dental technicians.
Note: External students can access the service upon payment of the appropriate fee to the SRC. This can be done at Shop 5 Goodman Plaza.

For appointments telephone (02) 6620 3056. For dental health information access the website on http://study.scu.edu.au/studentservices/support/dental/

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. A group program aimed to enhance learning and personal development is offered at the Lismore and Coffs Harbour campus.

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/admin/studentservices or by sending an email to: counselling@scu.edu.au.

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 3943, or students can visit the Careers website directly from MySCU study.scu.edu.au/services/careers

The Careers Adviser also attends the Coffs Harbour and Tweed Gold Coast Campuses where appointments can be made by telephoning (02) 6620 3943. External students can make telephone appointments on (02) 6620 3943 or e-mail the Careers Advisor: cholmes@scu.edu.au

Student Loans
The University has an interest-free Student Loan Fund for students who are in need of assistance and would not be able to continue study without a loan. For further assistance, contact the Loans Officer on (02) 6620 3943 or (02) 6659 3777 for Coffs Harbour students.

The loans policy can be accessed obtained by selecting the Support Services link at the Student Services web-site: on http://www.scu.edu.au/admin/studentservices

Chaplaincy
The Chaplaincy seeks to serve the whole of the University community during both the ordinary and the crisis times of life. Practical and spiritual support, confidential counselling and personal assistance are available to help with individual goal setting and decision-making. The Chaplaincy is ecumenical in nature and maintains close relations with all the major denominations and similar student groups.

- Lismore
  - UNICHURCH – “an informal service for believers and explorers” meets on Sunday nights (6.30pm.) during semester. Other events include the annual University Service. Personal and world issues are often discussed in both open forum and small groups.
  - The University’s Dayspring Chapel in the Plaza is often the venue for Unichurch and lunch-time meetings. At other times the Chapel is normally open, and available for quiet conversation, and individual reflection, prayer and meditation. The Chaplain can be contacted personally through his office at Shop 8, Goodman Plaza, or by telephoning Student Support Centre (02) 6620 3943.
The Chaplain is resident on campus several days per week. All enquiries can be made by telephoning the Chaplain’s Office (Level 1, F Block) (02) 6659 3262 or through Counselling and Support Services Reception (02) 6659 3263. Days to be advised.

The Chaplain is available for individual pastoral counselling and for groups to share on issues and experiences.

The website at: study.scu.edu.au/support/spirsup.html has information about several major faiths, and processional protocols for visiting spiritual advisors.

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-year 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.

At Coffs Harbour the Aboriginal and Torres Strait Islander Student Support Officer can be contacted on (02) 6659 3348 and is located in M Block.

Services for Students with Disabilities

The University wishes to ensure that students with disabilities (including chronic illnesses) have access to adjustments that facilitate their study. Students who require adjustments, including special arrangements for examinations, should contact the Disability Liaison Officer on 02 6620 3057 (Lismore), or 02 6659 3263 (for Coffs Harbour campus).

Students are invited to access the website for the Policy on Academic Adjustments for Students with Disabilities on www.scu.edu.au/admin/equity/disability/student.html and for more information www.scu.edu.au/admin/equity

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.

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

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 will 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 on your re-enrolment form or via My Enrolment. Students living within 120 km of an established Exam Centre 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 telephone (02) 6620 3449.

Library
External students 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 Library’s booklet *Distance Education Student Guide* which is mailed to all external students in the first few weeks of the semester or trimester. This Guide is also available from the Library’s 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 Research Students
Services for research students are available through a ‘one-stop-shop’ called the Graduate Research College.

The Graduate Research College deals with all aspects of research candidature, including general information, pre-admission, admission, progression, examination, and scholarships.

The Graduate Research 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 3414
Facsimile number: (02) 6626 9145
Email address: grc@scu.edu.au
Web address: www.scu.edu.au/research
STUDY INFORMATION

Fees and Charges

The Commonwealth Government has introduced a number of reforms to the higher education system that concern student fees and charges. The reforms allow universities to increase student contributions for courses by up to twenty five percent (25%). Southern Cross University will not increase student contributions above the ranges set by the Commonwealth for the 2005 academic year.

As part of the reforms, the Commonwealth has also announced new arrangements for student financial assistance including the introduction of the new Higher Education Loan Program (HELP) and Student Learning Entitlement (SLE).

Higher Education Loan Program (HELP)

HELP loans include:

- **HECS-HELP** for eligible Commonwealth supported students to pay your student contributions (this scheme was previously known as HECS).
- **FEE-HELP** is for eligible fee-paying students to pay your tuition fees. While FEE-HELP loans are interest free they are indexed to CPI.

If you are an Australian Citizen or the holder of an Australian Permanent Humanitarian Visa you may pay your student contribution or tuition fee up-front or you may request a HELP loan to defer payment of the loan.

If you are a New Zealand citizen or the holder of Permanent Visas you do not have access to deferring your HELP loan and must pay your student contribution up front without a discount.

To access HELP loans, all domestic students must complete the “Request for Commonwealth Support and HECS-HELP Form” or “Request for FEE-HELP Assistance Form” enclosed with your offer and return it to Student Services along with your Enrolment Form. Please note that under current legislation, failure to submit a properly completed “Request for Commonwealth Support and HECS-HELP Form” or “Request for FEE-HELP Assistance Form” will result in the cancellation of your enrolment, so it is very important that you complete and return this form.

Repayments for all HELP Loans are based on income and are made through the taxation system. You do not have to start repaying your HELP Loan until your income reaches $35,000 in the 2004-05 financial year.

Student Learning Entitlement (SLE)

From 1 January 2005 all Australian Citizens, New Zealand Citizens and holders of Permanent Visas will receive a SLE to the value of seven equivalent full-time student load (EFTSL). This entitles you to seven years of full-time study as a Commonwealth Supported student where the Commonwealth makes a contribution towards the costs of your education.

Further details regarding HELP and SLE can be found in the following booklets: Information for Commonwealth supported students 2005; FEE-HELP information 2005. If you require further information about HELP please visit www.goingtouni.

Student Body Fees

All students are liable for student body fees, regardless of whether you are enrolling in a Commonwealth supported or tuition fee course. For further information concerning fee levels, please refer to the Rules relating to Student Fees and Charges in the Rules section.

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.
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 prescribed fee by the prescribed date. For more information refer to the Rules Relating to Awards section of the Handbook (see Rules 2.1(d)).

Enrolling at SCU

It is the responsibility of all students to ensure that their current enrolment is recorded accurately by Southern Cross University. Some units offered by SCU have requisite conditions and students must check that they are eligible to enrol in the unit prior to submitting their enrolment request to Student Services. Students must obtain a requisite waiver from the Head of the School that is teaching the unit if they wish to enrol in a unit without the listed requisite.

Commencing students will receive an Enrolment Form with their Southern Cross University offer package. Students should follow the instructions provided in their offer package to correctly complete their Enrolment Form and return it to Student Services by the due date specified on the form.

Continuing students re-enrol for the following year in October of the current year. A Re-enrolment package will be sent via mail to all enrolled students at their listed contact address. Continuing students should follow the instructions included in their re-enrolment package to correctly complete their re-enrolment form and return it to Student Services by the specified due date.

No guarantee of enrolment can be made to students who return their re-enrolment forms after the due date.

At the beginning of each semester students must check their enrolment details on My Enrolment: https://ssm.scu.edu.au/stuweb/ and immediately advise Student Services in writing if they believe their enrolment is inaccurate. Write to: Enrolments – Student Services, Southern Cross University, PO Box 157, Lismore NSW 2480

Email: enrol@scu.edu.au

Checklist for Enrolment

Commencing Students

Have you completed and returned the following:

- Your Enrolment Form
- Your Request for Commonwealth support and HECS-HELP Form (Commonwealth supported students only)
- Your Request for Student ID Card Form (only for students who are unable to visit the ID Card Unit at Lismore, Coffs Harbour or Tweed Gold Coast campus).

Continuing Students

- Your Re-enrolment Form
- Your Request for Commonwealth support and HECS-HELP – pre2005 HECS Form (Commonwealth supported students only)
- Your Major selection Form (for courses requiring the selection of a major)

You must lodge your forms by the due date specified in your enrolment package.

What Happens After Enrolment?

After returning your Enrolment Form, you should wait for at least ten (10) working days before checking your enrolment details on My Enrolment.

If your enrolment is not as you expected, you should check your SCU email account. All enrolment problems will be reported to this...
address. Students must check this email account regularly.
If your enrolment is correct, you should check the timetable for your enrolled units and attend your first classes. Southern Cross University provides no written confirmation of your enrolment, but students can print the details of their current enrolment from My Enrolment https://ssm.scu.edu.au/stuweb.
Your enrolment invoice will arrive shortly after you have been enrolled. Please check your invoice for accuracy. Note that you must pay your student body fees directly to the University by the due date on your invoice.

Changing Your Enrolment
Students who wish to vary their original enrolment details must notify the Director of Student Services in writing. Please note that deadlines exist for the lodgement of unit enrolment variation and course/unit withdrawal. These dates are set out in the Principal Dates section of the Student Handbook and can affect both a student’s 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 and late charges - see “Withdrawing From a Course or Unit” below.

Students can change their own contact details by visiting My Enrolment at: https://ssm.scu.edu.au/stuweb/

Withdrawing From a Course or Unit
Regulations relating to a course or unit withdrawal are set out in Enrolment Rules which are printed in the Rules section of the Student Handbook (see Rules 2.6 – 2.8). All students should be familiar with these rules. Students may withdraw from units on line at My Enrolment (https://ssm.scu.edu.au/stuweb/) or provide written advice of withdrawal from unit(s) or course to avoid being automatically graded FAIL for currently enrolled unit(s). Variation to Enrolment forms can be printed from the web (http://study.scu.edu.au/studentservices/dds/) and are available from the Student Centre on each Campus and when completed, can be lodged at that Student Centre. Students are not permitted to withdraw from all enrolled units without applying for either a Leave of Absence (see below) or a Course Withdrawal (see above).

Commonwealth supported students who withdraw from a unit or units, or from a course, after the census date for a study period, will be liable for the student contribution amount applicable for each unit for that study period.

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

Students enrolled in a fee paying course who withdraw from a unit or units, or from a course, after the start of the study period may be liable for an early withdrawal charge.

Leave of Absence
Students who have completed at least one unit of study with Southern Cross University may take a break from their studies of up to one-year (12 months). Refer to Rules Relating to Awards Rule 2.7(a-f).

The application for leave must be made in writing to Student Services. You may use our standard Leave of Absence Application Form (available on the web or at the Student Centre on your Campus), or you may simply provide the following details in a fax, email or letter:

- name and Student Identification Number;
- course name (eg Bachelor of Business);
- date you wish to start leave;
- the study period and year you wish to return to your studies.

For Further Information about Enrolment Issues
- consult the relevant course and unit information in the Student Handbook;
consult the relevant Enrolment Rules in the Rules section of this Student Handbook; refer to your course summary sheets issued with enrolment packages; consult the appropriate Course Adviser in your School; consult an officer of the Enrolments Team in Student Services. Phone: (02) 6620 3431 Email: enrol@scu.edu.au

**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 all detailed unit statements, alternatively your unit assessor can clarify.

If personal circumstances change through the study period to prevent class attendance, you should discuss the situation with your lecturer or Student Services. Illness during semester can affect not only your attendance at 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 semester. You should discuss your options with your School or College Office or Student Services staff.

**Text books**

Text book lists are included in all unit statements and can be purchased from the Co-op Bookshop which is located at both 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

**Advanced Standing**

Southern Cross University policy allows for the granting of advanced standing for previous post-secondary study (normally completed within the last ten years), relevant professional experience or demonstrable expertise. If you wish to apply for advanced standing towards your course, you should complete and return the Advanced Standing Application Form (available from Student Centres or download from www.scu.edu.au/admin/studentservices/dds/). It is important to apply for advanced standing as early as possible in your studies as the amount of advanced standing you are granted may affect which units you need to enrol in.

If you have already applied for advanced standing and have not yet been advised of the outcome, please phone the Admissions Team in Student Services on (02) 6620 3444 or email admissions@scu.edu.au.

**Change of Course**

Students who are currently enrolled in a course at Southern Cross University may apply for a course transfer, to study another Southern Cross University course, provided they have successfully completed a minimum of one semester of full-time study, or equivalent, in their original course enrolment. However, it should be noted that course transfer is not automatic and in some instances students may be required to apply
through Universities Admissions Centre (UAC) or Queensland Tertiary Admissions Centre (QTAC). Details are available from the Admissions Team in Student Services on (02) 6620 3452 or email admissions@scu.edu.au...

**Assessment**

Assessment describes the various kinds of assignments, tests and examinations used at Southern Cross University. At the beginning of each study period the relevant unit assessor will provide you with a unit statement which outlines the objectives or goals of the unit, the number and type 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 (e.g., number of words), plagiarism and class participation (where it contributes to assessment) may be outlined in the unit statement or will be available at the relevant Divisional, School or College office.

Your final grade in each unit will be published on the Web at the end of each study period at https://ssm.scu.edu.au/stuweb (select “Grades” under “My Grades”). The University’s rules concerning Student Assessment and Examinations are set out in the Rules section of this Student Handbook.

**Examinations**

Examinations are held at the end of each study period. Not all units require examinations so you should check carefully 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 (8) of the study period. The final timetable is published in week ten (10) of each study period and is available on the web at https://ssm.scu.edu.au/stuweb (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.

**Special Consideration and Special Examinations**

The Student Assessment and Examination rules provide for students 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 because of medical or other exceptional circumstances you may apply for a special examination. Except in exceptional circumstances, where you sit for an examination, a special examination will not subsequently be granted. 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/

**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 ten (10) 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.

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 (10) 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 (10) 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 unsatisfactory progress.

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

Graduation

Graduation is the ceremony in which graduands of the University receive their degree, diploma or award testamur(s) from the Chancellor. After graduation, graduates are entitled to use the title and origin of their degree after their name. Graduation ceremonies are held each year in Lismore, Coffs Harbour and Sydney. For further information contact the Graduation Officer on (02) 6620 3706.

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 $10.00 will be charged for all other transcripts, and will be provided on receipt of written request and appropriate payment to Student Services. A copy of your academic transcript may also be downloaded from My Enrolment (https://ssm.scu.edu/stuweb).

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: learningassistance@scu.edu.au

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

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

For further information visit our website: http://study.scu.edu.au/la

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. The cost of miscellaneous unit study starts from $900.00 per unit. Tuition fees are listed in the 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

Timetables
Class Timetables for each study period and each campus are normally available, in draft format, two months prior to the start of lectures. Wherever possible, the final Class timetable will be available one (1) month prior to the commencement of each study period. They can be accessed on the University website at http://study.scu.edu.au/studentserVICES/

Copies of the timetables are also posted on noticeboards in close proximity to the Student Centre on each campus. Students are encouraged to check the noticeboards regularly as changes to arrangements do occur, particularly at the beginning of the study period.

Examination Timetables are also available on the web at https://ssm.scu.edu.au/stuweb/ (select “Exam Timetables” under “My Exams”) You should be aware that these are initially posted in preliminary format in week 8 of the study period. A two-week period is then allowed for 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. Copies of these timetables are posted on the Student Services noticeboards on each campus.

Exchange Programs
The University has international student exchange arrangements with an extensive number of universities in Canada, China, Finland, France, Germany, Indonesia, Japan, Korea, Netherlands, Russia, Sweden, United Kingdom and USA. These programs are coordinated and administered by the University’s International Office. A full listing of the institutions involved is shown on the website at http://exchange.scu.edu.au

Contact the International Office on (02) 6620 3876 for further information relating to travel costs, fees and accommodation.

There are limited scholarships available for the Asia Pacific regions. Further information may be sought from the international office or the exchange website http://exchange.scu.edu.au.

In 2005 the Commonwealth Government will offer a number of loans called OVERSEAS-HELP - Higher Education Loan Program. OS-HELP is available to Undergraduate Commonwealth supported students wishing to study overseas who need help with general costs. You can download a fact sheet on OS-Help at www.dest.gov.au/highered/hesat/fact_sheets/5.pdf Before embarking on an exchange, students must discuss credit provision arrangements with their Course Coordinator.

Scholarships
Postgraduate Scholarships are available for students undertaking a PhD or Masters by Thesis. The three major scholarships are: Australian Postgraduate Award with Stipend (APA); Southern Cross University Postgraduate Research Scholarships (SCUPRS); International Postgraduate Research Scholarships (IPRS). Postgraduate scholarships are administered by the Graduate Research College. For information on the terms, conditions and benefits of these scholarships refer to the following website at www.scu.edu.au/research/grc and click on the Postgraduates 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. These scholarships are valued at up to $15,000 over three years full-time study.

Full details regarding the eligibility and selection criteria as well as the benefits and conditions are available at www.scu.edu.au/services/scholarships. Additional information may be obtained by contacting the Marketing and External Relations Directorate on (02) 6620 3975, or via email to scholarships@scu.edu.au. The website shown above also lists links to scholarships offered by government agencies that may be used towards your study program at Southern Cross.

The University also offers Residential Scholarships which provide free on-campus residential accommodation for one year for commencing students. Details are available on the above website or by contacting University Residential Services on (02) 6620 3220.

Bursaries

The University offers a number of University Co-operative Bookshop Equity Book Bursaries which are in the form of study materials from the University Co-operative Bookshop. They are available to students in financial need. For further information contact the University Equity Office on (02) 66 203 943 or on the web at www.scu.edu.au/admin/studentservices/cls

A specialised bursary, the Neville J Leeson PhD Bursary is available for a PhD student undertaking a research project in mathematics education. Conditions and contact information are available on the web at www.scu.edu.au/services/scholarships/bursaries.html

Commonwealth Learning Scholarships

The Commonwealth Learning Scholarships Program was introduced in 2004 to assist rural, regional, low income and indigenous students who are Australian citizens or holders of permanent humanitarian visas with costs associated with attending higher education. The objectives of the Commonwealth Learning Scholarships (CLS) Program are to facilitate choice in higher education and to increase the level of participation in higher education by students from lower socio-economic backgrounds. The scholarships are non-repayable. The two types of Commonwealth Learning Scholarships are:

Commonwealth Education Costs Scholarships provide undergraduate students with a scholarship of $2,042 per year for up to four years to assist with educational costs.

Commonwealth Accommodation Scholarships provide undergraduate students from rural and regional areas with $4,084 per year for up to four years to assist with accommodation expenses.

Both commencing and continuing students are eligible to apply for a CLS. All applicants must be able to demonstrate their financial hardship. Southern Cross University has a number of these scholarships available for 2005. Further information and application forms are available at http://www.scu.edu.au/admin/studentservices/cls

For assistance please contact our CLS Team on (02) 66 203 943 or email to cls@scu.edu.au

Equity Scholarships

Southern Cross University has a number of Equity-based scholarships on offer for eligible students commencing their first year of undergraduate study in 2005. The purpose of Equity Scholarships is to assist students who have experienced conditions of disadvantage with education costs. To be eligible, students must belong to a Department of Education, Science and Training (DEST) designated equity target group. For further enquiries, contact the Equity Team on (02) 66 2039343 or visit www.scu.edu.au/admin/studentservices/cls

Prizes

The University also offers a large number of Annual Prizes awarded to students who achieve outstanding results or demonstrate meritorious
performance. A complete listing of the prizes, criteria and amount awarded can be downloaded from the University website at
www.scu.edu.au/docs/calendar/awards/prizes.html

University Medals are awarded annually at the discretion of the Academic Board to candidates who have completed the requirements of a Bachelor degree with first class honours and who at all times have demonstrated a very high standard of academic achievement. University Medals are normally awarded to students with a Grade Point Average (GPA) of Distinction (3.00) 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 (40) units towards a double degree: Another student has completed thirty-two (32) units towards a combined degree. In both cases count all units in the GPA calculation;

(ii) A student has completed a twenty-four (24) unit undergraduate degree at SCU. The student completed eight (8) units in another SCU degree and two (2) units at another university, and received advanced standing for eight (8) units (two non-SCU units and six SCU units). The two (2) units completed at the other university do not count in the calculation, however, six (6) of the SCU units do. The GPA would be calculated on twenty-two (22) 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.
GENERAL INFORMATION

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, Lismore.

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 2005 the Pensioner Education Supplement is $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% will be paid $31.20 per fortnight. Please note, customers receiving 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 2317.

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 as independent. Rent Assistance is not available to single people 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 assets, 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 or Youth Allowance entitlement.

Application forms for Austudy Payment and Youth Allowance are available from any Centrelink office. Completed applications can be forwarded by mail to the following address or can be personally lodged at any Centrelink office:

Centrelink
PO Box 571
LISMORE NSW 2480

Telephone enquiries can be made on 13 2490.

At Lismore campus free-call, self-help phones are available for students to contact Centrelink. These are located within 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 2490.

**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.

**Banking**

On the Lismore Campus there is a branch of Summerland Credit Union and an ATM located in Goodman Plaza. Some shops also offer EFTPOS facilities.

In Coffs Harbour there is an ATM located inside the canteen and some shops offer EFTPOS facilities.

**Bookshop**

The Co-operative Bookshop enables students to purchase prescribed and reference text books and general titles at discount prices. The Bookshop also provides a mail order service which is particularly useful for external students. Lifetime membership of the Co-op, entitling members to discounts, is available for $25.00. At the Lismore Campus, the Bookshop is located in the Goodman Plaza and is open during normal business hours all year round

Contact: telephone (02) 6621 4484, fax (02) 6622 2960, E-mail lismore@coop-bookshop.com.au

Web-site www.coop-bookshop.com.au

At Coffs Harbour the Bookshop is located in E Block (telephone (02) 6659 3225, fax (02) 6659 3226).

**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.

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).

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.

Discrimination or Harassment
See Grievances

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 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).

Grievances
The University Mission emphasises a commitment to equity and cultural diversity, and to providing a caring and supportive environment for students 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 access the procedure in full at www.scu.edu.au/admin/equity/policies/ and are encouraged to discuss their concerns with an Equity Officer in confidence.

Parking
Restrictions as to parking will be enforced by Authorised Officers with the Infringement Processing Bureau (IPB) to process fines. Under the RPZ the following will be enforced:

- 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 any roadway without authority.
- 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.

At the Coffs Harbour and Tweed Gold Coast campuses students may park in the areas designated for student use which are subject to the rules and By-laws* of the Southern Cross University Act 1993 and the Coffs Harbour Education Campus, Board of Governors.

The rules pertaining to traffic and parking may be viewed at the reception counters on the respective campuses and the Safety and Security office at the Military Road entrance to the Lismore campus.

For further information contact the Information Officers at Lismore (02) 6620 3476, Campus Administration Tweed Gold Coast (07) 5506 9200 and Coffs Harbour (02) 6659 3000.

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*By-laws are published in the Calendar
www.scu.edu.au/calendar

**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. All students 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.

All students 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 the Unit Assessor.

Students 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:

- 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 intricate 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).

Policy on Alcohol Consumption

The University has a policy on the consumption of alcohol. The aim of the policy is to ensure that alcohol consumption on University premises occurs within acceptable and legal limits. The policy restricts alcohol to certain venues under certain conditions. Details of this policy may be obtained from the Finance Directorate, or the Vice-Chancellor’s Office.

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.

Publications in 2005

Southern Cross University publishes the following:

- Calendar
  This publication includes governance and organisational information including the University plan, acts, statutes, Council resolutions/rules, prizes, staff names and information, committee structures and membership, awards. The Calendar is an on-line production accessible on the web at the following address www.scu.edu.au/calendar

- 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 published on the World Wide Web: www.scu.edu.au/handbook

- **Enrolment Guide for New Students**
  This guide summarises information which students need to enrol correctly. This publication is made available free of charge at the time of being made an offer to a course.

- **Find Your Place**
  This publication is available free of charge and designed to assist with making decisions about tertiary study. It provides an overview of the policies and procedures used to gain entry to courses.

- **Annual Report**
  This report includes details of the achievements of the University and the financial statements and is available free of charge.

- **2005 Your Year of New Thinking**
  A prospectus providing an overview of Southern Cross University and courses of study, available free of charge.

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

**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).

**Sexual Harassment**

*See Grievances*

**Shops**

See also Banking, Bookshop and Student Organisations.

On the Lismore Campus there are a number of shops located in Goodman Plaza including coffee shops, a hairdressing salon, the SRC Print Shop, the Co-op Bookshop, the Union Shop 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, University Residential Services, the University Careers Service, the Student Representative Council and 2NCR FM community radio, 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 and offices of student services and the Students' Association.

**Student Organisations**

*Students’ Association (Coffs Harbour)*

The mandate of the Coffs Harbour Students’ Association is to provide a quality university experience for all its student members – those studying on campus, externals, residential, mature age, and those students with children, or who are disabled or impoverished. How the Association accomplishes this is by providing a varied range of social, sporting, welfare and cultural events and activities, offering products and services at greatly subsidised rates, and helping students who have a problem or issue through active representation between its members and other student organisations in the University, the University administration and the regional community.
Some of the activities the Association organises are movie/pizza nights, family fun days, pub tours, mature age dinner and dance, Blue Stocking Week, the Annual Ball, free weekly morning tea, monthly live entertainment and sausage sizzles.

Most products and services the Association provides are heavily subsidised, helping to make life a little easier for students. Some of the services offered are photocopying, colour printing, photo processing, binding, laminating, and free use of a common room with Austar TV, DVD/VCR facilities, and books, papers and magazines to read. Some of the products available are tea, essential groceries, mobile and phone cards, coffee, tea, juice, bottled water, soft drinks, biscuits, lollies, milkshakes, film, CDs and computer disks, stamps, envelopes, a free morning tea twice per week and University souvenirs.

A number of regular publications have been established including the Survival Guide, student magazine “Tsunami”, a weekly newsletter and several welfare publications.

On behalf of the University, the Association continues to provide academic dress hiring for students enrolled at Coffs Harbour.

All Coffs Harbour students are automatically members of the Association. 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 and exam weeks, 10.00am to 2.00pm during study weeks. Telephone 02 6659 3267, fax 02 6659 3269, website sach.scu.edu.au.

Student Representative Council (Lismore Campus)

The Student Representative Council (SRC) is a non-profit organisation providing the official recognised voice for students of the Lismore and Tweed Gold Coast campuses of Southern Cross University. It is organised and operated by students for students. Upon enrolment, students automatically become members, once they have paid their fees.

The Student Representative Council is comprised of elected representatives from the student body. It has three main roles:

- to act as an advocate and representative for students within the University, providing an avenue for communication on issues that affect equal access and opportunity;
- to provide a wide range of support for students including free dental service, free computer access, photocopying and laminating, laser printing, professional typing service, facsimile service, photo ID’s and a range of other welfare services;
- to provide an avenue for students to gain experience in administration, management and representation by becoming involved in the day-to-day running of the organisation, it’s campaigns and student collectives.

The SRC has two offices on the Lismore Campus; the Student Representative office located at Shop 9, Goodman Plaza and the SRC Student Drop In Centre located at Shop 5, Goodman Plaza, website: www.lismoresrc.org.au

Campus Central (Southern Cross University Union - Lismore Campus and External Services)

Campus Central (Southern Cross University Union) is a non-profit, charitable organisation receiving funds from student-member subscriptions of students, staff and the community, as well as income generated from its commercial services trading areas. The Union uses these funds to build new facilities, provide subsidised services for the benefit and welfare of its members, and to provide recreational, sporting, artistic and cultural events for the University and wider community.

Campus Central aims to be the social centre of the University community – a gathering place for all students, staff and visitors at Lismore Campus, and an information centre for those off campus.
Campus Central organises special events on campus for both student groups and staff. It subsidises life skills and leisure courses, trips and tours, entertainment, health and wellness programs, academic dress, sporting and cultural events and the activities of its many sporting and special interest clubs and societies, as well as sponsoring representatives to State intervarsity, national and international sporting and cultural gatherings.

Campus Central also plays a role in safety on campus, providing a free shuttle bus service around campus, town, and University residences. At the Lismore Campus, a fully air-conditioned complex is situated near the main car parks where the Campus Central operates a state-of-the-art Health and Fitness Centre (with lockers, showers and changing facilities), a registered travel agency, licensed bars, bistro, Function Centre and Union Office.

Campus Central also operates the Darrel Chapman Sports Centre, off Rifle Range Road at the other end of Lismore Campus, as well as the Campus Central Shop in the Goodman Plaza where academic dress can be arranged for Graduation.

Campus Central has co-operative arrangements with other student organisations and University Centres, to ensure services are available for external students. These include its toll-free hotline contact number, library search and copy services, free on-demand photocopying mail-out service, Past Exam Paper service, second-hand text books, and Union Web site, with regional social functions details, publications, referral and other assistance. Access to the Union travel agency is available via the Web site, E-mail or 1800 number.

For more information about Campus Central facilities and services, contact reception on the ground floor of the Campus Central building by telephoning (02) 6622 2755 or 1800 068 314 or via the Web: unionweb.scu.edu.au or via E-mail: manager@union.scu.edu.au.

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/northcoast/ or Sawtell Coaches 02 6653 3344


Your student ID card will usually 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. The bus timetable is available from the Union Office reception.

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 day classes

(b) not be engaged in business or employment
(c) not be a full-fee paying overseas student.

Rail concession forms are available from the Student Centres on all campuses.

Some overseas students studying under an Australian Government International, Exchange or Sponsorship program may be eligible. To check eligibility criteria for this category of student please contact staff at an SCU Student Centre.

**Union, University**

*See Student Organisations.*