



FACULTY OF BUSINESS

**ORIENTATION 2012
COURSE INDUCTION
BOOKLET**

Undergraduate Distance
Education courses



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WELCOME

Dean, Faculty of Business

Welcome to your business studies at Charles Sturt University. The commencement of postgraduate studies represents an exciting opportunity for every student and this orientation booklet provides you with the information and contacts which you will need in order to make the most of your time at CSU.

The booklet is a starting point for your studies, providing information on some of our degrees, key policies and staff contact details. All staff, both academic and administrative, are here to assist you, so if you need any further details, don't hesitate to ask.

CSU is a vibrant, progressive university which offers you a range of options in terms of study and we encourage you to investigate the possibilities in order to maximize your achievements and enjoyment.

I wish you all the best for your time with us in the Faculty of Business.

Professor Lesley White, Dean, Faculty of Business

THE FACULTY

Structure of the Faculty

The Faculty of Business is one of four faculties at Charles Sturt University. Each Faculty is headed by a **Dean** - for Business the Dean is Professor Lesley White.

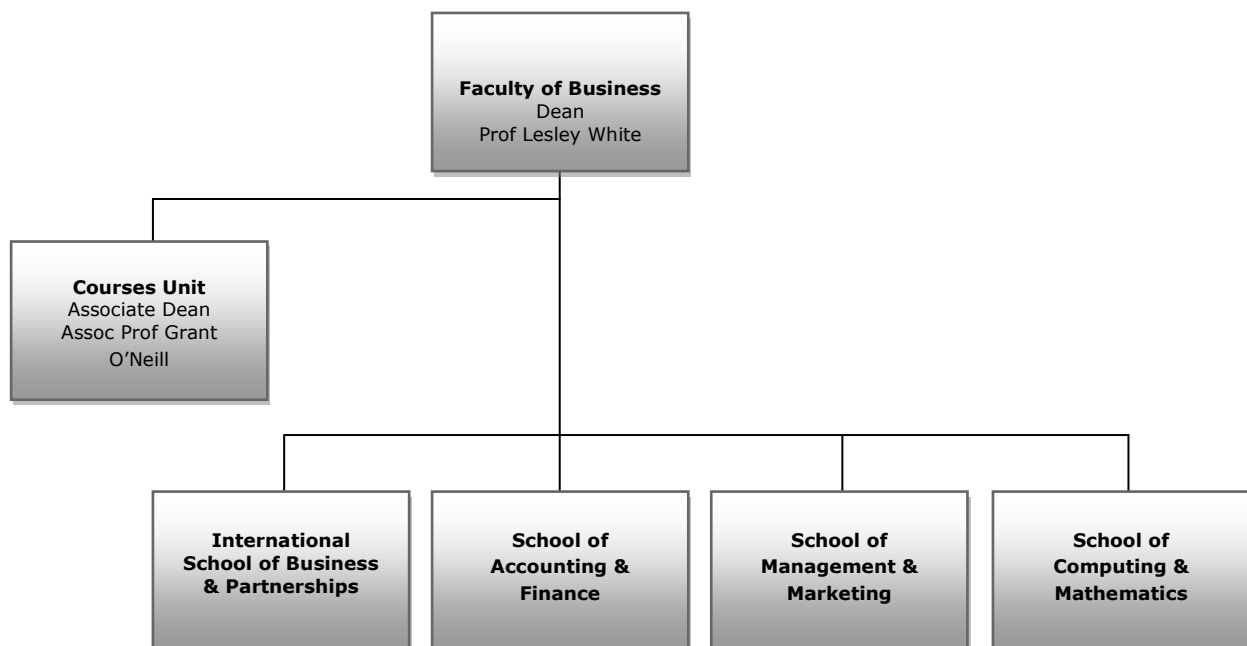
Within the Faculty there are four schools, which have a presence on at least one campus of the University. Each school has a **Head of School**. A simplified Faculty structure is shown below.

While your course is managed by the Courses Unit in the Faculty, your subjects are taught by staff in the Schools and it is possible that you will be studying subjects delivered by at least two schools.

Within the Faculty there are undergraduate courses and postgraduate courses. You are enrolled in a Bachelor's degree or Diploma, which are undergraduate courses. Postgraduate courses (Graduate Certificates, Graduate Diplomas, Masters Degrees, Doctor of Business Administration and Doctor of Philosophy) are available on completion of an undergraduate course, as is an honours program. An honours degree will require you to have an additional year of full-time or two years part-time study at the end of your undergraduate course. Honours programs are available in all major subject areas offered in the Faculty.

Relevant information is available at

http://www.csu.edu.au/courses/undergraduate/business_honours/index.html



Office staff in the Schools may be able to help with your general enquiries, or in directing you to the right person. Contact details for these and other staff are provided later in this booklet.

The **Dean of the Faculty** is responsible to the Vice-Chancellor for the management of the academic, financial and personnel activities of the Faculty and for the physical resources available to the Faculty. In the exercise of these responsibilities, Deans will be expected to make substantial delegations to Heads of School to enable them to administer the Schools for which they have responsibility.

Each School within the Faculty is managed by a **Head of School** who is responsible to the Dean of a Faculty for academic leadership and administrative management within the School, for maintaining and enhancing its academic, research and consulting services within the Faculty, and for its relationship with the broader professional community.

Within the Business Faculty there is also a Courses Unit, responsible for the management of courses offered by the Faculty. Most courses are managed by **Course Directors** who are members of the academic staff responsible to the **Associate Dean (Courses)** for academic and administrative matters related to students enrolled in a particular course. The duties and responsibilities of the Course Directors include:

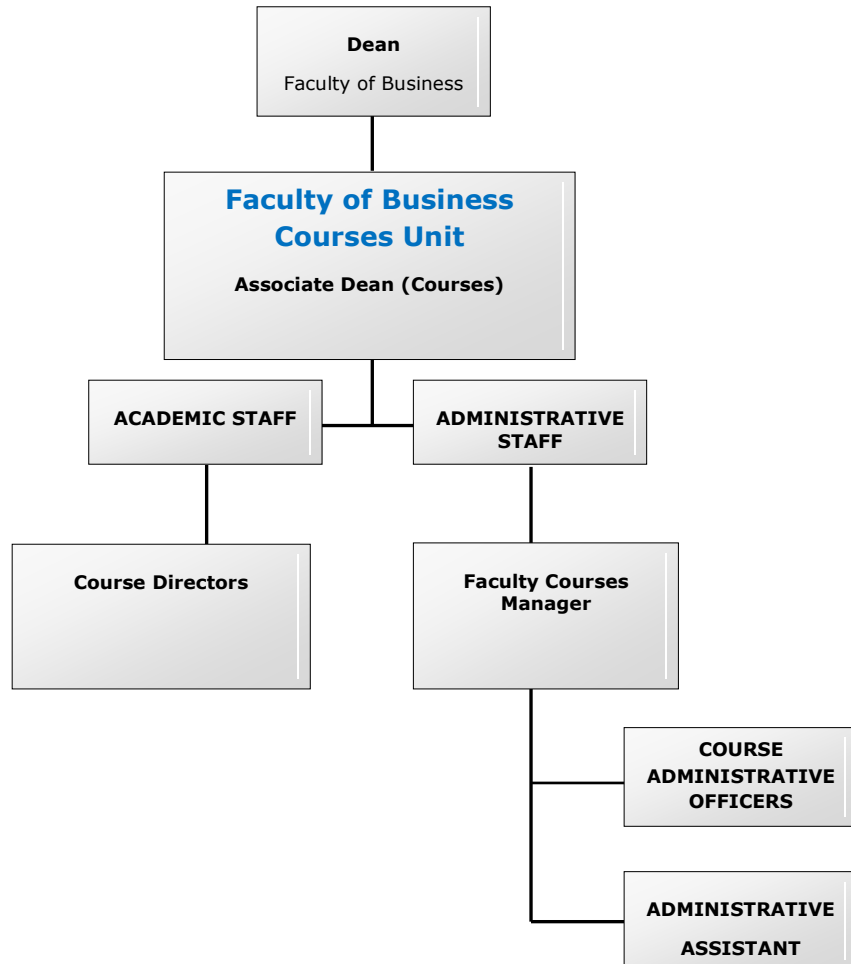
- developing and maintaining the integrity of the course
- representing the interests of students enrolled in, or applying for, the course;
- providing administrative assistance in matters related to the course
- liaising with other schools and divisions and with student organisations in relation to course matters, and
- monitoring course structure and content and communicating the need for new and revised study materials to appropriate authorities.

Some courses are managed by **Course Coordinators** situated in the Schools. Course Coordinators have similar roles to Course Directors, managing a smaller portfolio of courses. To assist Course Directors and Coordinators, we have a team of **Course Administrative Officers**. These administrative staff members assist with student enquiries in regard to admission, enrolment, credit, progression and graduation, and should be your first point of contact when seeking course related advice.

Your teacher for each subject is sometimes referred to as a **Subject Coordinator**. Each subject coordinator is a member of the academic staff of a Faculty appointed by the Head of the Teaching School. The subject coordinator is responsible for the academic administration of a subject on a particular campus or in a particular mode.

THE COURSES UNIT

Structure



Academic Staff

Associate Dean (Courses)

Associate Professor Grant O'Neill

Course Directors

Maria Farrell	Tel/Fax: 02 6933 2485 Email: mafarrell@csu.edu.au	Room: 226 Building: 28 Campus: Wagga Wagga
Jason Howarth	Tel/Fax: 02 6338 6124 Email: jhowarth@csu.edu.au	Room: 316 Building: S15 Campus: Bathurst
Dr Dianne McGrath	Tel/Fax: 02 6051 9861 Email: dmcgrath@csu.edu.au	Room: 226 Building: 764 Campus: Albury-Wodonga
Dr Calvin Wang	Tel/Fax: 02 6051 9786 Email: cwang@csu.edu.au	Room: 210 Building: 764 Campus: Albury-Wodonga

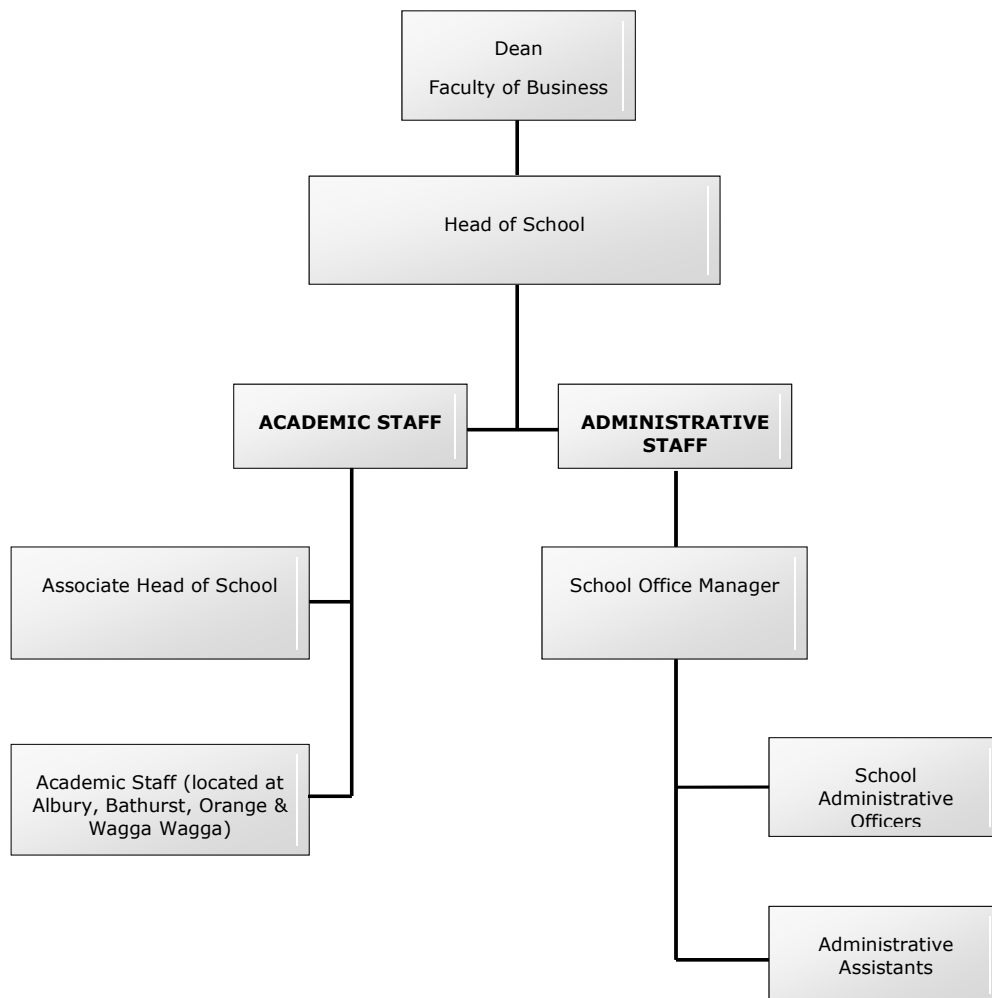
Administration Staff

Faculty Courses Manager Maryann Wakem	Tel/Fax: 02 6933 4956 Email: mwakem@csu.edu.au	Room: 234 Building: 28 Campus: Wagga Wagga
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Course Administrative Officer contact details are provided later in this document against courses for which they have responsibility.

SCHOOLS

Typical Structure of a School



School staff contact details can be found on the relevant School webpage.

School of Accounting and Finance <http://www.csu.edu.au/faculty/business/account>

(name change in 2012 – was School of Accounting)

School of Management and Marketing <http://www.csu.edu.au/faculty/business/business>

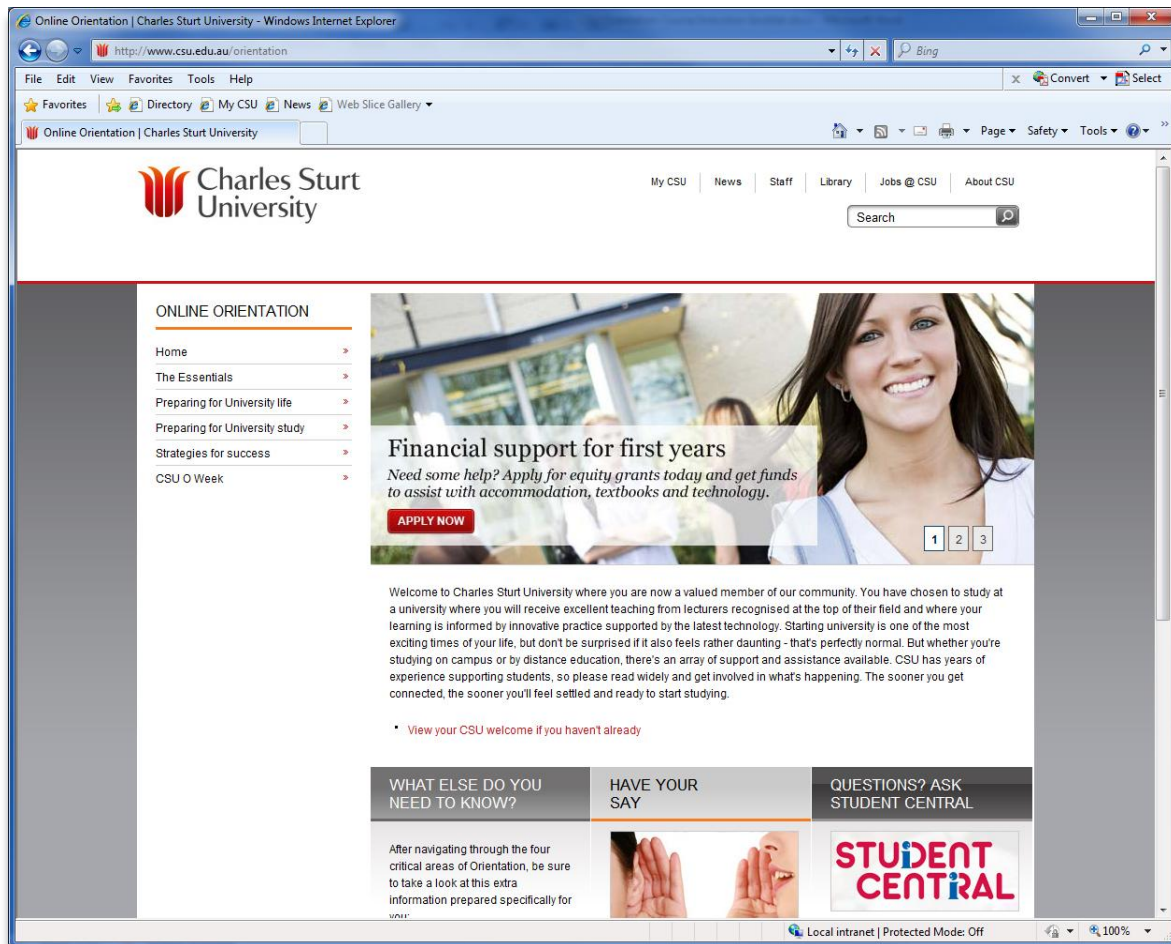
(name change in 2012 – was School of Business)

School of Computing and Mathematics <http://www.csu.edu.au/faculty/business/comp-math>

International School of Business and Partnerships <http://www.csu.edu.au/faculty/business/isbp>

CSU Orientation Website

If you haven't already logged on to our [orientation website](http://www.csu.edu.au/orientation)



make sure you visit soon. It's packed with information to help you become familiar with CSU and all the support services available. It's designed to give you everything you need to know as you begin university life and study and will also be helpful as you progress through your first session.

SCHOLARSHIPS, AWARDS AND PRIZES

CSU Scholarships

For information about the full range of scholarships available to Charles Sturt University students please visit the Scholarships webpage www.csu.edu.au/oncampus/help-with-costs/scholarships

Faculty and School Awards and Prizes

There are a number of Awards and Prizes for students enrolled in courses offered through the Faculty of Business with specific criteria to be met for the award of each prize.

Prizes available to Faculty of Business students include:

- Pearson Australia - Marketing Book Prize (Albury, Internal)
- Pearson Australia - Marketing Book Prize (Bathurst, Internal)
- Pearson Australia - Marketing Book Prize (Wagga, Internal)
- Pearson Australia - Marketing Book Prize (Albury, DE)
- Pearson Australia - Marketing Book Prize (Bathurst, DE)
- Faculty of Business Award for Outstanding Achievement
- The Institute of Chartered Accountants Prize for the Most Outstanding Accounting Graduating Student
- Sidney Myer Fund Prize
- The PETA Power CS Energy Memorial Prize
- Association of Taxation and Management Accountants Prize (Albury)
- Association of Taxation and Management Accountants Prize (Albury)
- Association of Taxation and Management Accountants Prize (Bathurst)
- Association of Taxation and Management Accountants Prize Bathurst
- Association of Taxation and Management Accountants Prize (Wagga Wagga)
- Association of Taxation and Management Accountants Prize (Wagga Wagga)
- CPA Australia Prize (1st yr; Albury)
- CPA Australia Prize (2nd yr; Albury)
- CPA Australia Prize (Graduating, Albury)
- CPA Australia Prize (1st yr; Bathurst)
- CPA Australia Prize (2nd yr; Bathurst)
- CPA Australia Prize (Graduating; Bathurst)
- CPA Australia Prize (1st yr; Wagga)
- CPA Australia Prize (2nd yr; Wagga)
- CPA Australia Prize (Graduating; Wagga)
- Lexis Nexis Prize (Business Law; Albury)
- Lexis Nexis Prize (Business Organisations Law; Albury)
- Lexis Nexis Prize (Taxation Law Principles; Albury)
- Lexis Nexis Prize (Business Law; Bathurst)
- Lexis Nexis Prize (Business Organisations Law; Bathurst)
- Lexis Nexis Prize (Taxation Law Principles; Bathurst)
- Lexis Nexis Prize (Business Law; Wagga)
- Lexis Nexis Prize (Business Organisations Law; Wagga)
- Lexis Nexis Prize (Taxation Law Principles; Wagga)
- Pearson Education Australia - Management Book Prize 1 (Albury, Internal)
- Pearson Education Australia - Management Book Prize 2 (Albury, DE)
- Pearson Education Australia - Management Book Prize 1 (Bathurst, Internal)
- Pearson Education Australia - Management Book Prize 2 (Bathurst, DE)
- Pearson Education Australia - Management Book Prize 1 (Wagga, Internal)
- Pearson Education Australia - Management Book Prize 2 (Wagga, DE)
- The Institute of Chartered Accountants Prize in Final Year Accounting (Albury)
- The Institute of Chartered Accountants Prize in Final Year Accounting (Bathurst)
- The Institute of Chartered Accountants Prize in Final Year Accounting (Wagga)
- The Institute of Chartered Accountants Prize in First Year Accounting (Albury)
- The Institute of Chartered Accountants Prize in First Year Accounting (Bathurst)
- The Institute of Chartered Accountants Prize in First Year Accounting (Wagga)
- The Institute of Chartered Accountants Prize in Penultimate Year Accounting (Albury)

The Institute of Chartered Accountants Prize in Penultimate Year Accounting (Bathurst)
 The Institute of Chartered Accountants Prize in Penultimate Year Accounting Prize (Wagga)
 Brian Tobin Prize
 Central West Law Society Prize
 Devro Project Management Encouragement Award
 Dubbo City Councillors Prize - for Academic Achievement in Business Subjects (Overall)
 Dubbo City Councillors Prize - for Academic Achievement in Business Subjects (QBM117)
 Leanne Randall Memorial Prize for Academic Achievement
 School of Computing & Mathematics Prize for Academic Excellence in First Year Computer Science
 School of Computing & Mathematics Prize for Academic Excellence in First Year Games Technology
 School of Computing and Mathematics Prize for Academic Excellence in First Year Information Technology
 School of Computing and Mathematics Prize for Academic Excellence in Information Technology
 School of Computing and Mathematics Prize for Academic Excellence in Third Year Games Technology
 Albury Freemasons Prize For Academic Excellence In First Year Information Technology
 Australian Industry Group Prize for Best Graduating Student
 Australian Marketing Institute Prize
 Financial Accounting Prize
 Intouch Office Technology Prize for Academic Excellence in Second Year Information Technology
 School of Business Prize for the Best Graduating Student in the Bachelor of Business (Management)
 School of Business Outstanding On-Campus International Student Prize
 BDS Group -Year 2 Best Regional Accounting Student Award
 Australian Human Resources Institute (AHRI) Award for Excellence in the Bachelor of Business (Human Resource Management)
 Australian Human Resources Institute (AHRI) Prize for Highest Academic Achievement in the Graduate Certificate of Human Resource Management
 Australian Human Resources Institute (AHRI) Prize for Outstanding Achievement in the Master of Human Resource Management
 CSU-NTEU Barrie O'Keeffe Memorial Prize
 IT Masters - Master of Database Design and Management Award
 IT Masters - Master of Information Systems Security Award
 IT Masters - Master of Networking and Systems Administration Award
 IT Masters - Master of Systems Development Award
 Max Lee Memorial Prize for Excellence in Completion of Second Year Information Technology
 School of Computing and Mathematics Master of Information Technology Award
 Alan Gallagher Memorial Prize
 Financial Services Institute of Australasia (FINSIA) Prize
 IT Masters - Master of Management (Information Technology) Award
 National Australia Bank Prize
 St George Bank Prize
 Pearson Australia - Marketing Book Prize (Wagga, DE)
 Australian Taxation Office (ATO) Award
 WHK First Year Accounting Prize (Albury-Wodonga)
 Faculty of Business Outstanding Thesis Prize
 School of Computing and Mathematics Honours Academic Excellence Award
 School of Computing and Mathematics Postgraduate Academic Excellence Award
 School of Computing and Mathematics Postgraduate Mathematics Academic Excellence Award
 The IT Masters - Master of Business Administration (Computing) Award
 The IT Masters - Master of Project Management Award

In addition, CSU offers Dean's List awards to acknowledge outstanding academic performance by undergraduate and coursework postgraduate students in a Faculty.

To be included on the Dean's List a student must have:

- achieved a grade of Distinction or High Distinction in all coursework subjects undertaken, or H1 in the case of a Dissertation subject, and
- completed a minimum of 32 points over a maximum of 3 sessions.

All cohorts of students (eg: part-time, full-time, offshore etc) are eligible for consideration of inclusion on the Dean's List.

PRINCIPAL DATES

Students should check their Interact subject sites for each subject they are studying for the due dates of assignments. <http://interact.csu.edu.au/portal>

A comprehensive list of Principal Dates for the academic year is located at, www.csu.edu.au/about/important-dates

TIMETABLE FOR STUDENTS COMPLETING AN ON CAMPUS SUBJECT

The on campus students' timetable is published each session, and are available on [student .csu](http://student.csu.edu.au) and Schools also display them at the School Office. It is advisable to familiarise yourself with the locations of buildings and rooms prior to attending classes. Whilst every effort is made to ensure students do not experience clashes of times for lectures, workshops and tutorials, no guarantees can be given for students who are out of sequence (not undertaking the normal course pattern), nor with elective subjects. If you experience a clash of lecture times, you should contact your Course Administrative Officer or Course Manager who may be able to suggest an alternative subject for you to take.

SUBJECT OUTLINES

By the first week of every session, for each subject, you will be provided with a Subject Outline which is **available online through your subject Interact sites**. The subject outline will give you details about the subject, what its objectives are, and the assessment items in it, contact details for staff etc. This is an important document, which you should read thoroughly and refer to as an indication of your formal requirements in the subject. [. http://interact.csu.edu.au/portal](http://interact.csu.edu.au/portal)

CSU GRADUATE STATEMENT

CSU Charles Sturt University has developed the following eight-point graduate statement as the outcomes we seek from our graduates. Charles Sturt University aims to produce graduates who are:

1. Well-educated in the knowledge and skills of their discipline or profession
2. Effective communicators who have problem-solving, analytical and critical thinking skills and can work both independently and in teams
3. Work-ready and able to apply discipline expertise in professional practice
4. Able to develop and apply international perspectives in their discipline or profession
5. Able to engage meaningfully with the culture, experiences, histories and contemporary issues of Indigenous communities
6. Understanding of the responsibilities of global citizenship, value diversity and ethical practice
7. Understanding of financial, social and environmental sustainability
8. Able to learn effectively in a range of environments including online

Opportunities to develop these outcomes will be provided throughout your studies at CSU in line with our commitment to undergraduates.

CSU COMMITMENT TO UNDERGRADUATES

Through our educational programs CSU commits to ensuring that all our undergraduates have:

1. A supported transition to the first year of study
2. Opportunities to develop skills in communication, problem-solving and analytical thinking
3. Access to international experiences
4. Opportunities to engage meaningfully with the culture, experiences, histories and contemporary issues of Indigenous communities
5. Education based in practice
6. Opportunities to gain a firm understanding of ethics
7. Understandings of financial, social and environmental sustainability
8. Opportunities to develop online proficiency

CSU STUDY SUPPORT

CSU Learning Skills offers academic learning support to all enrolled students to enable them to acquire or enhance the skills they need to succeed in university studies. During workshop tutorials, drop-in sessions and study centers, or through individual consultations, students are presented with strategies and techniques that will allow them to better participate in academic activities

<http://student.csu.edu.au/study/learning-support>

COMMUNICATION

Subject and Course Forums

As an enrolled student you have access to subject and course forums which you can connect to through [student .csu](http://student.csu.edu.au) or subject Interact site.

Subject forums are available for each subject in which you are enrolled. These forums are where you can communicate with other students in your subject and with the Subject Co-ordinator.

Course forums are available for some courses. These forums are for communication with other students in the same course, as well as your Course Director and your Course Administrative Officer.

Forums are a great way to form networks and to obtain useful information about what is happening in your course or subject. Messages in regard to subject availability, workshops and career opportunities may be posted here. Students often use subject forums to discuss assignment tasks, or to plan attendance at workshops.

Student Central

Student Central is the first point of contact for enrolled students to access all non-teaching services at CSU. Please submit an online enquiry form or search our knowledge base at www.csu.edu.au/student/central.

Many of your questions can be answered by the information maintained in our knowledge base. This information is updated weekly by experts across CSU. You can call Student Central on 1800 Ask CSU (1800 275 278) or go to www.csu.edu.au/student/central. Internal calls: 37507 Fax: 02 63386599. Calls from outside Australia can be made to +61 2 69337508.

Student Central operates during the following hours:

**Monday to Thursday
8am to 6.00pm**

Friday 8am to 5pm

If you are calling outside these hours or contacting us from a different time zone, you may need to leave a message.

Types of enquiries that enrolled students can make at Student Central include:

- help accessing your personal records or changing your details

- assistance changing your enrolment
- HECS/FEE Help
- making counselling and learning skills appointments
- problems accessing your CSU websites
- applications for leave of absence, grade reviews, withdrawals
- accommodation information
- questions on your financial balances
- assistance when DE packages have not been received
- guidance when you don't know where to go or who to speak with

Student.csu

[Student.csu](#) is your *personalised* portal to the full range of online services and facilities for CSU students and staff. For more information visit the orientation webpage: [Core online learning tools](#)

To access [student.csu](#) go to CSU student website: <http://student.csu.edu.au/home>
You will need your username and password to access [student.csu](#) and all other secure CSU online services.

eBox

eBox is the CSU communications system for sending and tracking official messages or correspondence. For more information visit the orientation essentials webpage: [eBox](#)

Online Learning

Whether you're studying on campus or by distance education you need to learn how to use CSU's online environment. The Online Learning website is helpful in providing the information and guidance that you may be looking for to function and learn effectively within the University's online environment.

www.csu.edu.au/division/studserv/my-studies/online/home

HECS/FEE HELP

HECS-HELP refers to the Higher Education Contribution Scheme for non fee paying Commonwealth supported students, and FEE-HELP is for fee paying non Commonwealth supported students. For each subject you will be charged HECS which you can either pay upfront at a discount, or you can defer it and pay it later (your liability will be recorded and provided to the Australian Tax Office for later calculation in your annual Income Tax return). You can visit the Federal Government HECS/FEE HELP site at <http://www.goingtouni.gov.au/>

My Degree Planner

My Degree Planner compares the student record against the scribed course requirements resulting in the creation of a degree audit. An audit identifies what the student has completed and what is yet to be studied to meet the requirement of the course.

My Degree Planner will:

- Allow you to monitor your progress through your course program.
- Check subject availability and pre-requisite study requirements.
- Allow you to plan your future session enrolment and facilitate an easy discussion of that plan with your Course Advisor.
- Check your eligibility to graduate.

www.csu.edu.au/division/student-admin/current/my-degree-planner

Map of Campus

www.csu.edu.au/orientation/university-life/your-campus

Terminology

You will come across different words at University, some of which might not be familiar to you. The most important of these are provided below. A list of CSU Key terms can also be found at www.csu.edu.au/orientation/key-terms

TERM	EXPLANATION
Academic Regulations	These are the rules that are set by the University to provide advice about the University's processes in regard to students. They can be found online at http://www.csu.edu.au/acad_sec/manuals/ . Some of these regulations are provided later in this booklet.
Academic Senate	This is the principal academic body of the University. Its membership includes the Vice-Chancellor, the Deputy Vice-Chancellor, the Pro Vice-Chancellors and the Deans of the Faculties.
Credits	If you have done post-secondary studies you may be eligible for credits. If you are granted credit for a particular subject it means you do not have to study the subject because it is assumed you have studied it elsewhere. The credit will appear on your transcript indicating the subject has been completed (or credited in this case). Determination of credits is often a complex matter and credits are not automatic. Course Managers are responsible for considering and granting requests for credits subject to University and Faculty policies.
Consultation Times	Each member of the academic staff is required to have consultation times. These are specific times each week when the subject coordinator or tutor should be in his/her room, available for students. This is useful for you, so you can know when you will be sure to find the subject coordinator. These consultation times are available for on-campus and distance students so you should be aware that the staff member might also be required to respond to on campus students in their office, and may need to return your call at a later time.
Course	The whole program for which you are enrolled eg: Master of Business Administration or Graduate Certificate in Professional Sales.
Course Administrative Officer	This person can answer queries that are course specific and provide advice about your enrolment, joint studies, credits and other course related matters. You should contact the Course Administrative Officer as your first point of contact before seeking advice from the Course Director. You will be referred to the Course Director if required.
Course Coordinator	The person who is responsible for the operation of the course, approving changes to your enrolment, credits, graduation and providing advice about these and other matters. You may contact your Course Coordinator about these matters and others relating to your enrolment.
Course Director	The person who is responsible for the operation of the course, approving changes to your enrolment, credits, graduation and providing advice about these and other matters. You may contact your Course Director about these matters and others including enrolment in joint studies, course transfers, leave of absence, etc. A Course Director has responsibility for multiple courses.
Distance Education (DE)	A large proportion of the students in the University are distance students doing their study via learning materials sent through the post, online forums and sometimes residential schools. These students might come from anywhere in Australia and even overseas

Degree Completion Schedule	A tool to assist you in planning your study. The schedule contains information about subjects you are required to complete, their availability and any assumed knowledge enrolment requirements.
Faculty Board	The principal academic body of the Faculty of Business is the Faculty Board. The Faculty Board advises the Academic Senate on all matters relating to teaching, scholarship and research delegated to it by the University Council, Academic Senate or Vice-Chancellor.
Internal	The word 'internal' refers to students doing their study <i>on-campus</i> in face to face classes.
Handbook	The 2012 Postgraduate Handbook is available online at http://www.csu.edu.au/handbook/handbook12/undergraduate/index.html This is the source of much vital information and should be consulted throughout your course and beyond. It provides information about courses and subjects.
HECS/FEE-HELP	FEE-HELP is a loan scheme that assists eligible fee paying students to pay their tuition fees. FEE-HELP can cover all or part of your tuition fees. The Australian Government pays the amount of the loan direct to the University. Students repay their loans through the Australian taxation system once their repayment income is above the minimum repayment threshold. Voluntary repayments may be made at any time, regardless of income. No loan fee applies to postgraduate courses. Further information can be found at http://www.goingtouni.gov.au/
Interact	<i>CSU Interact</i> is an integrated Online Learning Environment. This allows staff and students to access a number of CSU-developed applications, as well as a collection of new teaching and learning tools. <i>CSU Interact</i> was introduced at CSU to support Learning and Teaching. <i>CSU Interact</i> is designed as an overall scholarly environment for CSU and promotes online learning and collaborative activities.
Mode	This refers to the type of study you are doing and includes 'distance' for studies by correspondence and 'internal' for studies done in face to face classes.
School Assessment Committee	Each School has a School Assessment Committee. This committee considers and recommends grades to Faculty Assessment Committee grades for all subjects taught by the School.
School Board	Each School has a School Board, which is a committee of the Faculty Board. School Boards are the principal academic bodies of the Schools and they comprise the Head of School as Presiding Officer, teaching staff and student representatives. There may be up to three student representatives on the School Board. These students must be enrolled in subjects taught by the School. A significant responsibility of School Boards is the quality and delivery of subjects. The School Board formulates academic policies of the School; considers course proposals; establishes School Assessment Committees for assessment and grading of students; makes recommendations and acts for the School on matters referred to it.
Client Service Officer	The Client Service Officers are staff in Student Administration who are responsible for courses in a particular school. When you contact Student Central, you may be referred to a Client Service Officer, and an appointment will be made for you.

Session	There are three sessions in which you can enrol each year. Previously these were called semesters. At Charles Sturt University the first session is called Session 1 (March to June) – it is coded 30 eg. 201230. The second session, Session 2 (July to October) – it is coded 60 eg. 201260. The third session, Session 3 (November to February) – and it is coded 90 eg. 201290. Sessions 1 and 2 are 12 weeks in duration (including a two week intra-session break from classes) and a final two weeks for exams. Session 3 is a shorter session running 11 weeks with a 1 week break and 1 week examination session.
Student Administration Office	This section of the University takes care of issues such as keeping records, data entry and administration of your enrolment in conjunction with your course manager. This is where you will find the Client Service Officer team.
Student Central	Student Central will be the first point of contact for all currently enrolled students to access all non-teaching services. Student Central will work closely with Divisions and Schools to ensure the timely and accurate resolution of enquiries. Student Central will offer a range of communication channels such as phone, email, web, chat or in person situated within each Learning Commons precinct on the Albury-Wodonga, Bathurst, Dubbo, Orange and Wagga Wagga campuses. Student Central can be contacted on 1800 Ask CSU (1800 275 278) or go to www.csu.edu.au/student/central or come see us in person. Calls from outside Australia can be made to 61 2 6933 7507.
Subject	Your course (Bachelor or Diploma) consists of individual subjects. It is important to be clear about this as some universities use the word course or unit instead of subject.
Subject Coordinator	This is the person who is in charge of the subject you are studying. This person is also sometimes called your lecturer, and may also be your tutor.
Subject Outline	Before session starts, for each subject, you will be provided with a Subject Outline which is available on-line through Interact (http://my.csu.edu.au/perl/portal.pl). The subject outline will give you details about the subject, what its objectives are, the assessment items in it, contact details for staff etc. This is an important document, which you should read thoroughly and refer to as an indication of your formal requirements in the subject.
Testamur	The certificate received at graduation which states the award with which you have graduated.
Transcript	This is a printed record of the subjects in which you are enrolled and your progress in the course.
Workshop	In some subjects a special workshop session is required, often involving working in a computer laboratory or in some other special activity. Your subject outline will indicate if attendance is compulsory.

CSU STUDENT CHARTER

The [Student Charter](#) outlines what students can expect at CSU and what the University expects of students. It aims to help you understand what it means to be a student member of the CSU community and encourages active partnership in all aspects of University life. www.csu.edu.au/orientation/preparing-for-university-study/what-is-a-university

Academic Regulations

The basic philosophy of Charles Sturt University is that students are mature individuals capable of assuming some responsibility for management of their study programs. **It is, therefore, each student's responsibility to be acquainted with and comply with relevant academic regulations.** Basically, the University does not monitor such compliance other than to advise students when they have not followed the appropriate regulations.

If you are having difficulties through illness or personal problems you are **strongly** urged to read these regulations and policies in their entirety, especially Academic Progress and Assessment Regulations. Some of the more important regulations are:

- Special Consideration
- Grade Pending
- Leave of Absence
- Withdrawal from Subjects
- AA and AE grades
- Enrolment Variation
- Examination Regulations
- Review of a Final Grade
- Exclusion
- Student Academic Misconduct Regulations.

If you are still unsure of the procedures to follow use the Student Central [Knowledge Base](#) to search for articles on these regulations or contact Student Central directly. www.csu.edu.au/student/central/

The Academic Regulations are available online:

www.csu.edu.au/acad_sec/regulations.htm
www.csu.edu.au/acad_sec/academic-manual/icontm.htm
www.csu.edu.au/adminman/stu/student.htm

Academic Advice website

Information is available on the Student Support website which explains the regulations and the application processes for most of the above regulations. Assistance is available to students from the Student Support Appeals Officers on each campus and students are encouraged to consult with their subject coordinators first to discuss their options before applying for any of the above.

www.csu.edu.au/division/studserv/support/study/academic-advice/

Avoiding Plagiarism

Charles Sturt University expects that the work of its students and staff will uphold the values of academic honesty and integrity. This Guide to Avoiding Plagiarism can be found at the website below, and is an important resource that will help you understand these values and apply them in practice.

All scholarly and professional work involves researching, understanding and building on the work of others. Honesty and integrity demand that we recognise and acknowledge that work. In this guide you will find advice and support to enable you to do this properly and well.

Plagiarism is contrary to the values of academic integrity and honesty. The practice of plagiarism within the University could undermine the University's reputation and also that of students and staff who have acted with integrity and honesty. It is important that we all take our share of responsibility for maintaining the best standards and values in the work of our University. www.csu.edu.au/division/studserv/learning/plagiarism/

Library Access

The CSU [Library](#) Home page is your gateway to the Library, giving you access to the range of services and resources available for your study through Charles Sturt University. The resources listed below all sit on the Library's Home page and, along with many others, make up your Library anywhere anytime. Use the InfoSkills modules to become familiar with this invaluable virtual library, or explore the Home Page yourself discovering resources such as Online Reference, the Library's Blog, SmartSearch, and find out how to using your library by visiting the frequently asked questions page.

<http://www.csu.edu.au/division/library/how-to/faq>

You must have a valid ID card to borrow from the Library.

The Library will pay the postage cost to send items out. Return postage service for Distance Education students living in Australia is free. A postage paid return address label will be included in each DE postage parcel sent by the Library

For DE students living in Australia, the Library will include a reply-paid postage label with items sent. At this point the return postage service does not extend to students living outside Australia.

Maintaining Your Personal Details

It is the responsibility of all students to maintain their personal details on their student record. These may include contact address (including out of session and mailing addresses), telephone number, family name, etc. You can change your personal details at the [Online Administration](#) site.

Online Enrolment

Students are responsible for maintaining their own enrolment. Enrolment is updated or changed through my.csu. You should always check your course structure through the Handbook to ensure you enrol in appropriate subjects. Detailed information on enrolling online can be found at:

<http://www.csu.edu.au/division/student-admin/faqs/enrolment.htm#subject>

A standard part-time enrolment is two subjects per session, but many students choose to study one subject only, as they find this provides the best balance between work, home life and study. To enrol in more than two subjects per session you must seek the permission of the Course Director.

It is important to remember that you need to enrol or take leave in each of the three study sessions in each year.

Student ID cards

Commencing students will receive their [CSU Card](#) soon after accepting their offer of admission. Internal students can collect their CSU cards from Student Central during Orientation and Distance Education students will receive their CSU Cards via the post.

CSU Cards contain a contact-less mifare microchip and an antenna that enables access to a number of services across CSU. Such services currently include:

- Identification on CSU campuses including entrance to examinations;
- [NSW Travel concession card](#) (restrictions apply)
- Dining Hall meals for on-campus students;
- Access to buildings, including 24 hour computer labs;
- Borrowing materials from the library;
- Payment for [photocopying](#)
- Purchase of goods in most on campus retail food outlets
- Purchase of internet quota
- Bus fares on University operated bus service (Wagga campus)

More information about how to use the CSU Card can be found on the CSU Card website.

<http://student.csu.edu.au/administration/csu-card>

COURSE STRUCTURES

The Faculty of Business offers a variety of courses which are generally managed by staff in the Courses Unit. Individual subjects which make up your course are delivered / taught by the Schools in the Faculty. A comprehensive list of undergraduate courses is provided below and each links to course structure and other useful information on the CSU website. Details appear below for each Course Director, Course Coordinator and Course Administrative Officer for each undergraduate program in the Faculty.

Note that links will take you to the course webpage where structures are provided.

Course Director – Jason Howarth

(ph: 02 6338 6124, email: jhowarth@csu.edu.au)

Course Administrative Officer

Rebecca George

[Bachelor of Computer Science](#)

Ph: 02 6933 4051

Email: rgeorge@csu.edu.au

Gaye Livermore

[Bachelor of Information Technology](#)

Includes:

Ph: 02 6051 9866

Diploma of Information Technology

Email: glivermore@csu.edu.au

[Bachelor of Computing Studies \(Business\)](#)

Course Director – Dianne McGrath

(ph: 02 6051 9786, email: dmcgrath@csu.edu.au)

Course Administrative Officer

Lyn D'Arcy Evans [Bachelor of Accounting](#)

Ph: 02 6338 4233

Email: ldarcy@csu.edu.au

Bernadette Curtis [Bachelor of Business \(Banking\)](#)

Ph: 02 6338 4292 [Bachelor of Business \(Finance\)](#)

email: becurtis@csu.edu.au [Bachelor of Business \(Insurance\)](#)

[Bachelor of Business Studies](#)

Includes:

Associate Degree in Business Studies

Diploma of Business Studies

Course Director – Calvin Wang

(ph: 02 6051 9786, email: cwang@csu.edu.au)

Course Administrative Officer

Lin Bai [Bachelor of Business \(Human Resource Management\)](#)

ph: 02 6933 2486

email: lbai@csu.edu.au

Gaye Livermore [Bachelor of Business \(Management\)](#)

Ph: 02 6051 9866 [Bachelor of Business \(Marketing\)](#)

Email: glivermore@csu.edu.au

Other courses managed by Course Coordinators in the Schools of the Faculty are listed below.

Rod Duncan

Ph: 02 6338 4982, email: rduncan@csu.edu.au

Bachelor of Business (Hons)

Zahid Islam

Ph: 02 6933 2415, email: zislam@csu.edu.au

Bachelor of Computer Science (Hons)

Maumita Bhattacharya

Ph: 02 6051 9619, email: mbhattacharya@csu.edu.au

Bachelor of Information Technology (Hons)

FREQUENTLY ASKED QUESTIONS

What is the difference between a course and a subject?

A course is the full three or four year program you are undertaking, for example Bachelor of Medical Science. Your course is made up of subjects that must be completed to gain your degree. Each subject has a code and name, e.g. BMS129 Physiological Sciences 1. The first number (i.e. BMS 129) indicates the level of the subject.

What are residential schools and weekend schools?

Residential schools and weekend schools may be offered in some of your subjects. These schools can be voluntary or compulsory and give you the chance to meet subject coordinators and fellow students, undertake relevant practical work, discuss study topics in depth and clarify any problems. Participation in these schools will also allow you to familiarise yourself with the University and its resources and visit the library to seek extra assistance in person. These schools may be held on campus or in other locations.

What if I fall behind in assessment items?

First of all do not panic, but don't ignore it either. Contact your Subject Coordinator who will be only too willing to give good advice. Distance students are encouraged to contact their Subject Coordinator via email.

What if I am having difficulties coping?

Again – do not panic. As University study is so different to studying at school, this is a common problem in the first year of studies. It often helps to talk about it with your friends and you will be quite surprised to find that you are not the only one who feels they are having problems. There are many avenues for you to follow. Seek out your subject coordinator or Subject Coordinator. Student Services offers help in the form of counselling, time management and study skills sessions. You should also feel free to make an appointment to see the Head of School at any time.

Do I have to have assignments typed?

There is generally no requirement for assessment items to be typed but it is in your own best interests to present your assessment items in a neat and appropriate format. Check your subject outline for information on the presentation style and format required for your assessments.

Where do I get the textbook?

Postgraduate Business students are provided with a copy of one prescribed textbook for each subject as part of their subject fees. Usually the textbook is despatched with your study materials but sometimes delays in obtaining the textbook will mean that it is despatched separately. Where a subject has more than one textbook you may be required to purchase the second text. This information should appear in your Subject Outline.

Where can I find or contact my subject coordinator?

As detailed earlier in this booklet, staff contact details are provided on School webpages. All academic staff have consultation times and usually these are posted outside their offices. Some staff request that you make an appointment. As a distance education student you may find the most convenient way to contact your subject coordinator is by email in the first instance or by a message on the subject forum.

What if I fail a subject?

If you fail a subject, see your Course Director as you may not be able to continue with some subjects in the next session if you have failed any prerequisites subjects.

Can I buy second-hand textbooks?

Yes, the [Classified forum](#) is where students buy and sell second-hand textbooks and other items. You may be able to buy them directly from other students - use your course contacts. Check notice boards throughout the campus and your course forums. There is also a website called textbookexchanging.com.au where students from across Australia can buy and sell second-hand textbooks. Please exercise caution when buying something online.

IMPORTANT WEBSITE ADDRESSES

CSU Orientation

www.csu.edu.au/orientation

Student Central

www.csu.edu.au/student/central/

Library Services

www.csu.edu.au/division/library/

Examination Frequently Asked Questions

<http://www.csu.edu.au/division/student-admin/current/exam/exam-information-main>

Application Forms

www.csu.edu.au/forms/current.htm

CSU Handbook

www.csu.edu.au/handbook/

CSU Student Card

www.csu.edu.au/orientation/the-essentials/login,-ebox-and-csu-student-card

Laptop Subsidy

www.csu.edu.au/oncampus/help-with-costs/laptop-subsidy

Subject Availability

online.csu.edu.au/subject-availability

On campus timetables

online.csu.edu.au/student-schedule

Online Learning

www.csu.edu.au/division/studserv/online/index.html

HECS/HELP & FEE/HELP (going to Uni)

www.goingtouni.gov.au/

Internet charges

www.csu.edu.au/division/dit/services/service-catalogue/internet-access-charges/

Student Administration

www.csu.edu.au/division/student-admin/

Student Services

www.csu.edu.au/division/studserv/

Counselling - www.csu.edu.au/division/studserv/counsell/

Disability Services - www.csu.edu.au/division/studserv/disability/

Indigenous Student Services - www.csu.edu.au/division/studserv/iss/

Learning Skills - www.csu.edu.au/division/studserv/learning/

Student Support - www.csu.edu.au/division/studserv/support/

Grade point average calculations

www.csu.edu.au/division/student-admin/faqs/gpa.htm

Graduation Frequently Asked Questions

www.csu.edu.au/division/student-admin/faqs/graduation.htm