

STUDENT BROADCAST EMAIL

Important information for **ALL** CQUniversity students



Broadcast 15 | November 2011

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IMPORTANT INFORMATION

Rockhampton Library is now open!

Yesterday the new-look, fully refurbished CQUniversity Rockhampton Library opens its doors again!

Everyone is welcome to come and have a look anytime throughout the day. Thanks again for your patience during the renovation period. I'm sure you will see the results have been worth it.

If you'd like to take a sneak peak of what the new Library looks like, you can view the follow video that was created before the Library opened to the public <http://www.youtube.com/watch?v=SLgteYLUS58>.

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Census Date (last day to DROP) is 22 November 2011!

Don't forget, **Tuesday 22 November 2011 is the LAST DAY you can DROP courses** without penalty for Term 3 2011! It is also the DUE DATE for Tuition Fees and Students Contributions for those students who are not eligible to defer their debts! Ensure you read the [Important Fees and Charges information for Term 3 2011](#) located in this broadcast!

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How do I drop?

For instructions on how to drop, please view the information sheet [here](#). Don't forget, that the last day to ADD courses has now passed and if you drop any courses now, you are unable to add any further courses for Term 3 2011!

What if I drop my course AFTER census date?

If you drop courses **AFTER Tuesday 22 November 2011**, you will incur Academic and Financial penalties.

What does Academic Penalty mean?

If you drop **AFTER** Census date for the term, you will incur an Academic Penalty. This means you will have a WF (Withdrawn Fail) on your Academic Transcript. This grade counts as a failing grade.

If you drop **BEFORE** census date, this means you will receive no penalty and the course is removed from your record.

What does Financial Penalty mean?

A Financial Penalty will occur if you drop **AFTER** Census date for the term. This means you will still be charged for the course you enrolled in.

If you drop **BEFORE** census date, this means you will receive no penalty and the course is removed from your record.

What are my options if I drop after census date?

There are steps you can take to apply for **withdrawal without academic and financial penalty** if you have had **exceptional circumstances** occur beyond your control, resulting in you being unable to continue studying that course(s) after Census date.

If you think you have **exceptional circumstances** for dropping **AFTER** census date and wish to investigate withdrawing without penalties, you can complete a withdrawal without academic form which can be found on the Student Forms website here <http://studentforms.cqu.edu.au> under Student Records. You may also wish to apply for Review of Recrediting of Student Learning Entitlement (SLE) or Recrediting of FEE-HELP balance which can also be found on the Student Forms website. Please note independent supporting documentation is **required** to support your application.

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Important Fees and Charges information for Term 3 2011

- [When can I view my fees?](#)
- [How do I get my Fee Notice?](#)
- [How do I make an online payment?](#)
- [Pay your fees via POSTbillpay/PayPal](#)
- [What is a Commonwealth supported student?](#)
- [When is my Request for Commonwealth support and HECS-HELP form due?](#)
- [When is my Request for FEE-HELP form due?](#)

When can I view my fees?

Fees for Term 3 2011 enrolments are now available to view and pay through your CQUcentral Student Centre. To view your fees and charges you will need to log onto [CQUcentral](#) using your student username and password.

For students not deferring payment of their fees through HECS-HELP or FEE-HELP the **due date for payment of all Domestic campus student tuition and student contribution fees for Term 3 2011 will be 22 November 2011**. If you are at all uncertain about whether you are eligible to defer your fees through a HELP scheme please contact Student Business Centre staff at sbc@cqu.edu.au immediately. If you are a student attending a Metropolitan Campus (Brisbane, Gold Coast, Sydney, Melbourne) any enquiries about your account should be directed to your campus administration.

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How do I get my Fee Notice?

CQUcentral allows students to **generate their own Fee Notices** on demand and as a result we **no longer post out hard copy invoices**. When Tuition and FEE-HELP fees and student contributions have been calculated they will be **available for viewing through your CQUcentral Student Centre**. Please log onto [CQUcentral](#) using your student username and password to do this.

It is strongly recommended that **all students** monitor their student accounts on a weekly basis even if payments have been made in case of changes brought on by a change in enrolment or by administrative corrections. If you have any questions related to your student account you should contact Student Business Centre staff at sbc@cqu.edu.au immediately.

Please note that any change to your Term enrolment can affect the amount due. If you add or drop courses after generating a Fee Notice you will need to recheck your CQUcentral student account for the revised amount due or contact Student Business Centre staff if you need a more immediate update.

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How do I make an online payment?

Once fees for a term have been calculated you can make an online payment from your CQUcentral Student Centre. Please log onto [CQUcentral](#) using your student username and password to do this. CQUcentral enables students to make online payments through the Commonwealth Bank that, if approved, are interfaced back to CQUcentral and posted to a student's account in real time.

This means that once a payment is made your account will be updated immediately with a revised balance. Online payments can only be made via Credit Card (MasterCard, Visa, American Express) and are posted to the student account in \$AUD. If a student is using an international credit card, the equivalent \$AUD amount will be debited to the international credit card in accordance with the exchange rate of the day.

Any questions regarding this facility should be directed to cqudebtors@cqu.edu.au.

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Pay your fees via POSTbillpay/PayPal

Australia Post now provides PayPal as a payment option through their Post BillPay facility via www.postbillpay.com.au.

Postbillpay is a bill payment service offered by Australia Post. Bill payments can be made in person, at any post office, by telephoning 131816 or via the Internet www.postbillpay.com.au. Students require a copy of their Fee Notice to utilise this service. This option is available 24 hours, 7 days per week and payments made before 5:00pm AEST are applied to the Student Account on the following working day.

Fee Notices can be reprinted by clicking on the 'Finances' tab within the CQUcentral Student Centre which can be accessed from <http://cqucentral.cqu.edu.au>.

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What is a Commonwealth supported student?

Commonwealth supported students are domestic students (i.e. Australian or New Zealand citizens, or holders of Australian permanent visas) who are required to contribute to the cost of their higher education through a Student Contribution. The Australian Government also subsidises part of the cost of a Commonwealth supported student's education by paying a grant, Commonwealth contribution, to the education provider.

Commonwealth supported students are liable for a student contribution for each course in which they are enrolled after the census date. Irrespective of whether you are eligible to defer your student contribution amount through the HECS-HELP scheme or pay your student contribution amount upfront each term you are still a Commonwealth supported student and must submit a Request for Commonwealth support and HECS-HELP form before the census date of your first term of study in a program.

Further information about Commonwealth support and HECS-HELP is available in the Information for Commonwealth supported students HECS-HELP booklet at www.goingtouni.gov.au.

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When is my Request for Commonwealth support and HECS-HELP form due?

All Request for Commonwealth support and HECS-HELP forms must be submitted by census date to avoid cancellation of Term enrolments. For Term 3 2011 the census date is 22 November 2011.

Commonwealth supported students are required to complete and submit a Request for Commonwealth support and HECS-HELP form on commencement of their program. This also applies to all students who change programs. If you are continuing on in the same program and have previously submitted a form for that program you do not need to submit a new one.

The due date for submission is census date of the applicable term. Legislation requires that students who do not submit the required form by census date must have their enrolment for the term withdrawn. Late submissions cannot be accepted.

Enquiries regarding Commonwealth support, HECS-HELP and FEE-HELP should be directed to Student Business Centre staff at abc@cqu.edu.au. Information booklets are also available from www.goingtouni.gov.au.

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When is my Request for FEE-HELP form due?

Eligible domestic students wishing to access FEE-HELP must also submit their Request for FEE-HELP assistance form by census date of their first term of study in the program. **For Term 3 2011 the census date is 22 November 2011.** Late submissions cannot be accepted. As this assistance is not compulsory University staff will **not** contact students to gauge their interest in accessing this scheme or to remind them of impending deadlines.

Enquiries regarding Commonwealth support, HECS-HELP and FEE-HELP should be directed to Student Business Centre staff at sbc@cqu.edu.au. Information booklets are also available from www.goingtouni.gov.au.

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MANAGE YOUR STUDIES

Important Dates for Term 3 2011

It is extremely important that **ALL students** take note of **ALL of these dates** and know what they mean!

The dates...

Term 3 2011 commences	1 November 2011
Last day to add	11 November 2011
Census Date (last day to drop)	22 November 2011
Deferred/Supplementary Exam Period (T2 2011)	5 – 9 December 2011
Vacation Week	5 – 9 December 2011
Deferred/Supplementary Grades Released	23 December 2011
Standard Exam Period Term 3 2011	6 – 10 February 2011
Certification of Grades for Term 3 2011	24 February 2011

To find out what each of these dates mean, download the 'Important Dates Explained' information sheet located [here](#).

If you are unsure of these dates, you can view them in the CQUniversity Handbook located at <http://handbook.cqu.edu.au> and click the Principal Dates link.

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Are you ready to Graduate? Some things you need to know!

Please download and read the '[Are you ready to Graduate](#)' Information Sheet **BEFORE** contacting the University about your graduation.

The information sheet covers:

- When are my final grades available? – Certification of Grades
- Am I eligible to graduate and how do I know? – Graduation Evaluation Period (GEP)
- What do I need to do?
- Who can I contact?

Note for Term 2 2011:

- Certification of Grades is **Friday, 28 October 2011**
- GEP is undertaken during **1 – 11 November 2011**
- The date your record will reflect if you've been graduated is from **14 November 2011**

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Are your details up to date?

To ensure that study materials and assignments are sent/returned to you correctly, it is important that you check that your mailing address is correct. It is your responsibility to keep these details up to date. Failure to do so may result in a delay in receiving your study materials.

To ensure that we are able to contact you in relation to your studies, please ensure your details are kept up-to-date within [CQUcentral](#). If you're unsure how to do this, please view the bottom of page 16 of the [CQUcentral Student User Guide](#).

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Student Mentor and Leadership Program

Do you want:

- Transferable **employment skills** (leadership, teamwork, problem solving, etc)
- An opportunity to help your peers
- Enhanced communications skills
- Recognition by and closer liaison with university staff
- Increased self-confidence and ability to work with and manage people
- **Discount** (10%) on any textbook purchases - courtesy of the CQUniversity Bookshop
- A certificate of appreciation signed by the Vice-Chancellor

Then be a Student Mentor in 2012!

All of these **huge rewards** for **little effort**:

- 2 hours online self-paced training between now and February,
- 1 fun-filled day with other Mentors if you are near a campus outside of term time
- Help at orientation before term
- Then Email your students during term

More information and application: www.cqu.edu.au/studentmentor. Why not join with a friend!

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SCHOLARSHIP NEWS

Equity Merit Scholarship (EMS)

Applications OPEN for Term 3 2011 (closing 18th November)

Equity Merit Scholarships (EMS) provide financial assistance to new and continuing undergraduate and postgraduate CQUniversity students (not a higher degree research candidate), who are experiencing financial difficulty with the cost of study.

An EMS is valued at \$2000 for one calendar year. The scholarship will provide a grant of \$2000 paid in Term 1, or Term 2 or Term 3 depending on the term of application and pending enrolment status at HECS census date. Please note: An EMS is awarded by a competitive selection process.

See www.cqu.edu.au/financialassistance for eligibility requirements and to download an application form.

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Equity Compulsory Placement Initiative (ECPI)

Applications are OPEN

Financial assistance for CQUniversity students undertaking compulsory placement and/or residential school.

If you are in receipt of a Centrelink Benefit or can demonstrate low personal or family income, you may be eligible for financial assistance through the Equity Compulsory Placement Initiative.

Application form and eligibility criteria are available [here](#).

Or visit www.cqu.edu.au/financialassistance

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CQUni Cares

CQUni Cares is a fund set up to support students who are in need of financial assistance

Apply NOW!

Many students undertaking compulsory residential schools find the costs of travel particularly difficult to meet. In Term 3 some of these funds - \$500 grant per student - will be provided specifically to students attending on-campus residential schools.

Please use the Equity Compulsory Placement Initiative (ECPI) application form available [here](#) to apply for CQUni Cares if you are travelling from a distance to attend an on-campus residential school. Your application will be assessed on the expenses you will incur to attend a residential school in Term 3. There are 5 grants available.

Or visit www.cqu.edu.au/financialassistance

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The Jenny Simpson Memorial Scholarship

Awarded to 2 graduating STEPS students who are enrolled in any Bachelor Program at CQUniversity in Term 1 2012.

Please click here for [Application form](#) and [Guidelines](#)

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CAREERS NEWS AND TIPS

Career snippets from the workplace

The purpose of these career snippets from the work place is to highlight example occupational profiles of real job opportunities that are the outcomes of a range of CQUniversity programs in specific Field areas. Also, to ensure that students are aware of the validated resources available, that will provide the most comprehensive and current career information on what is out there in the Work Place.

Click [here](#) to download this month's snippets.

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POLICY UPDATES

Acceptable Use of Information and Communications Technology Facilities and Devices Policy

With the increased usage of smart devices such as phones and tablets by CQUniversity staff and students, it is timely to remind users of the policy and principles around the acceptable use of information and communications technology facilities and devices.

The University has recently reviewed its [policy](#) and [principles](#) that define what is expected of users.

Some of the changes relate to:

- University-wide Communication
- Use of Personal ICT Devices
- Locking Workstations and Protection of Username and Passwords
- Misuse of Facilities and Devices

Please familiarise yourself with the updated documents.

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Academic Board, at its 5 October 2011 meeting, approved the following policy documents. All policies and procedures can be found on the CQUniversity IMPortal <http://policy.cqu.edu.au>.

Update to Review of Grade Procedures

Subsequent to a recent review of the Review of Grade Procedures, amendments were made to the document including:

- The original Review of Grade Policy has been converted to Procedures;
- Amendments to the document in order to streamline the procedures, and to make them more understandable by staff and students through more consistent terminology;
- Part C of the policy (question and answer format) has been removed entirely as the reiteration was deemed confusing

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Update to Student Misconduct Procedures

Subsequent to the approval of the Student Misconduct Procedures at the May 2011 Academic Board meeting, additional amendments have been made to the document.

- The removal of any reference to simple academic misconduct. Academic misconduct is considered to be serious.

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GENERAL SERVICES

Referencing

Referencing is something that all students must know how to do. Please visit the Communications Learning Centre for referencing tips. [Click here](#). This provides you with everything you need for assignments in relation to referencing.

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Mathematics Learning Centre (MLC)

Many students who enrol in a program of study which contains a component of mathematics or statistics do experience some difficulty, especially in first and second year. Mathematics Learning Centre (MLC) can assist with an understanding of the mathematics and statistics content of courses.

For assistance, you can:

- Visit the MLC website at <http://mlc.cqu.edu.au>
- Phone: 07 4930 9246
- Email: mlc-help@cqu.edu.au

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Communications Learning Centre (CLC)

For **advice/feedback** from a CLC academic learning adviser regarding the grammar, punctuation, spelling, referencing and structure aspects of the **FINAL DRAFT** of your assessment item, use the **online submission form** at <http://clc.cqu.edu.au>. Your assessment item may take **2-3 working** days to be returned to you, so ensure you email it to us early! Please carefully read the feedback and advice you receive and apply it to your next assessment item if possible. Our aim is that eventually, you will not need to use the CLC because you will have developed your own competence and confidence in academic communication.

Note: In order for us to provide an equitable service for **all** CQUniversity students, you are only entitled to seek advice/feedback on **one assignment per week**. Don't forget to complete the [evaluation form](#) provided on the email with your returned assessment item as that way we can continue to improve our services. Thank-you for your completion of the evaluation form.

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Your Student Association is here to help!

Visit the Student Association Office on campus to collect a free Student Dairy as well as information about other services including free membership, starting a club, buying and selling second-hand textbooks online, accommodation, employment, discounts, competitions, photocopying, assistance interpreting university policies and more.

For a complete list of CQUni SA Services, please visit: <http://association.cqu.edu.au/support-services/> or <http://www.association.cqu.edu.au/>.

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CONTACT US

Getting Help

Sometimes you may not be sure where to turn to for help or assistance. Visit the [Getting Help website](#) which provides a list the questions or queries you may have while studying with us at CQUniversity.

Things such as Who Can I Ask?, Helpful Information Sheets and General Assistance.

Ask CQUniANSWERS

One of the quickest ways to contact us, or get that answer you need is by heading to your computer and ask CQUniANSWERS! CQUniANSWERS can be found by visiting <http://cquanswers.cqu.edu.au> and is accessible at any time of the day!

Submit an eForm

Another way to contact us is to submit an e-Form. The e-Form you need to use will depend on the nature of your enquiry. Visit the e-Forms website [here](#) or send an enquiry to <http://contactus.cqu.edu.au>.

By Telephone

13CQUni (13 27 86) is the main contact for **prospective students and community** to contact the University. If you are a **current student** and are seeking information in relation to your studies, please contact us by using an e-Form or CQUniANSWERS.

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Please use this broadcast in conjunction with other information which has been provided by CQUniversity. If in doubt about any advice provided, please contact the relevant area for clarification.

If you have any **feedback** in relation to the Student Broadcast Emails, please contact us via sco@cqu.edu.au.

Student Communications Officer
Student Centres
CQUniversity Australia
<http://www.cqu.edu.au/current-student>