Southern Cross University

School of Health & Human Sciences

2013 Course Enrolment Guide for Continuing Students

School of Health & Human Sciences

Master of Clinical Science (Complementary Medicine)

School of Health and Human Sciences
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Welcome

Welcome to the School of Health and Human Sciences.

It's my pleasure as the Dean of Health and the Head of School to welcome you in the various disciplines we offer within the School.

Our goal here is to improve the health, over the lifespan, of our people through the provision of quality education, research, and regional engagement working closely with the health and health science community.

It's a time of tremendous change within society, not just with regard to higher education, but also with regard to the healthcare industry and related sciences. All governments, across the globe, are beginning to think and change how they provide healthcare to the populations in which they serve. Their desire is to keep us healthier, for longer, rather than wait for us to become sick and need expensive services. In the near future, hospitals will become different in their orientation and the types of activity that they pursue will change. Superclinics are being developed to provide primary and community care, offering much more interdisciplinary care and learning in order to target chronic disease, ageing, and youth and children's issues in terms of healthcare provision. There is a stronger focus on encouraging healthier lifestyles. The impact on Schools, such as the School of Health and Human Sciences, is to ensure we produce knowledgeable, skilled practitioners and scientists who can help meet these challenges.

The School is divided into various discipline areas to help us meet these challenges. Each led by a discipline lead. There are a number of program areas across these disciplines, including nursing, osteopathy, nutrition, occupational therapy, exercise science, clinical exercise physiology, sport management, psychology, midwifery and various generic clinical pathways such as nutrition and remedial massage. The School offers under graduate and post graduate courses as well as continuing professional education programs. These program areas are expanding. In 2013 we plan to introduce programs in speech pathology and podiatry. Also in partnership with the TAFE and VET sectors we will continue to develop new pathways within our Clinical Sciences degree e.g. Pedorthics. An exciting development will be in the offering of an Associate Degree in Allied Health. This will be followed by a pathway in Ageing. The courses we offer are approved by various professional accreditation bodies and conform to legal requirements.

Most of our courses require work-based learning, so you will get out and meet real people with real issues thereby enabling you to be part of a healthcare team resolved to promoting health, restoring health, preventing ill-health or helping people to adapt or seek a dignified death.

Getting your degree is a journey, it's not a destination. We're here to help you. It's a partnership between us. We are the first partnership in helping you to forge a career in your chosen field. A career which could take you far and wide over the next 40 years.

Professor Iain Graham
Dean of Health
Head of School
School of Health and Human Sciences

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How to use this guide

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

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

What to do next

1. Visit the Getting Started website. This site contains the steps needed to:
   - gain access to My Enrolment
   - check student details
   - accept an offer
   - choose a payment option
   - gain access to MySCU and SCU webmail.
2. **Print or download this Course Enrolment Guide** and retain it for reference throughout the duration of the course.
3. Choose units to study using the course structure and unit information provided in this Course Enrolment Guide. Remember to:
   - read this guide carefully as it will recommend units for enrolment in each study period
   - choose units for each Session or Trimester within the academic year and understand where those units fit into the course structure
   - consider using Session 3 (an optional study period) to spread study load, dedicate time to studying units that might need a concentrated effort, or fast track and complete studies earlier.
4. Enrol in units for the **whole year** using My Enrolment.

   Enrolment for 2013 opens on 2 October 2012. Students will receive a notification advising that enrolment is open in their SCU Webmail account. Look out for this email and enrol early.

   SCU requires students to plan their studies in advance and enrol in units for the full academic year. Students self manage their enrolment online in My Enrolment and can change enrolled units, add more units or withdraw from units up until the start of each study period.
5. Check the census date for each unit using My Enrolment.

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

   Census dates can be found in *My Enrolment* under *Study Plans* then *Current Enrolment Including Census Date*.
6. Access the School Student Centre and Unit Learning Site(s) in MySCU.

   A Unit Learning Site is generated for every unit in which a student has an official enrolment.

One week before the start of each study period, the Unit Learning Sites will open. Inside the Unit Learning Site students will find the **Unit Information Guide** and **Study Guide.** It is very important students visit this site regularly – SCU recommends students visit every day during the study period.

7. Check the Class Timetable.

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

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

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

Need assistance?

For assistance with My Enrolment refer to:

- the Demonstration Guides located on the Student Enrolment and Support Services site; or
- contact Student Services on 1800 626 481; or
- email enrol@scu.edu.au

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

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

Important notice

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

If a student is unable to adhere to the structure in place when study commenced, they must consult with a School Student Liaison Officer.

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

Part One

Course and Enrolment Information

Course overview

Master of Clinical Science (Complementary Medicine)

The Master of Clinical Science (Complementary Medicine) provides health practitioners with a cutting edge introduction to the field of complementary medicine, which is increasingly becoming part of the health care landscape in Australia and overseas. To meet the needs of busy health professionals, the Masters is offered part-time and by distance education, which allows students to balance their work, personal and study commitments more easily.

Career opportunities

This course gives health practitioners from diverse backgrounds the opportunity to expand the scope of their health service delivery by extending their knowledge and skills in integrating complementary medicine into their professional practice. The course has been developed for individuals with a background in a health science discipline such as nursing, pharmacy, medicine, or allied health.

Major areas of study

The course provides a comprehensive introduction to complementary medicine with particular emphasis on evidence-based aspects. The course enables students to:

- identify key characteristics of complementary medicine and their role in health maintenance
- access and evaluate complementary medicine evidence and information resources
- examine herb/nutrient/drug interactions across a range of medications and therapies
- identify legal, ethical and safety issues in complementary medicine
- apply information and evidence about complementary medicine in professional clinical practice.

Course Rules

The Award Rules for each course are published in the *Student Handbook*. Hardcopies of the Handbook are available for purchase at the Coop Bookshop. An online version of the Handbook is available from the Southern Cross University website at www.scu.edu.au/handbook

The following course structure details may be subject to change. Please contact the University for confirmation of the structure before acting on this information.

Level of Award:	Postgraduate Degree
Academic Organisational Unit:	School of Health & Human Sciences
Campus:	Lismore
Course Mode:	Distance Education
Duration:	10 study periods
Total Units:	12

Specific Award Rules

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

4.1 Admission to Candidature

a. Master: As an alternative to Rule 2.3(a) of the University's *Rules Relating to Awards*, applicants for admission to candidature in the Master of Clinical Science (Complementary Medicine) may be selected where one or more of the following have been satisfied:

   i. have completed the Graduate Diploma of Clinical Science(Complementary Medicine); or

   ii. have completed the Graduate Certificate of Clinical Science(Complementary Medicine); or

   iii. can demonstrate academic or professional standing considered by the School Board to be equivalent to the requirements of Rule 2.3(a) or 4.1(a)(i).

b. All applicants for admission to candidature must provide evidence of at least one year's experience in a field of employment acceptable to the School Board.

4.2 Requirements for an Award

a. To be eligible for the award of Master of Clinical Science (Complementary Medicine), a candidate shall successfully complete not less than twelve (12) units comprising:

   i. The four (4) units listed in Part A of the Schedule of Units attached to these Rules; and

   ii. up to six (6) units selected from Part B of the Schedule, including HEA00501 Qualitative Research Methods for Health and a minimum of one (1) and a maximum of two (2) double weighted clinical project units related to Complementary Medicine negotiated by the student. See Part C of the Schedule.

b. To be eligible for the award of Graduate Diploma of Clinical Science (Complementary Medicine), a candidate shall successfully complete not less than eight (8) units comprising:

   i. The four (4) units listed in Part A of the Schedule of Units attached to these Rules; and

   ii. Four (4) units selected from Part B and/or Part C of the Schedule of Units attached to these Rules.

c. To be eligible for the award of Graduate Certificate of Clinical Science (Complementary Medicine), a candidate shall successfully complete the four (4) units listed in Part A of the Schedule of Units attached to these Rules.

d. A candidate who while enrolled for the Master of Clinical Science (Complementary Medicine) has completed the requirements of the Graduate Diploma of Clinical Science (Complementary Medicine) or the Graduate Certificate of Clinical Science (Complementary Medicine) may elect to be awarded the Graduate Diploma or the Graduate Certificate following withdrawing from candidature for the Master's award.

e. A candidate who while enrolled for the Graduate Diploma of Clinical Science (Complementary Medicine) has completed the requirements of the Graduate Certificate of Clinical Science (Complementary Medicine) may elect to be awarded the Graduate Certificate following withdrawing from candidature for the Graduate Diploma award.

f. A candidate cannot enrol in units from the Schedule of Units Part B if those units are already undertaken or planned to be undertaken as core units in Schedule of Units Part A.

4.3 Advanced Standing

a. Candidates may be awarded advanced standing in accordance with Rule 2.4 of the University's *Rules Relating to Awards*. In exceptional cases, additional advanced standing for up to two (2) units towards the Master of Clinical Science (Complementary Medicine) may be granted by the School Board, which shall notify Academic Board in all cases.

b. Notwithstanding Rule 4.3(a), candidates for the Master of Clinical Science (Complementary Medicine) who have completed all the requirements fro the Graduate Diploma of Clinical Science (Complementary Medicine) may be granted advanced standing for up to eight (8) units.

c. Notwithstanding Rule 4.3(a), candidates for the Graduate Diploma of Clinical Science (Complementary Medicine) who have completed all the requirements for the Graduate Certificate of Clinical Science (Complementary Medicine) may be granted advanced standing for up to four (4) units.

d. Work experience will not be accepted as a basis for advanced standing for CMM03260 and CMM03262. Candidates who are of the opinion that their level of knowledge is already equal to that required to successfully complete HEA00501 (a pre-requisite unit) will be required to demonstrate this by successfully completing the assessment tasks in this unit.

e. Candidates may apply for up to four (4) units of general elective advanced standing.

Unit Availability Table

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

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

There is a *Schedule of Units* for each study period (trimester and session) and separate schedules for undergraduate and postgraduate units.

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

Part A units

Unit Code	Unit Name	Pre-requisite	Study Mode	Session
PHA03148	Introduction to Complementary Medicine	Nil	ONL	1
CMM03140	Evidence-Based Practice	Nil	ONL, L	1
PHA03150	Complementary Medicine Therapeutics I	Nil	ONL	1
PHA03151	Complementary Medicine and Professional Practice	Nil		Not available

Part B units

Part B & C Units will be presented online through the University's MySCU site. Please access MySCU at http://study.scu.edu.au. The Unit Learning Site contains all of the study materials you will need to successfully complete the unit.

Unit Code	Unit Name	Pre-requisite	Study Mode	Session
CMM00001	Overview of Mental Health	Nil	ONL	1
CMM00002	Models of Mental Health and Mental Illness	Nil	ONL	1
CMM00003	Therapies in Mental Health Care	Nil	ONL	2
CMM00004	Evaluation of Mental Health Services: Prevention to Rehabilitation	Nil	ONL	Not available
CMM03211	Health Promotion Strategies and Methods I: Theory and Core Strategies	Nil	ONL, LIS	1
CMM03212	Health Promotion Strategies and Methods II: Advanced Strategies and Planning			Not available
CMM03213	Social Marketing			Not available
CMM03214	Obesity, Weight Control and Metabolic Health Management	Nil	ONL, LIS	1
CMM03250	The Ageing Body	Nil	ONL	1
CMM03251	Approaches to Health Ageing	Nil	ONL	2
CMM03252	Responses to an Ageing Population	Nil	ONL	Not available
CMM03253	The Social Context of Ageing	Nil	ONL	2
CMM03254	Introduction of Lifestyle Medicine	Nil	ONL	1

Unit Code	Unit Name	Pre-requisite	Study Mode	Session
CMM03255	Lifestyle Medicine and Professional Practice	Nil	ONL	2
CMM03256	Motivation and Compliance in Lifestyle Medicine	Nil	ONL	1
CMM03257	Psychological and Environmental Influences in Lifestyle Medicine	Nil	ONL	2
CMM03377	Leadership and Management in Health *	Nil	ONL	2
NRS03153	Mental Health Nursing Practice	CMM00001	ONL	2
HEA00501	Qualitative Research Methods for Health	Nil	ONL	1
HEA00502	Qualitative Research Methods for Health	Nil	ONL	2
LAW00722	Health Law ^			Not available
CMM03160	Critical Reflection for Health Workers	Nil	ONL	2
CMM00705	Health and Epidemiology	Nil	ONL	2
CMM03140	Evidence-based Practice	Nil	ONL	1
CMM03300	Issues and Perspectives in Drug and Alcohol Studies	Nil	ONL	1
CMM03301	Assessment, Planning and Treatment in Drug and Alcohol Use	CMM03300	ONL	2
CMM03302	Age, Gender, Indigenous and Dual Diagnosis Issues in Drug and Alcohol Use	CMM03300	ONL	1
CMM03303	Evaluation, Professional and Reflective Practice in Drug and Alcohol Studies	CMM03300	ONL	2
HLT03221	Essentials of Herbal Medicine			Not available
PHA03148	Introduction to Complementary Medicine	Nil	ONL	1
PHA03149	Evidence-based Complementary Medicine I ##			Not available
PHA03150	Complementary Medicine Therapeutics I	Nil	ONL	2
PHA03151	Complementary Medicine and Professional Practice			Not available
CMM03374	Ethics Human Rights and Health Law	Nil	ONL	2

CMM03140 Evidence Based Practice replaces PHA03149 Evidence Based Complementary Medicine I.

* CMM03377 Leadership and Management in Health replaces CMM03197 Leadership in Public Health, and is offered online in Session 2.

^ CMM03374 Ethics, Human Rights and Health Law replaces LAW00722 Health Law

Part C units

Unit Code	Unit Name	Pre-requisite	Study Mode	Session
CMM03260	Graduate Studies Project I #	HEA00501	ONL	1 & 2
CMM03262	Graduate Studies Project II #	CMM03260	ONL	1 & 2

Two or four unit equivalent of project work negotiated by the student.

Key

CH	Coffs Harbour Campus	**THR**	Tweed Heads – Riverside Campus
GCB	Gold Coast – Beachside Campus	**DE**	Distance Education (External)
L	Lismore Campus	**ONL**	Online

Definitions

Internal is a lecture/seminar/tutorial based course of study at a physical location e.g. Coffs Harbour, Lismore, Singapore, etc. Such a course may be web enhanced e.g. MySCU.

External (EXT) is an externally delivered course of study with study guides and course materials delivered via the post or made available online. Also called distance education or study via correspondence. It is typically web enhanced.

Online (ONL) is a course of study delivered exclusively online. All material for the unit is delivered online via the web.

Pre-requisite study package ('Pre') means a study package (unit *or* course) which must have been completed with a grade of Pass or above before enrolling in another specified study package.

Co-requisite study package ('Co') means a study package (unit *or* course) in which a student must be concurrently enrolled (*or* have satisfactorily completed) prior to enrolment in another specified study package.

Anti-requisite study package ('Anti') means a study package (unit or course) that if satisfactorily completed will not allow enrolment in another specified study package, normally because they are equivalent or overlapping in content.

Study year indicated in the Unit Availability Table relates to full-time study.

Enrolment restrictions are the enrolment conditions for the particular study package (unit or course) that if relevant are found directly under any requisites for the relevant study package in the Unit Availability Table.

Double-weighted units are units which are equivalent to two single-weighted units. Single-weighted units are 12 credits point and double weighted units are 24 credit points in value.

Unit descriptions

Part A units

PHA03148 Introduction to Complementary Medicine

Includes an overview of how complementary therapies are practices in Australia and worldwide. Looks at who uses complementary medicines and why. Reviews complementary medicine education and professional organisations. A review of complementary medicine resources is provided.

PHA03150 Complementary Medicine Therapeutics 1

This unit provides a hands-on approach to making clinical decisions about using herbal and other complementary medicines. The actual complementary medicines discussed in this unit will focus on products that are readily available in Australia. The unit will take an evidence based approach to the use of complementary medicines. In some of the therapeutic areas covered, there is not always a sufficient body of evidence to justify a particular approach to treatment. In these situations, the aim of the unit will be to effectively combine existing evidence with sound clinical judgement in order to facilitate clinical decision making. In all clinical areas, assessment will focus not merely on provision of correct information, but on the process of extrapolating existing information into appropriate clinical recommendations.

PHA03151 Complementary Medicine and Professional Practice

Are herbal medicines safe in children? How frequently to herb-drug interactions occur? Does it matter when a product contains fruit, leaf or root extracts? How do you combine

complementary medicine history into patient records and counsel patients appropriately? This unit is designed to give you the skills to deal with complementary medicines in a professional health environment. This unit has a strong emphasis on safety issues, but also includes understanding the complexity of plant products and techniques for improving patient counselling for complementary medicines use.

Part B units

CMM03250 The Ageing Body

This unit focuses on some of the physiological changes associated with ageing, and describes some of the common health conditions in this age group. The social and economic implications of these diseases will be examined.

CMM03251 Approaches to Healthy Ageing

This unit explores the determinants of healthy ageing and focuses on the relationship between ageing and nutrition, physical activity, and sexuality. The role of complementary therapies and complementary medicines in contributing to healthy ageing will also be studied. Students will be introduced to the principles and policies of health promotion for the older person.

CMM03252 Responses to an Ageing Population

This unit focuses on the health care needs of an ageing population. It explores how needs impact on demand and supply of health care and the value of evidence in informing priority setting and planning for services. In addition, it examines the key principles that underpin local, national and international responses to population ageing.

CMM03253 The Social Context of Ageing

This unit examines the implications of population ageing in relation to the social networks, social support and distribution of social resources in later life. It highlights the important contribution older people make to the community and identifies some of the risk factors that predispose them to social disadvantage and isolation.

CMM03255 Lifestyle Medicine and Professional Practice

Builds on the units Introduction to Lifestyle Medicine, Motivation and Compliance in Lifestyle Medicine and Psychological and Environmental Influences in Lifestyle Medicine and the key skills of evidence-based research and reflective practice to incorporate the approaches of lifestyle medicine within students' professional practice.

CMM03256 Motivation and Compliance in Lifestyle Medicine

This unit develops a student's skills in understanding and managing lifestyle-based health problems. In particular, it develops an understanding of how to motivate an individual to change towards healthier lifestyle oriented behaviours. The unit considers both the theoretical and practical components of motivation as well as discussing the advantages and disadvantages of motivational styles used inherently by different clinicians.

CMM03257 Psychological and Environmental Influences in Lifestyle Medicine

Explores the epidemiology of lifestyle based psychological health problems and environmentally activated disease through critical examination of the literature and the sharing of students' professional experiences.

CMM00001 Overview of Mental Health

Enables health care practitioners to explore and critically analyse the social, political, ethical, legal and economic context of mental health care in Australia, pre- and post-Burdekin. In particular, the student will analyse the ways in which mental illness and mental health have historically been conceptualised and how this has influenced the way in which mental health care is currently organised and administered within Australian health care settings. Students will reflect on and evaluate their own practice in relation to contemporary mental health care.

CMM00002 Models of Mental Health and Mental Illness

It is the responsibility of every mental health worker, particularly at the senior level, to be able to evaluate their own practice and the service in which they practice. Provides the student with the opportunity to analyse and evaluate the major mental health approaches and services in contemporary mental health care. In doing so the student will develop a sophisticated understanding of the broad and specific implications of currently using these models of mental health care delivery, and develop futuristic models for best practice.

CMM00003 Therapies in Mental Health Care

Involves a critical analysis of a variety of therapies used in treating the mentally ill and the 'worried well', including the study of differential diagnosis and assessment. Will also focus on determining strategies for maintaining mental health gains and outcomes and the definition of 'therapist'. Effects of various therapies on the client and the practitioner, and on the cost, administration and organisation of mental health care are analysed. Students will critically evaluate the therapeutic relationship, including issues such as sexuality, co-dependency, co-morbidity, ageism and culture.

CMM00004 Evaluation of Mental Health Services: Prevention to Rehabilitation

The learner will undertake an analysis and evaluation of a variety of mental health services and interventions. This analysis will be based on an evaluation of the intervention processes, outcomes, costs, management and planning of these modalities.

NRS03153 Mental Health Nursing Practice

Introduces students to the practice of mental health nursing.

Students are introduced to the history of mental health nursing and Standards of Mental Health Nursing in Australia developed and published by the Australian and New Zealand College of Mental Health Nurses. The practice of developing therapeutic alliance, assessing consumer needs, developing and implementing collaborative care plans and evaluation and recovery are developed within the unit readings and activities.

CMM03377 Leadership and Management in Health

Students will develop an understanding of public health within the context of the health care system and the individual, team and organisational factors that impact on health care provision. Technical and professional skills in specific health professions will be supplemented with generic skills and knowledge about leading and managing human and other resources. Leadership and management understandings are essential to ensure the highest quality health care in an environment of increasing demand, frequent change and constrained resources.

CMM03211 Health Promotion Strategies and Methods I: Theory and Core Strategies

Introduces students to the practice of health promotion for both public health and clinical purposes. While the basics of behaviour theory relevant to health promotion are considered, students are expected to develop practical skills in strategy selection and apply these from the outset. Students begin the process of learning skills in applying core strategies focusing on one-on-one and group work, to the broader public health field of social marketing.

CMM03212 Health Promotion Strategies and Methods II: Advanced Strategies & Planning

Continues the student's progression into strategy use for applied health promotion, using population-based strategies and planning. Approaches for working in communities and dealing with environmental issues are covered as well as applied models of planning and the progression through these. At the end of this strategies and methods unit, students can begin to apply both high risk and population approaches to prevention and health promotion.

CCMM03214 Obesity, Weight Control and Metabolic Health Management

Provides students with state-of-the-art knowledge about the development of overweight and obesity, its relationship to metabolic disorders (particularly type 2 diabetes), and evidence-based ways of dealing with this. The unit follows National Clinical Guidelines for Weight Control

and Obesity Management as well as ways of dealing with the National guidelines at a public health level.

CMM03254 Introduction to Lifestyle Medicine

The unit introduces students to the field of lifestyle medicine. Students acquire theoretical, research and management skills with which to treat lifestyle-based diseases.

HEA00501 Qualitative Research Methods for Health

Provides an overview of current theory and issues in research practice. The major philosophical perspectives of health research are examined from historical and social contexts. A critical analysis of empiricist, interpretive and critical approaches to health research will be the focus of this unit.

HEA00502 Quantitative Research Methods for Health

Provides an in-depth examination of the research process and a broad range of research methodologies applicable to health research. The methodological approaches covered in this unit will be derived from the empiricist, interpretive and critical paradigms of research.

LAW00722 Health Law

Commences with an introduction to the Australian legal system, its origins, basic concepts and legal processes. Following this introduction, students will examine the major legal concepts which impact upon health managers such as Consent, Negligence, Death and Dying and Patients' Rights. Relevant Health Acts will also be examined in detail.

CMM03160 Critical Reflection for Health Workers

Introduces experienced health workers to the reflective practice literature in general and in health, and to the types of knowledge that can be generated in clinical practice. Practical strategies are offered for preparing to reflect and technical, practical and emancipatory reflection are described and applied to practice problems. Strategies are also suggested for sharing and maintaining reflective practice.

CMM00705 Health and Epidemiology

Addresses current health needs in Australian society from the perspective of epidemiological and other research findings. These findings are then used to consider the development of an appropriate health care agenda.

CMM03140 Evidence-Based Practice

Introduces students to an evidence based approach to clinical and public health practice. Students are taught how to frame a relevant clinical or public health question, search and appraise the available evidence, and use this to develop appropriate responses in day-to-day practice and policy setting.

CMM03300 Issues and Perspectives in Drug and Alcohol Studies

Provides a comprehensive introduction to the issues of drug and alcohol use within the context of the Australian Federal Government Harm Minimisation policy. This unit facilitates the skills required to examine historical factors, evaluate theories and current Issues of drug use and explore the harm minimisation approach to drug and alcohol use in Australia.

CMM03301 Assessment, Planning and Treatment in Drug and Alcohol Use

Provides an introduction to the assessment of drug and alcohol use and facilitates the skills required to assess drug and alcohol use for a specific population. Planning and treatment options for drug and alcohol clients are also discussed and evaluated.

CMM03302 Age, Gender, Indigenous and Dual Diagnosis Issues in Drug and Alcoho Use

Provides an introduction to specific populations at particular risk in relation to drug and alcohol issues. Students will develop a harm minimisation project for a specific population.

CMM03303 Evaluation, Professional and reflective Practice in Drug and Alcohol Studies

Offers concepts and processes for integrating experience with reflection and theory with practice. Evaluation of drug and alcohol services is a focus of this unit.

CMM03374 Ethics, Human Rights and Health Law

Examines the interface between ethics, human rights and public health law. The unit will begin with an exploration of moral theory and compare applied ethics from various moral perspectives in different cultures. The history of human rights will be explored and inform international perspectives. Notions of public health, the role of government and health care professionals, common and statute law, health rights as human rights, and the public interest will then inform the tensions and issues which arise from the need to protect the public and also preserve human rights. The theoretical discussions will then be applied to specific public health/primary health care concerns and the law. Finally, emerging concerns and trends in public health/primary health care, law, ethics and human rights will discuss the tensions between achieving the public good on one hand and preserving individual interest on the other.

Part C units

CMM03260 and CMM03262 Graduate Studies Project

This is a 2 or 4 unit equivalent of project work negotiated by the student.

Other important information

Exiting with a lesser award

If you wish to exit the Masters program at the Graduate Certificate or the Graduate Diploma level, please request your withdrawal from the Masters program in writing by sending an email to healthscience@scu.edu.au.

School contacts

Student Liaison Team

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

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

- enrolment advice
- course structure and planning
- unit selection
- assignment administration
- advanced standing
- special consideration
- general course administration
- support for distance education students.

Contact Details		
Student Liaison Team	02 6626 9585 healthscience@scu.edu.au	Lismore Campus

Academic staff

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

- **Course Coordinators** have responsibility for the overall coordination, development, review and administration of a course. Students should familiarise themselves with the name of their Course Coordinator.
- **Unit Assessors** have responsibility for the overall coordination, development, review and administration of a unit. Students should familiarise themselves with the name of their Unit Assessor, this information will be sent out with your study materials and on the blackboard site.

Course Coordinator		
Dr Frances Doran	Course Coordinator	02 6620 3888 frances.doran@scu.edu.au

Part Two

Administrative and General Information

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

Fees

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

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

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

Undergraduate courses

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

Postgraduate courses

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

Commonwealth-supported students

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

At SCU the Student Contribution varies and is determined by the units selected by each student, the discipline category or 'band' of the units studied and the year the student commenced their course of study or degree. To find out exactly which band(s) your unit/s of study belong to visit the University's Fees and Financial Assistance website

Before enrolling in units for the first time, new students must read the 'Information for Commonwealth Supported Students' booklet available from SCU Student Services or at www.studyassist.gov.au

Students complete the request for Commonwealth Support Form (and HECS-Help) from SCU. This is known as an electronic 'Commonwealth Assistance Form' (eCAF), which is completed and submitted electronically via 'My Enrolment'. The eCAF must be completed before enrolment into any units.

The deadline for finalising payment arrangements for each unit of study is the census date.

Commonwealth-supported students can pay for all or part of their Student Contribution upfront or defer payment to the Australian Tax Office (ATO) and repay it later through the Australian tax system when their income is above the nominated minimum threshold.

If the Student Contribution is paid on or before the census date a 10% discount applies for payment of $500 or more.

Domestic fee-paying students

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

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

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

To be eligible to receive a FEE-HELP loan the student must be an Australian citizen or holder of a Humanitarian visa. FEE-HELP is not available to New Zealand citizens or permanent residents.

Students, who wish to access a FEE-HELP loan, must read the 'FEE-HELP information booklet' available from Student Services or at www.studyassist.gov.au. They must also complete and submit an eCAF via 'My Enrolment' and provide their Tax File Number.

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

Services and Amenities Fee

During 2011, the Commonwealth Government passed legislation that enables Universities to levy an annual capped Services and Amenities Fee to students starting in 2012. In 2013, the capped fee is $273 per student. The Higher Education Legislation Amendment (Student Services and Amenities) Bill 2011 clearly outlines the ways in which these funds can be used by Universities and focuses on essential student services that will support and enrich the student experience.

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

Students who wish to access a SA-HELP loan must read the 'SA-HELP information booklet' available from Student Services or at www.studyassist.gov.au and complete and submit the SA-HELP eCAF with a valid Tax File number through My Enrolment.

For more information about the Services and Amenities fee, what it will be used for, fee schedules, payment details, loan schemes available for eligible students and Frequently Asked Questions, please go to the Services and Amenities Fee website.

International on-shore and miscellaneous fee-paying students

International onshore students and miscellaneous fee-paying students are required to ensure that their fees are paid on or before two weeks prior to the start of the study period.

International tuition fee information, including information about unit withdrawal impacts, due dates for student fees and refund rules, is available from the International Office and the SCU Fees and Financial Assistance website.

To contact the International Office:

Phone: +61 2 6620 3876
Email: intoff@scu.edu.au

Remission of Student Contribution Amounts

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

More information

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

To contact Student Services:

Phone: 1800 626 481
Email: enrol@scu.edu.au

Other related costs

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

For further information see Administrative Charges in the Student Handbook.

Income support and the Three-Session Teaching Calendar

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

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

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

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

Advantages of studying in Session 3

Session-based students are not obliged to study in Session 3; however there are advantages in doing so. Studying in Session 3 can help students to:

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

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

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

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

Study load for International onshore students

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

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

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

Students studying in sessions

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

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

Students studying in trimesters

International onshore students who undertake a trimester course are required to enrol in four (4) units per study period or in certain courses they are required to enrol in three (3) units per study period.

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

More information

For more information go to Southern Cross University's International Office website or the Australian Government – Australian Education International website at www.aei.gov.au

To contact Southern Cross University's International Office:

Phone:	+61 2 6620 3876
Email:	intoff@scu.edu.au

Census dates

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

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

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

To determine the actual census date for each unit of study, students must check My Enrolment:

- log into My Enrolment
- select *My Study Plans*
- from the menu to the left of the screen select *Current Enrolment*.

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

Commonwealth Assistance Notices (CAN)

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

More information

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

Final date to enrol in unit/s

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

Deferring studies

Students who cannot commence studies in this academic year can defer their studies and secure their place in the following year. However, if a student can commence studies in Session 2 or Session 3 they do not need to defer, they simply enrol in that study period, except for students enrolling into the Bachelor of Psychological Science (Hons) or the Post Graduate Diploma of Psychology who must commence study in Session 1.

Deferment is only available to applicants who have been made a Commonwealth Supported or Hotel School Employer Reserved offer. Deferment is not available for Bachelor of Education (Secondary) graduate entry, Bachelor of Laws graduate entry, Bachelor of Education (4th year upgrade), Bachelor of Psychological Science (Hons), Post Graduate Diploma of Psychology and all one year Honours courses. Deferment is also not available to continuing students (continuing students wishing to take a break from studies should refer to the section 'Leave of Absence').

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

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

For more information about how to defer an offer please download the 'My Offers – Request to Defer your Offer' guide, which is located on the Student Services downloads page under Student Support Material.

Advanced standing – recognition of prior work or study

At Southern Cross University a student's previous work or study experience may help them cut months off their degree.

Students who have completed tertiary study elsewhere, for example TAFE or university, or had work experience at a professional level during the past 10 years, may be eligible for Advanced Standing.

Advanced Standing is also known as Credit for previous study, Exemption, Recognition of Prior Learning (RPL) or Credit transfer.

The amount and type of credit awarded will determine a student's study plan so we recommend, where possible, students apply for advanced standing at the same time as they apply for admission.

International students should apply to be pre-assessed for advanced standing (Credit Transfer) at the time of lodging their application for admission to the International Office.

Students wishing to apply for advanced standing during their studies should submit an application to their School or Shared Services Centre at least one month before the start of the relevant study period. All requests for advanced standing must be completed before the final study period. This will ensure that course completion and graduation are not unnecessarily delayed.

Students should also check that the basis on which they are applying for advanced standing aligns with that stipulated for the course or the relevant School or College. Therefore, if applying for advanced standing solely on the basis of professional level experience it is important to

check with the relevant School or College to ensure that applications for advanced standing are accepted on this basis.

If applying for advanced standing based on previous tertiary study, including study at TAFE, private providers or other universities, please attach the following:

- Transcript/s for completed or partially completed qualification/s (including failures and an explanation of the grading system)
- Detailed course and/or unit outline/s

and where applicable:

- Statement of Attainment for partially completed qualification/s OR Testamur/Certificate for completed qualification/s.

Students who have previously been enrolled at Southern Cross University (SCU) will not generally need to submit their transcript of results but may need to supply copies of unit statements for units completed.

The documents submitted must be originals or certified copies of originals. Non-English documents must be submitted in the original language, accompanied by an authorised English translation. For further guidance download the Certification and Translation Guidelines, this is located on the Advanced Standing website.

To apply for Advanced Standing students should first download and complete the Advanced Standing Application Form.

Be sure to:

- read the form carefully
- print clearly and neatly, in English, using black pen, completing all relevant sections in full
- initial and date any change that you make to the form
- sign and date Part 3, DECLARATION
- photocopy the completed form for your records
- securely attach supporting documents to the form. Individual schools may have particular documents that will be required, if this is the case those documents will be noted in Part One of this guide.

Submit the Application for Advanced Standing together with supporting documents to the relevant School or College, or Shared Services Centre.

It may take from one to four weeks to process and assess an application, depending on the level of assessment complexity and whether complete information and sufficient supporting documents have been supplied.

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

Students may query the outcome of their Application for Advanced Standing and may appeal any decision except academic judgement. Appeals will be dealt with in accordance with the Student Grievance Policy.

A student who has accepted advanced standing may at any time, apply in writing to the relevant School or College to rescind (withdraw, overturn or cancel) part or all of this credit. Requests to rescind credit will only be approved for sound academic reasons (e.g. the student wishes to undertake the unit, to change direction in their degree or undertake an approved

exchange or study abroad program). Once credit has been rescinded, students will not automatically be re-granted that credit.

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

Advanced Standing Search Website

The Southern Cross University (SCU) Advanced Standing Search allows you to see how much advanced standing you may be granted for your previous studies.

More information

For more information go to Southern Cross University's Advanced Standing website.

Class timetabling

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

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

- Coffs Harbour
- Gold Coast–Beachside
- Lismore
- Port Macquarie
- Tweed Heads - Lakeside
- Tweed Heads - Riverside

Please continue to check timetables periodically as times may change.

Class registration

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

It is easier for students to register into their preferred class if they already know the class they wish to take. Therefore, we recommend students review the class timetables for their enrolled units prior to class registration opening and to have alternative classes selected in case their preferred class is already full. This will make online registration easier. Remember – you must be enrolled in the unit before you can register into classes.

There are very few classes that do not register online. However, if a unit has only one class scheduled (i.e. there is no choice about the days students can attend classes), then students will be automatically allocated to that class. Students will see they have been registered into the class when they look at their timetable in My Enrolment.

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

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

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

For more information about class registration download the Student Services Demonstration Guides: My Classes – Registering in Classes.

Leave of absence

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

Applications for Leave of Absence are submitted through My Enrolment.

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

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

For further information please refer to Rules Relating to Awards in the Student Handbook (see Rule 2.7(a–f)).

Variation to enrolment

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

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

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

Withdrawing from a course or unit

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

Withdrawing from unit/s without incurring a Student Contribution Amount

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

Withdrawing from unit/s without incurring a Fail grade

The final day to withdraw from unit/s without incurring a Fail grade is referred to as the `Withdrawal Without Failure' date. Withdrawal Without Failure will still incur a Student Contribution Amount as the final day to withdraw without incurring this debt is census date. Students who withdraw from unit/s after the Withdrawal Without Failure date will incur a Fail

grade. To check the final day to withdraw without incurring a Fail grade go to the teaching calendar Key Dates published on the SCU Student Services website.

Fee-paying courses

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

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

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

Students who require further information or assistance should contact Student Services on:

Phone:	1800 626 481
Email:	enrol@scu.edu.au

International on-shore students

International on-shore students should contact the International Office if they intend to withdraw from their course.

Phone:	+61 2 6620 3876
Email:	intoff@scu.edu.au

Further information about unit withdrawal impacts for International students are detailed at www.scu.edu.au/students/fees/index.php/14/

Cross-institutional studies

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

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

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

On completion of cross-institutional study, the student will need to provide their School with their academic transcript, or a certified copy, attached to a completed Advanced Standing Application form to have the unit/s credited towards their SCU degree. To avoid delays with graduation, please make sure that all applications for advanced standing are submitted as soon as possible after the completion of cross-institutional study.

International on-shore students on a student visa are only permitted to study twenty-five (25) percent of their course by distance education (external/university wide), which includes cross-institutional studies. All International on-shore students considering undertaking a unit of study at another university must first seek approval from the SCU International Office.

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

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

For more information please contact your School Student Liaison Officer (contact details in Part One of this guide) or Student Services:

Phone: 1800 626 481

Email: stuadmin@scu.edu.au

International onshore students should contact Southern Cross University's International Office:

Phone: +61 2 6620 3876

Email: intoff@scu.edu.au

Course transfer

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

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

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

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

Further information about enrolment issues

Further information or assistance regarding enrolment issues is available by consulting:

- the relevant course and unit entries in the Student Handbook
- the relevant Enrolment Rules in the Rules section of the Student Handbook
- the relevant School or College Student Liaison or Support Team
- a Student Services Enrolment Officer:

  Phone: 1800 626 481

  Email: enrol@scu.edu.au

MySCU

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

Students should regularly check the following location in their browser:

http://study.scu.edu.au

This opens the MySCU student intranet page.

MySCU Information Sites

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

- **Notice Board** contains important announcements posted in relation to administrative deadlines, re-enrolment, examinations, upcoming events and internship opportunities, as well as a range of other relevant details.

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

MySCU Learning Sites

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

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

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

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

If the symbol is displayed to the left of the link to the Learning Site this means the site is not yet available. Where a student cannot see a particular unit listed under Learning Sites they should first check their enrolment status through My Enrolment. If it appears the student is not enrolled in that unit, they should either enrol in that unit or email a variation request to Student Services at enrol@scu.edu.au If a student is enrolled in a unit but still cannot see the Learning Site they should send an email to helpdesk@scu.edu.au

Blackboard Collaborate

The web-based program **Blackboard Collaborate** delivers advanced on-line learning environments for students and lecturers to communicate and collaborate through virtual meeting spaces and classrooms. They can share files, presentations, and applications. If the session is recorded, students can view it afterwards. Blackboard Collaborate is used in many SCU units (both on-campus and external). To use audio in Blackboard Collaborate sessions, students are advised to use a headset with a microphone.

MySCU login details

To access MySCU students will need their account details.

New students

A student's letter of offer provides the information needed to log in to My Enrolment. Please note, new students will need to log in to My Enrolment to access their MySCU account details.

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

Continuing students

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

Phone: +61 2 6620 3698

Email: servicedesk@scu.edu.au

Changing your password

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

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

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

Textbooks

Prescribed textbook details can be found on the University Co-op Bookshop website www.coop-bookshop.com.au and are also contained in your Unit Information Guide for each unit.

Approximately two to three weeks prior to each study period commencement students can check their prescribed textbook list on the University Co-op Bookshop website. Information regarding prices and availability can also be checked on this site.

Prescribed textbooks can be purchased from on-campus Co-op Bookshops at Coffs Harbour, Lismore and Beachside, or online for delivery to residential addresses.

When searching for textbooks or ordering online students should use the text search facility. Go to the website and find 'Text List Search' in the 'Book Search' drop down menu at the top left. Enter the Southern Cross University campus, relevant study period and unit code/s. Searching or ordering using the `Text List Search' will link automatically to the textbook information a Southern Cross University member of staff has given the University Coop Bookshop and will ensure that the correct books are selected.

Limited copies of required texts are placed on reserve in the University Library.

The University Co-op Bookshop contact details are:

Lismore campus

Online: www.coop-bookshop.com.au

Phone: +61 2 6621 4484

Fax: +61 2 6622 2960

Email: lismore@coop-bookshop.com.au

Coffs Harbour campus

Online: www.coop-bookshop.com.au

Phone: +61 2 6659 3225

Fax: +61 2 6659 3226

Email: coffs@coop-bookshop.com.au

Beachside campus

Online: www.coop-bookshop.com.au

Phone: +61 7 5599 4191

Fax: +617 5599 4568

Email: scubeachside@coop-bookshop.com.au

For further information visit the website: www.coop-bookshop.com.au

Study materials and Books of Readings

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

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

Students can obtain printed copies of study materials using Rapidprint, which is a student print-on-demand system where printed copies of the study materials in eReadings can be purchased. Your SCU username and password is required.

Hardcopies of study materials are usually only available upon request.

Students in Correctional Centres

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

Books of Readings

Books of Readings are often produced by Schools or Colleges to supplement textbooks and are available on the University Library eReadings website. In eReadings study materials are available for students to browse. Students can obtain printed copies using RapidPrint.

RapidPrint is a student print-on-demand system where printed copies of the study materials in eReadings can be purchased. Credit cards are accepted and any Australia Post charges are added to the cost of the order. Your SCU username and password is required. Distance education (university wide/external) students receive a copy of the Book of Readings in their study materials but are welcome to use the services of RapidPrint, if they wish.

More information

For more information on RapidPrint or to access their printing services go to the SCU RapidPrint website.

School specific arrangements

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

Turnitin

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

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

For further information see the SCU Turnitin website.

Orientation and transition

The orientation program at Southern Cross University is a four-week program welcoming first-year and returning students to SCU. The program offers essential information to help students start and recommence their university life. This essential information includes course information sessions, academic support sessions and student support information. There is also a comprehensive sport and cultural program and there are opportunities to meet other students and staff in a supportive environment.

To find out more go to the SCU Orientation website.

Beat The Stress Week

`Beat The Stress Week' is an integral part of the Southern Cross University Orientation Program. It showcases support services and associated staff and puts a face to a name. The Beat The Stress Week program includes a festival day, clubs and society's day, informative sessions and workshops, entertainment and much more.

To find out more go to the SCU Orientation website.

Student Health and Support Services

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

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

The contact details for Student Health and Support Services are:

Counselling

Lismore & Distance Education students:	+61 2 6620 3943
Coffs Harbour:	+61 2 6659 3263
Gold Coast and Tweed Heads:	+61 7 5589 3001
Email:	counselling@scu.edu.au
After Hours:	1300 369 968 (Mental Health Access Line)

Medical

Lismore:	+61 2 6620 3943
After Hours (Lismore):	+61 2 9963 3032

Disability Support

Lismore & Distance Education students:	+61 2 6620 3943
Coffs Harbour:	+61 2 6659 3263
Gold Coast and Tweed Heads:	+61 7 5589 3001

Chaplaincy

Lismore:	+61 2 6620 3943
Coffs Harbour	+61 2 6652 3263
Gold Coast and Tweed Heads:	+61 7 5589 3001

Student Mentoring

All enquiries:	+61 2 6620 3422

Indigenous Australian Student Support

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

University Library

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

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

Library services and resources include:

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

Southern Cross University Library contact details are:

Lismore campus (located in Block A)

Freecall:	1800 659 460 or +61 2 6620 3752
Fax:	+61 2 6622 0093
Email:	libdesk@scu.edu.au

Coffs Harbour campus (located in Block E1)

Phone:	+61 2 6659 3232
Fax:	+61 2 6659 3234
Email:	coffslibrary@scu.edu.au

Gold Coast and Tweed Heads (located at Gold Coast Campus)

Phone:	+61 7 5589 3100
Fax:	+61 7 5589 3702
Email:	goldcoastlibrary@scu.edu.au

Academic Skills Development

Academic Skills Development (ASD) at Southern Cross University provides educational support to students, staff and the university as a whole. The team's primary role is to improve the quality of learning by developing students' academic language, learning, critical thinking and numeracy skills as well as providing strategies for effective study.

Academic Skills Development supports internal and external students at all levels of study and have developed a range of resources and support services for students to access. To view these services go to Academic Skills Development website.

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

ASD contact details are:

Website: www.scu.edu.au/academicskills/
Email: academicskills@scu.edu.au

Lismore campus (located in Block A, 3rd Floor)

Phone: +61 2 6620 33386
Fax: +61 2 6620 3523

Coffs Harbour campus (located in Building MLG.9)

Phone: +61 2 6659 3323
Fax: +61 2 6659 3051

Gold Coast and Tweed Heads (Riverside location)

Phone: +61 7 5506 9219
Fax: +61 7 5506 9363

Services for distance education students

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

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

Information technology support

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

IT Support: Students needing IT assistance can contact the ITS Helpdesk online through the MySCU portal (under the Computing & IT tab) and logging a call.

Alternatively, students can phone for assistance between the hours 9 am – 5 pm weekdays on:

Freecall: 1800 111 890

Or directly:

Lismore, Tweed and Gold Coast students	Coffs Harbour students
Phone: +61 2 6620 3698 Email: helpdesk@scu.edu.au	Phone: +61 2 6659 3080 Email: chec.helpdesk@scu.edu.au Website: checit.scu.edu.au

Early engagement and intervention support

Southern Cross University has a whole-of-university approach to early engagement and intervention support for students. Part 3 of Academic Policy relates to student retention and standing and focuses on the first-year experience and to improving student retention and student success, which includes enhancing preparedness for study, enhancing the first year experience, ensuring a quality curriculum and authentic, engaging assessment with timely feedback and clear expectations about standards. Southern Cross University has also implemented formal early interventions and strategies to assist students' better academic performance, where necessary.

Early engagement and intervention support includes:

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

Students should become familiar with Academic Policy Part 3, Student retention and standing.

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

Examinations

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

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

Distance education students (external, university-wide) are required to select an Examination Centre through My Enrolment when they select their first units of study. Distance education students will receive a letter from the Examinations and Progression Unit, Student Services detailing the exam timetable, the exam location, the exam supervisor and any special instructions regarding the centre. Distance education students should ensure that they check their examination centre and special instructions immediately. Changes to an examination centre can be made in My Enrolment. Select the 'Change External Exam Centre Details' link under 'My Details'. Changes less than three (3) weeks prior to the commencement of an examination period attract an additional administrative charge. If a student is unable to select a suitable Examination Centre they should contact the Examinations and Progression Team.

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

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

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

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

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

For assistance please contact the Examinations and Progression Unit:

Phone:	+61 2 6620 3431 or 1800 626 481
Email:	ssexams@scu.edu.au

Special consideration/special examination

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

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

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

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

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

Health grounds

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

Compassionate circumstances

- Factual details of the circumstances or event and corroborative evidence that may support your claim e.g. health certificate, newspaper death notice.

State, National or International sporting or cultural events , or religious observances or celebrations

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

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

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

Grades and academic standing

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

Student academic progress

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

Students who have been excluded because of unsatisfactory course progress will be informed they have been excluded and advised of their re-enrolment and appeal rights, which are set out in detail under Rule 2.10 in the Rules Relating to Awards.

International onshore students who receive notification that they have not met satistactory course progress requirements or have been excluded are advised they must contact the International Student Advisor at their campus.

Further information about course progress requirements can be found in the Southern Cross University Academic Policy, Part 3, Student retention and standing - refer to SCU Policy Library - Students, and the Rules Relating to Awards in the Student Handbook.

Querying a grade

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

Students have a responsibility to adhere to the University Rules, which are published in the Student Handbook. Students should also refer to the Rules for guidance on University process and applicable timeframes. Further advice and support can be obtained by contacting the relevant School or College Student Liaison and Support Team.

Staying in touch with SCU

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

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

The University encourages the use of email to enhance communications and the sharing of knowledge and ideas. University email services are intended to allow greater efficiency and support teaching, learning, research and administration activities. The University student email address is viewed and used as the University's primary form of written communication with students. Students should access their SCU webmail weekly (even during University vacation periods) as changes to enrolment details, all-student notices and important reminders relating

to University studies are sent to student SCU email accounts. Forwarding of SCU student email to a private email address is permitted. Forwarding instructions are detailed in My Enrolment under 'Email Forwards' – click on the 'Webmail Forward' link.

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

MySCU and webmail login details

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

New students

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

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

Continuing students

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

Phone: +61 2 6620 3698

Email: servicedesk@scu.edu.au

Complaints @ SCU

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

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

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

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

Complaints @ SCU

Complaints Management Framework

General information

Key dates for 2013

2013 SESSIONS	Session 1, 2013	Session 2, 2013	Session 3, 2013-2014
Online Enrolment Opens	Tuesday, 2 October 2012	Tuesday, 2 October 2012	Tuesday, 2 October 2012
Orientation Starts	Wednesday 13th February	Wednesday 12th June	Wednesday 9th October
Studies Commence	Monday 18th February	Monday 17th June	Monday 14th October
Last date to enrol online	Refer to the 2013 Teaching Calendar		
Census date	Check your census date in My Enrolment		
Study break	Friday 29th March – Friday 5th April	Monday 29th July – Friday 2nd August	Monday 16th December – Wednesday 1st January, 2014
Last Date to Withdraw Without Fail	Refer to the 2013 Teaching Calendar		
Study break	Monday 20th May – Wednesday 22nd May	Monday 16th August – Wednesday 18th August	Monday 20th January, 2014 – Wednesday 22nd January, 2014
Exam period	Thursday 23rd May – Saturday 1st June	Thursday 19th September – Saturday 28th September	Thursday 23rd January, 2014 – Saturday 1st Feb, 2014
Inter-Session Break	Monday 3rd June – Friday 14th June	Monday 30th September – Friday 11th October	Monday 3rd February, 2014 – Friday 14th February, 2014
Grade Publication	Refer to the 2013 Teaching Calendar		

2013 TRIMESTERS	Trimester A, 2013	Trimester B, 2013	Trimester C, 2013
Online Enrolment Opens	Refer to the 2013 Teaching Calendar		
Studies commence	Monday 21st January	Monday 13th May	Monday 2nd September
Last date to enrol online	Refer to the 2013 Teaching Calendar		
Census date	Check your census date in My Enrolment		
Last Date to Withdraw without fail	Refer to the 2013 Teaching Calendar		
Exam Period	Monday 22nd April – Friday 3rd May	Monday 12th August	Monday 2nd December – Friday 13th December
Inter-Trimester Break	Monday 6th May – Friday 10th May	Monday 26th August – Friday 30th August	Monday 16th December – Friday 17th January, 2014
Grade publication	Refer to the 2013 Teaching Calendar		

The SCU **2013 Session and Trimester Teaching Dates Calendar** outlines each week in the study period and its corresponding dates. Use the following link and under *Important Dates* select *2013 Session/ Trimester Teaching Dates*. A two page calendar will appear. The first page contains Session dates, the second page contains Trimester dates. Use the scroll bar to the right of the screen to access the second page.

2013 Session and Trimester Teaching Dates Calendar

For further enquires please telephone 1800 626 481.

Useful University websites

Getting started

Getting Started Website	www.scu.edu.au/gettingstarted
Academic Skills Development Unit	www.scu.edu.au/academicskills
Accommodation	www.scu.edu.au/accommodation
Campus maps	www.scu.edu.au/about/maps
Key dates	http://www.scu.edu.au/services/studentservices/index.php
Change your password	www.scu.edu.au/changepassword
eReadings	www.scu.edu.au/library
Fees and financial assistance information	www.scu.edu.au/fees
Fees and financial assistance – document downloads	http://www.scu.edu.au/fees/index.php/dds
First year student support	http://www.scu.edu.au/firstyear/
Future students – document downloads	http://www.scu.edu.au/students/prospective/index.php/dds
International students – unit withdrawal impacts	http://www.scu.edu.au/fees/index.php/5
International onshore students	http://www.scu.edu.au/international/iss/
Library	http://www.scu.edu.au/library/
My Enrolment	www.scu.edu.au/myenrolment
MySCU	http://study.scu.edu.au
Orientation and transition	www.scu.edu.au/orientation
Policy and information – Academic Standings and Appeals	http://www.scu.edu.au/policy/
Principal teaching dates	www.scu.edu.au/about/dates
RapidPrint	http://rapidprint.scu.edu.au
Schedule of units	www.scu.edu.au/scheduleofunits
SCU Connect	http://www.scu.edu.au/it/
Student representation	http://www.scu.edu.au/services/oasis/index.php/2/
Student Mentoring Program	http://www.scu.edu.au/equity/index.php/3/

Student Handbook	www.scu.edu.au/handbook
Student life [OASIS]	http://www.scu.edu.au/services/oasis/
Student Services	http://www.scu.edu.au/studentservices/
Student Support Services	http://www.scu.edu.au/services/supportservices/
Textbooks	www.coop-bookshop.com.au
Timetables	www.scu.edu.au/timetables
Turnitin	http://study.scu.edu.au/turnitin
Webmail	http://webmail.scu.edu.au

About the University

About the University	www.scu.edu.au/about
General contact details	www.scu.edu.au/contact
International Office	www.scu.edu.au/international
Virtual tour	www.scu.edu.au/virtualtour

Schools and Colleges

Arts and Social Sciences	www.scu.edu.au/sass
Education	www.scu.edu.au/education
Environment, Science and Engineering	www.scu.edu.au/enviroscience
Gnibi – College of Indigenous Australian Peoples	www.scu.edu.au/gnibi
Health and Human Sciences	www.scu.edu.au/healthscience
Law and Justice	www.scu.edu.au/law
SCU College	http://scucollege.scu.edu.au/
Southern Cross Business School	www.scu.edu.au/business-school
Tourism and Hospitality Management	www.scu.edu.au/tourism
The Hotel School Sydney	www.hotelschool.scu.edu.au

Southern Cross University Orientation Program

GET STARTED @ SCU

ALL WELCOME!

The Orientation Program at Southern Cross University marks the beginning of university life for our new students and a big welcome back to our returning students.

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

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

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

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

SCU.EDU.AU/ORIENTATION

Southern Cross University

UniLife
enriching the university experience

SCU4144