

# 2012 Course Enrolment Guide

School of Tourism & Hospitality  
Management

Postgraduate Programs

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# Welcome

A very warm welcome to the School of Tourism and Hospitality Management (STHM). On behalf of all of our staff, we hope you enjoy your postgraduate studies, and that you find them richly rewarding and valuable.

You are a student in a School with a distinguished history in tourism and hospitality education and research spanning over 20 years. At STHM we instil our students with the critical knowledge and fundamental business skills required to succeed in the global tourism, hospitality, hotel and events related industries. Our graduates are of the highest quality, in great demand, and fill professional and academic roles in Australia and around the globe. Our courses are accredited, meeting the standards of excellence set by the International Centre of Excellence in Tourism and Hospitality Education (THE-ICE).

We strongly believe that advanced teaching and learning must be informed by excellent research and innovation. Our research-active academics are widely published and the School runs two progressive research centres. The Centre for Gambling Education and Research conducts research and consulting in gambling operations, management, policy and impacts. The Centre for Tourism, Leisure and Work incorporates research and consulting with a focus on leisure and tourism planning, policy and management and promoting community resilience.

I wish you all the very best in your studies and trust that your experience as a postgraduate student in our School is an enriching and exciting one. If we can do anything to support your studies and life at University, please do not hesitate to contact the School's staff.

Best Wishes

Professor Sandra Speedy

Acting Head of School

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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 2012 opens on 12 September 2011. 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.
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](mailto: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 that 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 or Support Officer.

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

## Course and Enrolment Information

Please read the 'How to use this guide, on pages v and vi. Students are advised to examine the course information in Part One of this guide to plan their studies for the entire academic year.

Students should follow the enrolment and course progression pattern suggested in this guide remembering that core units are compulsory, unless advanced standing has been granted, which will alter the order of unit enrolment and progression through the course, or beyond the core (compulsory) units.

Students may personalise their study plan by choosing from the available elective units. For help with unit selection and preparing a study plan contact the Student Liaison Officer (refer to 'School Contacts' located later in Part One of this guide).

Before enrolling in units **for all study periods in the academic year** (Trimesters A, B and C), students should consult the Postgraduate [Schedule of Units](#) (SOU) for current unit availability, requisites and enrolment conditions. **Enrol as soon as possible** as this permits:

- access to MySCU and the MySCU 'Information Site' (also known as the 'Tourism and Hospitality Management Post Graduate Student Centre') and MySCU unit 'Learning Sites' for each enrolled unit.
- planning, timetabling and printing requirements for all students;
- dispatch of external study materials before the study period commences;

### Abbreviations used in this guide

<b>AS</b>	advanced standing = credit = credit transfer = exemption	<b>GPA</b>	Grade Point Average
<b>CEG</b>	Course Enrolment Guide	<b>LOA</b>	Leave of Absence
<b>CIS</b>	Cross-Institutional Study	<b>SCBS</b>	Southern Cross Business School
<b>MBA-HTM</b>	Master of Business Administration in Hotel & Tourism Management	<b>SCU</b>	Southern Cross University
<b>MC&amp;EM</b>	Master of Convention & Event Management	<b>SG</b>	Study Guide
<b>MITHM</b>	Master of International Tourism & Hotel Management	<b>SOU</b>	Schedule of Units
<b>MITHM A</b>	Master of International Tourism & Hotel Management (Advanced)	<b>SLT</b>	Student Liaison Team
		<b>STHM</b>	School of Tourism & Hospitality Management
		<b>UIG</b>	Unit Information Guide

## Course overviews

The School of Tourism and Hospitality Management offer ten postgraduate coursework awards (courses) in a range of specialisations within the tourism and hospitality industries:

	Distance	Lismore	Coffs Harbour	Tweed Heads - Riverside
Master (Grad Dip, Grad Cert) of Convention and Event Management <sup>^x</sup>	*			*
Master (Grad Dip, Grad Cert) Of Business Administration in Hotel and Tourism Management <sup>^x</sup>	*			*
Master (Advanced, Grad Dip, Grad Cert) of International Tourism and Hotel Management <sup>^x</sup>	*			*

### Key

<sup>^</sup> = Full fee paying

<sup>x</sup> = Available for January (Tri A), May (Tri B) and September (Tri C) intake

\* = Refer to Schedule of Units (SOU) for specific availabilities

## 2012 Course Rules

Although each course is outlined in this guide, students who are commencing study in 2012 are advised to consult the 2012 [Student Handbook](#) for Specific Award Rules that apply to each course and for General Rules Relating To (postgraduate coursework) Awards. Hardcopies of the Student Handbook are available for purchase at the Co-op Bookshop.

As a student's course is governed by the Award Rules for the year in which they commenced study, continuing students should access the Student Handbook for the year they commenced study from the [Student Handbook Archive](#).

## Unit descriptions

Brief unit descriptions are detailed in this guide and in the Student Handbook. Students may also visit the [SCU 2012 Units Search](#) to search for units (subjects) by name, code, school or location. Once a unit or list of units has been retrieved, click on the unit name for more details.

## Unit Availability

The following unit availability information is a guide only and is derived from the Postgraduate [Schedule of Units](#) (SOU). Students should refer to the SOU to confirm availability, requisite enrolment restrictions.

### Key

THR Tweed Heads - Riverside

EXT - University Wide/External

# Double weighted unit (24 credit points)

\* Triple weighted unit (36 credit points)

## 2012 Trimester A units

### School of Tourism and Hospitality Management units

Unit Code	Unit Name	Pre Requisites	Campus Location
MKT01762	Contemporary Hotel and Tourism Issues		EXT, THR
MNG00912	Environmental Management for Hotels and Attractions		EXT, THR
MNG03359	Hazard Management for Events		EXT, THR
MKT01906	International Tourism Systems		EXT, THR
ISY00244	Technological Systems for Hotels, Conventions and Events		EXT, THR
MKT01907	Tourism and Hospitality Management		EXT, THR
MKT01909	Service Management for Tourism & Hospitality		EXT, THR
MNG03237	Tourism and Hotel Internship #	Pre: MNG03236	EXT, THR
MNG03400	Tourism Research Proposal *		EXT, THR
MNG03401	Tourism Research Project *		EXT, THR

### Southern Cross Business School units

Unit Code	Unit Name	Pre Requisites	Campus Location
MNG00720	Foundations of Management		EXT, THR
MKT00720	Marketing Management		EXT, THR
LAW00720	Legal Studies		EXT, THR
MNG03047	Qualitative Research Methods		EXT
MNG03048	Quantitative Research Methods		EXT

## 2012 Trimester B units

### School of Tourism and Hospitality Management units

Unit Code	Unit Name	Pre Requisites	Campus Location
BUS00913	Business Analysis for Tourism and Hospitality Managers		EXT, THR
MNG00272	Business Events Management		EXT, THR
MNG03358	Event Design Principles		EXT, THR
MNG03236	Tourism and Hotel Professional Development		EXT, THR
MKT01760	Tourism Planning Environments		EXT, THR
MNG03237	Tourism and Hotel Internship #	Pre: MNG03236	EXT, THR
MNG03400	Tourism Research Proposal *		EXT, THR
MNG03401	Tourism Research Project *		EXT, THR

## Southern Cross Business School units

Unit Code	Unit Name	Pre Requisites	Campus Location
ACC00724	Accounting and Finance for Managers		EXT, THR
MNG00716	Strategic Management		EXT, THR
MNG00785	Project Management		EXT, THR
MNG03047	Qualitative Research Methods		EXT
MNG03048	Quantitative Research Methods		EXT

## 2012 Trimester C units

### School of Tourism and Hospitality Management Units

Unit Code	Unit Name	Pre Requisites	Campus Location
MKT00905	Strategic Marketing of Hotels and Destinations		EXT, THR
MNG00273	Events Planning and Management		EXT, THR
ACC00208	Financial Analysis for Hotels, Conventions and Events		EXT, THR
BUS00914	Managing Employee Relations in a Global Context		EXT, THR
MNG03237	Tourism and Hotel Internship #	Pre: MNG03236	EXT, THR
MNG03400	Tourism Research Proposal *		EXT, THR
MNG03401	Tourism Research Project *		EXT, THR

## Southern Cross Business School units

Unit Code	Unit Name	Pre Requisites	Campus Location
MNG00720	Foundations of Management		EXT, THR
MNG03217	Leading and Managing People		EXT, THR
MNG03218	Strategic Information Systems		EXT, THR
MNG03047	Qualitative Research Methods		EXT
MNG03048	Quantitative Research Methods		EXT

## Schedule of Units

There is a Schedule of Units (SOU) for each (Trimester) and separate schedules for each Postgraduate course. Postgraduate students enrol in postgraduate units offered over Trimesters A, B and C.

The SOU lists, unit name, all units planned to be taught at SCU in a particular study period, including:

- the unit code;
- the study mode (how the unit is offered). For example Internal - is a lecture-based course of study at a physical campus location; External (EXT), also called distance education or study via correspondence, is an externally delivered course of study which is typically web enhanced.
- Unit availability (where the unit is offered). For example, Internal units may be offered at, Tweed Heads - Riverside, External);
- non-standard credit points; and
- any requisite (pre, co and anti) conditions of study and enrolment restrictions.

### Units may be taught by other Schools

The Tourism and Hospitality Management's MBA-HTM and MC&EM contain units, which are taught by the School of Tourism and Hospitality Management (STHM) and Southern Cross Business School (SCBS).

## Requisites

If a proposed unit has a pre-requisite (pre-req), it means the unit must be completed (with a grade of Pass or above) before enrolling in the proposed unit. A pre-req is usually a fundamental unit.

If a proposed unit has a co-requisite (co-req), it means the unit can be completed concurrently with the proposed unit. They are usually complementary units, which are useful to be studied at the same time.

If a proposed unit has an anti-requisite (anti-req) the proposed unit cannot be undertaken if the anti-req has been completed as they are usually units which are similar in content.

## Mode and location of study

### Domestic students

Provided the unit availability exists within the SOU, in any study period a domestic student can study a combination of internal (on-campus), or external (University Wide, by distance education or correspondence). The mode of study (i.e. internal, external) is therefore relative to each unit, not the student. Once the study period has commenced a student should not alter the mode of study. However, if studying a unit or units externally, a student may approach the Lecturer to attend some internal lectures during the study period.

Students who need to vary the mode of study once the study period has commenced may find that they can withdraw from one mode (e.g. external) but not enrol in another (e.g. internal). For assistance of this kind, contact the Student Liaison Officer for the School that teaches the unit.

## International students studying in Australia

International students studying in Australia must abide by their student visa requirements which generally mean studying internally (on-campus). See 'Study load for International onshore students' later in Part Two of this guide regarding studying externally (University Wide, by distance education or correspondence). For further clarification, contact the Southern Cross University [International Office](#).

## Study load

Both external and internal students may study either full-time or part-time (with International onshore students generally committed to full-time study. for further information see 'Study load for International onshore students' in Part Two of this guide). A student's study load has a bearing on unit selection and the pace of progression. Students are wise to choose a study load that complements their work, family and social lives.

For the average student, each single-weighted unit requires a time commitment of approximately 150 learning hours per study period, 10 to 12 hours per week involving: face-to-face learning (on-campus lectures/tutorials) or consultation; workshops; tutorials; online discussions; research; assignment preparation, writing and referencing; examination preparation and attendance; and participation in Collaborate sessions.

### Full-time study

Students studying on a full-time basis will normally complete three or four units in each of the three study periods (Trimesters A, B and C). This is a commitment of 30 to 46 hours per week. Students who are unsure of their available study time should initially opt to study less units.

Provided students have a course Grade Point Average (GPA) of Credit (5.00) or above, a fifth (5) unit load may be taken in a study period, with approval from the School.

### Part-time study

It is recommended that students who are working full-time undertake a part-time study load. Students studying on a part-time basis will normally complete one or two units in each of the three compulsory study periods (Trimesters A, B and C). This is a commitment of 10 to 24 hours per week. It is up to the individual as to which unit/s to enrol in each trimester.

### Candidature period guide

This is the time frame in which students must finish their study.

- A Master Degree award (12 or 15 units) has a candidature period of 6 years
- A Graduate Diploma award (8 units) has a candidature period of 3 years
- A Graduate Certificate award (4 units) has a candidature period of 2 years

International students studying in Australia must complete their course within the expected duration of study as specified by Standard 9 of the National Code of Practice 2007. For more information see 'Study load for International onshore students' in Part Two of this guide.

## Choose units to study

Students should use the following sections of this guide as they apply to their particular course to:

- choose the units they wish to study in each study period, for the whole year;
- determine where those units fit into the course structure;
- check the availability and requisite information of each unit using the Postgraduate Schedule of Units (SOU) available at: <http://www.scu.edu.au/scheduleofunits>

## Which units?

Courses may have compulsory Core Units (from Part A) and Elective Units (from Part B) to choose from.

### Core Units

If a student's course structure has compulsory Core Units, (where requisites do not apply) electives may be commenced before all Core Units are completed.

### Elective Units

Elective Units allow students to build a study plan specifically for their individual needs and ideal specialisation.

# Master of Business Administration in Hotel and Tourism Management

Level of Award:	Postgraduate Degree
Academic Organisational Unit:	School of Tourism and Hospitality Management
Campus:	Tweed Heads - Riverside
Course Mode:	Internal (On Campus) and External (University Wide, by distance education or correspondence)
Duration:	1 year full-time; 2 years part-time
Total Units:	12

## Specific Award Rules

### 4.1 Requirements for an Award

- a. To be eligible for the award of Master of Business Administration in Hotel and Tourism Management a candidate shall successfully complete not less than twelve (12) units comprising:
  - i. all units listed in Part A of the Schedule of Units attached to these Rules; and
  - ii. six (6) elective units from Part B of the Schedule.
- b. To be eligible for the award of Graduate Diploma of Business Administration in Hotel and Tourism Management a candidate shall successfully complete not less than eight (8) units comprising:
  - i. four (4) units from Part A of the Schedule of Units attached to these rules; and
  - ii. four (4) units from Part B of the Schedule of Units
- c. To be eligible for the award of Graduate Certificate in Business Administration in Hotel and Tourism Management a candidate shall successfully complete not less than four (4) units comprising:
  - i. two (2) units from Part A of the Schedule of Units attached to these rules; and
  - ii. two (2) units from Part B of the Schedule of Units

A candidate who while enrolled in the Master's degree has completed the requirements for the Graduate Diploma may elect to be awarded the Graduate Diploma of Business Administration in Hotel and Tourism Management following withdrawal from candidature for the Master's degree.

A candidate who while enrolled in the Master's degree or Graduate Diploma has completed the requirements for the Graduate Certificate may elect to be awarded the Graduate Certificate in Business Administration in Hotel and Tourism Management following withdrawal from candidature for the Master's degree or Graduate Diploma.

# MBA-HTM Course Schedule

## Important information for unit selection

The course structure has compulsory core units (Part A) and electives (Part B) to choose from. When choosing units students should take the following into consideration:

**Foundations of Management:** as a Core Unit, provides the basic concepts upon which many other units are built and should therefore be listed as early as possible in a student's study plan.

**Strategic Management:** draws together many of the models and concepts studied throughout the program and is best undertaken as late as possible in a student's study plan. The recommendation is to complete at least four units including: Foundations of Management; Accounting and Finance for Managers; and Marketing Management prior to completing this unit.

**Please note:** Applicable for students commencing in trimester A, B or C

Part A			2012		
A student must successfully complete all 6 Part A units			A	B	C
Part A - Core Units	MNG00720	Foundations of Management	✓		✓
	MKT00720	Marketing Management	✓		
	MNG00716	Strategic Management		✓	
	ACC00724	Accounting and Finance for Managers		✓	
	MNG03217	Leading and Managing People			✓
	MNG03218	Strategic Information Systems			✓
Part B			2012		
A student must successfully complete 6 Part B units			A	B	C
Part B - Elective Units	MKT01762	Contemporary Hotel and Tourism Issues	✓		
	MNG00912	Environmental Management for Hotels and Attractions	✓		
	MKT01906	International Tourism Systems	✓		
	ISY00244	Technological Systems for Hotels, Conventions and Events	✓		
	MKT01909	Service Management for Tourism and Hospitality	✓		
	BUS00913	Business Analysis for Tourism and Hospitality Managers		✓	
	MNG00272	Business Events Management		✓	
	MKT01760	Tourism Planning Environments		✓	
	MNG00273	Events Planning and Management			✓
	BUS00914	Managing Employee Relations in a Global Context			✓
	MKT00905	Strategic Marketing of Destinations and Hotels			✓

NOTE: This information is a guide only. Students should refer to the SOU <http://www.scu.edu.au/scheduleofunits> to confirm unit availability. Units are offered subject to sufficient enrolments.

## MBA-HTM recommended study plan

### Full-time study

The table below will assist students with unit selection and study plan mapping for each study period.

If studying full-time, review the information under the subheadings 'Study load', 'Part Time study' (which appears earlier in Part One of this guide) and select 3 or 4 units per study period.

### Year 1

Trimester A	
MNG00720	Foundations of Management
MKT00720	Marketing Management
	Part B Elective Unit
	Part B Elective Unit
Trimester B	
MNG00716	Strategic Management
ACC00724	Accounting and Finance for Managers
	Part B Elective Unit
	Part B Elective Unit
Trimester C	
MNG03218	Strategic Information Systems
MNG03217	Leading and Managing People
	Part B Elective Unit
	Part B Elective Unit

### Part-time study

If studying part-time, review the information under the subheadings 'Study load', 'Part Time study' (which appears earlier in Part One of this guide) and select 1 or 2 units per study period.

Students studying externally, by distance education would generally study on a part-time basis. However, where a student is studying externally and is undertaking a full-time study load, please refer to the full-time recommended study plan and unit progression detailed above.

### Year 1

### Year 2

Trimester A		Trimester A	
MNG00720	Foundations of Management		Part B Elective Unit
MKT00720	Marketing Management		Part B Elective Unit
Trimester B		Trimester B	
ACC00724	Accounting and Finance for Managers	MNG00716	Strategic Management
	Part B Elective Unit		Part B Elective Unit
Trimester C		Trimester C	
MNG03218	Strategic Info Systems		Part B Elective Unit
MNG03217	Leading and Managing People		Part B Elective Unit

## Map the study plan

Guided by the recommended study plan and unit progression for full and part-time study, students should use 'My Study Plan' which appears later in Part One of this guide, to plan and track their studies for each study period.

For queries regarding any aspect of the course or study plan contact the Student Liaison Officer (refer to 'School Contacts' later in Part One of this guide).

# Master of Convention and Event Management

Level of Award:	Postgraduate Degree
Academic Organisational Unit:	School of Tourism and Hospitality Management
Campus:	Tweed Heads - Riverside
Course Mode:	Internal (On Campus) and External (University Wide, by distance education or correspondence)
Duration:	1 year full-time; 2 years part-time
Total Units:	12

## Specific Award Rules

### 4.1 Requirements for an Award

To be eligible for the award of Master of Convention and Event Management a candidate shall successfully complete not less than twelve (12) units comprising:

- a. all units listed in Part A of the Schedule of Units attached to these Rules;
  - i. four (4) units from Part B of the Schedule.
- b. To be eligible for the award of Graduate Diploma in Convention and Event Management a candidate shall successfully complete not less than eight (8) units comprising;
  - i. all units listed in Part A of the Schedule of Units attached to these Rules;
- c. To be eligible for the award of Graduate Certificate in Convention and Event Management a candidate shall successfully complete four (4) units from Part A of the Schedule of Units attached to these Rules;

A candidate who while enrolled for the Master of Convention and Event Management has completed the requirements of the Graduate Diploma in Convention and Event Management or the Graduate Certificate in Convention and Event Management may elect to be awarded the Graduate Diploma or the Graduate Certificate following withdrawal from candidature for the Master's award.

A candidate who while enrolled for the Graduate Diploma in Convention and Event Management has completed the requirements of the Graduate Certificate in Convention and Event Management may elect to be awarded the Graduate Certificate following withdrawal from candidature for the Graduate Diploma award.

## MC&EM Course Schedule

**Please note:** Applicable for students commencing in trimester A, B or C

Part A			2012		
A student must successfully complete all 8 Part A units			A	B	C
Part A - Core Units	MNG00720	Foundations of Management	✓		✓
	MNG03359	Hazard Management for Events	✓		
	ISY00244	Technological Systems for Hotels, Conventions and Events	✓		
	MNG00272	Business Events Management		✓	
	MNG03358	Event Design Principles		✓	
	MNG00785	Project Management		✓	
	ACC00208	Financial Analysis for Hotels, Conventions and Events			✓
	MNG00273	Event Planning and Management			✓
Part B			2012		
A student must successfully complete 4 Part B units			A	B	C
Part B - Elective Units	MKT00720	Marketing Management	✓		
	MKT01762	Contemporary Hotel and Tourism Issues	✓		
	MKT01906	International Tourism Systems	✓		
	LAW00720	Legal Studies	✓		
	MKT01760	Tourism Planning Environments		✓	
	MNG03217	Leading and Managing People			✓

NOTE: This information is a guide only. Students should refer to the SOU <http://www.scu.edu.au/scheduleofunits> to confirm unit availability. Units are offered subject to sufficient enrolments.

## MC&EM recommended study plan

The table below will assist students with unit selection and study plan mapping for each study period.

### Full-time study

If studying full-time, review the information under the subheadings 'Study load', 'Part Time study' (which appears earlier in Part One of this guide) and select 3 or 4 units per study period.

### Year 1

Trimester A	
MNG03359	Hazard Management for Events
ISY00244	Technological Systems for Hotels, Conventions and Events
MNG00720	Foundations of Management
	Part B – Elective Unit
Trimester B	
MNG00272	Business Events Management
MNG03358	Event Design Principles
MNG00785	Project Management
	Part B – Elective Unit
Trimester C	
ACC00208	Financial Analysis for Hotels, Conventions and Events
MNG00273	Events Planning and Management
	Part B – Elective Unit
	Part B – Elective Unit

## MC&EM Part-time study

If studying part-time, review the information under the subheadings 'Study load', 'Part Time study' (which appears earlier in Part One of this guide) and select 1 or 2 units per study period.

Students studying externally, by distance education would generally study on a part-time basis. However, where a student is studying externally and is undertaking a full-time study load, please refer to the full-time recommended study plan and unit progression detailed above.

Year 1		Year 2	
Trimester A		Trimester A	
MNG03359	Hazard Management for Events	MNG00720	Foundations of Management
ISY00244	Technological Systems for Hotels, Conventions and Events		Part B – Elective Unit
Trimester B		Trimester B	
MNG00272	Business Events Management	MNG00785	Project Management
MNG03358	Event Design Principles		Part B – Elective Unit
Trimester C		Trimester C	
ACC00208	Financial Analysis for Hotels, Conventions and Events		Part B – Elective Unit
MNG00273	Events Planning and Management		Part B – Elective Unit

## Map the study plan

Guided by the recommended study plan and unit progression for full and part-time study, students should use 'My Study Plan' which appears later in Part One of this guide, to plan and track their studies for each study period.

For queries regarding any aspect of the course or study plan contact the Student Liaison Officer (refer to 'School Contacts' later in Part One of this guide).

# Master of International Tourism and Hotel Management

Level of Award:	Postgraduate Degree
Campus:	Tweed Heads - Riverside
Course Mode:	Internal (On Campus) and External (University Wide, by distance education or correspondence)
Duration:	12 months or 16 months full-time; 2 years part-time
Total Units:	12 and 15 (Advanced)

## Specific Award Rules

### 4.2 Requirements for an Award

To be eligible for the award of the Master of International Tourism and Hotel Management (Advanced), a candidate shall successfully complete the equivalent of fifteen (15) units from the Schedule of Units.

To be eligible for the award of Master of International Tourism and Hotel Management a candidate shall successfully complete either:

- a. The equivalent of twelve (12) units from Part A of the Schedule of Units attached; OR  
Four units from Part A and all units in Part B of the Schedule of Units attached.

To be eligible for the award of Graduate Diploma in International Tourism and Hotel Management a candidate shall successfully complete eight (8) units from Part A of the Schedule of Units attached.

To be eligible for the award of Graduate Certificate in International Tourism and Hotel Management a candidate shall successfully complete four (4) units from Part A of the Schedule of Units attached.

A candidate who while enrolled as a candidate for the Master of International Tourism and Hotel Management (Advanced) has completed the requirements for the Master of International Tourism and Hotel Management may elect to be awarded the Master of International Tourism and Hotel Management following withdrawal from candidature for the Masters (Advanced) degree.

A candidate who while enrolled as a candidate for either the Master of International Tourism and Hotel Management (Advanced) or the Master of International Tourism and Hotel Management has completed the requirements for the Graduate Diploma in International Tourism and Hotel Management may elect to be awarded the Graduate Diploma in International Tourism and Hotel Management following withdrawal from candidature for the Masters (Advanced) or Masters degree.

A candidate who while enrolled as a candidate for either the Master of International Tourism and Hotel Management (Advanced) or the Master of International Tourism and Hotel Management or the Graduate Diploma in International Tourism and Hotel Management has completed the requirements for the Graduate Certificate in International Tourism and Hotel Management may elect to be awarded the Graduate Certificate in International Tourism and Hotel Management following withdrawal from candidature for the Masters (Advanced), Masters or Graduate Diploma degree..

## MITHM Course Schedules

### MITHM streams

The MITHM award has two streams - a coursework stream and a research stream.

## MITHM Coursework Stream

The information below will assist students with unit selection and study mapping for each study period.

**Please note:** Applicable for students commencing in trimester A, B or C

A student undertaking the coursework stream must successfully complete equivalent to 12 units from Part A. If undertaking the MITHM (Advanced) a student must successfully complete equivalent to 15 units from Part A, including the internship.			2012		
			A	B	C
Part A	MKT01762	Contemporary Hotel and Tourism Issues	✓		
	MNG00912	Environmental Management for Hotels and Attractions	✓		
	MKT01906	International Tourism Systems	✓		
	ISY00244	Technological Systems for Hotels, Conventions and Events	✓		
	MKT01907	Tourism and Hospitality Management	✓		
	MKT01909	Service Management for Tourism & Hospitality	✓		
	BUS00913	Business Analysis for Tourism and Hospitality Managers		✓	
	MNG00272	Business Events Management		✓	
	MNG03236	Tourism and Hotel Professional Development		✓	
	MKT01760	Tourism Planning Environments		✓	
	MKT00905	Strategic Marketing for Destinations & Hotels			✓
	MNG00273	Events Planning and Management			✓
	ACC00208	Financial Analysis for Hotels, Conventions and Events			✓
	BUS00914	Managing Employee Relations in a Global Context			✓
	MNG03237	Tourism and Hotel Internship	✓	✓	✓

### MITHM 12 units

For students not enrolling in MNG03237 Tourism and Hotel Internship, the 12 unit program can be completed in 3 or 4 trimesters.

If taking MNG03237 Tourism and Hotel Internship in the 12 unit program, the program must be completed over 4 trimesters.

MNG03236 - Tourism and Hotel Professional Development must be completed prior to undertaking the internship.

### MITHM (Advanced) 15 units

The MITHM (Advanced) can only be completed in 5 trimesters. In this program students are required to undertake an internship.

## Internship

Although the Internship is completed in the final trimester of study students may access Internship information and services from their first day at the University including:

- Email alerts which may advertise details of current employment and volunteer opportunities within the Tourism and Hospitality industries
- The annual Careers Day is held in the second Trimester and is open to all STHM students
- Support regarding career development and recruitment and selection processes

The Internship is taken over a 10 week (300 hour) period. All Internship placements must be approved by the School prior to commencement.

For queries regarding any aspect of Internships please make initial contact via the Student Liaison Officer. (See 'School Contacts' later in Part One of this guide).

MNG03236 - Tourism and Hotel Professional Development must be successfully completed prior to enrolling in the internship.

The final unit studied should be MNG03237 - Tourism and Hotel Internship and should be the only unit taken in the final trimester.

## Research Stream

The information below will assist students with unit selection and study mapping for each study period.

A student undertaking the research stream must successfully complete 12 units. 4 Units from Part A and all units in Part B			2012		
			A	B	C
Part A	MKT01762	Contemporary Hotel and Tourism Issues	✓		
	MNG00912	Environmental Management for Hotels and Attractions	✓		
	MKT01906	International Tourism Systems	✓		
	ISY00244	Technological Systems for Hotels, Conventions and Events	✓		
	MKT01907	Tourism and Hospitality Management	✓		
	MKT01909	Service Management for Tourism & Hospitality	✓		
	BUS00913	Business Analysis for Tourism and Hospitality Managers		✓	
	MNG00272	Business Events Management		✓	
	MNG03236	Tourism and Hotel Professional Development		✓	
	MKT01760	Tourism Planning Environments		✓	
	MKT00905	Strategic Marketing for Destinations & Hotels			✓
	MNG00273	Events Planning and Management			✓
	ACC00208	Financial Analysis for Hotels, Conventions and Events			✓
	BUS00914	Managing Employee Relations in a Global Context			✓
	MNG03237	Tourism and Hotel Internship	✓	✓	✓

Part B			2012		
			A	B	C
Part B	MNG03047	Qualitative Research Methods	✓	✓	✓
	MNG03048	Quantitative Research Methods	✓	✓	✓
	MNG03400	Tourism Research Proposal	✓	✓	✓
	MNG03401	Tourism Research Project	✓	✓	✓

The Research Stream consists of four tourism specialisation units, two research methods units, and two triple weighted research project units.

The Research Stream can only be completed in a minimum of 4 trimesters. Students should select four units from Part A and complete all units in Part B of the Schedule of Units. Part A units are to be completed before commencing units from Part B.

Tourism Research Project unit must be taken last.

## Year 1

Trimester A		
MKT01762	Contemporary Hotel and Tourism Issues	
MNG00912	Environmental Management for Hotels and Attractions	
MKT01906	International Tourism Systems	
Trimester B		
MKT01907	Tourism and Hospitality Management	
MNG03047	Qualitative Research Methods	
MNG03048	Quantitative Research Methods	
Trimester C		
MNG03400	Tourism Research Proposal	<i>(Triple weighted unit)</i>

## Year 2

Trimester A		
MNG03401	Tourism Research Project	<i>(Triple weighted unit)</i>

For queries regarding any aspect of the course or study plan contact the Student Liaison Officer (refer to 'School Contacts' later in Part One of this guide).

## STHM Unit Descriptions

### **MKT01907 - Tourism and Hospitality Management**

Studies models of management and considers their application in tourism and hospitality industries including management approaches that might be used in different settings. In particular the unit examines the application of particular management roles to reveal individual styles of management in organisations.

### **MKT01762 - Contemporary Hotel and Tourism Issues**

Provides insight into global issues, which challenge hotel and tourism development in the 21st century. Adopts a student focused-strategy aimed at students developing an understanding of the contemporary trends by focusing on areas/issues of tourism supply and demand (net). Topics include tourism and the media; risk; hotel investment, accommodation and travel developments, sport tourism and adventure travel, backpackers and senior tourists and trends in tourism markets.

### **MNG00912 - Environmental Management for Hotels and Attractions**

Provides practical guidance for the hotel and hospitality industry on improving environmental performance to contribute to successful business operations. Topics include a systematic framework, encouraging a strategic approach to the environment as a business issue and a proactive approach to environmental management. Examines environmental review process, staff commitment, resource acquisition and allocation, leadership and team building, the selection of priority areas, developing plans, measurement target setting, implementation and review of the process.

### **MNG00273 - Event Planning and Management**

Students of this unit will gain an understanding of the nature and significance of events and celebrations from an international, national, regional and local perspective. This unit highlights the importance of event planning and management and examines the impacts that these events have on tourism and host communities. Students will learn the strategies necessary to host a viable event and learn how important the events industry is to the attraction sector of the tourism industry.

### **MKT01906 - International Tourism Systems**

To begin to succeed in the business of tourism one fundamental question must always be answered - what is tourism? Students of this unit will learn about a number of models for studying tourism and answering this most basic question. This unit also examines people in their roles as tourists, places as elements of whole tourism systems, organisational elements in these whole tourism systems and the interaction between tourism systems and their environment.

### **BUS00913 - Business Analysis for Tourism and Hospitality Managers**

The collection, analysis and interpretation of data are essential for planning, strategy development and problem solving in the tourism and hospitality industry. This unit introduces students to business analysis and planning and they will learn to evaluate a business issue using these vital research methodologies.

## MKT01760 - Tourism Planning Environments

It is vitally important for managers in the international travel and tourism industry to develop knowledge and understanding of the environments of tourism. Tourism “environments” can encompass the social, political, cultural, economic, technological and biophysical. Students of this unit will learn about the interactions between elements of tourism and these environments and the implications these interactions have in real world situations.

## MNG00272 - Business Events Management

Introduces and develops perspectives of the Meetings, Incentives, Conventions and Exhibitions (MICE) industry both nationally and internationally. Students examine and evaluate the functional areas of management, marketing, human resources and finance and their interrelationship with the MICE industry at both the strategic and operational level. Strategies for evaluation MICE activities are addressed together with the implications for future research.

## MNG03236 - Tourism and Hotel Professional Development

A professional development unit preparing and enhancing skills necessary for gaining practical workplace experience within tourism and hotel sectors. Includes job search skills, resume writing, interview skills, insights into organisational behaviour and contemporary workplace issues. Also included is a practical, hands-on introduction to the Australian hotel industry via an extended field trip to a Gold Coast hotel.

## MKT01909 - Service Management for Tourism and Hospitality

This unit uses case studies from real world situations to examine quality tourism and hospitality services. The unit examines; the three operational management concepts common throughout tourism related organisations; provision of services in the tourism industry rather than transfer of goods; and managing service quality in travel and tourism business and organisations.

## MKT00905 - Strategic Marketing of Destinations and Hotels

Students in this unit will focus on marketing as a managerial function particularly the role of marketing intelligence to underpin the promotion of service oriented products in the tourism industry. This unit uses real world case studies from airlines, hotels and national tourism offices to build the student’s expertise in strategic marketing within the tourism industry.

## BUS00914 - Managing Employee Relations in a Global Context

Develops understanding of the complexity of organisations and the management of the multi-cultural workforce. The unit adopts a student/teacher interaction strategy to help students develop an international perspective. Students will develop an appreciation of managing employee relations, cross-cultural issues and workplace diversity, and organisational change within the national and global context.

## ISY00244 - Technological Systems for Hotels, Conventions and Events

This unit aims to introduce students to the management skills and knowledge required to make the best use of computer-based information systems within the tourism, hotel and events industry. The unit includes examination of the most recent research into the implementation and management of information systems, and also provides the opportunity for students to work with important technology applications

### **MNG03237 - Tourism and Hotel Internship**

Provides practical workplace experience within tourism and hotel sectors. Placement in appropriate industry sectors may involve productive work at operational level, undertaking a research project for an organisation or, in special cases, specific training courses. Provides opportunity to apply business management principles to workplace settings in tourism or hotel sectors.

### **ACC00208 - Financial Analysis for Hotels, Conventions and Events**

Accounting conveys important financial information that is used in the management planning, control and decision making processes integral to achieving organisational objectives. A command of this 'language of business' is essential for those who wish to participate in these processes. The unit provides the ability to read, understand, interpret and use financial information, through the introduction to business activities and financial management issues in service organisations such as hotel and airlines.

### **MNG03359 – Hazard Management for Events**

This unit investigates how events businesses plan and implement policies and procedures to protect staff and audiences from a variety of hazards and to operationally manage emergencies. The unit studies systems for OH&S compliance at event facilities and venues.

Event Hazard Management encompasses how a public event enterprise is designed and operated, and the policies and procedures managers use in operations to maintain facilities to a pre-determined standard of safety. This unit aims to provide students with the ability to analytically apply the processes of Hazard Management used in Convention, Exhibition and Special Event management.

### **MNG03358 – Event Design Principles**

This unit explores the technical and creative processes of programming and production design used in event management. In particular it investigates effective means of evaluating options and making planning selections to successfully manage a range of diverse events in a variety of contexts.

This unit aims to provide students with the ability to analytically apply the processes of production design – i.e. programming and theming, and, logistics and staging - used in Convention, Exhibition and Special Event management. These technical and creative processes encompass the decisions which influence how human and technical resources are employed to achieve the desired outcome of an event and are of fundamental importance in Event management and planning.

### **MNG03400 Tourism Research Proposal**

This unit introduces students to the methodology and writing processes of academic or business research by commencing a research project into a tourism and hospitality issue. The nature and structure of the study for this unit is directed by the underlying elements fundamental to the research process. It is concerned with the research planning and design of the student's research, and research implementation. By undertaking an industry-based research project, students collect, analyse, interpret and report data, which are essential prerequisite functions for planning, strategy development and problem solving in these industries.

## MNG03401 Tourism Research Project

This unit concludes the industry-based research project. Commencing with unit MNG03400, students will be able to analyse, interpret and report data, which are essential prerequisite functions for planning, strategy development and problem solving in the Tourism, Hospitality and Events industries. Students apply the knowledge and skills acquired during the preceding unit to evaluate a tourism or hospitality research concept or issue using appropriate research methodology and reporting techniques.

# SCBS Unit Descriptions

## ACC00724 - Accounting and Finance for Managers

Introduces students to fundamentals of accounting and finance including financial statements, ratio analysis, cost terminology and cost-volume relationships, cost information for decision-making, and budgets for planning and control. Finance components include financial mathematics, risk and return, valuation of corporate securities, investment appraisal, leveraging and capital structure.

## MKT00720 - Marketing Management

Introduces students to the concept of marketing as a philosophy of doing business successfully and hence has relevance to all organisations. Looks at all aspects of marketing management: customer focus, relationship marketing, monitoring the environment, buyer behaviour, marketing research, marketing planning, segmenting, targeting and positioning, the marketing mix, new product development and competitive strategy. Concepts are applied to products and services and global issues are introduced.

## MNG00720 - Foundations of Management

Examines the principles and current practices of management in organisations in the Asia-Pacific region and broader global contexts. Considers the changing environments of organisations, issues of social responsibility, the key management functions, communication and interpersonal skills, leadership, the management of change and international management. As its name implies, this is a foundation unit and should be completed as early in your course as possible.

## MNG00716 - Strategic Management

Addresses the objectives of global strategic management; the strategic management process including analysis; decision making and implementation; emerging strategic business issues. It is recommended that students take this unit in the latter stages of their program. Students are encouraged to complete the unit MNG00720 Foundations of Management and three (3) other MBA units prior to undertaking this unit.

## MNG03217 – Leading and Managing People

Introduces students to advanced study on the concepts of leadership and teamwork within modern organisations, examining the impact of effective leadership on the performance of individuals, work teams and organisations. The unit will consider and apply the research findings on the qualities of effective leaders, their ability to influence, vision and values, competencies and strategic leadership. Fundamental issues in leading and managing people including the significance of knowledge, ethics, diversity, power, politics, and creativity will also be examined.

### LAW00720 - Legal Studies

Legal issues associated with business activities; the legal system in Australia; the historical background to Australia's legal system; the development of case and statute law; contract law and various statutory influences that have taken place in contract law; legislation with implications for contract law (Trade Practices Act, Fair Trading Act, Contracts Review Act and various state consumer laws); An examination of legal principles in relation to agency, partnership, and corporations.

### MNG03047 - Qualitative Research Methods

This unit examines the requirements to successfully undertake complex qualitative research at an advanced level in any setting using a variety of approaches including case studies, participatory action research, grounded theory, and ethnography. It's aim is to provide Masters and Doctoral candidates with an appropriate advanced knowledge of qualitative research methods so that they can evaluate, design and successfully undertake complex post-graduate qualitative research projects in any setting.

### MNG03048 - Quantitative Research Methods

This unit covers major aspects of statistical analysis as an aid to conducting thesis research leading to a Professional Doctorate, PhD or Masters Degree. Topics covered include data collection methods and techniques, multivariate data analysis with consideration of the limitations of different methods and techniques. It is unit is designed to provide an understanding of, and experience in, statistical data analysis so as to equip a student to conduct social and business research using statistical analysis. The unit is also designed to provide opportunities to develop and practice important skills in regard to the use of statistical analysis.

## My Study Plan

SCU requires students to plan their studies in advance and enrol in all units for each study period for the full academic. Referring to the recommended study plan and unit progression sequences provided earlier in this guide and the availabilities listed in the Postgraduate SOU use this area to prepare and track study activity for each study period.

List the units that are required to be studied first, checking any requisites that may apply. For help, contact the Student Liaison Officer (refer to 'School Contacts' detailed later in part One of this guide.)

## Year 1

<b>Trimester A</b> Unit code	Unit name	Adv Standing	Requisite done	Unit completed	Grade
<b>Trimester B</b> Unit code	Unit name	Adv Standing	Requisite done	Unit completed	Grade
<b>Trimester C</b> Unit code	Unit name	Adv Standing	Requisite done	Unit completed	Grade

## Year 2

<b>Trimester A</b> Unit code	Unit name	Adv Standing	Requisite done	Unit completed	Grade
<b>Trimester B</b> Unit code	Unit name	Adv Standing	Requisite done	Unit completed	Grade
<b>Trimester C</b> Unit code	Unit name	Adv Standing	Requisite done	Unit completed	Grade

### Year 3

<b>Trimester A</b> Unit code	Unit name	Adv Standing	Requisite done	Unit completed	Grade
<b>Trimester B</b> Unit code	Unit name	Adv Standing	Requisite done	Unit completed	Grade
<b>Trimester C</b> Unit code	Unit name	Adv Standing	Requisite done	Unit completed	Grade

### Year 4

<b>Trimester A</b> Unit code	Unit name	Adv Standing	Requisite done	Unit completed	Grade
<b>Trimester B</b> Unit code	Unit name	Adv Standing	Requisite done	Unit completed	Grade
<b>Trimester C</b> Unit code	Unit name	Adv Standing	Requisite done	Unit completed	Grade

## Enrol in units using My Enrolment

Once students have chosen units to study they can enrol in those units using *My Enrolment* for each study period for the **whole year**. SCU requires students to plan their studies in advance and enrol in units for the full academic year (all Trimesters or Sessions). Students can change enrolled units, add more units or withdraw from units up until the start of each study period.

To enrol in units:

Open [My Enrolment](#)

Within *My Enrolment* select *My Study Plans*.

Choose I want to ... Enrol in units from the links at the bottom of *My Study Plans*.

- Students will be presented with the Enrolment: planned units page. Follow the steps described in *My Enrolment*. Students will be asked to:
  - add a unit to their potential enrolment list;
  - choose their preferred attendance mode for the unit;
  - choose when and where they want to study the unit; and
  - confirm their choice.
- Before leaving *My Study Plans*, students should check the enrolment details and census dates for the units they intend to study. Go to *Current Enrolment* on the left-hand menu bar to ensure each enrolled unit is recorded correctly.

### Important:

Each unit has a census date. It is each student's responsibility to know when the census date occurs for each of their enrolled units.

## Pay unit Fees

Once enrolled in chosen units students are able to access their invoice details via the My Finances menu in My Enrolment. Although fees are not due until two weeks before the start of the study period (as specified on the individual student debt enquiry window in My Enrolment), it is strongly recommend that students pay fees immediately as the dispatch of important study materials depends upon receipt of full payment.

In 2012 the following fees will apply to students regardless of their chosen study mode (External or Internal):

New Zealand citizens and Australian permanent residents and citizens ([Domestic students](#)) - \$1860.00 per unit.

Citizens of all other overseas nations ([International students](#)) - \$2270.00 per unit. If fees have been paid and study materials have not been received by the by the start of the study period, please contact the Student Liaison Officer (refer to 'School Contacts' later in Part One of this guide).

## FEE-HELP loan

FEE-HELP, an interest-free loan provided by the Commonwealth Government for partial or full payment of tuition fees for all Australian citizens studying a STHM postgraduate program. The Commonwealth Government will pay a student's tuition fees on his or her behalf and the debt is then transferred to the Australian Taxation Office for later payment through the taxation system when the student's income is above the nominated minimum threshold. Although no interest is charged for Postgraduate programs, the FEE-HELP debt is CPI indexed. For further information see 'Fees' detailed later in Part Two of this guide.

## Fee refunds

Withdrawing from units can have a serious impact on a student's academic record and financial liability after certain dates have passed in the study period. See 'Key Dates for 2012, detailed later in Part Two of this guide. International students studying in Australia must receive written approval from the SCU International Office before they may withdraw from a unit of study.

If a student withdraws from a unit before the start of the study period and they have not received their study materials package for the unit, the student will receive a full refund of the unit tuition fee.

If a student withdraws after the Census date has passed and before the last date to withdraw without failure, the student will not receive a refund, and the unit will show as a 'withdrawn' on their academic record.

If a student withdraws from a unit after the last date to withdraw without failure, the student will not receive a refund and a grade of 'fail' will appear on their academic transcript.

For further information please see 'Withdrawing from a course or unit' detailed later in Part Two of this guide.

## Register into classes

Students enrolled in any on-campus units (internal mode), should attend the scheduled on-campus classes for the activities listed in the class timetable.

Students studying any unit by distance education (external mode) do not need to attend classes or workshops.

To register for **on-campus classes** students should:

Check the class timetable. Go to the [timetables online search](#) facility.

Check SCU Webmail - students will receive an email via their SCU Webmail account to advise when registration will open.

Register into classes online using [My Enrolment](#). Select *My Classes* (or classes from the header line menu). A student's enrolled units will be displayed.

## Orientation

SCU recommends that students now visit the [Orientation](#) website.

## Other important information

### Study materials

Students must pay their unit tuition fees in full to receive their study materials, so it is wise to enrol in units no later than two weeks before the start of the study period. Remember, students can view invoice details online at My Enrolment ([www.scu.edu.au/myenrolment](http://www.scu.edu.au/myenrolment)) and print an invoice.

Study materials cannot be mailed to a post office box or to some remote locations. Instead, study material packages are delivered by courier to a street address. Via My Enrolment, each student must provide a suitable street address for courier delivery and should ensure that the package can be signed for on delivery. The inclusion of building and business names along with the floor or level can greatly assist courier delivery, especially in CBD areas.

Please contact the Student Liaison Officer (contact details appear at 'School contacts' later in Part One of this guide) where there are unusual or very specific instructions for delivery of study materials or where study packages are to be delivered without a receiving signature.

## How to speed things up

- Prepare a study plan and select units in advance.
- Be aware of the key dates associated with each study period.
- To enable students to access all of the resources they need to complete their studies successfully, Internet access is essential - without it, students will be disadvantaged.

Visit [My Enrolment](#) to enrol in chosen units and obtain the invoice details online from "My Finances". This will ensure that the study materials order is placed early and that the study materials will be dispatched and should arrive before the study period starts.

To avoid any delays in commencing study, if study materials do not arrive by courier before the start of the study period, please contact the Student Liaison Officer (refer to 'School Contacts' later in Part One of this guide) and access the unit 'Learning Site(s)' (located in MySCU) to download the **Unit Information Guide(s)** and **Study Guide(s)** for each unit in the study period. A unit 'Learning Site' is generated for every unit in which a student has enrolled. Students should visit the site(s) at least weekly to gain important communication from Lecturers and Unit Assessors and to interact with fellow students. More information about MySCU and unit 'Learning Sites' can be found in Part Two of this guide.

## MySCU Learning and Information Sites

General Information regarding MySCU access, 'Information Sites' and unit 'Learning Sites' is contained in Part Two of this guide under the 'MySCU' heading.

## Advanced standing – course specific requirements

General information regarding 'Advanced standing - recognition of prior work or study' is contained in Part Two of this guide. The following information is specific to the School of Tourism and Hospitality Management postgraduate courses.

### The basis of application

A student may apply for advanced standing towards any of the STHM postgraduate courses on the basis of previously completed postgraduate level studies, (normally completed in the last ten (10) year) which are relevant to the STHM course and the aims and objectives of the unit/s of study.

Advanced standing is **not** granted on the basis of professional level experience or expertise. However, students may opt to undertake a challenge examination in the relevant subject area as an alternative means to receiving advanced standing for a unit.

Advanced standing may only be granted for up to 50% of the SCU award (course).

### Application submission

Applications, together with supporting documents should be submitted in person, by post, fax or email to Southern Cross University, School of Tourism and Hospitality Management, Tweed Heads - Riverside, Student Liaison Officer (refer to 'School Contacts' later in Part One of this guide).

## Professional Recognition

All School of Tourism and Hospitality Management courses meet the standards of set by the [International Centre of Excellence in Tourism and Hospitality Education \(THE-ICE\)](#).

## Requirements for studying via Distance Education

Students studying externally via distance education or correspondence, are required to own (or have regular access to) a computer that has internet access and a CD-ROM drive with a current operating system.

### Online study using Collaborate

Blackboard Collaborate is a virtual classroom that facilitates the hosting of online presentations, lectures and tutorials and enables real-time audio and video-conferencing sessions to be conducted via the web between multiple participants in different geographical locations. Collaborate may be used throughout the study period to provide scheduled 'virtual classroom' sessions, to present a lecture or to facilitate tutorial style interactions between students and teaching staff. Other Collaborate sessions may be scheduled during the study period for training or to facilitate student presentations for assessment.

If this interactive communication tool is used for a unit in which a student is enrolled, the student will be notified of the time and date for scheduled session(s). Teaching staff may provide a link to join the scheduled session via email or through posting an announcement within the unit's MySCU 'Learning Site'. Alternatively, students may be directed to access the session from within their unit's MYSCU 'Learning Site'.

Students wishing to ask verbal questions during a session must have a microphone and headset. Otherwise, text messages may be used. To prepare for a session, first time users should check out the [Collaborate site](#), complete the online orientation

### Podcasts

A podcast is a digital media file (audio, video, pdf or enhanced podcast). Commonly used audio file formats are Ogg Vorbis and MP3. Podcasts may be played on a computer or portable device such as an MP3 player and enable students and lecturers to share information at anytime.

If podcasts are available for an enrolled unit a subscription link will be made available within the unit's MySCU 'Learning Site'. Further information about podcasting, including tutorials, is available from SCU's 'Teaching with Technology' site – [Podcasting](#). An external source of educational podcasts is **iTunes U**. Download information about How to use iTunes via Unit 'Learning Sites' for Podcasting from: [http://www.scu.edu.au/regionalfutures/download.php?doc\\_id=7534&site\\_id=232&file\\_ext=.pdf](http://www.scu.edu.au/regionalfutures/download.php?doc_id=7534&site_id=232&file_ext=.pdf)

## Early Exit

An early exit is where a student leaves the course that they are admitted to so that they may hold a lesser award. For example, if a student was enrolled in the Master of Business Administration in Hotel and Tourism Management, they may decide after partially completing a number of units that they do not want to continue and may apply to exit with one of the following awards:

8 units completed = GradDipBusAdminHotel&TourMgt.

4 units completed = GradCertBusAdminHotel&TourMgt.

To determine eligibility for a lesser award, check the Specific Award Rules in the Student Handbook which detail course requirements. Students will only be eligible to exit with the lesser award where they meet the requirements for that course.

To apply to exit early, please forward a written request to the Student Liaison Officer who will assess eligibility and if eligible will approve graduation with the lesser award.

# School Contacts

## Postgraduate Student Liaison

The Postgraduate Student Liaison Officer 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 course enquiries, including:

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

If the Student Liaison cannot assist, they will refer students to the relevant area or the appropriate staff member within the University.

Staff Name	Role	Contact Details	Location and Address Details
Jane McLennan	Student Liaison Officer Postgraduate Programs	Ph: 07 5506 9342 Fax: 07 5506 9301 Email: <a href="mailto:tourline@scu.edu.au">tourline@scu.edu.au</a>	Southern Cross University School of Tourism and Hospitality Management Postgraduate Courses  Tweed Heads – Riverside Level 3, Room: 3.22A Brett Street TWEED HEADS NSW 2485  Tweed Heads - Riverside Locked Mail Bag 4 COOLANGATTA QLD 4225

General operating hours are 9:00am – 5:00pm Monday to Friday (Eastern Standard Time). During day light savings the Tweed Heads - Riverside and Gold Coast - Beachside campuses operate on Queensland time (8:00am – 5:00pm).

## Academic Staff

Academic staff are available to discuss any questions or issues students may have regarding the specific unit or course content. **The Study Guide and unit 'Learning Site' list the academic staff members assigned a unit, as well as their contact details.**

**Course Co-ordinators** have the responsibility for the overall coordination, development, review and administration of a course. Initial enquiries should be directed to the Student Liaison Officer.

Staff Name	Role	Contact Details	Location
Peter Wynn-Moylan	Postgraduate Course Coordinator and Lecturer	Ph: 07 55 069346 Email: <a href="mailto:peter.wynn-moylan@scu.edu.au">peter.wynn-moylan@scu.edu.au</a>	Physical location: Tweed Heads - Riverside Level 3, Room: 3.30 Brett Street TWEED HEADS NSW 2485

**Unit Assessors** have responsibility for the overall coordination, development, review and administration of a unit, providing guidance and assistance related to the unit's content, extension requests and grade allocation.

**Lecturers and Tutors** have responsibility for conducting lectures and tutorials/workshops and for contacting students at the start of the study period students, usually via their SCU email address and/or MySCU Unit Learning Site(s) notices.

Staff Name	Role	Contact Details	Location
Tony Brown	Lecturer	Email: <a href="mailto:tony.brown@scu.edu.au">tony.brown@scu.edu.au</a>	Tweed Heads - Riverside
Ron Dowell	Lecturer	Email: <a href="mailto:ron.dowell@scu.edu.au">ron.dowell@scu.edu.au</a>	Tweed Heads – Riverside and Lismore
Roberta Querin	Lecturer	Email: <a href="mailto:roberta.querin@scu.edu.au">roberta.querin@scu.edu.au</a>	Lismore
Michelle Whitford	Lecturer	Email: <a href="mailto:michelle.whitford@scu.edu.au">michelle.whitford@scu.edu.au</a>	Gold Coast - Beachside
Mieke Witsel	Lecturer	Email: <a href="mailto:mieke.witsel@scu.edu.au">mieke.witsel@scu.edu.au</a>	Lismore

## Other Important School Contacts

Staff Name	Role	Contact Details	Location
Sandra Speedy	Acting Head of School	Ph: 02 6620 3212 Email: <a href="mailto:sandra.speedy@scu.edu.au">sandra.speedy@scu.edu.au</a>	Lismore

Find out more about the School of Tourism & Hospitality Management at: <http://www.scu.edu.au/tourism>

# 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

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](http://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 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 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.goingtouni.gov.au](http://www.goingtouni.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.

### 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](mailto: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](http://www.goingtouni.gov.au)

To contact Student Services:

Phone: 1800 626 481

Email: [enrol@scu.edu.au](mailto: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 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 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.

## 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
- redeem themselves from exclusion by enrolling in a Session 3 unit or units and achieving a GPA of 4 or above. (Not applicable to International Students studying in Australia).

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 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 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 both the International Office and the relevant School 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 in the *fast track* mode are required to enrol in four (4) units per study period. Students not undertaking the fast track path are required to enrol in three (3) units per study period. Where the *fast track* study mode is being undertaken it will be stated in the student's offer letter and Confirmation of Enrolment (CoE).

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/AEI](http://www.aei.gov.au/AEI)

To contact Southern Cross University's International Office:

Phone: +61 2 6620 3876  
 Email: [intoff@scu.edu.au](mailto: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](mailto: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 (4<sup>th</sup> 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](mailto: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

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 [Key Dates](#) published at the end of this guide.

### 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: [enrol@scu.edu.au](mailto: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](mailto: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/](http://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.

For more information about cross-institutional study please contact Student Services:

Phone: 1800 626 481  
Email: [stadmin@scu.edu.au](mailto:stadmin@scu.edu.au)

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

Phone: +61 2 6620 3876  
Email: [intoff@scu.edu.au](mailto: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 School or College Student Liaison or Support Team
- a Student Services Enrolment Officer:

Phone: 1800 626 481

Email: [enrol@scu.edu.au](mailto: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

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) and 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 Collaborate (formerly Elluminate) with live audio, video, text chat and shared, interactive content (e.g. PowerPoint presentations, Excel spreadsheets).

Collaborate is used in many SCU units (both on-campus and external units). To use audio in Collaborate live sessions, students are advised to use a headset with a microphone. Students are encouraged to find out more by clicking the Collaborate Live! Help button within the Learning Site, or go to the [Collaborate site](#).

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](mailto: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](mailto:helpdesk@scu.edu.au)

## 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 your first login – you can change your password by accessing the following link:

<http://study.scu.edu.au/it/index.php/2/>

or by navigating to the 'Computing & IT' section of your MySCU welcome page.

**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](http://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](http://www.coop-bookshop.com.au)  
 Phone: +61 2 6621 4484  
 Fax: +61 2 6622 2960  
 Email: [lismore@coop-bookshop.com.au](mailto:lismore@coop-bookshop.com.au)

### Coffs Harbour campus

Online: [www.coop-bookshop.com.au](http://www.coop-bookshop.com.au)  
 Phone: +61 2 6659 3225  
 Fax: +61 2 6659 3226  
 Email: [coffs@coop-bookshop.com.au](mailto:coffs@coop-bookshop.com.au)

### Beachside campus

Online: [www.coop-bookshop.com.au](http://www.coop-bookshop.com.au)  
 Phone: +61 7 5599 4191  
 Fax: +617 5599 4568  
 Email: [scubeachside@coop-bookshop.com.au](mailto:scubeachside@coop-bookshop.com.au)

For further information visit the website: [www.coop-bookshop.com.au](http://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 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.

### 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.

### 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](http://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 5506 9200
Email:	<a href="mailto:counselling@scu.edu.au">counselling@scu.edu.au</a>
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
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## 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 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:	<a href="mailto:libdesk@scu.edu.au">libdesk@scu.edu.au</a>

#### Coffs Harbour campus (located in Block E1)

Phone:	+61 2 6659 3232
Fax:	+61 2 6659 3234
Email:	<a href="mailto:coffslibrary@scu.edu.au">coffslibrary@scu.edu.au</a>

**Gold Coast, Tweed campuses (located at Gold Coast Campus)**

Phone: +61 7 5589 3100  
 Fax: +61 7 5589 3702  
 Email: [goldcoastlibrary@scu.edu.au](mailto: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)
- form a small group and email [academicskills@scu.edu.au](mailto: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/](http://www.scu.edu.au/academicskills/)  
 Email: [academicskills@scu.edu.au](mailto:academicskills@scu.edu.au) (domestic and international students)  
[intoff@scu.edu.au](mailto:intoff@scu.edu.au) (international 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 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](http://study.scu.edu.au)) or SCU Connect ([scu.edu.au/scuconnect](http://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](http://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 Heads and Gold Coast campuses students	Coffs Harbour campus students
Phone: +61 2 6620 3698 Email: <a href="mailto:helpdesk@scu.edu.au">helpdesk@scu.edu.au</a>	Phone: +61 2 6659 3080 Email: <a href="mailto:chec.helpdesk@scu.edu.au">chec.helpdesk@scu.edu.au</a> Website: <a href="http://checit.scu.edu.au">checit.scu.edu.au</a>

## 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 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](mailto: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, 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. 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 satisfactory 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](#) 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. 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 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 your first login – you can change your password by accessing the following link:*

<http://study.scu.edu.au/it/index.php/2/>

*or by navigating to the 'Computing & IT' section of your MySCU welcome page.*

## 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 2012

	Session 1 2012	Trimester A 2012
Orientation and transition starts	Wednesday 15 February	
Studies commence	Monday 20 February	Monday 16 January
Beat The Stress Week (showcasing Support Services)	Monday 5 March – Friday 9 March	
Last date to enrol online	Monday 5 March	Monday 30 January
Census date	Check your census date in <a href="#">My Enrolment</a>	Check your census date in <a href="#">My Enrolment</a>
Study break	Monday 2 April – Friday 6 April	
Study break	Monday 21 May – Wednesday 23 May	
Last withdrawal without fail	Saturday 28 April	Friday 24 February
Exam period	Thursday 24 May – Saturday 2 June	Monday 16 April – Friday 27 April
Grade publication	Saturday 16 June	Monday 7 May
Inter-session or inter-trimester break	Monday 4 June – Friday 15 June	Monday 30 April – Friday 4 May
	Session 2 2012	Trimester B 2012
Orientation and transition starts	Wednesday 13 June	
Studies commence	Monday 18 June	Monday 7 May
Beat The Stress Week (showcasing Support Services)	Monday 2 July – Friday 6 July	
Last date to enrol online	Monday 2 July	Monday 21 May
Census date	Check your census date in <a href="#">My Enrolment</a>	Check your census date in <a href="#">My Enrolment</a>
Last withdrawal without fail	Saturday 25 August	Saturday 14 July
Study break	Monday 30 July – Friday 3 August	
Study break	Monday 17 September – Wednesday 19 September	
Exam period	Thursday 20 September – Saturday 29 September	Monday 6 August – Friday 17 August
Grade publication	Saturday 13 October	Monday 27 August
Inter-session or inter-trimester break	Monday 1 October – Friday 12 October	Monday 20 August – Friday 24 August

	Session 3 2012–2013	Trimester C 2012
Orientation and transition starts	Wednesday 10 October	
Studies commence	Monday 15 October	Monday 27 August
Beat The Stress Week (showcasing Support Services)	Monday 29 October – Friday 2 November	
Last date to enrol online	Monday 29 October	Monday 10 September
Census date	Check your census date in <a href="#">My Enrolment</a>	Check your census date in <a href="#">My Enrolment</a>
Last withdrawal without fail	Saturday 22 December	Saturday 3 November
Study break	Monday 17 December – Friday 21 December	
Recess	Monday 24 December – Monday 31 December	
Study break	Monday 21 January – Wednesday 23 January	
Exam period	Thursday 24 January – Saturday 2 February	Monday 26 November – Friday 7 December
Grade publication	Monday 11 February	Monday 7 January 2013

The SCU **2012 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 *2012 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.

[2012 Session and Trimester Teaching Dates Calendar](#)

For further enquires please telephone 1800 626 481.

# Useful University websites

## Getting started

Getting Started Website	<a href="http://www.scu.edu.au/gettingstarted">www.scu.edu.au/gettingstarted</a>
Academic Skills Development Unit	<a href="http://www.scu.edu.au/academicskills">www.scu.edu.au/academicskills</a>
Accommodation	<a href="http://www.scu.edu.au/accommodation">www.scu.edu.au/accommodation</a>
Campus maps	<a href="http://www.scu.edu.au/about/maps">www.scu.edu.au/about/maps</a>
Key dates	<a href="http://www.scu.edu.au/services/student-services">www.scu.edu.au/services/student-services</a>
Change your password	<a href="http://www.scu.edu.au/changepassword">www.scu.edu.au/changepassword</a>
eReadings	<a href="http://www.scu.edu.au/library">www.scu.edu.au/library</a>
Fees and financial assistance information	<a href="http://www.scu.edu.au/fees">www.scu.edu.au/fees</a>
Fees and financial assistance – document downloads	<a href="http://www.scu.edu.au/students/fees/index.php/dds">www.scu.edu.au/students/fees/index.php/dds</a>
First year student support	<a href="http://www.scu.edu.au/students/firstyear">www.scu.edu.au/students/firstyear</a>
Future students – document downloads	<a href="http://www.scu.edu.au/students/prospective/index.php/dds">http://www.scu.edu.au/students/prospective/index.php/dds</a>
International students – unit withdrawal impacts	<a href="http://www.scu.edu.au/students/fees/index.php/14/">www.scu.edu.au/students/fees/index.php/14/</a>
International onshore students – document downloads	<a href="http://www.scu.edu.au/international/office/index.php/dds">www.scu.edu.au/international/office/index.php/dds</a>
Library	<a href="http://www.scu.edu.au/library">www.scu.edu.au/library</a>
My Enrolment	<a href="http://www.scu.edu.au/myenrolment">www.scu.edu.au/myenrolment</a>
MySCU	<a href="http://study.scu.edu.au">http://study.scu.edu.au</a>
Orientation and transition	<a href="http://www.scu.edu.au/orientation">www.scu.edu.au/orientation</a>
Policy and information – Academic Standings and Appeals	<a href="http://www.scu.edu.au/governance/academicboard">www.scu.edu.au/governance/academicboard</a>
Principal teaching dates	<a href="http://www.scu.edu.au/about/dates">www.scu.edu.au/about/dates</a>
RapidPrint	<a href="http://rapidprint.scu.edu.au">http://rapidprint.scu.edu.au</a>
Schedule of units	<a href="http://www.scu.edu.au/scheduleofunits">www.scu.edu.au/scheduleofunits</a>
SCU Connect	<a href="http://www.scu.edu.au/scuconnect">www.scu.edu.au/scuconnect</a>
Student associations	<a href="http://www.scu.edu.au/studentassociations">www.scu.edu.au/studentassociations</a>
Student Mentoring Program	<a href="http://www.scu.edu.au/equity/index.php/3/">www.scu.edu.au/equity/index.php/3/</a>
Student Handbook	<a href="http://www.scu.edu.au/handbook">www.scu.edu.au/handbook</a>
Student life [OASIS]	<a href="http://www.scu.edu.au/studentlife">www.scu.edu.au/studentlife</a>
Student Services	<a href="http://www.scu.edu.au/student-services">www.scu.edu.au/student-services</a>
Student Support Services	<a href="http://www.scu.edu.au/student-support-services">www.scu.edu.au/student-support-services</a>
Test your browser	<a href="http://www.scu.edu.au/help/browser">www.scu.edu.au/help/browser</a>
Textbooks	<a href="http://www.coop-bookshop.com.au">www.coop-bookshop.com.au</a>
Timetables	<a href="http://www.scu.edu.au/timetables">www.scu.edu.au/timetables</a>
Turnitin	<a href="http://study.scu.edu.au/turnitin">http://study.scu.edu.au/turnitin</a>
Webmail	<a href="http://webmail.scu.edu.au">http://webmail.scu.edu.au</a>

## About the University

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About the University	<a href="http://www.scu.edu.au/about">www.scu.edu.au/about</a>
General contact details	<a href="http://www.scu.edu.au/contact">www.scu.edu.au/contact</a>
International Office	<a href="http://www.scu.edu.au/international">www.scu.edu.au/international</a>
Virtual tour	<a href="http://www.scu.edu.au/virtualtour">www.scu.edu.au/virtualtour</a>

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## Schools and Colleges

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Arts and Social Sciences	<a href="http://www.scu.edu.au/sass">www.scu.edu.au/sass</a>
Education	<a href="http://www.scu.edu.au/education">www.scu.edu.au/education</a>
Environmental Science and Management	<a href="http://www.scu.edu.au/enviroscience">www.scu.edu.au/enviroscience</a>
Gnibi – College of Indigenous Australian Peoples	<a href="http://www.scu.edu.au/gnibi">www.scu.edu.au/gnibi</a>
Health and Human Sciences	<a href="http://www.scu.edu.au/healthscience">www.scu.edu.au/healthscience</a>
Law and Justice	<a href="http://www.scu.edu.au/law">www.scu.edu.au/law</a>
Southern Cross Business School	<a href="http://www.scu.edu.au/business-school">www.scu.edu.au/business-school</a>
Tourism and Hospitality Management	<a href="http://www.scu.edu.au/tourism">www.scu.edu.au/tourism</a>
The Hotel School Sydney	<a href="http://www.hotelschool.scu.edu.au">www.hotelschool.scu.edu.au</a>

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# Southern Cross University Orientation Program



## GET STARTED @ SCU

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.

Student Services and the SCU student associations also offer a variety of social, sporting and cultural programs.

Start by going to: [www.scu.edu.au/orientation](http://www.scu.edu.au/orientation)  
and get all your orientation information  
– we welcome you  
to SCU!



[www.scu.edu.au/orientation](http://www.scu.edu.au/orientation)