Southern Cross UNIVERSITY

School of Health & Human Sciences

2011 Course Enrolment Guide

School of Health & Human Sciences

Diploma of Sport Management (Surfing Studies)

School of Health and Human Sciences
Southern Cross University
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How to use this Guide

This course enrolment guide has been developed by the Faculty of Arts and Sciences 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.

Getting started:

We encourage you to become familiar with the information in this guide and the resources available to you within the School and the University. We also suggest you refer to the Getting Started at SCU brochure (sent with your offer letter), which outlines the easy steps to online enrolment. Together, these documents will answer many of your questions and guide you through the enrolment process.

What to do next:

1. Print or download this guide and retain it for reference throughout the duration of your degree/course.
2. Become familiar with the Award Rules and the course structure requirements (refer to the *Student Handbook* at www.scu.edu.au/handbook).
3. Choose the units you will study in each study period using the course structure and unit information provided.
4. Enrol in units for the **whole year** online in `My Enrolment' at www.scu.edu.au/myenrolment The new Southern Cross University three session teaching calendar provides students with the flexibility to spread their study load over three sessions or to fast track and complete studies earlier. To ensure the University can plan classes and tutorials appropriately we strongly advise students to enrol in units for each study period at the commencement of the academic year. Please note, Session 3 is an optional study period.
5. Register for your internal classes online through `My Enrolment' at www.scu.edu.au/myenrolment once the Online Class Registration notification is sent to your SCU webmail account [not applicable to University Wide (external) students studying by distance education].
6. 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.
7. Once enrolled in your units, visit MySCU to become familiar with where your School's Student Centre and Learning Sites are located. Although you will have access to the School's Student Centre as soon as you are enrolled in units, you will not have access to your learning sites until one week before the first day of the study period. While there, don't forget to download a copy of your **Unit Information Guide** and **Study Guide**.

Important notice:

A student's course is governed by the Award Rules for the year in which they commenced study. It is important that first year students retain a copy of this Course Enrolment Guide for the duration of their Award (program/degree). If a student is unable to adhere to the structure in place when study commenced, they must consult with a School Student Liaison or Support Officer.

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

About the School

The School of Health & Human Sciences provides a comprehensive range of award programs in the field of health and human sciences, and aims to advance and disseminate knowledge through the conduct of scholarly research and the provision of quality professional development opportunities in the region. By choosing to study a Health & Human Science degree at Southern Cross University you will have the opportunity to be part of a growing industry, with options in nursing, midwifery, psychology, behavioural science, natural and complementary medicine, exercise science and more.

The School works with professional associations to design and deliver courses and experiences that enable graduates to take up positions in the health and human sciences workforce. A strong focus of the School is to ensure that students undertake practice learning placements in the industry to enable them a practical understanding of their chosen field and the opportunity to work with professionals. As well as offering a learning environment that provides simulated experiences in speciality laboratories and advanced facilities, the courses offered by the School recognise the needs of students to study flexibly, with many courses and units designed to be available via external or online delivery.

The School has over 1800 students, taught by and supported by around 150 dedicated staff aiming to bring the highest quality learning experiences to our students.

Part One

Course and Enrolment Information

Course Overview

Diploma of Sport Management (Surfing Studies)

The Diploma of Sport Management (Surfing Studies) was developed in response to industry demand and in conjunction with Surfing Australia to provide the knowledge and skills required of employees and managers in the global surf industry.

Our graduates are academically qualified specialists in the Australian and international surfing industry and this course provides a business management qualification with excellent employment outcomes.

The curriculum provides a balance of sport management theory and the study of surf industry business and culture, plus practical components for personal development including work experience in the industry.

The Diploma of Sport Management (Surfing Studies) also provides a pathway to the Bachelor of Sport and Exercise Science.

Career opportunities

Graduates are employed in organisations involved in surfboard and surf accessories manufacturing, clothing manufacturing, the retailing and marketing of surfing products, surf tourism, and in the organisation of surf events and surf schools.

Professional recognition

Students can complete 150 hours of industry placement for practical work experience to complement their studies.

Major areas of study

The course provides the necessary business skills to develop a career in sport management and surfing including sport marketing, events planning, sport media, small business and entrepreneurship

2011 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 in the Plaza. An online version of the Handbook is available from the Southern Cross University website at www.scu.edu.au/handbook

Level of Award:	Undergraduate Degree
Faculty:	Arts and Sciences
Academic Organisational Unit:	School of Health and Human Sciences
Campus:	Tweed Gold Coast
Course Mode:	Internal
Duration:	1 years
Total Units:	8

Specific Award Rules

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

4.1 Requirements for an Award

a. To be eligible for the award of the Diploma of Sport Management (Surfing Studies) a candidate shall successfully complete all units listed in the Schedule of Units attached to these Rules and complete a minimum of fifty (50) hours of approved industry experience.

b. To be eligible for the award of the Certificate of Sport Management (Surfing Studies) a candidate shall successfully complete four (4) units listed in the Schedule of Units attached to these Rules and complete a minimum of fifty (50) hours of approved industry experience.

Course Structure

To qualify for the Diploma of Sport Management (Surfing Studies) a total of 96 credit points (usually 8 units) must be completed.

There are two Sessions each year. Full-time students normally undertake four units per session to complete the course in one year. Part-time students usually undertake two units per session completing the course in two years.

It is up to the individual as to which two units to enrol in each session.

Year 1			
Session 1		**Session 2**	
MNG10193	Sport Events (Surfing)	MKT00320	Sport Marketing
ENM10197	Surfing Technology and Skills	MKT00205	Sport Promotion and Public Relations
MNG00301	Sport Management Principles	MNG00306	Sport Business
SOY10196	Surfing Culture	HMS00224	Internship

Unit Availability Table

This information is derived from the *Schedule of Units* and is correct at the time of printing. For the most up to date version please visit www.scu.edu.au/scheduleofunits

All students must complete

Unit Code	Unit Name	Pre-requisites, Anti-requisites and Co-requisites	Campus	Session
MNG00301	Sport Management Principles		TH, ONL	1
SOY10196	Surfing Culture		TH, ONL	1, 3
MNG10193	Sport Events (Surfing)		TH, ONL	1
ENM10197	Surfing Technology and Skills		TH, ONL	1
MKT00205	Sport Promotion and Public Relations		TH, ONL	2
MNG00306	Sport Business		TH, ONL	2
MKT00320	Sport Marketing		TH, ONL	2
HMS00224	Internship		TH, ONL	1, 2

Key

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

Definitions

Internal is a lecture-based course of study at a physical location e.g. Coffs Harbour, Lismore, 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 – Core units (compulsory)

MNG00301 Sport Management Principles

Introduces students to the structure of the surfing industry and relates the general principles and skills of sport management to the surfing industry. The unit introduces students to the sport manager's roles of planning, organising, leading and evaluating and how these roles can be undertaken with effectiveness within surfing.

MKT00320 Sport Marketing

Introduces students to the basic concepts and functions of marketing with particular emphasis on the marketing mix in the sporting environment. The unit also develops sports sponsorship as a viable marketing tool.

MNG10193 Sport Events (Surfing)

Introduces students to the nature and significance of events planning and management from an international, national, regional and local perspective. it utilises the development and enhancement of imaginative and innovative management principles to provide the necessary knowledge and skills for students who wish to become surfing event managers.

MKT00205 Sport Promotion and Public Relations Media (Surfing)

This unit focuses on developing practical skills that will help the student to establish and maintain mutual lines of communication, understanding, acceptance and cooperation between a sporting/fitness organisation and its many publics.

MNG00306 Sport Business

Develops the student's understanding of sport business in the surfing industry and explores the techniques for effective small business establishment and management. It develops an understanding of the entrepreneurial function in the surfing sector, techniques for locating new ventures, undertaking feasibility studies and business plans.

SOY10196 Surfing Culture

Provides foundation for an understanding of the socio-cultural domain that underlies the sport of surfing. In doing so, it serves as an introduction to the historical, philosophical and sociological basis of surfing and consequently examines surfing from a variety of cultural contexts. This will enable students to practice the professional management of surfing within a diversity of groups.

ENM10197 Surfing Technology and Skills

Introduces students to the development and enhancement of the practical surfing and design skills of students. Its purpose is twofold. First, it enables students to develop a range of practical surfing skills, techniques, tactics and a comprehensive understanding of surfing rules and ethics as they apply in competition. Second, it introduces the student to a wide spectrum of available commercial materials within the context of modern industrial surfboard design and manufacture.

HMS00224 Internship

Students will actively seek and undertake a 4 week internship with community and/or private enterprise organisations, in order to obtain practical on the job experience while providing a beneficial and worthwhile opportunity for that host organisation.

Other Important Information

Accreditation with professional bodies

The Diploma of Sport Management (Surfing Studies) is endorsed by Surfing Australia which also delivers the practical surfing components at their High Performance Centre at Casuarina, Northern NSW.

Field education

Field experience is a feature of the course which provides the opportunity to apply theory and knowledge in practical settings to develop a professional approach to your training and preparation as a professional in the surfing industry.

Equipment and facilities

Students have access to university computer laboratories for individual study purposes. All enrolled students in Australia have borrowing rights to the university's considerable library collection and access to full text online journals. In addition, students have access to a thriving surf industry and to some of the best surf beaches in the world on Australia's Tweed Gold Coast.

School Contacts

Academic staff

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

- **Course Coordinators** have responsibility for the overall coordination, development, review and administration of a course. Please familiarise yourself with the name of your Course Coordinator.
- **Unit Assessors** have responsibility for the overall coordination, development, review and administration of a unit. Not all unit assessors are listed below. Please familiarise yourself with the name of your Unit Assessor during each session.
- **Lecturers and Tutors** have responsibility for conducting lectures and tutorials/workshops.

Course Coordinator			
Jak Carroll	Diploma of Spot Management (Surfing Studies)	07 5506 9312 jak.carroll@scu.edu.au	Tweed Heads – Riverside Room A3.33

Part Two

Administrative and General Information

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

Online enrolment

To assist students to enrol online Students Services have developed an easy reference guide called 'Getting started at SCU'. This guide outlines the easy steps to online enrolment. Students can download a copy of Getting started at SCU from the Student Services website.

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

A Commonwealth-supported place entitles all eligible students in an undergraduate degree (and some postgraduate degrees) to a Student Learning Entitlement (SLE), with access to seven years of equivalent full-time study. 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.goingtouni.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 20% 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 20% 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.gointouni.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 their income is above the nominated minimum threshold.

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.goingtouni.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, student services and amenities fee, 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 new 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 a HECS loading of at least 0.375 for each study period OR 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 3 single-weighted units in each study period OR at least 6 single weighted units over the full teaching year in order to be entitled to income support. Please note if a student is enrolled in less than 3 units in Session 1 and receiving income support payments, Centrelink will write to them and ask if they intend to be enrolled as a full-time student over the remainder of the teaching year. To prove to Centrelink a student will be studying full-time they will need to enrol in units over the remainder of the year and send that study plan advice to Centrelink. Students don't necessarily need to enrol in both the remaining sessions to make up a full-time study load.

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.

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 workload 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 (1 EFTSL) each year or pro-rata if a student commences in Sessions 2 or 3. Therefore, International onshore students must study a minimum of three (3) units (up to four (4) units) in each of the mandatory sessions (Sessions 1 and 2) to satisfy full-time enrolment. No session can contain less than three (3) units. If only the mandatory sessions (Sessions 1 and 2) are studied then four (4) units each session are required.

International onshore students can study up to twenty-five percent (25%) of their course by online and/or distance learning, but in each mandatory study period each student must study at least one unit that is not by distance or online. Approval must be sought from both the International Office and the relevant School using a `Unit Approval Request' submitted through My Enrolment.

International onshore 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.

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/AEI

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

If you cannot commence studies in this academic year, then you need to defer to secure your place in the following year. But, if you can commence studies in Session 2 or Session 3 then you do not need to defer, you simply enrol in that study period.

Note, if your offer is for Session 3 and you are unable to commence study, deferment is the only option available as there are no remaining study periods.

Deferment will incur a non-refundable $100 fee.

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) 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

Students will be notified in writing of the outcome of their deferment request and payment options.

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.

Advanced standing – recognition of prior work or study

Students who have relevant professional experience or demonstrable expertise or have completed previous post-secondary study in the last ten years, including TAFE courses, this experience may be credited toward their university degree.

At Southern Cross University this is known as Advanced Standing and refers to Recognition of Prior Learning, Credit, Credit transfer or Credit for previous learning or study.

If a student applies for Advanced Standing and is successful, it may decrease the number of units they need to study and shorten the time it would otherwise take to complete their degree.

If students need to apply for advanced standing during their studies they 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 should be completed before the final study period. This will ensure that course completion and graduation are not unnecessarily delayed.

The amount and type of credit awarded will determine a student's study plan so we recommend that 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 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 in person, by fax, post or email 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 immediately. International students should consult their International Refund Policy ('Listed in your Acceptance of Offer Agreement') about the refund impacts this may have.

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 and My Classes – Swapping 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 Key Dates on the Southern Cross University 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* (see Rules 2.6–2.8).

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

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

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

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

For more information about cross institutional study please contact 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

Students may transfer to another SCU course where they have remained enrolled in their current course past the census date in the previous study period. Students can apply to do so by one of two options:

- completing a new Direct Application for Admission form and select the 'Yes' box for the question "Is this an application for a Course Transfer?" or
- 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 School or College Student Liaison or Support Team
- a Student Services Enrolment Officer:

  Phone: 1800 626 481

  Email: enrol@scu.edu.au

MySCU

The `MySCU' portal is a student's point of entry to a range of services and resources that are available online to support study and student life at Southern Cross University. The services and resources include online learning sites, support services and the University Library. MySCU is a student's `doorway' to unit materials and online activities.

MySCU contains two main sites on the home page: Information Sites and Learning Sites, where students can access resources and communication tools and links that are integral to their study throughout the study period. Contact details for teaching staff and information and messages specific to each unit are provided, together with grades and grading standards and the referencing requirements specific to an area of study.

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 Student Centres under MySCU Information Sites:

- **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.
- **Important 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** link students to information about textbooks and timetables for classes and examinations.
- **Course Information** contains a link to the current course enrolment guides and relevant course related information.
- **Unit Assessor List** for units on offer in each study period.
- **Discussion Board** is 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 provided to the University Co-op Bookshop, Schedule of Units, University Library, Student Services, Academic Skills Development Unit and Counselling Services.

MySCU Learning Sites

`Learning Sites' contain vital information about the unit of study in which a student is currently enrolled and it is within these sites that students can obtain unit and assessment information, study materials and resources, including the Unit Information Guide and Study Guide. The Unit Information Guide is an important document as it contains details of the aims, objectives and syllabus of the unit, as well as the essential prescribed textbook (if applicable) and the assessment tasks with due dates. Students should obtain a copy of this guide once the unit learning site is activated.

It is strongly recommended that Unit Information Guides are kept upon completion of each unit. Should a student decide to further their studies or apply for advanced standing at a later date, they may be requested to supply this information to SCU or another institute as evidence of the unit requirements.

Through the Learning Sites students can also link to ElluminateLive! where lecturers may have real-time discussions with their students while they view PowerPoint slides, web sites, a whiteboard and shared applications – all of which are interactive.

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 moderation of discussion boards 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

Elluminate Live!

Elluminate Live! is web-based audio-conferencing software for real-time collaboration; a mix of a teletutorial and virtual classroom with additional features. Depending on the unit of study, the virtual environment can include recordable e-classroom sessions, enabling students and teachers the choice to actively engage with each other and their learning materials by communicating verbally via a headset or by typing on-screen. Elluminate Live! can contain information presented using Microsoft products such as: Word, Excel, PowerPoint or other databases e.g. the University's Student Management System. Elluminate Live! sessions can be pre-recorded or conducted live and recorded for future reference.

Students are encouraged to find out more by clicking the ElluminateLive! Help button within their MySCU Learning Site, or go to www.scu.edu.au/elluminate

MySCU login details

Students can access their MySCU login details through My Enrolment. Once in My Enrolment students can click on the "MySCU Details" tab to find their MySCU username, SCU email address and login details. Following is an example of the login message a student will find there:

> *Listed below are the MySCU details we have recorded for you.*
>
> *Your MySCU and SCU email password is initially set to your date of birth in eight digit format – DDMMYYYY e.g. 15061989*
>
> *This password must be changed after you first log in – you can change your password in the 'Computing & IT' section of your MySCU welcome page.*
>
> *MySCU Username:* *jcitiz10*
>
> *SCU Email Address:* *j.citizen.10@scu.edu.au*

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

Distance education (university wide/external) students

Once enrolled, distance education students (external, university wide) will be sent study materials that include the Study Guide and Book of Readings, if applicable to a unit. Study materials will generally be provided on a CD. Hardcopies are only available upon request.

Copies of study materials are also 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.

Study materials will be forwarded to the 'preferred' address listed in the student contact details in My Enrolment under the *'My Details'* tab. Please ensure this address is kept up to date at all times.

Delays in receiving 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 received by the commencement of the study period, students should immediately contact their School or College External Studies Dispatch Officer by email or telephone.

Internal (on-campus) students

Internal (on-campus) students can obtain copies of study materials from 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).

Students can obtain printed copies 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.

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.

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 opportunities to meet other students and staff in a supportive environment.

To find out more go to www.scu.edu.au/orientation

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 include, a festival day, clubs and society's day, informative sessions and workshops, entertainment and much more.

To find out more go to www.scu.edu.au/orientation

Student support services

Southern Cross University has a Student Health and Support Service (SHSS) that offers a range of services to encourage academic success and increase a student's enjoyment of study and

university life. The SHSS provides students with personal assistance including medical, dental, counselling, disability support, equity and pastoral care services.

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 5506 9200

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, Tweed, Gold Coast & Distance Ed: +61 2 6620 3943

Coffs Harbour: +61 2 6659 3263

Chaplaincy

Lismore: +61 2 6620 3943

Coffs Harbour (Anglican): +61 2 6659 3263

Coffs Harbour (Roman Catholic): +61 2 6652 3222

Gold Coast and Tweed Heads: +61 2 6620 3943

Student Mentoring

All enquiries: +61 2 6620 3422

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

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.

To discover how the library can help students, visit the Southern Cross University Library website.

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, Tweed campuses (located at Gold Coast Campus)

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

Academic Skills Development Unit

The Academic Skills Development Unit (ASDU) provides educational support to the staff and students at Southern Cross University. The support aims to improve the quality of students' learning by developing their skills in:

- critical thinking and analysis
- academic language and literacy
- numeracy
- study skills
- time management

ASDU staff are available at the Lismore, Coffs Harbour, and Gold Coast & Tweed Heads Campuses and online via the ASDU website.

Students can:

- explore the ASDU website for information on:
  - Academic skills
  - Numeracy resources
  - Workshops (both online and face-to-face)
  - Drop in sessions (both online and face-to-face)
- obtain a copy of the CD 'What is expected of me at university?' by emailing academicskills@scu.edu.au
- form a small group and email academicskills@scu.edu.au to organise a group session on a particular topic

Academic Skills Development Unit contact details are:

Website:	www.scu.edu.au/academicskills/
Email:	academicskills@scu.edu.au (domestic students)
	intoff@scu.edu.au (international students)
	rmunro@academic.scbit.edu.au (SCBIT Students)
Phone:	+61 2 6620 3386 (domestic students)
	+61 2 6620 3876 (international students)

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 and technical support

Information Technology and Technical Support (IT&TS) provide technology, Internet connectivity and information systems services, training and support to students to support teaching, learning, research and administrative activities.

These services include:

- **SCU Connect** provides staff and students with access to a range of computing services including internet access, dial-up (modem) access, email, on-campus computing labs, website support, and online services, including MySCU, My Enrolment and Webmail.
- **IT Support**: The helpdesk allows students to log a call for assistance as well as view open and archived calls.

The contact details for IT&TS are:

Freecall: 1800 111 890, 9am–5pm weekdays (the call will be directed to the relevant Helpdesk).

Lismore, Tweed Heads and Gold Coast campuses

Phone:	+61 2 6620 3698
Email:	helpdesk@scu.edu.au
Website:	www.scu.edu.au/it

Coffs Harbour campus

Phone:	+61 2 6659 3080
Email:	chec.helpdesk@scu.edu.au
Website:	http://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, which can be accessed through My Enrolment by selecting 'Grades' under *'MyGrades'*.

If further information is required please contact your 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 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.

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:	exams@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, compassionate circumstances, serious unforeseen personal events, selection in State, national or international sporting or cultural events or attendance at Defence Forces activities, 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

- A statement signed by an authorised officer of the appropriate organisation which 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.

There are four categories of standing:

- **GPA 3.0 or above**: The student will commence their studies in this category, and once they have obtained final grades in units will then obtain a GPA for that study period.
- **Seek Help**: The student has a GPA greater than or equal to 2.50 and below 3.00 in their units for that study period.
- **Must Get Help**: The student has a GPA below 2.50 in their units for that study period.
- **Excluded**: The student has obtained a GPA below 2.50 in their units for two consecutive study periods.

Students allocated an academic standing of 'Seek Help' or 'Must Get Help' will be advised by:

- a notification posted within My Enrolment – My Grades; and
- an email issued to their SCU email account.

The `Seek Help' email notification provides students with a weblink to various sources of academic assistance and they are encouraged to seek and use these resources during their next study period.

A student with a `Must Get Help' academic standing will be given a weblink to sources of academic assistance and informed that they must urgently contact their Course Co-ordinator. They will also be advised that two consecutive 'Must Get Help' standings will result in automatic exclusion from the University. A student with this standing must consult with the Course Coordinator about subsequent unit selection prior to re-enrolling and/or commencing the next study period.

Both `Seek Help' and `Must Get Help' students are advised that if they have outstanding grade results that are likely to increase their GPA, they should delay making contact with the University until those grades are finalised.

Students who receive an academic standing of `Excluded' will be advised by:

- a notification posted within My Enrolment – My Grades; and
- an email to their SCU email account; and
- a letter to the 'preferred' address recorded in the Student Management System.

An `Excluded' student will be informed they have been excluded for one study period 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 an academic standing of 'Must Get Help' or `Excluded' are advised they must contact the International Student Advisor at their campus.

Students can access their grades and academic standing in My Enrolment by selecting *'My Grades'.* Here students will also find a link to the relevant policy – *Academic Policy, Part 3, Student retention and standing.*

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 3.14 Query of Final Grade in the Rules Relating to Awards.

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. In MySCU students can also participate in discussion groups, upload assignments, access study materials and participate in online assessments.

The University encourages the use of electronic mail (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

Students can access their MySCU and email login details through My Enrolment. Once in My Enrolment students can click on the "MySCU Details" tab to find their MySCU username, SCU email address and login details. Following is an example of the login message a student will find there:

> *Listed below are the MySCU details we have recorded for you.*
>
> *Your MySCU and SCU email password is initially set to your date of birth in eight digit format – DDMMYYYY e.g. 15061989*
>
> *This password must be changed after you first log in – you can change your password in the 'Computing & IT' section of your MySCU welcome page.*
>
> *MySCU Username:* *jcitiz10*
>
> *SCU Email Address:* *j.citizen.10@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

Sources of advice at SCU

Nominated Complaints Officers

General Information

Key Dates for 2011

	Session 1, 2011	Trimester A, 2011
Orientation and transition starts	Wednesday, 16 February	
Studies commence	Monday, 21 February	Monday, 17 January
Beat the Stress Week (showcasing Support Services)	Monday, 7 March – Friday, 11 March	
Last date to enrol online	Sunday, 6 March	Sunday, 30 January
Census date	Check your census date in My Enrolment	Check your census date in My Enrolment
Study break	Monday 4 April – Friday 8 April	
Study break	Monday 23 May – Wednesday 25 May	
Last withdrawal without fail	Saturday, 30 April	Saturday, 26 March
Exam period	Tuesday, 26 May – Saturday, 4 June	Monday, 18 April – Friday, 29 April
Grade publication	Saturday, 18 June	Monday, 9 May
Inter-session or inter-trimester break	Monday, 6 June – Friday, 17 June	Monday, 2 May – Friday, 6 May
	Session 2, 2011	**Trimester B, 2011**
Orientation and transition starts	Wednesday, 15 June	
Studies commence	Monday, 20 June	Monday, 9 May
Beat the Stress Week (showcasing Support Services)	Monday, 4 July – Friday 8 July	
Last date to enrol online	Sunday, 3 July	Sunday, 22 May
Census date	Check your census date in My Enrolment	Check your census date in My Enrolment
Last withdrawal without fail	Saturday, 27 August	Saturday, 16 July
Study break	Monday, 1 August – Friday, 5 August	
Study break	Monday, 19 September – Wednesday, 21 September	
Exam period	Thursday, 22 September – Saturday, 1 October	Monday, 8 August – Friday, 19 August
Grade publication	Saturday, 15 October	Monday, 29 August
Inter-session or inter-trimester break	Monday, 3 October – Friday, 14 October	Monday, 22 August – Friday 26 August

	Session 3, 2011–2012	Trimester C, 2011
Orientation and transition starts	Wednesday, 12 October	
Studies commence	Monday, 17 October	Monday, 29 August
Beat the Stress Week (showcasing Support Services)	Monday, 31 October – Friday, 4 November	
Last date to enrol online	Sunday, 30 October	Sunday, 11 September
Census date	Check your census date in My Enrolment	Check your census date in My Enrolment
Last withdrawal without fail	Saturday, 24 December	Saturday, 5 November
Study break	Monday, 19 December – Friday, 23 December	
Recess	Monday, 26 December – Friday, 30 December	
Study break	Monday, 23 January – Wednesday, 25 January	
Exam period	Friday, 27 January – Saturday, 4 February	Monday, 28 November – Friday, 9 December
Grade publication	Saturday, 12 February	Monday, 9 January

For further enquires please telephone 1800 626 481

Useful University Websites

Getting started

New and re-enrolling student information – 'Getting Started at SCU' brochure	www.scu.edu.au/enrol www.scu.edu.au/enrol/index.php/3
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	www.scu.edu.au/services/studentservices
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	www.scu.edu.au/students/fees/index.php/dds
First year student support	www.scu.edu.au/students/firstyear
Future students – document downloads	http://www.scu.edu.au/students/prospective/index.php/dds
International students – unit withdrawal impacts	www.scu.edu.au/students/fees/index.php/14/
International onshore students – document downloads	www.scu.edu.au/international/office/index.php/dds
Library	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	www.scu.edu.au/governance/academicboard
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	www.scu.edu.au/scuconnect
Student associations	www.scu.edu.au/studentassociations
Student Mentoring Program	www.scu.edu.au/equity/index.php/3/
Student Handbook	www.scu.edu.au/handbook
Student life [OASIS]	www.scu.edu.au/studentlife
Student Services	www.scu.edu.au/studentservices
Student Support Services	www.scu.edu.au/studentsupportservices
Test your browser	www.scu.edu.au/help/browser

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
Academic faculties	www.scu.edu.au/about/index.php/15
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
Commerce and Management	www.scu.edu.au/business
Education	www.scu.edu.au/education
Environmental Science and Management	www.scu.edu.au/enviroscience
Gnibi – College of Indigenous Australian Peoples	www.scu.edu.au/gnibi
Graduate College of Management	www.scu.edu.au/gcm
Graduate Research College	www.scu.edu.au/research/college
Health and Human Sciences	www.scu.edu.au/healthscience
Law and Justice	www.scu.edu.au/law
Tourism and Hospitality Management	www.scu.edu.au/tourism
The Hotel School Sydney	www.hotelschool.scu.edu.au

Southern Cross University Orientation Program

ALL WELCOME

Welcome to our new and returning students.

The orientation program provides important orientation sessions such as:

- Essential course information sessions,
- Academic skills development sessions,
- Library and campus tours, and
- IT essentials.

The Office of Sport and Cultural Activities, (OSCA), in conjunction with the SCU student associations, also offer a variety of social, sporting and cultural programs.

Start by going to:

www.scu.edu.au/orientation

and get all your orientation information – we welcome you to SCU!

Southern Cross UNIVERSITY

osca

Office of Sport & Cultural Activities

www.scu.edu.au/orientation

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