Southern Cross University

School of Tourism & Hospitality Management

2012 Course Enrolment Guide

School of Tourism & Hospitality Management

The Le Cordon Bleu Master of Gastronomic Tourism

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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

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.

Part One

Course and Enrolment Information

Course Overview

The Le Cordon Bleu Master of Gastronomic Tourism (MGT) has been developed by Southern Cross University and Le Cordon Bleu, a leading international provider of culinary, hospitality management and gastronomy education. The MGT is designed for those with a passion for gastronomy and tourism, but uniquely, it combines an academic approach to understanding food and drink within historical, cultural, and contemporary contexts, integrated with tourism business management applications. The course maximises graduates' capacity to use the latest theoretical and cultural understanding of food and drink in context and in the practical pursuit of commercial objectives in business enterprises.

2012 Course Rules

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

Level of Award	Postgraduate Degree
Academic Organisational Unit	School of Tourism and Hospitality Management
Campus	Distance Education
Course Mode	Online
Duration	Up to 6 years
Total Units	Up to 12

Specific Award Rules

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

4.2 Requirements for an Award

a. To be eligible for the award of Le Cordon Bleu Master of Gastronomic Tourism 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) units from Part B of the Schedule of Units attached to these Rules.

b. To be eligible for the award of Le Cordon Bleu Graduate Diploma in Gastronomic Tourism a candidate shall suc-cessfully complete not less than eight (8) units comprising:
   i. all units listed in Part A of the Schedule of Units attached to these Rules; and
   ii. two units (2) from Part B of the Schedule of units attached to these Rules.

c. To be eligible for the award of Le Cordon Bleu Graduate Certificate in Gastronomic Tourism a candidate shall suc-cessfully complete four (4) units from Part A of the Schedule of Units attached to these Rules.

d. A candidate who while enrolled for the Le Cordon Bleu Master of Gastronomic Tourism has completed the re-quirements of the Le Cordon Bleu Graduate Diploma in Gastronomic Tourism may elect to be awarded the Graduate Diploma following withdrawal from candidature for the Master's award.

e. A candidate who while enrolled for the Le Cordon Bleu Master of Gastronomic Tourism has completed the re-quirements of the Le Cordon Bleu Graduate Certificate in Gastronomic Tourism may elect to be awarded the Graduate Certificate following withdrawal from candidature for the Master's award.

f. A candidate who while enrolled for the Le Cordon Bleu Graduate Diploma in Gastronomic Tourism has completed the requirements of the Le Cordon Bleu Graduate Certificate in Gastronomic Tourism may elect to be awarded the Graduate Certificate following withdrawal from candidature for the Graduate Diploma award.

Course structure and unit availability

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

- the unit code
- the unit availability (eg: online)
- any pre-requisite conditions of study and enrolment restrictions.

Choose units to study

Students should use the following sections of this guide to:

- make a decision regarding the units they wish to study in each study period for 2012
- determine where those units fit into the course structure
- check the availability and requisite information of each unit using the SCU Postgraduate Schedule of Units (SOU) prior to enrolling as availabilities are updated regularly

The course structure has compulsory core units (Part A) and electives (Part B) to choose from as follows:

Part A A student must successfully complete all 6 Part A units			2012		
			A	B	C
Part A - Core Units	MNG00273	Events Planning and Management			✓
	SOC03418	Food and Drink in Contemporary Society		✓	
	MNG03419	Gastronomic Tourism		✓	
	COM03420	Gastronomy and Communication			✓
	MKT01907	Tourism and Hospitality Management			
	MNG03218	Strategic Information Systems			

Part B A student must successfully complete 6 Part B units			2012		
			A	B	C
Part B - Elective Units	HOS03423	HOS03423			
	MNG00737	Entrepreneurship			
	MNG03358	Event Design Principles			
	HOS03421				
	COM03422	Food and Wine Technology			
	MNG03424	Food and Wine Writing			
	MKT00905	Independent Study in Gastronomic Tourism *			

NOTE: This information is a guide only. Students should refer to the SCU Postgraduate Schedule of Units (SOU) to confirm unit availability. Units are offered subject to sufficient enrolments.

Units may be taught by other Schools

The Tourism and Hospitality Management's Le Cordon Bleu Master of Gastronomic Tourism contain units, which are taught by the School of Tourism and Hospitality Management (STHM) and Southern Cross Business School (SCBS).

Mode of study

The Postgraduate Program Le Cordon Bleu Master of Gastronomic Tourism is only offered online. There is no re-quirement to attend a campus and there are no residential schools. Access to a reliable internet connection is necessary. Course information, discussion forums and contact with your tutor is all done online so you must be prepared to go online regularly. The freedom and flexibility of being available online means that the course can be studied from anywhere in the world. Assessment is by assignment only unless you are doing an elective from another school (such as those recommended). You should check assessment requirements prior to enrolling. Please note that if an elective unit requires you to sit an examination and you are located outside Australia there will be a charge of $AUD200.

Unit descriptions

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.

SOC03418 - Food and Drink in Contemporary Society

Encourages students to apply basic gastronomic principles in a contemporary context. The unit focuses on modernisation and change leading into the twenty first century and looks at how changes to the way people eat and drink has been effected. Students will be encouraged to reflect on and analyse their own experiences and observations from a historical perspective.

MNG03419 - Gastronomic Tourism

Explores the intersection between food, gastronomy and tourism, drawing on local, regional and global examples. The role of both the producer and the consumer in the gastronomic tourism industry is also discussed.

COM03420 - Gastronomy and Communication

Strengthens students' understanding of how "food" in a symbolic sense is used to communicate ideas, values, points of view, tastes, and opinions. It is designed to encourage students to express ideas, opinions and evaluations relating to food and drink, with particular emphasis on writing in a professional context. Food and drink as a means of communication will be explored through literature, art, film and television.

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 if management in organisations.

HOS03417 - Principles of Gastronomy

Introduces students to the philosophical and methodological principles related to gastronomy as an academic discipline. The unit demonstrates the philosophical principles of gastronomy in the historical context and uses a range of approaches to understand complex issues related to food and drink culture. The primary aim is to develop the critical and analytical skills required to understand a range of issues concerning food and drink culture(s) in historical and contemporary contexts.

HOS03423 - Aesthetics of Food and Wine

Introduces students to the concept of aesthetics in relation to the education of the senses, encompassing historical, cultural and gastronomic contexts and how specific tastes are culturally constructed. The unit familiarises students to all aspects of aesthetic experience as it pertains to food and drink. The unit fosters an appreciation of, and the ability to critically examine, the historical and cultural importance of aesthetic experiences.

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.

MNG03424 - Independent Study in Gastronomic Tourism

Provides students with an opportunity to conduct their own research project on a topic of interest to them. Students write a major piece of work in the form of a case study, literature review or essay under the guidance of the unit assessor.

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.

HOS03421 - Food and Wine Technology

Introduces students to the subject of food and wine technology. The unit develops students' understanding of the historical development and contemporary role of science and technology, governments and consumer preferences in relation to food production, quality, preservation

and distribution. The tensions between sustainable food systems and economic realities are explored.

MNG00737 – Entrepreneurship

Introduces students to the concepts of entrepreneurship and entrepreneurial behaviour. Aims to define entrepreneurship, identify characteristics of entrepreneurs, debate the training and development of entrepreneurs, and illustrate the application of entrepreneurship to public and private sector operations. Several entrepreneurship theories and their applications will also be examined.

COM03422 - Food and Wine Writing

Facilitates development of students' knowledge and practice of various genres of food and wine writing and promotes awareness of the professional context of this writing. A range of writing techniques and forms will be critically examined with view to enhancing students' own practice. Emphasis will also be placed on the practice of writing for publication.

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.

Other important information

Study load

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.

The Le Cordon Bleu Master of Gastronomic Tourism is a part time course.

Students can elect to study one or two units in each of the three study periods (Trimesters A, B and C). Students who are unsure of their available study time should initially opt to study one unit. For the average student, each single-weighted unit requires a time commitment

of approximately 150 learning hours (15 hours per week) per study period involving: online discussions; research; assignment preparation, writing and referencing; examination preparation and participation in Collaborate sessions.

Candidature period guide

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

A 12 unit award has a candidature period of not more than 5 years - Masters

An 8 unit award has a candidature period of not more than 3 years - Graduate Diploma

A 4 unit award has a candidature period of not more than 2 years - Graduate Certificate

Information for online students

If you have accepted your offer and enrolled in unit/s and NOT received your text and CD by the end of Week 1 of the trimester please contact the Student Liaison Officer at tourline@scu.edu.au or 07 5506 9342.

Please include your Student ID, full name, unit code and current postal address. Also ensure that the subject heading is Online Studies Course Materials.

Once you enrol in a unit/s this will give you access to that unit's learning site, one week prior to the start of trimester, through MySCU. Here you will find valuable information about the unit, your tutor, discussion forums and all the in-formation required for each unit.

SCU email account

Every student admitted to a course at Southern Cross University is issued with an SCU student email account. You should check this at least weekly. You are also able to forward it to your everyday email account.

Textbooks

As a student in this postgraduate program you are NOT required to purchase textbooks. These will be sent to you free of charge for units with a prescribed text book.

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.

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.

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.

Assignments

All assignments are submitted online. Instructions on how to do this will be placed on the unit site for the specific unit (on MySCU). There are generally no examinations for units UNLESS you choose an elective unit where an exam may be part of the assessment. Please check this and determine whether you are able to sit an examination at your location.

School Contacts

Student Liaison Officer

The 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 enquiries students may have regarding their course. If the Student Liaison Officer does not have the answer to a question, they will be able to refer students to the relevant area within the University or to the appropriate staff member.

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

- enrolment advice and assistance
- course structure and planning
- special consideration
- general course administration.

Student Liaison Staff Location

Location: The Student Liaison Officer for this course is based at the Tweed Gold Coast Campus.

Hours: 9.00 am – 4.00 pm Monday to Friday.

Staff Name	Role	Contact Details
Jane McLennan	Student Liaison Officer Postgraduate Programs	Ph: 07 5506 9534 Email: tourline@scu.edu.au

Emailing your enquiries

Please note: Students should email tourline@scu.edu.au with any postgraduate course specific enquiries. Students should include their name and student identification number in the email.

We welcome feedback from students if our service does not meet their expectations. Similarly, if our service exceeds expectations, we would love to hear about that also!

Course Co-ordinators

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

Staff Name	Role	Contact Details
Maree Walo	Course Coordinator	Ph: 07 55 069346 Email: maree.walo@scu.edu.au

Academic Staff

Academic Staff are available to discuss any questions or issues students may have regarding 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.

Unit Assessors

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

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.

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

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. 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

Remission of Student Contribution Amounts

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

More information

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

To contact Student Services:

Phone: 1800 626 481

Email: enrol@scu.edu.au

Other related costs

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

For further information see Administrative Charges in the Student Handbook.

Income support and the Three-Session Teaching Calendar

The 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

To contact Southern Cross University's International Office:

Phone: +61 2 6620 3876

Email: intoff@scu.edu.au

Census dates

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

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

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

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

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

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

Commonwealth Assistance Notices (CAN)

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

More information

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

Final date to enrol in unit/s

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

Deferring studies

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

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

Deferment will incur a non-refundable $100 fee.

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

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

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

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

Advanced standing – recognition of prior work or study

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

International on-shore students

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

Phone: +61 2 6620 3876

Email: intoff@scu.edu.au

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

Cross-institutional studies

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

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

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

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

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

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

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

Phone: 1800 626 481

Email: stuadmin@scu.edu.au

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

Phone: +61 2 6620 3876

Email: intoff@scu.edu.au

Course transfer

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

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 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

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 and are also contained in your Unit Information Guide for each unit.

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

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

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

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

The University Co-op Bookshop contact details are:

Lismore campus

Online:	www.coop-bookshop.com.au
Phone:	+61 2 6621 4484
Fax:	+61 2 6622 2960
Email:	lismore@coop-bookshop.com.au

Coffs Harbour campus

Online:	www.coop-bookshop.com.au
Phone:	+61 2 6659 3225
Fax:	+61 2 6659 3226
Email:	coffs@coop-bookshop.com.au

Beachside campus

Online:	www.coop-bookshop.com.au
Phone:	+61 7 5599 4191
Fax:	+617 5599 4568
Email:	scubeachside@coop-bookshop.com.au

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

Study materials and Books of Readings

Distance education (university-wide/external) students

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

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

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

Delays in receiving study materials may be experienced if you enrol (or vary your enrolment) only a few weeks before the study period commencement date. If study materials are not received 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

The contact details for Student Health and Support Services are:

Counselling

Lismore & Distance Education students:	+61 2 6620 3943
Coffs Harbour:	+61 2 6659 3263
Gold Coast and Tweed Heads:	+61 7 5506 9200
Email:	counselling@scu.edu.au
After Hours:	1300 369 968 (Mental Health Access Line)

Medical

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

Disability Support

Lismore, Tweed, Gold Coast & Distance Ed:	+61 2 6620 3943
Coffs Harbour:	+61 2 6659 3263

Chaplaincy

Lismore:	+61 2 6620 3943
Coffs Harbour (Anglican):	+61 2 6659 3263
Coffs Harbour (Roman Catholic):	+61 2 6652 3222
Gold Coast and Tweed Heads:	+61 2 6620 3943

Student Mentoring

All enquiries:	+61 2 6620 3422

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:	libdesk@scu.edu.au

Coffs Harbour campus (located in Block E1)

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

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

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

Academic Skills Development Unit

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

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

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

Students can:

- explore the ASDU website for information on:
  - Academic skills
  - Numeracy resources
  - Workshops (both online and face-to-face)
  - Drop in sessions (both online and face-to-face)
- form a small group and email academicskills@scu.edu.au to organise a group session on a particular topic

Academic Skills Development Unit contact details are:

Website: www.scu.edu.au/academicskills/
Email: academicskills@scu.edu.au (domestic and international students)
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) or SCU Connect (scu.edu.au/scuconnect). SCU Connect is the online point of contact for accessing information on all ITS services and resources. Additionally, general information relating to IT services and facilities can be found at scu.edu.au/it.

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

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

Freecall: 1800 111 890

Or directly:

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

Early engagement and intervention support

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

Early engagement and intervention support includes:

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

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

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 satistactory course progress requirements or have been excluded are advised they must contact the International Student Advisor at their campus.

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

About the University

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

Schools and Colleges

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

Southern Cross University Orientation Program

GET STARTED @ SCU

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

Southern Cross University

www.scu.edu.au/orientation

SCU3646

CRICOS Provider Nos: NSW 01241G, WA 02621K, QLD 03135E