STUDENT SERVICES AND INFORMATION

This section of the Student Handbook is a comprehensive summary of student services, study information, and more 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 also be directed to sources of further information and assistance including relevant websites. For some websites you will require a log-in for MySCU (study.scu.edu.au). Refer to MySCU entry (page 449) for more details.

Students are also encouraged to refer to the University’s rules – see General Rules section of the Student Handbook.

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STUDENT SERVICES

Orientation Activities
Orientation Week runs from 18–22 February 2002. Orientation features a range of information, entertainment and social events to mark the start of the new University year. The Student Organisations on all campuses will be conducting various activities including band nights, movies, campus tours, sporting and recreational activities, live entertainment and trips to local areas.
Orientation Week is your chance to meet new friends, have a great time and learn a bit about University life in general, before lectures start and the workload really sets in!
Use the following web pages to find out more about ‘O Week’ and the services and facilities on offer at Southern Cross University www.scu.edu.au/oweek/
Further information regarding Orientation Week and the start of semester activities is available from the various Student Organisations. See Student Organisations under General Information.

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, including:
• MySCU (your University on-line)
• Library catalogues and electronic resources
• Your SCU email address
• Internet access
• Dial-up access via our modem banks
• On campus computing labs
Once you have returned your enrolment form, you will be advised by mail of your SCU Connect username and password. You will also be supplied with all the information you need to connect to Southern Cross University. Whilst waiting for your username and password, we encourage you to visit the SCU Connect website at www.scu.edu.au/services/scuconnect for more information on services available.

If you experience any difficulty using SCU Connect, you are encouraged to contact Southern Cross University’s IT Call Centre by phone on (02) 6620 3698 or email helpdesk@scu.edu.au

ID Card Services
It is important for all students to have a student identification card (ID card). All students should obtain an ID card by Friday 1 March 2002. 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 gain library borrowing rights. The card also entitles you to numerous student discounts and benefits.
If you are near to the Lismore or Coffs Harbour 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 at X Block, Goodman Plaza. The Coffs Harbour ID Card Unit is located at the Students Association, under the Cafeteria, F Block. After 26 February, Coffs Harbour students requiring an ID Card may call in at Administration (A Block) on Wednesdays from 10 am – 2 pm.
If you are not local to either the Lismore or Coffs Harbour campuses, you should complete the Request for Student ID Card form (this is a tear out form in the Enrolment Guide for new students), and return with two passport size photographs. Your Student ID Card will then be forwarded to you by mail.

Student Centres
Student Centres are located on each campus and are the first point of contact for students seeking information on administrative, course, or other student matters. You can find advice and the necessary forms to complete your enrolment and other administrative processes such as paying fees or checking transport concessions. There are computing facilities to check your timetable and other personal details, and a range of university publications and guides. Student Centres are also the place to obtain and lodge Student Administration application forms and other general forms.
The location of all SCU Student Centres are as follows:

- **Lismore Campus**  
  *Visit in person*  
  Goodman Plaza  
  Military Road  
  East Lismore  
  *Phone* (02) 6620 3444  
  *Fax* (02) 6622 4341  
  *Email* stuadmin@scu.edu.au

- **Coffs Harbour Campus**  
  *Visit in person*  
  Administration (A Block)  
  Hogbin Drive  
  Coffs Harbour  
  *Phone* (02) 6659 3777  
  *Fax* (02) 6659 3051  
  *Email* sservice@scu.edu.au

- **Tweed Gold Coast Campus***  
  *Visit in person*  
  Showcase-On-The-Beach  
  Marine Parade  
  Coolangatta  
  *Phone* (07) 5599 5011  
  *Fax* (07) 5599 5014  
  *Email* goldcoastadmin@scu.edu.au  
  *In January 2002, the Tweed Campus will be relocating to Brett Street, Tweed Heads (phone: 07 5506 9200 fax: 07 5506 9202)*

- **Port Macquarie Campus**  
  *Visit in person*  
  140 Horton Street  
  Port Macquarie  
  *Phone* (02) 6583 7597  
  *Fax* (02) 6584 1627  
  *Email* portmacadmin@scu.edu.au

**MySCU - your University on-line!**

MySCU is a personalised environment which links you to the things you need like timetables, support services, student administration, the library and its electronic databases and catalogues, your own calendar and address book, a place to store your own book marked web addresses, general announcements, and important dates and events which are posted to all students. If you are enrolled in a unit which is being fully or partially delivered on-line, MySCU is your ‘doorway’ to your course materials. One click on a unit title and you’re in!

To access MySCU, you will need to login using a valid username and password. More information about connecting is listed above under SCU Connect or available from www.scu.edu.au/services/scuconnect

Once you have your username and password, the website for MySCU is study.scu.edu.au

**MyEnrolment**

‘MyEnrolment’ is SCU’s new on-line enrolment system to be implemented during 2002. Students will be able to conduct transactions on-line including change of address, change examination centre details if applicable, change personal details and view results. Students will have complete control over the management of these details and can immediately view any changes made. All this can be done from any computer that has access to the Internet.

During 2002 the following functions are planned for introduction:

- Change of address, examination centre
- View study plan including past, present and planned units, grades, majors and completed credit points
- Add units, options and electives
- Withdraw from units
- Change unit attendance mode (internal – v – external)
- View financial details

Further advice about these enhancements will be mailed to you.

**Accommodation**

**Lismore Campus**
The University offers student accommodation in three separate residential Colleges - Richmond, Tweed and Wilsons. These Colleges are self-catering and co-educational and each is located within walking distance of its Lismore Campus. 

**Richmond College** occupies a spectacular hill-top position on the northern edge of the university campus. It accommodates 235 students in furnished single study-bedrooms, arranged in groups of four, five and six 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.

**Wilsons College** is located across the road from Richmond College. It provides accommodation to a total of 102 residents in furnished single study-bedrooms arranged in residential units of six bedrooms. All units are provided with furnished lounge/dining area, kitchen and toilet facilities. The College has a fully equipped study centre and is well-known for its social and cultural activities.

**Tweed College** is located on the southern side of the campus and within walking distance to the university entrance. It accommodates a total of 55 postgraduate students in furnished single study-bedrooms arranged in two and three 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 Education Campus**

On-campus accommodation for students of Southern Cross University as well as those of the North Coast Institute of TAFE is provided in a modern Residential College at Coffs Harbour Education Campus. The first stage of the complex comprises 64 tastefully furnished single study-bedrooms arranged in residential units of four bedrooms. Each unit has a furnished lounge and dining area and modern kitchen and toilet facilities.

A gymnasium and a tennis court are provided 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 are provided with data connection facilities for internet and E-mail access. A connection fee of $75 applies.

**Supervision**

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

**Collegial Life**

The Colleges provide a nurturing and supportive human 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 2002 charges vary from $73 per week (5–6 bedroom unit) to $85 per week (2–
3 bedroom unit) per person for an academic year. In addition an annual deposit is payable.

Off-Campus Accommodation in Lismore
University Residential Services also assist in providing contacts for off-campus accommodation in Lismore. A comprehensive listing of all available town accommodation is maintained at the offices for personal perusal of potential tenants. The office at Southern Cross University’s Lismore Campus is located at Goodman Plaza.

Off-Campus Accommodation in Coffs Harbour
A variety of accommodation is available in the local area. A comprehensive list of available accommodation is maintained by University Residential Services at Coffs Harbour (telephone: (02) 6659 3703, fax: (02) 6659 3733).

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 and Coffs Harbour campuses. Library services can also be accessed from the Tweed and Port Macquarie campuses.

Please note that all students are required to abide by the University’s Library rules and procedures. A copy of the Library rules can be found in the University Calendar (www.scu.edu.au/calendar).

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

Student Administration
The Student Administration Directorate provides a wide range of services to support the University community. Services range from prospective student advice, admission and enrolment services, HECS and fees support, assistance with final examinations, and course completion. Most services are available at the Student Centres on each campus.

Contact details for Student Administration are:

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

Student Support Services
Student Support Services provides free careers advice, counselling, spiritual support, student loans, and disability support services at Lismore and Coffs Harbour. A medical and dental service is also provided at Lismore. To contact the Student Support Centre please telephone Lismore on (02) 6620 3943, or Coffs Harbour on (02) 6659 3263. Further details can also be found on the Student Support website study.scu.edu.au/support/

Health Care Services
In Lismore a full range of General Practitioner services is provided by a doctor during semester. Services include family planning, detection and treatment of sexually transmitted diseases, obstetrics, accidents and emergencies, and general and preventative medicine. A limited service is also available on the Coffs Harbour Campus. The Doctor’s hours are publicised at the commencement of each semester.

Most services 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 health cover (Medibank). For further information contact (02) 6620 3943.

Dental Services
The SRC Dental Service is a free service provided to all internal SRC members. The service is located in the Student Support offices in Goodman Plaza (Lismore Campus).

This service provides basic services such as check-ups, cleaning, scaling and minor procedures such as fillings. Denture and mouthguard fittings can also be arranged, though students will need to pay for the work undertaken by external dental technicians.

Note: External students are not charged a dental levy in their Union fee, but are able to access the service by paying a dental levy of $35. This can be done at Shop 5, Goodman Plaza.

For appointment telephone (02) 6620 3056. For dental health information access the website on study.scu.edu.au/support/dentist/

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 and Coffs Harbour campus, and offer free and confidential services in person, by telephone and email.

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 visiting the Counselling Service website at: study.scu.edu.au/support/counselling/ or by sending an email to: counselling@scu.edu.au.

Careers
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 3396, or students can visit the Careers website directly from MySCU study.scu.edu.au/services/careers.

The Careers Adviser also attends the Coffs Harbour Campus where appointments can be made through Counselling and Student Support, telephone (02) 6659 3263.

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 programme called the Certificate of Foundation Studies. Full details are available by contacting the Lismore Campus’ School of Indigenous Australian Studies on (02) 6620 3955, or the Gungil Jindibah Centre on (02) 6620 3459.

The School, 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 School sets out to achieve these goals through innovative curricula, student support and research.

At Coffs Harbour the Aboriginal and Torres Strait Islander Access Programme Administrative Assistant can be contacted on (02) 6659 3104 and is located in E 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 at university. Students who require adjustments must contact the Disability Liaison Officer on 02 6620 2943 (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/policies/dispol
and for more information www.scu.edu.au/admin/equity/support/disabup

Services for International Students
The International Office is responsible for the co-ordination and administration of the University’s various international activities. These activities include the promotion of University courses overseas, the enrolment of international students and the provision of support for them, international student and staff exchange programmes, joint venture activities with international universities and other organisations, and international visits and agreements. The International Office works closely with academic areas to ensure that the University is an integral member of the international community of universities. You can contact the International Office on the Lismore Campus on (02) 6620 3876 (International +61 2).

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 1800 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 University 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 University 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 can nominate an Exam Centre on your enrolment form. 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 Office as soon as possible on telephone (02) 6620 3210.

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 659460
By fax: 02 66203875
By email: libdesk@scu.edu.au
Website: www.scu.edu.au/library

Student Support
The University offers a broad range of support services for students studying externally. Many services are available by telephone or through online information and programs.

Students are invited to browse the brochure for services of interest, or to view the Equity and Student Support website at www.scu.edu/admin/equity.

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 3172
Facsimile number: (02) 6626 9145
Email address: zgarbutt@scu.edu.au.
Web address: www.scu.edu.au/research

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 on www.scu.edu.au/admin/equity/support/loans

Spiritual Support
The Chaplaincy seeks to serve the whole of the University community during both the ordinary and the crisis times of life. Practical 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 (6.30p.m.) during semester. Other events include the annual University Service. Personal and world issues are often discussed in both open forum and small groups.
  ➢ The Chaplain (John Kidson) can be contacted personally through his office in the Student Support Centre, Goodman Plaza, telephone (02) 6620 3943.

• Coffs Harbour
  ➢ The Chaplain, Reverend Jan McLeod, is resident on campus each Tuesday, Wednesday and Thursday. On Mondays and Fridays, a chaplain can be contacted. 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.
- Jan is available for individual pastoral counselling and for groups to share on issues and experiences.
- A discussion/prayer group of students, staff and supporters meets every Tuesday during semester at 1.00pm in the Chaplain’s Office.
- The website at study.scu.edu.au/support/spirsup.html has information about several major faiths, and processional protocols for visiting spiritual advisors.
STUDY INFORMATION

Charges including Student Body Fees and HECS

Most Southern Cross University students are liable for student body fees, and the Higher Education Contribution Scheme (HECS). Some students are liable for tuition fees rather than HECS. The University will invoice you for student body fees and HECS or tuition fees early in each semester. Payment of fees must be made by the due date specified on the invoice (details regarding methods of payment will be included with the invoice).

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

Higher Education Contribution Scheme (HECS)
HECS was introduced by the Commonwealth Government as a way of ensuring that all students contribute to the cost of their higher education. Almost all undergraduate students at Southern Cross University are liable for HECS. For more information on HECS please refer to the booklet ‘HECS: Your Questions Answered 2002’. It is important that you read and understand the information contained in this booklet. The booklet is provided to all new students and is available at all Student Centres.

PELS is an interest-free loan facility for eligible students who are enrolled in fee-paying, postgraduate non-research courses. It is similar to the deferred payment arrangements available under the HECS. PELS enables eligible postgraduate students (Australian citizens or permanent residents who meet certain eligibility requirements) to obtain a loan from the Commonwealth Government to pay their tuition fees incurred from 2002 onwards. It is available for both commencing and continuing students. Students repay their loan through the taxation system once their income reaches the minimum threshold for compulsory repayment.

For more information on PELS please refer to the booklet ‘PELS: Your Questions Answered 2002’. It is important that you read and understand the information contained in this booklet. The booklet is provided to all new students and is available at all Student Centres.

PELS information may be viewed on-line at www.hecs.gov.au/pels.html

Further information may also be obtained from Student Administration telephone (02) 6620 3444.

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 General Rules section of the Student Handbook.

Enrolling at SCU

It is the responsibility of all students to ensure that their current enrolment is accurate and completed on time. New students enrol prior to the start of semester by mail unless otherwise directed. Continuing students re-enrol for the following year in October of the current year. Re-enrolment information is generally provided to students via the mail unless otherwise directed.
Checklist for enrolment
Have you completed and returned the following:

☐ Your Enrolment Form (or Re-Enrolment Form)?

☐ Your HECS Payment Options Declaration Form? (*HECS courses only)

☐ Your Request for Student ID Card form? *(for students who are unable to visit the ID card unit at Lismore or Coffs Harbour campus).

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

Changing Your Enrolment
Students who wish to change their original enrolment details (including change of name, address, or a change of units) must notify the Director, Student Administration by completing and lodging a variation form or other written advice. You may make a request to change enrolment details at any of the Student Centres. Note that deadlines apply for lodgement of Enrolment Variation and Course/Unit Withdrawal forms. These are set out in the principal dates section of the Student Handbook.

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 General Rules section of the Student Handbook (*see Rules 2.6 – 2.8*). All students should be familiar with these rules. Students withdrawing from a course or unit must complete a “Withdrawal Form” or provide written advice of withdrawal to avoid being automatically graded FAIL for currently enrolled unit(s). Forms are available from the Student Centre on each Campus and when completed, must be lodged at that Student Centre.

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 HECS liable course who withdraw from a unit or units, or from a course, after the census date for a study period, will be liable for the HECS applicable for the unit/s, or course, for that study period.

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 a partial fee. Refer to the University Refund Policy set out in the Rules Relating to Student Fee and Charges.

Further Information about Enrolment Issues
- consult the relevant course and unit information in the Student Handbook;
- consult the relevant Enrolment Rules in the General 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 the Enrolments Office in Student Administration, telephone (02) 6620 3444.

Attendance
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 semester to prevent class attendance, you should discuss the situation with your lecturer or Student Administration. Illness during semester can interfere not only with attendance at classes, but also on 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 Administration 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: coop@scu.edu.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 (Credit For Previous Studies Or Experience)**

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). It is important to apply for advanced standing as early as possible prior to the commencement of your studies. The amount of advanced standing you are granted may affect what units you can enrol in.

If you have already applied for advanced standing and have not yet been advised of the outcome, please contact the Admissions Team in Student Administration on (02) 6620 3444.

**Change of Course**

Students who are currently enrolled in a course at Southern Cross University may apply for a course transfer provided they have 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 Student Administration.

**Assessment**

Assessment describes the various kinds of assignments, tests and examinations used at Southern Cross University. At the beginning of each semester the relevant lecturer or course coordinator will provide you with the objectives or goals of the course, 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 resubmission, violation of assessment specifications (eg: number of words), plagiarism and class participation (where it contributes to assessment) may be outlined in the course handout or will be available at the relevant Divisional, School or College office.

Your final grade in each unit, based upon the results of your assessment, will be posted to you at the end of each semester or trimester. The University’s rules concerning Student Assessment and Examinations are set out in the General Rules section of this Student Handbook.

**Examinations**

Examinations are held at the end of each semester and trimester. 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 draft examination timetable is normally available at least five weeks prior to the examination period. The final timetable is displayed on campus noticeboards and is mailed to external students at least two weeks before the examination period. 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 General 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 a student completes an assessment task, such as an examination or assignment, and believes his/her performance or preparation was adversely affected by medical or other circumstances, that student may apply for special consideration.

A student who is unable to sit for an examination because of medical or other exceptional circumstances may apply for a special examination. Except in exceptional circumstances, where a student sits for an examination, a special examination will not subsequently be granted. Misreading the exam timetable is not grounds for a special examination.

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

Application forms are available from the Student Centres on each campus or from your School or College.

Review of Grades

A student who wishes to query a final assessment grade in any unit should contact the relevant Head of School or College within fourteen days of formal notification of the grade being queried. A student not satisfied with the Head’s determination, 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. A student may also query the mark or grade awarded for a piece of assessment submitted during the semester or trimester. For further details see the General Rules section of this Handbook.

Exclusion

The Exclusion Rules, set out in the General Rules section of this Student Handbook, provide for exclusion at the discretion of the Head, on the basis of unsatisfactory progress. Students may appeal a decision of the Head within fourteen (14) days of notification of exclusion. A student not satisfied with the Head’s decision with respect to this appeal may submit a further appeal to Academic Board within ten (10) 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 or diploma testamurs 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 and Coffs Harbour. For further information contact the Executive Director and Vice-President (Corporate Services) Office on (02) 6620 3730.

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. All students are entitled to one academic transcript of their academic record, without charge, upon graduation. A fee of $5.00 will be charged for all other transcripts, and will be provided on receipt of written request and appropriate payment to Student Administration.

**Academic Skills Development**

Learning assistance and support is available at the Lismore Campus by telephoning (02) 6620 3386; the Coffs Harbour Campus by telephoning (02) 6659 3230; and the Port Macquarie Centre by telephoning (02) 6583 7597.

Specialist staff are on hand to provide academic skills development in areas such as reading effectively, essay planning, paragraph structure and organising ideas, paraphrasing, summarising and polishing/editing. The staff work with students from first year to postgraduate level as well as International students. For further information email: learningassistance@scu.edu.au or visit the website: study.scu.edu.au/la

**Timetables**

Study Timetables for each study period and each campus are normally available at least two months prior to the start of lectures. They can be accessed on the University website at study.scu.edu.au/timetables 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 University website at study.scu.edu.au/studentadmin/examtt/ Students should be aware that these are initially posted in draft five weeks prior to the actual exam period. A two week period is then allowed for further changes before the timetable is finalised. Students are advised to check the draft and final timetables closely to ensure they do not have examination clashes. Copies of these timetables are posted on the Student Administration 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 International Office website at www.scu.edu.au/intoff/courses/exchange. Contact the International Office on (02) 6620 3876 for further information relating to travel costs, fees and accommodation.

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 research. 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 University website at www.scu.edu.au/services/scholarships/ or contact the Graduate Research College on (02) 6620 3172.

Undergraduate Scholarships are available to commencing students on a competitive merit basis. The main scholarships which are up to the value of $15,000 over three years, are: Vice-Chancellor’s Scholarships; Industry Scholarships. Full details regarding the eligibility and selection criteria as well as the benefits and conditions are available on the above website. Additional information can also be obtained by contacting the University Information Unit on (02) 6620 3975.
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 ten 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) 6620 3829 or refer to the University website at www.scu.edu.au/services/scholarships/bursaries

A specialised bursary, the Neville J Leeson PhD Bursary is available for a PhD student undertaking a research project in mathematics education. Refer to the above website for conditions and contact information.

**Prizes**

*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 only awarded to students with a Grade Point Average of 3.6 or more in their best 16 equivalent 150-hour units completed at Southern Cross University excluding honours year units.

The University also offers a large number of *Annual Cash 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/services/scholarships/bursaries

**Special Programs**

The University offers a number of specialised introductory courses to prepare prospective students for University studies. These include:

*Success in Tertiary Education*: a home-study package that provides a choice from a range of topics, including learning, research, writing, basic statistics and mathematics skills;

*Preparation for Tertiary Study Workshops*: covering general aspects of studying at university, getting organised and academic writing;

*Certificate of Foundation Studies*: a one-year course for Indigenous Australians designed to provide the skills necessary to commence tertiary study. Upon successful completion of the Certificate, students will be eligible to apply for entry to any Southern Cross University undergraduate program.

For further information on these courses, call the Learning Assistance Unit on (02) 6620 3664 or visit the website at study.scu.edu.au/la/
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.

A voluntary option under ABSTUDY is the ABSTUDY Student Financial Supplement scheme. This allows students to exchange part of their ABSTUDY grant for a loan on a $1 for $2 basis, from a minimum loan of $500 to a maximum loan of $7,000. No real rate of interest is applied. The supplement is paid fortnightly as are ABSTUDY grant payments.

Application forms for ABSTUDY are available from any Centrelink Office. Submit your application for ABSTUDY as soon as possible.

The ABSTUDY Unit in Lismore is located at the Centrelink Office, at the corner of Conway and Keen Streets, and can be contacted on 13 2317.

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 (formerly Department of Social Security) 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 2002 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.

Alcohol

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.

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 course is subject to HECS, students are required to have a HECS loading of at least 0.375 per semester. Where a student reduces and ceases to be undertaking a HECS 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.

In addition, tertiary students may be eligible for a loan through the Financial Supplement Scheme of between $500 and $7000, which is paid by the Commonwealth Bank. This is a voluntary option involving the trade-in of some or all of the Austudy Payment or Youth Allowance in exchange for a loan on a $1 for $2 basis. No real rate of interest is applied and the loan is paid fortnightly like normal living allowance payments. Tertiary students ineligible for Youth Allowance due to the parental means test may be able to apply for up to $2000.

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.

Centrelink also provides a visiting service to Southern Cross University’s Lismore Campus. This service is provided during the regular teaching periods of each semester and is located within the Student Administration Office in Goodman Plaza. You can lodge application forms and carry out your other business with Centrelink at the visiting service.

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. PES can also be traded in for a loan under the Student Financial Supplement Scheme.

Further information about the Austudy Pensioner Education Supplement can be obtained at any Centrelink office or by phone on 13 2490.
Banking
On the Lismore Campus there is a branch of Summerland Credit Union and an ATM located in Goodman Plaza. Some shops and the University Union also offer EFTPOS facilities.
In Coffs Harbour there is an ATM located adjacent to the Refectory and coffee shop 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 $20.00. At the Lismore Campus, the Bookshop is located in the Goodman Plaza and is open during normal business hours all year round (telephone (02) 6621 4484, fax (02) 6622 2960, E-mail coop@scu.edu.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 provided long day care and is licensed for 39 places.
The Centre gives preference to the children of University student 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. 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).
Family day care is also available and further information is available through the SRC office.

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.

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.

Parking
At the University’s Lismore Campus, student parking areas are located to the left and right of the main entrance from Military Road. Other parking areas on campus are reserved for University vehicles, visitors, staff, persons with disabilities and service vehicles.

At the Coffs Harbour and Tweed Gold Coast campuses students may park in the areas designated for student use.

Persons who infringe University parking regulations may incur penalties.

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

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

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:

(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 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 General 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.

**Publications in 2002**

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 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, generic 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.
• Annual Report
  This report includes details of the achievements of the University and the financial statements and is available free of charge.
• Undergraduate Study Options
  A prospectus detailing undergraduate courses and general information free of charge.
• External and Postgraduate Study Options
  Prospectus
  A prospectus detailing external and postgraduate courses and general information 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, 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 Administration, 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, refectory, the Co-op Bookshop, and offices of various student services and organisations including the Students’ Association.

Student Organisations

Students’ Association (Coffs Harbour)
The Coffs Harbour Students’ Association is designed to meet the needs and interests of students on the Coffs Harbour Campus. The Association provides social, sporting and cultural activities for its members. All Coffs Harbour students are automatically members of the Association. The Association’s office is in F Block (telephone (02) 6659 3267, fax (02) 6659 3269), website: sach.scu.edu.au

The Association provides a wide range of representation, services and activities for its members. It provides active representation between its members and with other student organisations in the University, the University administration and the regional community.

A number of regular publications have been established including The Clubs and Societies Handbook; Survival Guide, campus magazine “Tsunami”; a weekly newsletter; and a number of welfare publications.
Welfare services to students have been expanded and a line of the Association’s own merchandise established. Office facilities have been expanded providing facsimile, photocopying and tea/coffee vending facilities for members.

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

Students’ Association (Port Macquarie)
The Port Macquarie Students’ Association is designed to meet the needs and interests of internal students on the Port Macquarie Campus and any external students within the Port Macquarie catchment area. The Association offers a variety of services, such as photocopying, facsimile service, typing service, return of library books, hire of equipment, notice boards, meeting rooms with a hall for hire along with a well-equipped student lounge, a range of social and cultural activities (including film nights and organised trips) and an annual award presentation. Other services include: assisting students organise study groups, discount for Association members, childcare and travel reimbursements for members attending conferences and official meetings.

The Association is dedicated to providing active representation for all its students to all aspects of the University by way of advice and support on any academic matters and endeavours to assist students access information regarding welfare and other student issues. Its mission is to provide an atmosphere and a sense of community that is conducive to personal and academic growth.

For more information contact the Association on (02) 6583 5177 or fax (02) 6583 6117 or website: pmsa.scu.edu.au. The postal address is PO Box 1950, Port Macquarie, 2444.

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 Campus 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, free legal service, 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.

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

Southern Cross University Union
(Lismore Campus and External Services)
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.

The Union 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.
The Union 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 programmes, 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.

The Union also plays a major 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 Union complex is situated near the main car parks where the Union 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.

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

The Union 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 Union facilities and services, contact Union Reception on the ground floor of the Union 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 various campuses. Timetables are displayed at bus-stops around the campus or may be obtained from Administration Offices or the offices of the various student organisations on-campus.

Your ID card is normally all that is required to obtain 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**

Full-time internal students without income other than student allowances may obtain fare concessions via a concession sticker on their student ID card for:

(a) bus and train travel to attend classes during semester;

(b) train travel during vacation;

(c) air travel at any time; weekend train travel to and from a student’s permanent home in the country; Sydney metropolitan travel at any time.

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

**Union, University**

*See Student Organisations.*