

# 2013 Course Enrolment Guide

## School of Tourism & Hospitality Management

Postgraduate Courses

The School of Tourism and Hospitality Management  
PO Box 157, Lismore, NSW, 2480  
Phone: 02 66203920  
Freecall: 1800 626 481 (Student Services) OR 1800 111 890 (Distance Education)  
Fax: 02 6626 9155  
Email: [tourline@scu.edu.au](mailto:tourline@scu.edu.au)  
Web: [www.scu.edu.au/schools/tourism](http://www.scu.edu.au/schools/tourism)

Published October 2012

# Welcome

A very warm welcome from 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 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 Elizabeth Roberts**  
**Head of School**



# Contents

<b>How to use this guide</b> .....	v
<b>Part One: Course and Enrolment Information</b> .....	1.1
Abbreviations used in this guide.....	1.1
Study mode and location.....	1.2
Study load.....	1.2
Requirements for studying via Distance Education.....	1.3
MySCU Learning and Information Sites.....	1.3
Course overviews.....	1.4
2013 Course rules.....	1.4
Enrol in units using My Enrolment.....	1.4
Choose units to study.....	1.5
Which units?.....	1.5
Schedule of Units.....	1.5
Master of Business Administration in Hotel and Tourism Management.....	1.6
Specific Award Rules.....	1.6
MBA-HTM Course schedule.....	1.7
MBA-HTM recommended study plan.....	1.8
Master of Convention and Event Management.....	1.9
MC&EM Course schedule.....	1.10
MC&EM recommended study plan.....	1.11
Master of International Tourism and Hotel Management.....	1.12
MITHM Course schedules.....	1.13
MITHM Coursework stream.....	1.13
Research stream.....	1.14
Unit descriptions.....	1.16
STHM unit descriptions.....	1.16
SCBS unit descriptions.....	1.18
Unit availability.....	1.20
Requisites.....	1.20
Pay unit fees.....	1.20
Text book dispatch.....	1.20
FEE-HELP loan.....	1.21
Early exit.....	1.21
Fee refunds.....	1.21
Advanced standing – course specific requirements.....	1.21

Professional recognition .....	1.22
Orientation .....	1.22
School Contacts .....	1.23
<b>Part Two: Administrative and General Information .....</b>	<b>2.1</b>
Fees .....	2.1
Other related costs .....	2.3
Income support and the Three-Session Teaching Calendar .....	2.3
Advantages of studying in Session 3 .....	2.4
Study load for International onshore students .....	2.4
Census dates .....	2.5
Commonwealth Assistance Notices (CAN) .....	2.5
Final date to enrol in unit/s .....	2.6
Deferring studies .....	2.6
Advanced standing – recognition of prior work or study .....	2.6
Class timetabling .....	2.8
Class registration .....	2.8
Leave of absence .....	2.9
Variation to enrolment .....	2.9
Withdrawing from a course or unit .....	2.9
Cross-institutional studies .....	2.10
Course transfer .....	2.11
Further information about enrolment issues .....	2.11
MySCU .....	2.11
Textbooks .....	2.13
Study materials and Books of Readings .....	2.14
Turnitin .....	2.15
Orientation and transition .....	2.15
Beat The Stress Week .....	2.15
Student Health and Support Services .....	2.15
Indigenous Australian Student Support .....	2.16
University Library .....	2.16
Academic Skills Development .....	2.17
Services for distance education students .....	2.17
Information technology support .....	2.17
Early engagement and intervention support .....	2.18
Examinations .....	2.18
Special consideration/special examination .....	2.19
Grades and academic standing .....	2.20
Staying in touch with SCU .....	2.20

Complaints @ SCU.....	2.21
General information.....	2.22
Key dates for 2013.....	2.22
Useful University websites .....	2.23
Getting started .....	2.23
About the University.....	2.24
Schools and Colleges.....	2.24
Southern Cross University Orientation Program.....	2.25

# How to use this guide

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

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

## What to do next

1. Visit the [Getting Started](#) website. This site contains the steps needed to:
  - gain access to [My Enrolment](#)
  - check student details
  - accept an offer
  - choose a payment option
  - gain access to [MySCU](#) and [SCU webmail](#).
2. **Print or download this Course Enrolment Guide** and retain it for reference throughout the duration of the course.
3. Choose units to study using the course structure and unit information provided in this Course Enrolment Guide. Remember to:
  - read this guide carefully as it will recommend units for enrolment in each study period
  - choose units for each Session or Trimester within the academic year and understand where those units fit into the course structure
  - consider using Session 3 (an optional study period) to spread study load, dedicate time to studying units that might need a concentrated effort, or fast track and complete studies earlier.
4. Enrol in units for the **whole year** using [My Enrolment](#).  
Enrolment for 2013 opens on 2 October 2012. Students will receive a notification advising that enrolment is open in their SCU Webmail account. Look out for this email and enrol early.  
SCU requires students to plan their studies in advance and enrol in units for the full academic year. Students self manage their enrolment online in My Enrolment and can change enrolled units, add more units or withdraw from units up until the start of each study period.
5. Check the census date for each unit using [My Enrolment](#).  
Each unit of study (subject) has a census date that is the day upon which a student's enrolment for unit(s) in the study period becomes final. After the census date a student cannot enrol or withdraw from units without financial and/or academic liability.  
Census dates can be found in *My Enrolment* under *Study Plans* then *Current Enrolment Including Census Date*.
6. Access the School Student Centre and Unit Learning Site(s) in [MySCU](#).  
A Unit Learning Site is generated for every unit in which a student has an official enrolment.

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

7. Check the [Class Timetable](#).  
Internal students will need to check the class timetable to find out when classes have been scheduled for the activities that have been planned for the on-campus units in which they are enrolled.
8. Register for on-campus classes online through [My Enrolment](#):
  - Students who enrol in any on-campus units (internal mode), should attend the scheduled on campus classes for the activities listed in the class timetable.
  - Session students must check the [class timetable](#) to see whether they need to register into any classes. Classes fill up quickly so register early. Students will receive an email in their SCU Webmail account to advise when registration will open.
  - Trimester students do not register into classes as there is usually only one class to attend.
  - Distance education (university-wide; external mode) and online students do not need to attend classes and will find all the information to start studying in their Unit Learning Site(s).
9. Once students are admitted to their course, enrolled in units and registered into classes, they are ready to start studying. SCU recommends students now visit the [Orientation](#) website to find out about scheduled activities, sporting facilities, mentors, counselling services and lots more.

### Need assistance?

For assistance with My Enrolment refer to:

- the [Demonstration Guides](#) located on the Student Enrolment and Support Services site; or
- contact Student Services on 1800 626 481; or
- email [enrol@scu.edu.au](mailto:enrol@scu.edu.au)

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

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

### [Important notice](#)

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

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

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



## Course and Enrolment Information

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

Students should follow the course progression recommended in this guide. Note that core units are compulsory. If advanced standing has been granted, it may alter the order of progression through the course.

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

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

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

### Abbreviations used in this guide

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

## Study mode and location

The mode of study (internal, external and online) relates to the unit and not the student. As such, students can study a combination of modes in any study period. This is useful where timetable clashes, work commitments or personal changes occur. Once the study period has commenced a student should not alter the mode of study. Students should be careful to select the correct study mode and location via the SOU.

In the SOU, students studying by distance are 'external mode' and will use the location called 'University Wide'. Students studying on-campus are 'internal mode' and will use the location of their campus, for example Beachside.

### International students studying in Australia

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

## Study load

A student's study load can be either full-time or part-time and is not related or dependent on the study mode, however, the study load does have 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.

International onshore students generally committed to full-time study. for further information see 'Study load International onshore students' in Part Two of this guide.

Each single weighted unit requires an average time commitment of up to 150 learning hours or 10-12 hours per week. This is a general guide only.

### Full-time study

A typical full-time study load would consist of three to four units per study period. This is a commitment of 30 to 46 hours per week. Students who are unsure of their available study time should initially opt to study part time.

### Part-time study

A typical part - time study load would consist of one or two units per study period. This is a commitment of 10 to 24 hours per week. It is recommended that students who are working full-time undertake a part-time study load.

### Candidature period guide

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

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

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

## Requirements for studying via Distance Education

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

### Online study using Collaborate

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

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

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

### Podcasts

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

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

## MySCU Learning and Information 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.

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

## Course overviews

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

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

### Key

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

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

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

## 2013 Course rules

Although each course is outlined in this guide, students who are commencing study in 2013 are advised to consult the 2013 [Student Handbook](#) for Specific Award Rules that apply to each course and for General Rules Relating To (postgraduate coursework) Awards.

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

## 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**. 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
  - 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.

## Choose units to study

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

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

## Which units?

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

### Core Units

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

### Elective Units

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

## Schedule of Units

Each course has a separate schedule of units (SOU).

Each Trimester has a schedule of units available for each course in that trimester. Note that units are not available in every trimester.

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

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

### Units may be taught by other Schools

The MBA-HTM and MC&EM contain units that are taught by the Southern Cross Business School (SCBS) which may have different teaching, delivery and assessment process to those of the School of Tourism and Hospitality Management.

# Master of Business Administration in Hotel and Tourism Management

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

## Specific Award Rules

### 4.1 Requirements for an Award

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

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

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

## MBA-HTM Course schedule

### Important information for unit selection

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

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

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

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

Part A			2013		
A student must successfully complete all 6 Part A units			A	B	C
Part A - Core Units	MNG00720	Foundations of Management	✓		
	MKT00720	Marketing Management	✓		
	MNG00716	Strategic Management		✓	
	ACC00724	Accounting and Finance for Managers		✓	
	MNG03217	Leading and Managing People			✓
	MNG03218	Strategic Information Systems			✓
Part B			2013		
A student must successfully complete 6 Part B units			A	B	C
Part B - Elective Units	MKT01762	Contemporary Hotel and Tourism Issues	✓		
	MNG00912	Environmental Management for Hotels and Attractions	✓		
	MKT01906	International Tourism Systems	✓		
	ISY00244	Technological Systems for Hotels, Conventions and Events	✓		
	MKT01909	Service Management for Tourism and Hospitality	✓		
	BUS00913	Business Analysis for Tourism and Hospitality Managers		✓	
	MNG00272	Business Events Management		✓	
	MKT01760	Tourism Planning Environments		✓	
	MNG00273	Events Planning and Management			✓
	BUS00914	Managing Employee Relations in a Global Context			✓
	MKT00905	Strategic Marketing of Destinations and Hotels			✓

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

## MBA-HTM recommended study plan

### Full-time study

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

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

### Year 1

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

### Part-time study

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

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

### Year 1

### Year 2

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

# Master of Convention and Event Management

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

## Specific Award Rules

### 4.1 Requirements for an Award

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

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

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

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

## MC&EM Course schedule

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

Part A			2013		
A student must successfully complete all 8 Part A units			A	B	C
Part A - Core Units	MNG00720	Foundations of Management	✓		
	MNG03359	Hazard Management for Events	✓		
	ISY00244	Technological Systems for Hotels, Conventions and Events	✓		
	MNG00272	Business Events Management		✓	
	MNG03358	Event Design Principles		✓	
	MNG00785	Project Management		✓	
	ACC00208	Financial Analysis for Hotels, Conventions and Events			✓
	MNG00273	Event Planning and Management			✓
Part B			2013		
A student must successfully complete 4 Part B units			A	B	C
Part B - Elective Units	MKT00720	Marketing Management	✓		
	MKT01762	Contemporary Hotel and Tourism Issues	✓		
	MKT01906	International Tourism Systems	✓		
	LAW00720	Legal Studies	✓		
	MKT01760	Tourism Planning Environments		✓	
	MNG03217	Leading and Managing People			✓

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

## MC&EM recommended study plan

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

### Full-time study

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

### Year 1

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

### MC&EM Part-time study

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

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

### Year 1

### Year 2

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

# Master of International Tourism and Hotel Management

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

## Specific Award Rules

### 4.2 Requirements for an Award

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

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

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

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

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

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

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

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

## MITHM Course schedules

### MITHM streams

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

### MITHM Coursework stream

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

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

A student undertaking the coursework stream must successfully complete equivalent to 12 units from Part A. If undertaking the MITHM (Advanced) a student must successfully complete equivalent to 15 units from Part A, including the internship.			2013		
			A	B	C
Part A	MKT01762	Contemporary Hotel and Tourism Issues	✓		
	MNG00912	Environmental Management for Hotels and Attractions	✓		
	MKT01906	International Tourism Systems	✓		
	ISY00244	Technological Systems for Hotels, Conventions and Events	✓		
	MKT01907	Tourism and Hospitality Management	✓		
	MKT01909	Service Management for Tourism & Hospitality	✓		
	BUS00913	Business Analysis for Tourism and Hospitality Managers		✓	
	MNG00272	Business Events Management		✓	
	MNG03236	Tourism and Hotel Professional Development		✓	
	MKT01760	Tourism Planning Environments		✓	
	MKT00905	Strategic Marketing for Destinations & Hotels			✓
	MNG00273	Events Planning and Management			✓
	ACC00208	Financial Analysis for Hotels, Conventions and Events			✓
	BUS00914	Managing Employee Relations in a Global Context			✓
	MNG03237	Tourism and Hotel Internship	✓	✓	✓

### MITHM 12 units

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

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

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

### MITHM (Advanced) 15 units

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

## Internship

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

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

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

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

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

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

## Research stream

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

A student undertaking the research stream must successfully complete 12 units. 4 Units from Part A and all units in Part B			2013		
			A	B	C
Part A	MKT01762	Contemporary Hotel and Tourism Issues	✓		
	MNG00912	Environmental Management for Hotels and Attractions	✓		
	MKT01906	International Tourism Systems	✓		
	ISY00244	Technological Systems for Hotels, Conventions and Events	✓		
	MKT01907	Tourism and Hospitality Management	✓		
	MKT01909	Service Management for Tourism & Hospitality	✓		
	BUS00913	Business Analysis for Tourism and Hospitality Managers		✓	
	MNG00272	Business Events Management		✓	
	MNG03236	Tourism and Hotel Professional Development		✓	
	MKT01760	Tourism Planning Environments		✓	
	MKT00905	Strategic Marketing for Destinations & Hotels			✓
	MNG00273	Events Planning and Management			✓
	ACC00208	Financial Analysis for Hotels, Conventions and Events			✓
	BUS00914	Managing Employee Relations in a Global Context			✓
	MNG03237	Tourism and Hotel Internship	✓	✓	✓

Part B			2013		
			A	B	C
Part B	MNG03047	Qualitative Research Methods	✓	✓	✓
	MNG03048	Quantitative Research Methods	✓	✓	✓
	MNG03400	Tourism Research Proposal	✓	✓	✓
	MNG03401	Tourism Research Project	✓	✓	✓

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

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

Tourism Research Project unit must be taken last.

## Year 1

### Trimester A

any three elective units

### Trimester B

an elective unit

MNG03047 Qualitative Research Methods

MNG03048 Quantitative Research Methods

### Trimester C

MNG03400 Tourism Research Proposal *(Triple weighted unit)*

## Year 2

### Trimester A

MNG03401 Tourism Research Project *(Triple weighted unit)*

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

## Unit descriptions

Brief unit descriptions are detailed in this guide and in the Student Handbook. Students may also visit the SCU 2013 [Units Search](#) to search for units (subjects) by name, code, school or location. Once a unit or list of units has been retrieved, click on the unit name for more details.

## STHM unit descriptions

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

Explores management studies from the perspective of the individual as a manager within hospitality and tourism settings. In particular, students learn key management competencies and will discuss and debate these in a collaborative online environment whilst looking to apply these skills in different tourism and hospitality contexts.

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

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

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

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

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

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

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

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

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

The collection, analysis and interpretation of data are essential for planning, strategy development and problem solving in the tourism and hospitality industry. This unit introduces

students to business analysis and planning and they will learn to evaluate a business issue using these vital research methodologies.

### **MKT01760 - Tourism Planning Environments**

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

### **MNG00272 - Business Events Management**

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

### **MNG03236 - Tourism and Hotel Professional Development**

Prepares students for work in tourism and hotels. Part one covers practical job search skills, résumé writing and interview skills. In part two students evaluate the role of personality, values, ethics and other key aspects of organisational behaviour in the contemporary workplace..

### **MKT01909 - Service Management for Tourism and Hospitality**

Managerial work in travel and tourism industries involves decisions including operational decisions, and these decisions are diverse. Operational management concepts are found in several kinds of hospitality and tourism-related organisations (including airlines, tour operators, hotels and attractions). There is a need for managers in these industries to understand and apply operational management concepts to the provision of services and management of service quality.

### **MKT00905 - Strategic Marketing of Destinations and Hotels**

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

### **BUS00914 - Managing Employee Relations in a Global Context**

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

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

Introduces students to the use of technology and production systems in hotels, convention and events organisations. Provides a basic understanding of the values and uses of computer-based information systems for business operations, management decision making and strategic success of the organisation. Emphasis is on workplace based assessment. The unit allows and encourages students to enhance their computer literacy.

### MNG03237 - Tourism and Hotel Internship

Provides a minimum 300 hours of practical workplace experience over 10 weeks within the tourism and hotel sectors. The placement typically involves productive operational work. Assistance is provided to students in identifying and applying for appropriate positions. Throughout, students are encouraged to reflect on the application of business management principles to workplace settings.

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

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

### MNG03359 – Hazard Management for Events

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

### 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.

### MNG03400 Tourism Research Proposal

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

### MNG03401 Tourism Research Project

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

## SCBS unit descriptions

### ACC00724 - Accounting and Finance for Managers

Introduces students to fundamentals of accounting and finance including financial statements, ratio analysis, cost terminology and cost-volume relationships, cost information for decision-making, and budgets for planning and control. Finance components include financial

mathematics, risk and return, valuation of corporate securities, investment appraisal, leveraging and capital structure.

### MKT00720 - Marketing Management

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

### MNG00720 - Foundations of Management

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

### MNG00716 - Strategic Management

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

### MNG03217 – Leading and Managing People

This unit provides an advanced analysis of leadership and teamwork within the context of the modern organisation. The unit will assist students to become self aware of their own leadership style and its impact on individuals, workteams and organisations. An examination of some essential issues for leaders in organisations that enhance effective leadership is also undertaken.

### LAW00720 - Legal Studies

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

### MNG03047 - Qualitative Research Methods

This unit examines the requirements to successfully undertake complex qualitative research at an advanced level in any setting using a variety of approaches including case studies, participatory action research, grounded theory, and ethnography..

### MNG03048 - Quantitative Research Methods

This unit covers major aspects of statistical analysis as an aid to conducting thesis research leading to a Professional Doctorate, PhD or Masters Degree. Topics covered include data collection methods and techniques, multivariate data analysis with consideration of the limitations of different methods and techniques.

## Unit availability

As unit availabilities may change from study period to study period, students are advised to refer to the [Schedule of Units](#) for the most up to date availability and requisite information.

### Key

THR Tweed Heads - Riverside

EXT - University Wide/External

# Double weighted unit (24 credit points)

\* Triple weighted unit (36 credit points)

## Requisites

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

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

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

## Pay unit fees

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

In 2013 the following fees will apply to students regardless of their chosen study mode (External or Internal):

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

Citizens of all other overseas nations ([International students](#)) - \$2270.00 per unit.

## Text book dispatch

Students must pay their unit tuition fees in full to receive the prescribed text book for each unit. It is wise to enrol in units no later than two weeks before the start of the study period. Remember, students can view invoice details online at [My Enrolment](#) and print an invoice.

Text books 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 text book or where study packages are to be delivered without a receiving signature.

## FEE-HELP loan

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

## Early exit

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

8 units completed = GradDipBusAdminHotel&TourMgt.

4 units completed = GradCertBusAdminHotel&TourMgt.

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

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

## Fee refunds

Withdrawing from units can have a serious impact on a student's academic record and financial liability after certain dates have passed in the study period. See 'Key Dates for 2013, detailed later in part two of this guide. International students studying in Australia must receive written approval from the SCU International Office before they may withdraw from a unit of study.

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

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

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

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

## Advanced standing – course specific requirements

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

### The basis of application

A student may apply for advanced standing towards any of the STHM postgraduate courses on the basis of previously completed postgraduate level studies, (normally completed in the last

ten (10) year) which are relevant to the STHM course and the aims and objectives of the unit/s of study.

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

### Application submission

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

## Professional recognition

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

## Orientation

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

# School Contacts

## Postgraduate Student Liaison

The Postgraduate Student Liaison Officer aims to provide students with a high level of friendly, efficient and professional service and can be used as the first point of contact for course enquiries, including:

- enrolment advice
- course structure and planning
- advanced standing
- special consideration
- Postgraduate Internships
- unit selection
- examination issues
- leave of absence
- withdrawal from a unit
- general course administration
- assignment administration
- support for distance education students

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

Staff Name	Role	Contact Details	Location and Address Details
Jane McLennan	Student Liaison Officer Postgraduate Programs	Ph: +61 7 5506 9342 Fax: +61 7 5506 9301 Email: <a href="mailto:tourline@scu.edu.au">tourline@scu.edu.au</a>	Southern Cross University School of Tourism and Hospitality Management Postgraduate Courses  Tweed Heads – Riverside Level 3, Room: 3.22A Brett Street TWEED HEADS NSW 2485  Tweed Heads - Riverside Locked Mail Bag 4 COOLANGATTA QLD 4225

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

## Academic Staff

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

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

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

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

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



# Part Two

## Administrative and General Information

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

### Fees

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

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

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

### Undergraduate courses

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

### Postgraduate courses

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

### Commonwealth-supported students

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

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

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

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

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

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

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

### Domestic fee-paying students

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

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

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

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

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

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

### Services and Amenities Fee

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

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

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

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

## International onshore and miscellaneous fee-paying students

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

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

To contact the International Office:

Phone: +61 2 6620 3876  
Email: [intoff@scu.edu.au](mailto:intoff@scu.edu.au)

## Remission of Student Contribution Amounts

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

## More information

For more information on University fees or Commonwealth-supported places go to the University's [Fees and Financial Assistance website](#) and [www.studyassist.gov.au](http://www.studyassist.gov.au)

To contact Student Services:

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

## Other related costs

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

For further information see Administrative Charges in the [Student Handbook](#).

## Income support and the Three-Session Teaching Calendar

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

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

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

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

## Advantages of studying in Session 3

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

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

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

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

**HINT:** Prior to enrolling in a unit remember to check the [Schedule of Units](#) for any requisite requirements.

## Study load for International onshore students

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

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

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

### Students studying in sessions

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

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

## Students studying in trimesters

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

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

## More information

For more information go to Southern Cross University's [International Office website](#) or the Australian Government – Australian Education International website at [www.aei.gov.au](http://www.aei.gov.au)

To contact Southern Cross University's International Office:

Phone: +61 2 6620 3876

Email: [intoff@scu.edu.au](mailto:intoff@scu.edu.au)

## Census dates

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

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

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

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

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

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

## Commonwealth Assistance Notices (CAN)

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

## More information

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

## Final date to enrol in unit/s

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

## Deferring studies

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

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

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

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

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

## Advanced standing – recognition of prior work or study

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

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

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

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

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

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

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

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

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

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

and where applicable:

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

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

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

To apply for Advanced Standing students should first download and complete the [Advanced Standing Application Form](#).

Be sure to:

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

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

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

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

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

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

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

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

### Advanced Standing Search Website

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

### More information

For more information go to Southern Cross University's [Advanced Standing website](#).

## Class timetabling

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

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

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

Please continue to check timetables periodically as times may change.

## Class registration

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

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

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

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

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

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

For more information about class registration download the Student Services Demonstration Guides: [My Classes – Registering in Classes](#).

## Leave of absence

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

Applications for Leave of Absence are submitted through My Enrolment.

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

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

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

## Variation to enrolment

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

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

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

## Withdrawing from a course or unit

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

### Withdrawing from unit/s without incurring a Student Contribution Amount

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

### Withdrawing from unit/s without incurring a Fail grade

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

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

### Fee-paying courses

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

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

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

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

Phone: 1800 626 481

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

### International onshore students

International onshore students should contact the International Office if they intend to withdraw from their course.

Phone: +61 2 6620 3876

Email: [intoff@scu.edu.au](mailto:intoff@scu.edu.au)

Further information about unit withdrawal impacts for International students are detailed at [www.scu.edu.au/students/fees/index.php/14/](http://www.scu.edu.au/students/fees/index.php/14/)

## Cross-institutional studies

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

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

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

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

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

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

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

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

Phone: 1800 626 481

Email: [stadmin@scu.edu.au](mailto:stadmin@scu.edu.au)

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

Phone: +61 2 6620 3876

Email: [intoff@scu.edu.au](mailto:intoff@scu.edu.au)

## Course transfer

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

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

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

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

## Further information about enrolment issues

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

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

Phone: 1800 626 481

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

## MySCU

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

Students should regularly check the following location in their browser:

<http://study.scu.edu.au>

This opens the MySCU student intranet page.

### MySCU Information Sites

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

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

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

## MySCU Learning Sites

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

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

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

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

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

## Blackboard Collaborate

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

## MySCU login details

To access MySCU students will need their account details.

### New students

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

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

### Continuing students

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

Phone: +61 2 6620 3698

Email: [servicedesk@scu.edu.au](mailto:servicedesk@scu.edu.au)

### Changing your password

Students can change their password by accessing the following link:

[www.scu.edu.au/changepassword](http://www.scu.edu.au/changepassword). It is important that students change their passwords regularly.

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

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

## Textbooks

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

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

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

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

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

The University Co-op Bookshop contact details are:

### Lismore campus

Online: [www.coop-bookshop.com.au](http://www.coop-bookshop.com.au)

Phone: +61 2 6621 4484

Fax: +61 2 6622 2960

Email: [lismore@coop-bookshop.com.au](mailto:lismore@coop-bookshop.com.au)

**Coffs Harbour campus**Online: [www.coop-bookshop.com.au](http://www.coop-bookshop.com.au)

Phone: +61 2 6659 3225

Fax: +61 2 6659 3226

Email: [coffs@coop-bookshop.com.au](mailto:coffs@coop-bookshop.com.au)**Beachside campus**Online: [www.coop-bookshop.com.au](http://www.coop-bookshop.com.au)

Phone: +61 7 5599 4191

Fax: +617 5599 4568

Email: [scubeachside@coop-bookshop.com.au](mailto:scubeachside@coop-bookshop.com.au)For further information visit the website: [www.coop-bookshop.com.au](http://www.coop-bookshop.com.au)

## Study materials and Books of Readings

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

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

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

Hardcopies of study materials are usually only available upon request.

### Students in Correctional Centres

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

### Books of Readings

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

RapidPrint is a student print-on-demand system where printed copies of the study materials in eReadings can be purchased. Credit cards are accepted and any Australia Post charges are added to the cost of the order. Your SCU username and password are 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 societies 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/studentssupportservices](http://www.scu.edu.au/studentssupportservices)

The contact details for Student Health and Support Services are:

### Counselling

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

### Medical

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

### Disability Support

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

## Chaplaincy

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

## Student Mentoring

All enquiries:	+61 2 6620 3422
----------------	-----------------

## Indigenous Australian Student Support

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

## University Library

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

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

Library services and resources include:

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

Southern Cross University Library contact details are:

### Lismore campus (located in Block A)

Freecall:	1800 659 460 or +61 2 6620 3752
Fax:	+61 2 6622 0093
Email:	<a href="mailto:libdesk@scu.edu.au">libdesk@scu.edu.au</a>

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

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

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

Phone:	+61 7 5589 3100
Fax:	+61 7 5589 3702
Email:	<a href="mailto:goldcoastlibrary@scu.edu.au">goldcoastlibrary@scu.edu.au</a>

## Academic Skills Development

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

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

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

ASD contact details are:

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

Email: [academicskills@scu.edu.au](mailto:academicskills@scu.edu.au)

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

Phone: +61 2 6620 3386

Fax: +61 2 6620 3523

### Coffs Harbour campus (located in Building MLG.9)

Phone: +61 2 6659 3323

Fax: +61 2 6659 3051

### Gold Coast and Tweed Heads (Riverside location)

Phone: +61 7 5506 9219

Fax: +61 7 5506 9363

## Services for distance education students

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

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

## Information technology support

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

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

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

Freecall: 1800 111 890

Or directly:

Lismore, Tweed and Gold Coast students	Coffs Harbour students
Phone: +61 2 6620 3698	Phone: +61 2 6659 3080
Email: <a href="mailto:servicedesk@scu.edu.au">servicedesk@scu.edu.au</a>	Email: <a href="mailto:chec.helpdesk@scu.edu.au">chec.helpdesk@scu.edu.au</a>
Website: <a href="http://scu.edu.au/it/servicedesk">scu.edu.au/it/servicedesk</a>	Website: <a href="http://checit.scu.edu.au">checit.scu.edu.au</a>

## Early engagement and intervention support

Southern Cross University has a whole-of-university approach to early engagement and intervention support for students. Part 3 of Academic Policy relates to student retention and standing and focuses on the first-year experience and on 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 to better their 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 for students who require support.

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

For further information refer to the [SCU Policy Library - Students](#) or contact the relevant School or College.

## Examinations

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

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

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

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

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

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

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

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

For assistance please contact the Examinations and Progression Unit:

Phone: +61 2 6620 3431 or 1800 626 481

Email: [ssexams@scu.edu.au](mailto:ssexams@scu.edu.au)

## Special consideration/special examination

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

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

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

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

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

### Health grounds

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

### Compassionate circumstances

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

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

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

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

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

## Grades and academic standing

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

### Student academic progress

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

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

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

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

### Querying a grade

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

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

## Staying in touch with SCU

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

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

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

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

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

## MySCU and webmail login details

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

### New students

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

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

### Continuing students

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

Phone: +61 2 6620 3698

Email: [servicedesk@scu.edu.au](mailto:servicedesk@scu.edu.au)

## Complaints @ SCU

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

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

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

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

[Complaints @ SCU](#)

[Complaints Management Framework](#)

# General information

## Key dates for 2013

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

2013 TRIMESTERS	Trimester A, 2013	Trimester B, 2013	Trimester C, 2013
Online Enrolment Opens	Refer to the 2013 <a href="#">Teaching Calendar</a>		
Studies commence	Monday 21st January	Monday 13th May	Monday 2nd September
Last date to enrol online	Refer to the 2013 <a href="#">Teaching Calendar</a>		
Census date	Check your census date in <a href="#">My Enrolment</a>		
Last Date to Withdraw without fail	Refer to the 2013 <a href="#">Teaching Calendar</a>		
Exam Period	Monday 22nd April – Friday 3rd May	Monday 12th August - Friday 23rd August	Monday 2nd December – Friday 13th December
Inter-Trimester Break	Monday 6th May – Friday 10th May	Monday 26th August – Friday 30th August	Monday 16th December – Friday 17th January, 2014
Grade publication	Refer to the 2013 <a href="#">Teaching Calendar</a>		

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

[2013 Session and Trimester Teaching Dates Calendar](#)

For further enquires please telephone 1800 626 481.

# Useful University websites

## Getting started

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

Student Handbook	<a href="http://www.scu.edu.au/handbook">http://www.scu.edu.au/handbook</a>
Student life [OASIS]	<a href="http://www.scu.edu.au/services/oasis/">http://www.scu.edu.au/services/oasis/</a>
Student Services	<a href="http://www.scu.edu.au/student-services/">http://www.scu.edu.au/student-services/</a>
Student Support Services	<a href="http://www.scu.edu.au/services/support-services/">http://www.scu.edu.au/services/support-services/</a>
Textbooks	<a href="http://www.coop-bookshop.com.au">http://www.coop-bookshop.com.au</a>
Timetables	<a href="http://www.scu.edu.au/timetables">http://www.scu.edu.au/timetables</a>
Turnitin	<a href="http://study.scu.edu.au/turnitin">http://study.scu.edu.au/turnitin</a>
Webmail	<a href="http://webmail.scu.edu.au">http://webmail.scu.edu.au</a>

## About the University

About the University	<a href="http://www.scu.edu.au/about">http://www.scu.edu.au/about</a>
General contact details	<a href="http://www.scu.edu.au/contact">http://www.scu.edu.au/contact</a>
International Office	<a href="http://www.scu.edu.au/international">http://www.scu.edu.au/international</a>
Campus Tours	<a href="http://www.scu.edu.au/marketing/index.php/10">http://www.scu.edu.au/marketing/index.php/10</a>

## Schools and Colleges

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

# Southern Cross University Orientation Program



## ALL WELCOME!

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

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

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

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

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



## SCU.EDU.AU/ORIENTATION

