

2020 ESSENTIAL STUDENT GUIDE

**A GUIDE FOR STUDENTS AT
CQUNIVERSITY AUSTRALIA**

BE WHAT YOU WANT TO BE

cqu.edu.au



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This guide is designed to complement information on the CQUniversity website and MyCQU Student Portal. Information contained in the Essential Student Guide primarily pertains to CQUniversity degree-level, domestic students.

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WELCOME

CQUniversity Australia has one of the largest footprints of any university in Australia, proudly offering a wide variety of TAFE and university qualifications with seamless pathways between short courses, certificates and diplomas, through to undergraduate, postgraduate and research higher degrees.

Study on campus at one of our many locations or online and benefit from ongoing support and the flexibility to study where and how it suits you.

CQUniversity's courses are designed alongside industry, to prepare you with up-to-date, real-world knowledge and skills.

Our award-winning and widely experienced teaching professionals are committed to ensuring our graduates are successful.

Ranked in the top two per cent of universities worldwide* and awarded five-stars for Full-time Employment and Starting Salary**+, CQUniversity can help you be what you want to be.



This guide contains the essential information you need to know about studying at CQUniversity. Keep an eye out for this information symbol, which indicates where you can find links to our instruction sheets.

We wish you all the very best for your studies, and look forward to supporting you along the way.

Kind regards,

Student Communications

CQUniversity Australia

*Times Higher Education World University Rankings 2019. Visit cqu.edu.au/reputation.

+The Good Universities Guide 2019.



TERMINOLOGY AND KEY DATES

Below are some of the common terms you may encounter during your time at CQUniversity. For more information, you can also refer to the CQUniversity Glossary at cqu.edu.au/glossary.

COURSE

The combination of units that contribute towards either a CQUniversity award qualification or non-award study.

UNIT

A unit is a single learning component or subject of study that contributes towards the completion of a course.

PRE-REQUISITE UNIT

A unit in which a student must be deemed competent or have achieved a passing grade that satisfies the requirements for a specified subsequent unit.

CO-REQUISITE UNIT

A unit that must be studied concurrently with another specified unit unless a passing grade for either unit has been obtained.

UNIT COORDINATOR

A staff member who is responsible for overseeing the delivery and administration of a CQUniversity academic unit.

This ranges from pre-term planning to ensure that lecturers and tutors teach and assess units to a high and consistent quality and standard, regardless of location.

UNIT PROFILE

A document prepared by the Unit Coordinator that provides details of the unit, including a study schedule showing the topics to be covered, the learning outcomes, resources required, and details of the delivery mode, structure of assessment, assessment tasks and due dates for submission, and assessment criteria.

RESIDENTIAL SCHOOL

This is an intensive block of classes allowing students to obtain knowledge and/or practical hands-on experience and to network with lecturers, other students and, in some cases, industry specialists. Residential schools may be compulsory or recommended, can vary in duration, and are conducted at a CQUniversity-nominated location.

CENSUS DATE

Census date is the last day to:

- » withdraw from units without penalty
- » submit a Request for Commonwealth support and HECS-HELP form
- » submit a Request for FEE-HELP or SA-HELP assistance form
- » cancel your course without penalty
- » apply for a leave of absence
- » change your citizenship status
- » provide your Tax File Number
- » make an upfront payment.

It's important you understand your responsibilities around Census date. If you fail to meet your responsibilities before this date, you could lose access to Moodle, and be at risk of having your enrolment cancelled. Visit cqu.edu.au/census to confirm you have met your responsibilities before Census date.

The following Census dates apply in 2020:

- » Term 1 – 31 March
- » Term 2 – 4 August
- » Term 3 – 1 December

CERTIFICATION OF GRADES

The date when official higher education grades are released to students.

To look up other key dates for each term, visit handbook.cqu.edu.au.

GETTING STARTED

ENROLMENT MADE EASY

If you haven't already done so, you should be preparing to enrol in your units for the upcoming term by visiting the Enrolment Made Easy website at cqu.edu.au/enrolment.

From accepting your offer to your first day of term and beyond, Enrolment Made Easy is here to guide you every step of the way. Find out about Orientation, how to plan your course, study essentials and what to expect from your first term at University.

ORIENTATION ONLINE

Orientation Online is designed to provide you with the information you need to become a successful student at CQUniversity. The video-based modules will help you to become familiar with our online systems, along with the support services available to you. From Orientation Online you will find all the information you need to:

- » use key student systems such as MyCQU, MyCentre and Moodle
- » attend on-campus Orientation
- » view class timetables and create your own personal study schedule
- » order your textbooks online or on-campus
- » apply for your Student ID card
- » apply for a scholarship
- » access first year support such as the Student Mentor program
- » connect with CQUniversity.

STUDENT ID CARD

You must accept your offer and enrol in units before applying for your Student ID card. Your card will be valid for three years and must be presented on request when sitting examinations or when using campus facilities, including the Library.

Visit the **Student ID Card Explained Information Sheet** for more details on how to apply for a Student ID card. This is available at cqu.edu.au/studentguides.

TIMETABLES

The DRAFT class timetable is published four weeks prior to the commencement of each term, and the OFFICIAL class timetable is published two weeks prior. See the **MyCQU All Class Timetables Instruction Sheet** for help accessing your timetable. This is available at cqu.edu.au/studentguides.

TEXTBOOKS

You can purchase your textbooks via the CQUniversity Bookshop website at bookshop.cqu.edu.au, or through an external provider. Please ensure you order the correct edition if ordering externally. You should purchase (or order) your unit resources at least two weeks prior to term commencing.

CQUNI HANDBOOK

The CQUni Handbook is the virtual home of all course and unit information at CQUniversity. It's also a useful source of information relating to key dates, residential schools, timetables and more. You can quickly locate information from the global search function, and plan for each term using the 'Plan My Study' feature. Visit cqu.edu.au/handbook to start planning for your course.

COURSE PLANNERS

Your **course planner** details the units we recommend you enrol in. Print or save your planner as a guide to help you enrol in units with MyCentre. The complete structure of your course can be found in the CQUni Handbook.

UNIT PROFILE

For each unit, you will have a unit profile. It is important for you to download and print your unit profile for each unit you are enrolled in. Profiles will be available three weeks before the commencement of each term. To download unit profiles, visit my-courses.cqu.edu.au/pub/profiles/search.

STUDENT SYSTEMS EXPLAINED

While studying with us at CQUniversity, there are three online services that you need to become familiar with. These are:

- » MyCentre
- » MyCQU
- » Moodle

These three online services are where you will perform the majority of your student transactions as well as online study. Below is a brief description of each of the online services you have access to.

MYCENTRE

MyCentre is our student management system.

In MyCentre you are able to update your contact details, plan and enrol in units, submit Commonwealth Assistance Forms, generate a Fee Notice and unofficial transcript, and so much more.

To login to MyCentre, visit **mycentre.cqu.edu.au**. For further information on MyCentre check out our range of instruction sheets at **cqu.edu.au/studentguides**.

MYCQU STUDENT PORTAL

All students have access to a personal MyCQU Student Portal. To access the Student Portal visit **sportal.cqu.edu.au**.

We strongly recommend that you visit the Student Portal within the first few days of your enrolment as it provides you with access to your course and unit information, and student email.

From this website students can also access all non-course or unit specific information, for example information associated with enrolment management, services and support, student finances, news, events and other important announcements.

MOODLE

CQUniversity's online units are accessed from the online learning system called Moodle. All units for both on-campus and online modes will have a Moodle site. Moodle can be accessed through the Student Portal at **sportal.cqu.edu.au**.

Moodle courses will be available two weeks prior to the commencement of each term.

Within each unit you will have access to some of the following information about:

- » electronic assignment submission
- » unit profile
- » study schedule
- » study guide (if applicable)
- » unit forums (if applicable)
- » lecturer information
- » announcements from the lecturers
- » assessment information.

For full instructions on how to navigate Moodle, and customise how you receive your email digests, please visit the Student Guide to Moodle which is located at **cqu.edu.au/studentguides**.

HELP AND TECHNICAL ASSISTANCE

If you require assistance using CQUniversity systems you can contact us at:

Call 13 27 86

Web **contactus.cqu.edu.au**

For technical advice for all systems, e.g. password or browser issues, please contact the IT Helpdesk:

Call 1300 666 620

Web **sdesk.cqu.edu.au**



CONNECT WITH CQUNI

As a university student, you are undertaking a uniquely challenging and rewarding experience. You will be required to motivate yourself, meet deadlines and seek help when you need it. Connecting with our CQUni community will ensure you don't feel alone. Check your student email, read our CQUniLife blog, and connect with us on social media.

FACEBOOK

Visit facebook.com/CQUniStudents and like our page to receive the latest news, events and information from around CQUniversity direct to your Facebook feed each day.

We also encourage students to join the official Facebook group for their location. A full list of official groups can be found on the CQUniversity Australia Facebook page at facebook.com/CQUniversityAustralia.

INSTAGRAM

You may also like to follow the CQUniversity Instagram account at instagram.com/cquniversity.

STUDENT BROADCAST

The Student Broadcast is a weekly newsletter containing reminders about important dates and what they mean, promotion of CQUni support services, announcements, opportunities and offers such as scholarships and work placements.

This newsletter is emailed to your student email account. It is important that you check the Student Broadcast each week for any information that might be relevant to you.

CQUNILIFE BLOG

The Student Communications team regularly write articles for the official CQUniversity blog – CQUniLife. Stay up-to-date with current student information in our Student Broadcast page, and check out all of our top tips for new students in the #How2Uni series. Browse the selection of articles at cqunilife.com.

EMAIL

You now have access to your own CQUniversity email address and account. We recommend you check your student email at least once a week as some communications may be time critical. We will also send you information about official initiatives like Global Voices, any changes to your course, and emergency notifications.

Your email is our official method of communicating with you and the University has the right to send communications to students via email and the right to expect that those communications will be received and read in a timely manner.

For more information about your student email account, please see the Student Email Policy and Procedure located on the policy website cquniversity.edu.au/policy.

TIP: Although it is compulsory to receive official communications from CQUniversity, you do have the option to unsubscribe from receiving social emails. These emails will include campus life events, activities, workshops, and other non-official promotions and initiatives.

To unsubscribe from receiving social emails, refer to our **Social Mailing Lists Instruction Sheet**. This is available at cquniversity.edu.au/studentguides.



STUDENT SUPPORT SERVICES

Regardless of whether you study on-campus or online, you have access to many resources and support services. Resources and teaching facilities on each location will vary.

The CQUniversity webpage provides more information on each location and the services offered – cqu.edu.au/about-us/locations.

STUDENT ADVICE TEAM

The Student Advice Team are available to assist you with general enquiries, course and careers advice through the following contact points:

ASK A QUESTION

Submit your question online at contactus.cqu.edu.au and the Student Advice Team will respond, or search for answers to your questions at cqu.edu.au/faqs.

SUBMIT AN EFORM

Another way to contact us is to submit an e-Form. The e-Form you are required to use will depend on the nature of your enquiry. Visit the e-Forms website at eforms.cqu.edu.au.

TELEPHONE

Call us on 13 27 86 between 9 am – 4.45 pm (AEST) Monday to Friday to speak to our friendly Student Advice Team.

STUDENT COUNSELLING AND WELLBEING TEAM

University study can be an exciting yet challenging experience. Competing priorities and the day-to-day persistence needed for tertiary study requires personal resilience and the ability to formulate realistic expectations. Whether you are studying online or on-campus, we can help you with financial assistance, disability support and counselling.

COUNSELLING

The counselling service can help with issues that may impede your academic progress and personal development. The service is also available to provide personal support should you be struggling to get through a particularly rough patch. Staff are available through face-to-face and phone appointments to assist you to maintain motivation and time management which are requisite skills for successful tertiary study. To request an appointment, contact the Counselling and Wellbeing Team on counselling@cqu.edu.au or phone 07 4930 9456.

SCHOLARSHIPS

All students are encouraged to apply for scholarships to help support them in their studies. Receiving a scholarship not only looks good on your resume but may open the door to more benefits and opportunities, such as industry contacts and work experience.

Visit cqu.edu.au/scholarships or contact scholarships@cqu.edu.au.

ACCESSIBILITY AND DISABILITY

Students living with disability or medical conditions whether permanent or temporary should make contact with the Inclusion and Accessibility Team at accessibility@cqu.edu.au as early as possible, preferably prior to the start of term to allow sufficient time to organise support services. For information on any of the above support services phone 07 4930 9456.

ALLY PROGRAM

The Ally Program has been implemented to promote acceptance and understanding for lesbian, gay, bisexual, transgender, intersex, and queer (LGBTIQ) students.

There is an Ally Network on Moodle as a connection point for any student who would like to be involved. To arrange access to the Ally Network, contact Gemma Mann at ally@cqu.edu.au.

CQUNI CAREERS

CQUni Careers supports prospective, current and graduate CQUniversity students in achieving their career development and professional aspirations through career education, guidance and information. We are about building employability and job search skills as students prepare to be work ready in their chosen career.

Wondering where your career is headed?

Need some help with your resume or a job application? CQUni Careers can help you to get your career on the right track with personalised support, online resources and our exclusive online jobs and events board – CareerHub!

Visit cqu.edu.au/careers today.



STUDENT MENTORS

The Student Mentor Program assists new students in undergraduate and postgraduate courses to quickly feel at home at CQUniversity. Student Mentors have made it through their first year of study, acquiring a great deal of information along the way, making them the perfect guides to encourage, motivate, and inspire new students. All our students studying undergraduate or postgraduate courses can join a Mentor group of their choice through our **First Year Hangout & Mentor Support Moodle page**. Visit cqu.edu.au/studentmentor for more information, or to become a Mentor.



LIBRARY

The Library is responsible for the delivery of library and information services to the CQUniversity community and offers academic assistance to students irrespective of mode of study. For more information, visit cqu.edu.au/library.

ACADEMIC LEARNING CENTRE

The ALC is a network of support for students, providing information, advice and resources to assist with many of the requirements of study at CQUniversity. The Centre provides a relaxed friendly environment where students can ask questions and seek academic support when completing assessment tasks and preparing for exams.

Advisers are situated in Academic Learning Centres at many CQUniversity locations and offer generic group sessions, course specific workshops, individual appointments, drop in centres, and print and online resources. For more information, visit cqu.edu.au/alc or phone 07 4970 7211.

STUDENT RESIDENCES

The Student Residences provide accommodation to on-campus and visiting students at Mackay and Rockhampton campuses. In addition to providing accommodation, the Student Residences support students academically through the Join-in peer assisted learning program. For more information visit cqu.edu.au/accommodation.

INDIGENOUS SUPPORT

The Indigenous Student Support Team is located within the Student Life and Wellbeing Centre. The team provide support to all students that identify as Aboriginal and Torres Strait Islander within each of the schools at CQUniversity. Visit cqu.edu.au/indigenous for more information or phone 07 4930 9250.

GET OPTIMISTIC ABOUT LEARNING

Get Optimistic About Learning (GOAL) is a self guided program found on the Student Portal. The program contains information, activities, and exercises through which you can learn strategies for optimism and how to apply these in your day-to-day activities. The primary aim of GOAL is to help you become more resilient to stress and more effective in your study at university. To explore GOAL, visit cqu.edu.au/goal.

STUDIOSITY

Studiosity offers personal, online support, anywhere from a dedicated team of Subject Specialists. You can choose to upload a file 24/7 and get it back with constructive general academic literacy feedback on structure, grammar, punctuation, spelling and referencing within 24 hours. Alternatively, you can connect with an online tutor in real time.

Visit cqu.edu.au/studiosity for more information.

STUDENT LEADERSHIP

The Student Leadership Program is an extra-curricular opportunity for personal and professional development. It consists of a range of self-paced modules which are centered around the Social Change Model of Leadership.

The modules can be completed individually, or you can complete all modules, and be eligible for a CQUni Certificate of Leadership or a CQUni Certificate of Engaged Leadership, acknowledging your participation in the program.

For more information about the leadership program or the annual student leadership conference, visit cqu.edu.au/studentleadership or explore the Leadership Hub on **Moodle**.

STUDENT REPRESENTATIVE COUNCIL

The Student Representative Council (SRC) is an exciting, student-focused initiative that provides students from all backgrounds, study locations and disciplines with the unique opportunity to represent their peers on issues related to campus and student life.

The Student Representative Council (SRC) is a collective group of students, elected by their peers, and appointed to engage with and advocate for the CQUniversity student community. Our members are organised, enthusiastic, dedicated and committed to their roles and responsibilities and are available to you to offer advice and support throughout your studies.

Members are elected to represent all course-levels and all locations across Australia. The SRC aims to unite the student body with fairness, respect and constructive progress, and directly contribute to enhancing the student experience.

CLUBS AND SOCIETIES

In 2016 the SRC introduced a new process for Clubs and Societies to affiliate with CQUniversity.

To see a list of affiliated Clubs and Societies, visit the CGS Directory on the Student Portal at **cqu.edu.au/clubsandsocieties**. You can also start a new Club or Society if one does not exist in an area of your interest.

For more information, refer to the **Clubs and Societies Handbook** available from **cqu.edu.au/clubsandsocieties**.

STUDENT ADVOCACY

The SRC is proud to support Student Advocacy at CQUniversity. Student Advocacy is a free and confidential service providing support and assistance to all CQUniversity Australia students who seek guidance on grievances, appeals and disputes and helping students understand and navigate associated University policies and processes, and to articulate their issues.

To make an appointment with our Student Advocacy Officer, contact **student-advocacy@cqu.edu.au** or phone 07 3295 1199 during business hours.

Appointments are available over the phone, via email, or face-to-face.

UNI SPORT

CQUniversity is a member of Australian University Sport (AUS) - the peak governing body for university sport in Australia. Events include regional games, Australian University Games, Australian University Championships and World University Championships. For more information about AUS visit **unisport.com.au**. To find out how you can get involved in sport at CQUni, visit the sport and recreation portal at **cqu.edu.au/sport**.



FEES AND FINANCES

COMMONWEALTH SUPPORTED STUDENTS

Are you an Australian citizen, the holder of an Australian Permanent Resident Visa or Permanent Humanitarian Visa, or a New Zealand citizen? If so, it is vitally important that you fully understand your financial commitments as a Commonwealth supported student.

Due to government requirements, all Commonwealth supported students must submit a Request for Commonwealth support and HECS-HELP Form before the Census date of their first term of enrolment or their enrolment will be cancelled. Visit the **MyCentre – Submit a Request for Commonwealth support and HECS-HELP Form Instruction Sheet** for assistance. Available from cqu.edu.au/studentguides.

HECS-HELP

HECS-HELP is a loan scheme that assists eligible students to pay their student contribution fees.

You are entitled to HECS-HELP if you are:

- » an Australian citizen and will undertake, in Australia, at least one unit of study contributing to your course of study, or
- » a permanent humanitarian visa holder and will be a resident in Australia for the duration of your unit.

If you are eligible and intend to use HECS-HELP, be sure to provide your Tax File Number on your Request for Commonwealth support and HECS-HELP Form. If you do not do so, you will be required to pay your fees upfront before the Census date.

For more information about Commonwealth support and HECS-HELP visit studyassist.gov.au.

STUDENT SERVICES AND AMENITIES FEE

The Student Services and Amenities Fee (SSAF) is a compulsory fee to fund and improve services and amenities of a non-academic nature. Students will be charged a SSAF to a maximum of two terms per academic year. Eligible students who do not wish to pay the SSAF upfront can request Commonwealth assistance and defer the fee through the Higher Education Loan Program (HELP) known as SA-HELP.

Visit the **MyCentre Submit a Request for SA-HELP Assistance Form Instruction Sheet** for assistance. Available from cqu.edu.au/studentguides.

FEE-HELP

FEE-HELP is a loan scheme that assists eligible students to pay their tuition fees. FEE-HELP can cover all or part of a student's tuition fees. The limit is indexed each year. You are entitled to FEE-HELP assistance for a unit of study if you:

- » are studying at an approved FEE-HELP provider (CQUniversity is approved)
- » meet the citizenship or residency requirements
- » are enrolled in an eligible unit of study on the Census date
- » are not a Commonwealth supported student for that unit
- » meet the Tax File Number (TFN) requirements
- » have not exceeded your FEE-HELP limit
- » have submitted, on or before the Census date, a valid Request for FEE-HELP assistance form for the unit of study or the course of study of which the unit forms a part.

Full details are available in the FEE-HELP information booklet available at any CQUniversity campus, or accessible at studyassist.gov.au.

SCHOLARSHIPS

CQUniversity is dedicated to supporting you throughout your tertiary study. One of our ways of doing so is through our scholarships, awards and the financial assistance programs.

For a full list of scholarships available, including the entry requirements and conditions, please visit cqu.edu.au/scholarships.

HOW TO VIEW A FINANCE SUMMARY ONLINE IN MYCENTRE

To view a summary of your finances in MyCentre, select the My Finances tile from the home screen.



STUDENT GUIDES, POLICIES, AND PROCEDURES

POLICIES AND PROCEDURES

As a university student you must adhere to certain policies and procedures. Below is a list that we suggest you become familiar with. All policies are located at policy.cqu.edu.au.

For other policies relating to students, select the 'Student' category within the Policy website.

- » Collections Policy and Procedure
- » Acceptable Use of Information and Communications Technology, Facilities and Devices Policy
- » Assessment Policy and Procedure (Higher Education Coursework)
- » Credit for Prior Learning Policy and Procedure
- » Cross-institutional Study Policy and Procedure
- » Academic Misconduct Procedure
- » Review of Grade Procedure
- » Student Charter
- » Student Feedback - Compliments and Complaints Policy and Procedure
- » Student Email Account Policy
- » Student Research Misconduct Policy and Procedure
- » Student Behavioural Misconduct Procedure
- » Monitoring Academic Progress (MAP) Policy and Procedure

GUIDES

Students have access to a variety of guides, providing advice on CQUniversity systems and academic aspects of study, including:

- » **Student Guide to Moodle**
- » **Great Guide to University Study**
- » **Instruction and Information Sheets.**

Visit cqu.edu.au/studentguides for more information.



SAFETY AND SECURITY

At CQUniversity we take the safety, health and welfare of our staff and students very seriously. That is why we have a number of measures in place to ensure you can access safety and security services when you need them.

SAFEZONE

SafeZone is a simple, easy to use mobile application to deliver important emergency notification alerts and instructions to staff and students. The App also allows you to notify us of an unfolding emergency or submit an urgent request for help or first aid.

To download the App please go to the **iOS App Store** (for Apple users), **Google Play** (for Android users) or the **Windows Phone Store**, and search for 'SafeZone'. Once your download is complete you will then need to open the SafeZone App and sign-up using your CQUniversity student email address (do not use a personal email as this will not allow you to register). The App is free to download and install.

For more information about SafeZone, visit cqu.edu.au/safetyoncampus.



CONTACTING SECURITY

Security Officers provide security and advice for students, staff and visitors of the University.

To contact security at any location please contact either x1331 from a CQUniversity landline phone or dial 0418 792 982.

ONLINE SECURITY

CQUniversity is committed to keeping University systems secure and protecting the information of all staff and students.

CQUniversity has in place a number of powerful systems that protect us from attacks, however, all students and staff need to be aware of online risks.

To see how you can be more cyber aware and cyber secure, visit cqu.edu.au/itsecurity.

WIRELESS NETWORK ACCESS (EDUROAM)

Eduroam is a service that enables CQUniversity students to connect to a secure wireless network. It also makes it possible to visit other educational institutions and connect to the internet using logon details as shown here:

studentnumber@cqu.edu.au
student password

To access eduroam, your laptop or mobile device will need to access a wireless network connection using WPA (Wi-Fi Protected Access) drivers.

For instructions on how to connect using your Android, Apple, Mac, or Windows device, the IT Support section of the Student Portal at sportal.cqu.edu.au.







CONTACT US

13 27 86 (within Australia)

contactus.cqu.edu.au

Need help? Visit our **FAQs** page at
cqu.edu.au

Information contained in this publication is uncontrolled when printed and is subject to change. Check the CQUniversity website or Student Portal for the latest information.