

This section of the Handbook lists the services and facilities available to students that are provided by the various units of CSU and by the student associations. The services and facilities are listed alphabetically.

Each entry provides the contact details of the provider of the service or facility and the campuses through which it is available.

Academic Dress Hire

(See also - Graduation)

Students graduating from their course at a graduation ceremony are required to wear the correct academic dress which is specified in the Graduation Regulations in Section 6 of the Handbook. The hire of academic dress for the Albury-Wodonga, Goulburn, Wagga Wagga and Sydney ceremonies is from Charles Sturt University Student Association Wagga Wagga (known as Rivcoll Union). CSU Students' Association Bathurst (CSUSAB) hires academic dress for the Bathurst, Dubbo and Canberra ceremonies.

Inquiries:

CSU Students' Association Bathurst (CSUSAB):
(02) 6338 4269

CSU Students' Association Wagga Wagga (known as Rivcoll Union): (02) 6933 2030

Accident/Incident Reporting

Accident and incident reporting is part of a proactive injury prevention program. If you suffer an injury whilst on campus, or whilst undertaking official activities off campus, you should complete an 'Accident and Incident Report Form' located at: www.csu.edu.au/division/healsafe/textdocs/forms/AccIncReport.xls. These forms are held by first aid officers and most Schools or Sections. Contact your campus Student's Association for information regarding insurance coverage.

Academic Records

Students are able to access their academic record (academic transcript) at any time online and are issued with a paper copy when they withdraw from, graduate from or are excluded from their course. The academic transcript is a cumulative record of a student's enrolment and grades in a particular course. Each course undertaken is recorded on a separate transcript.

Students may, for a fee, obtain additional copies of their official academic transcript (see Xpress Call). Students can also order an official transcript online: www.csu.edu.au/division/deanstud/student.htm

The transcript of a student who has fees or charges outstanding from a session will have WD (withheld,

fees due) recorded against the subjects for that session. The substantive grade for those subjects will be released when the fees and charges are paid.

Inquiries:

Student Administration Office, Albury-Wodonga:
(02) 6051 6811

Student Administration Office, Wagga Wagga:
(02) 6933 2240

Examinations Office, Bathurst: (02) 6338 4635

Accommodation (off campus)

(See - Off Campus Housing Service)

Accommodation (on campus)

(See also - Section 4 for Residential Fees)

On campus accommodation is available to students at the Albury-Wodonga, Bathurst, Goulburn and Wagga Wagga Campuses. Two types of accommodation are offered: full board, which includes meals, and self-catered, whereby students provide their own meals.

Full board accommodation is provided in traditional halls of residence which provide students with a study-bedroom, a common room shared with up to 20 other students and share bathroom facilities. Common rooms are equipped with refrigerators, microwave ovens, televisions and in-dial telephones. Meals are provided from a central dining room. Each 'dorm' within a residence is supervised by a residential staff member.

Catered (Premium) option provides all meals in the dining hall as per the full board option, however, rooms will be allocated in cottage style accommodation.

Self-catered accommodation is provided in both traditional 'dorm' style accommodation and small, eight-room, freestanding units. Each dorm or unit has a fully equipped kitchen including microwave ovens. Common rooms have eating facilities, televisions and in-dial telephones.

Facilities and services provided in both full board and self-catered accommodation include: laundries with coin operated washing machines and dryers, and telephone/data points in most study-bedrooms for access to the CSU network and the internet.

Applicants for admission to on campus CSU courses are sent an application booking form with their offer of a place in a course. Places are allocated by ballot and students are notified of the result of their booking before they arrive at a campus to commence their studies.



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Accommodation available in 2004 is as follows:

Albury-Wodonga Campus

Self-catered:

The Rothwells 46 rooms

Bathurst Campus

Full board:

Heath House 128 rooms

Cottrell House 128 rooms

John Oxley Village 242 rooms

Self-catered:

The Diggings 205 rooms

Mitchell/Truskett/Gordon Houses 89 rooms

Hargraves House 22 rooms

Windradyne Cottages 56 rooms

Goulburn Campus

Full board:

NSW Police College

Self-catered:

College Apartments

Wagga Wagga Campus

Full board:

Butler Hall 120 rooms

Stewards Hall 68 rooms

Doman Hall 73 rooms

East Hall 22 rooms

West Hall 29 rooms

Self-catered:

Karana Village 150 rooms

Brewongle Village 158 rooms

Gobba Village 52 rooms

South Campus 160 rooms

South Campus Flats 10 rooms

St Martin's Residential College 96 rooms

(operated by the Anglican Church of Australia)

St Francis' Residential College 50 rooms

(operated by the Roman Catholic Church)

Dubbo Campus

Self-catered:

Village 32 rooms

Further information:

Accommodation Service Centre: (02) 6933 4900

NSW Police College, Goulburn: (02) 4823 2653

St Martin's College, Wagga Wagga:

(02) 6933 4966

St Francis' College, Wagga Wagga:

(02) 6933 3973

Xpress Call: 1902 261 566

Advocacy

(See also - Harassment and/or Discrimination)

(See also - Complaints and/or Grievances)

(See also - Exclusion Appeals Advice)

Students who are unhappy with the way the University has dealt with them or who have a problem but are unsure what to do about it, should consult their Students' Association for help.

Depending on the nature of the problem, the

Association may give advice on the procedure to follow or the person or office to contact to resolve the matter, or the Association may take up the matter on their behalf.

Available through:

CSU Students' Association Albury-Wodonga

(formerly Murray Campus Students' Association):

(02) 6051 6940

CSU Students' Association Bathurst

(CSUSAB): (02) 6338 4896

CSU Students' Association Wagga Wagga

(known as Rivcoll Union): (02) 6933 2030

CSU Students' Association Dubbo: (02) 6881 8447

CSU Students' Association Canberra:

(02) 6273 1572

Students at the NSW Police College, Goulburn should contact CSU Students' Association Wagga Wagga (known as Rivcoll Union) on the toll-free line located opposite the Police Shop.

Alumni Chapters

(See also - Alumni Services)

A number of Alumni Chapters have been established under the aegis of the Alumni Office. These chapters organise activities for members and facilitate the networking of graduates with one another, prospective employers and others who share similar professional interests.

The following chapters have been established in Australia: Bathurst Teachers' College Alumni Association; CSU Television Production Alumni; CSU-Mitchell Emeritus Club; Goulburn College of Advanced Education Alumni Association; Wagga Wagga Teachers' College Alumni Association; Wagga Agricultural College Old Boys' Union. Overseas alumni groups have been established in Canada, Hong Kong, Malaysia, New Zealand, Singapore and England. Contact details for these associations are published online: www.csu.edu.au/division/alumni

Further information:

Alumni Office, Bathurst: (02) 6338 4629

Email: alumni@csu.edu.au

Alumni Services

An *alumnus* is a graduate, former student or former staff member of the University (*alumni* is the plural). Services to alumni are provided through the Alumni Office located on the Bathurst Campus.

The alumni of CSU include graduates, former students and staff of the following predecessor institutions:

- Bathurst Teachers' College
- Mitchell College of Advanced Education

- Goulburn Teachers' College
- Goulburn College of Advanced Education
- Wagga Wagga Agricultural College
- Wagga Wagga Teachers' College
- Riverina College of Advanced Education
- Riverina-Murray Institute of Higher Education

The objective of the Alumni Office is to facilitate communications between alumni and between alumni and the University as well as generate support among alumni for the University and its development. With these objectives in mind, the Alumni Office offers many services such as providing photography, framing, video, plaque and florist services at graduation ceremonies, organising reunions and networking opportunities for alumni as well as a membership program with exciting benefits including discounts on postgraduate course fees.

For further information, contact:
The Alumni Office
The Founders Cottage (N9)
Bathurst Campus
Telephone: (02) 6338 4629
Facsimile: (02) 6338 4766
Email: alumni@csu.edu.au
www.csu.edu.au/division/alumni

Archives

(See also - Regional Archives)

Art Collection

Charles Sturt University was formed by the amalgamation of a number of educational institutions. The earliest artworks within the University's collection form part of these institutions' art collections. The Teachers Colleges, Agricultural Colleges and Colleges of Advanced Education which purchased and displayed this artwork, did so for the advancement of their students' visual education, a practice perpetuated by Charles Sturt University. The purpose of the collection is to nurture a better understanding of visual art and art history within the University's mainly rural and regional communities by the purchase and display of artworks.

The art collection is currently at an extremely important juncture. Recently, with the very generous assistance of a number of art patrons, the art collection has focused on expanding an already extensive artist print archive and stock frame collection, an initiative which makes it possible for more artworks to be displayed in public spaces throughout the University's three main campuses. The collection focuses on contemporary Australian artwork which builds upon a strong base of early Sydney Moderns, and Australian Indigenous artworks from both the Western Desert and urban communities.

The Collection was established as a single entity in 1992 and now includes over one thousand pieces. The works from the collection are displayed both within the campuses and yearly, during exhibitions arranged to coincide with graduation in Wagga Wagga.

Inquiries to:
The Art Curator
Telephone: (02) 6925 3666
Facsimile: (02) 6925 3992
Email: tmiddlemost@csu.edu.au

Assignments

(See also - Section 6 - Assessment Regulations)

It is CSU policy that marked assignments be returned to students within 21 days of the due date provided that the assignments were received on time. On campus students can collect their assignments either directly from their lecturer or from the School office as advised by the lecturer to whom enquiries should be made regarding late returns etc.

Distance education students submit their assignments to, and have their marked assignments returned to them by the Learning Materials Centre. Inquiries regarding the receipt and return of distance education assignments should be made to the Student Services Help Desk. Contact details below:

Student Services Help Desk:

Albury: (02) 6051 6828
Bathurst: (02) 6338 4678
Wagga: (02) 6933 2405
24 hour message service: 1800 670 679
www.csu.edu.au/help

Banking Services

A branch of the National Australia Bank operates on the Wagga Wagga Campus during session. The NAB provides an automatic teller machine (ATM) for transactions on both the Bathurst and Wagga Wagga Campuses.

Agencies of the Commonwealth Bank operate from the Mini-marts on the Bathurst and Wagga Wagga Campuses. At Wagga Wagga this service operates CBA cards only. There is an ATM available near the Co-op bookshop on the Bathurst Campus and on the Wagga Wagga Campus near the Ag Tavern. The Mini-mart at Bathurst offers non-electronic banking (passbook accounts only).

A branch of the Police Credit Union operates at the NSW Police College of Goulburn Campus and provides an ATM service also.



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Available through:

Mini-mart, Bathurst: (02) 6338 5509
Mini-mart, Wagga Wagga: (02) 6933 4980
National Australia Bank, Wagga Wagga Campus:
(02) 6933 2682
Police Credit Union, Goulburn: (02) 4821 7599
Email: goulburnexternal@pcu.com.au
Website: www.pcu.com.au

Bar Services

Bar facilities and services are provided on the Albury-Wodonga, Bathurst and Wagga Wagga Campuses by the Students' Associations. A bar also operates at the NSW Police College at Goulburn.

Available through:

The Sloshed Cod, Albury-Wodonga (City Campus):
(02) 6051 6796
The UniBar, Bathurst: (02) 6338 4823
Eagles' Nest, Goulburn: (02) 4823 2578
The Ag Tavern, Wagga Wagga: (02) 6933 2681
Crow Bar, Wagga Wagga: (02) 6933 2040

Campus Speed Limits

Care must be taken at all times to avoid speeding when driving on all CSU campuses. Campus roads have a **40kph** speed limit. This speed limit is enforceable by NSW Police and their presence on campus is a possibility at any time.

Care should also be extended when driving on campus due to the high number of pedestrians and cyclists present. Please take extra caution around bus zones, childcare centres, recreation areas and when driving at night.

Campus Watch

A number of activities at the University occur in periods of reduced activity or at night. This program highlights some of the hazards and provides enhanced security measures, such as providing light corridors, security contact phones and security escorts. The onus is on all of us to be concerned about our own safety and not to undertake activities that put us at risk. Please keep an eye out for, and report all, suspicious activities to Security on Albury **16888**, Thurgoona **19888**, Bathurst **84999**, Wagga Wagga **32288**.

Careers Service

The Careers Service assists students to develop career plans and to acquire the skills necessary to compete successfully for employment. Services provided include: access to graduate employment programs, listings of job vacancies suitable for CSU students and graduates, careers counselling and employment advice; assistance with resumes; interview skills training; vacation employment and links to employment information.

Career Hub is our online careers service:
www.csu.edu.au/careers

Email the Careers Service: careers@csu.edu.au

Available through:

Student Services, Careers Advisers
Bathurst: (02) 6338 4695

Cashier

(See also - Section 4 Fees and Financial Assistance)

A Cashier's Office is located on the campuses shown below. Fees and charges may be paid at the Albury-Wodonga (Thurgoona), Bathurst and Wagga Wagga offices between 10.00am and 4.00pm on any business day; and at the Albury-Wodonga City office between 1.00pm and 3.00pm Tuesdays and Thursdays.

Students may pay their fees and charges by cash, money order, cheque or credit card to a University Cashier. Alternatively payments may be made through our secure internet payment website, through BPay or by telephone through Xpress Call on 1902 261 566. The University accepts Bankcard, MasterCard, Visa and American Express. Students who wish to pay their fees and charges by mail should send their remittance to the address below. Cheques and money orders should be made payable to "Charles Sturt University" and the name and student number should be provided. **DO NOT SEND CASH.**

Division of Financial Services
Locked Bag 590
Wagga Wagga 2678

Cashier contact numbers:

Cashier's Office, Albury-Wodonga (City Campus):
(02) 6051 6887
Cashier's Office, Albury-Wodonga (Thurgoona Campus): (02) 6051 9887
Cashier's Office, Bathurst: (02) 6338 4113
Cashier's Office, Wagga Wagga: (02) 6933 2271

Chaplaincy

The Student Community Coordinator, coordinates the involvement of the religious leaders in the University. They also develop programs and facilitate access to resources and services. Their goal is to enhance the sense of community for students.

Available through:

Student Services, Albury-Wodonga: (02) 6051 6851
NSW Police College, Goulburn: (02) 4823 2622
(The same services are being developed on each campus. The most current information is available by contacting (02) 6933 2140.)

Childcare

Childcare is available to the children of students and staff of the University through a number of childcare centres. Parents using the centres may be eligible for Childcare Benefit. Parents may also be eligible for additional assistance under the Jobs, Education and Training (JET) Program which is designed to improve the financial circumstances of students receiving Centrelink payments by aiding their entry or re-entry into employment. The JET program also aims to increase eligible students' access to childcare.

Inquiries regarding eligibility should be directed to the Family Assistance Office, telephone: 136 150.

Albury-Wodonga

The Murray Children's Centre is licensed to care for 25 children ranging in age from six weeks to five years. Priority is given to the children of parents in full-time employment or who are full-time students. Part-time and casual places are offered when available.

The Centre operates Monday to Friday from 8.30am to 5.30pm for 48 weeks each year. It is closed on public holidays and for four weeks over the Christmas/New Year period. Parents are required to provide food and nappies for their children. The Centre, which is an employer-based long day care centre, is self-supporting and fees are set to cover running costs.

Inquiries: (02) 6051 6768

Bathurst

The Mitchell Childcare Centre is licensed to care for 70 children ranging in age from six weeks to five years. 15 places are dedicated to the children of students and staff of the University with a further ten places reserved for the children of students attending residential schools.

The Centre operates from 8.00am to 6.00 pm, Monday to Friday for 48 weeks each year. It is closed on public holidays and for four weeks over the Christmas/New Year period. The Centre provides all meals. The Centre is a community-based, non-profit organisation. It is self-supporting and fees are set to cover running costs.

Inquiries: (02) 6338 4346

Wagga Wagga

The CSU Children's Centre is licensed to care for 36 children ranging in age from six weeks to five years.

The Centre operates from 8.00am to 6.00pm, Mondays to Fridays for 48 weeks each year. It is closed on public holidays and for four weeks over

the Christmas/New Year period. The Centre provides all meals and nappies.

Inquiries: (02) 6933 2665

Complaints and/or Grievances

(See also - Harassment and/or Discrimination)
(See also - Exclusion Appeals Advice)
(See also - Advocacy)

Students who are dissatisfied with a service they receive from the University may have what is termed a complaint. Students who perceive that they have been 'wronged' or harmed by a student or staff member of the University, a process, or a ruling of the University may have what is termed a grievance. Student Services provide a Help Desk and designated staff to advise on handling complaints or grievances.

Available through:
Human Resources,
Albury-Wodonga: (02) 6051 9890
Bathurst: (02) 6338 4189
Wagga Wagga: (02) 6933 2230
Student Services, Student Services Officers,
Albury-Wodonga: (02) 6051 6828
Bathurst: (02) 6338 4678
Wagga Wagga: (02) 6933 2495

Computing Facilities

(See also - Online Services)

Computing facilities at CSU are provided by the Division of Information Technology. Computer laboratories are available for students to use on all campuses of the University regardless of their mode of study. Assistance in using the equipment and facilities is provided by an inquiry counter at each laboratory. The IT Service Desk and the University's website at www.csu.edu.au also provide assistance.

Computer labs are equipped with IBM P4 2.4Ghz computers, CD burners, scanners, flat panel monitors and a comprehensive suite of applications software. Printing services and internet access is also provided to all students (charges apply).

Hours of operation and a comprehensive description of computer configurations can be viewed by going to the "IT Services" link within my.csu (www.my.csu.edu.au). All main campuses operate at least one 24 hour computer laboratory.

Telephone support is provided by the IT Service Desk. The IT Service Desk operates Monday - Thursday 8.00am to 10.00pm; Friday 8.00am to 9.00pm; and Saturday - Sunday 9.00am to 5.00pm (AEST).



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The use of CSU's computing facilities is conditional upon adherence to the Policy for the Use of University Computing and Communication Facilities (see Section 6).

All inquiries regarding computing facilities should be directed to:

Service Desk (internal calls): 84357

Service Desk (external calls): 1300 653 088

Service Desk (international): +61 2 6338 4357

Copyright

(See also - Intellectual Property)

Generally, students own the copyright in the work that they produce as part of their CSU course (see Intellectual Property). This means that the use of their work is protected by the *Copyright Act, 1968*.

Students should be aware that the work of others is also protected by copyright. The Copyright Act allows students to copy others' work for private study and research under the fair dealing provisions of the Act. Students who need advice on whether it is legal to copy others' materials should contact their campus library in the first instance.

Further information and advice:

Campus Library, Albury City: (02) 6051 6809

Campus Library, Thurgoona: (02) 6051 9856

Campus Library, Bathurst: (02) 6338 4528

Campus Library, Wagga Wagga:

(02) 6933 2324

Or visit the CSU copyright website: www.csu.edu.au/copyright/

Counselling Service

The Counselling Service offers professional, confidential assistance to students experiencing a range of personal concerns including anxiety, stress, depression, loss and grief, motivational problems, family problems, relationship difficulties and other concerns impacting on general life adjustment and personal well-being. It is recognised that there are a variety of personal issues and difficulties that can impede the ability to study effectively. The aim of the Student Counsellors is to help to manage these difficulties in a way that will help students to continue and succeed in their chosen course of study.

Some group workshops (e.g. adjusting to University, stress management, personal development) are offered in accordance with specific student needs. Some self-help brochures and other counselling related pamphlets are also available on each campus.

Counselling can be accessed through Student Services:

Albury-Wodonga: (02) 6051 6942

Bathurst: (02) 6338 4696

Goulburn: (02) 4823 2858

Wagga Wagga: (02) 6933 2376

Course Advice - Enrolled Students

Students who need advice regarding enrolment and similar matters related to their course should contact their Course Coordinator whose name and contact details are listed as part of the course information in the relevant Faculty section in this Handbook.

Students may also contact their School Liaison Officer in the Student Administration Office. Specific contact details are provided in the Student Administration Office Information Booklet provided to commencing students and online at: www.csu.edu.au/division/deanstud/

The School Liaison Officer for students at the NSW Police College and the Australian Graduate School of Policing is located on the Albury-Wodonga Campus, while the School Liaison Officer for students at St Mark's, Canberra is located at the Bathurst Campus.

Contact:

Student Administration Office, Albury-Wodonga:
(02) 6051 6811

NSW Police College, Goulburn: (02) 6051 6780

Student Administration Office, Bathurst:

(02) 6338 4318

Student Administration Office, Wagga Wagga:

(02) 6933 2240

Course Advice - Prospective Students

Prospective students who would like more information about the courses in this Handbook should contact:

info.csu

1800 334 733 from within Australia

+61 2 6338 6077 from outside Australia

inquiry@csu.edu.au

Career counselling is also available from the Prospective Student Advisers on each campus. Please contact info.csu who will direct you to the relevant Prospective Student Adviser.

For on campus courses (non-recent school leavers) and distance education courses:

All campuses: (02) 6338 6030

Credit Advice

CSU does not expect students to study subjects that would teach them things they already know and understand. The University encourages students with prior learning including learning that has

occurred outside of formal courses (uncredentialed learning) to apply for credit (sometimes called advanced standing or exemptions) as required by the Credit Regulations.

Inquiries to:

Prospective Students:

info.csu

1800 334 733 from within Australia

+61 2 6338 6077 from outside Australia

Email: inquiry@csu.edu.au

info.csu will handle general inquiries about credit procedures and then direct specific inquiries to the relevant Course Coordinator.

Current Students:

Contact your Liaison Officer (see Course Advice - Enrolled Students above)

CSU Merchandise

CSU produces a range of merchandise bearing the University's logo as well as merchandise bearing the logo of the various predecessor institutions of CSU. The range includes clothing, pens, keyrings, glassware, paperweights, ties and graduation teddy bears.

Available through:

Alumni Shops

Bathurst: (02) 6338 4629

Wagga Wagga: (02) 6933 3273

Thurgoona: (02) 6051 9963

Charles Sturt University Student Association Albury-Wodonga (formerly Murray Campus Students' Association): (02) 6051 6940

CSU Students' Association Bathurst (formerly MASC) Shop: (02) 6338 4488

Charles Sturt University Student Association Wagga Wagga (known as Rivcoll Union) Shoppe: (02) 6933 2045

Disability Support Service

The Disability Support Service assists students with hearing, vision, mobility, speech, learning and psychological disabilities and students with medical conditions which necessitate support. The service is provided through a Disability Liaison Officer who, as well as arranging particular assistance, provides an advocacy service for students so that their disabilities are understood and accommodated by teaching and other staff.

Available through:

Student Services, Disability Liaison Officers,

Albury-Wodonga: (02) 6051 6971

Bathurst: (02) 6338 4531

Wagga Wagga: (02) 6933 2987

Disadvantaged Student Support

(See also - Aboriginal Student Support)

Under its equity program, CSU is committed to increasing the opportunities for disadvantaged groups in the community to participate in university life. Students targeted under the program include: those from rural areas, particularly isolated rural areas; those from disadvantaged socio-economic backgrounds; women studying Information Technology; Aboriginal or Torres Strait Island students; students with a disability; and students from non-English speaking backgrounds.

Students in these categories who need assistance in coping with study or university life generally are urged to use the various services available to them by contacting their Student Service Unit.

Available through:

Student Services, Student Equity Adviser:

Albury-Wodonga: (02) 6051 6971

Bathurst: (02) 6338 4256

Wagga Wagga: (02) 6933 2516

Administrative Officer, Dubbo: (02) 6884 7209

Drivesafe

(See - Campus Watch)

English Language Skills Service

(See also - International Student Support)

(See also - Learning Skills Service)

(See also - Mathematics Skills Service)

The English Language Skills service is available on a part-time basis to provide assistance to all students, including those for whom English is a second language, who need to develop skills in: spelling, grammar and punctuation; conversation and writing; and research and reading. It also helps students from non-English speaking backgrounds to understand the English language expectations that lecturers will have of them.

Available through:

Student Services, English Language Skills Advisers

Bathurst: (02) 6338 4279

Goulburn: (02) 4823 2791

Student Services, Learning Skills Advisers

Albury-Wodonga: (02) 6051 6902

Bathurst: (02) 6338 4159

Goulburn: (02) 4823 2567 or (02) 4823 32605

Wagga Wagga: (02) 6933 2787

Learning and Teaching Coordinator

Dubbo: (02) 6884 7209

Student Services, International Student Adviser

Albury-Wodonga: (02) 6051 9867

Bathurst: (02) 6338 4149

Wagga Wagga: (02) 6933 2112



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Examination Centres

(See also - Timetable - Examinations)

On campus students are expected to sit for their end-of-session examinations at their administrative campus. Distance education students may sit their examinations on campus or at one of the many examinations centres established by the University throughout Australia and overseas. Students who wish to change their examination centre may do so online or by contacting the Examinations Office. The online address is:

www.csu.edu.au/division/deanstud/

Inquiries to:

Examinations Office, Bathurst: (02) 6338 4545

Exclusion Appeals Advice

Students who have been asked by the University to show cause why they should not be excluded, or students who have been excluded and wish to appeal against their exclusion, may seek advice on the preparation of their show cause or appeal through their student association.

Available through:

CSU Students' Association Albury-Wodonga (formerly Murray Campus Students' Association): (02) 6051 6940

CSU Students' Association Bathurst (CSUSAB): (02) 6338 4896

CSU Association Wagga Wagga (known as Rivcoll Union), Wagga Wagga: (02) 6933 2030

Exemptions

(See - Credit Advice)

Facsimile (Fax) Services

On campus students who wish to send or receive faxes can use facilities provided by the units listed below for which a fee is charged.

Available through:

CSU Students' Association Albury-Wodonga (formerly Murray Campus Students' Association): (02) 6051 6940

CSU Students' Association Bathurst (CSUSAB): (02) 6338 4219 (phone), (02) 6338 4304 (fax)

CSU Students' Association Wagga Wagga (known as Rivcoll Union): (02) 6933 2030

Financial Advice and Assistance

(See also - Section 4 Fees and Financial Assistance)

Financial advice and assistance is available to students who are experiencing difficulties in financing their studies and meeting living costs.

Student Services staff can arrange assistance for students who require budgeting skills or information on government assistance. Interest free loans to meet short-term financial difficulties are also provided.

Available through:

Student Services, Student Services Officer:

Albury-Wodonga: (02) 6051 6828

Bathurst: (02) 6338 4678

Wagga Wagga: (02) 6933 2405

School, Policing Studies, Goulburn: (02) 4823 2953

First Aid

(See also - Health Service)

CSU has appointed a number of staff on each campus as first aid officers. Most of these staff are either Red Cross or St John's Ambulance trained and their location and contact details are published on posters displayed throughout the campuses.

FOI (Freedom of Information)

(See - Information - Access to)

Food Services

The food services provided on each of the University's campuses are listed below:

Albury-Wodonga Campus

The Murray Students' Association provides the following facilities. The Hard Cod Café on the City Campus provides hot and cold take away food, drinks and confectionery. Hours: 8.30am to 4.00pm.

Gums Café on the Thurgoona Campus provides hot and cold take away food, drinks and confectionery. Hours: 9.00am to 4.00pm.

Bathurst Campus

The Department of Residences and Catering provides food services through the Dining Room and Café Mitchell.

The Dining Room provides hot and cold, cafeteria-style meals to students living in the residences and to other students and staff who wish to use the Dining Room on a casual basis.

Café Mitchell provides hot and cold, self-serve, cafeteria style lunches between 12.00 noon and 2.00pm throughout the year. Café Mitchell is licensed.

CSU Students' Association Bathurst (formerly MASC) provides food services through the Pitstop and Macca's Bistro. The Pitstop provides hot and cold take away food, drinks and confectionery. Hours (Monday to Friday): 9.30am to 3.30pm during session; 10.00am to 2.00pm at other times. The Bistro, which is licensed, provides hot and cold

meals and drinks in a table-service, café-style setting. Hours: 10.00am to 3.00pm Monday to Friday.

Dubbo Campus

Food services at the Dubbo Campus are provided by the TAFE College that provides hot and cold take away food and confectionery. Hours: (during TAFE terms) 7.30am to 8.00pm Monday to Thursday; and 8.00am to 2.00pm on Friday.

Goulburn Campus

Food services at the NSW Police College in Goulburn include the Dining Room that provides breakfast, lunch and dinner and morning and afternoon teas. Hours: breakfast 6.30am to 9.00am; lunch 11.30am to 2.00pm; dinner 5.30pm to 7.30pm. The Gallery provides light snacks from 10.00am to 2.00pm weekdays.

Wagga Wagga Campus

The Department of Residences and Catering provides food services through the Dining Room and serves meals to students living in the residences and to other students or to staff who wish to use the Dining Room on a casual basis.

The Department of Residences and Catering also operates a hot food bar from 11.00am to 2.30pm Monday to Friday, serving hot and cold food and drinks.

Charles Sturt University Student Association Wagga Wagga (known as Rivcoll Union) provides food services through the Boorooma Canteen and Mouth Trap on the Boorooma Campus and the Ag Canteen on the Agriculture Campus. The Boorooma Canteen serves hot and cold take away food, drinks and confectionery. Hours: 9.00am to 5.00pm during session; 9.00am to 4.30pm at other times.

The Mouth Trap serves drinks, coffee and snacks. Hours: 10.00am to 3.00pm during session. The Ag Canteen serves hot and cold take away food, drinks and confectionery. Hours: 9.00am to 5.00pm during session; 9.00am to 4.00pm at other times.

Graduate Associations

(See also - Alumni Services)

A number of graduate associations have been established under the aegis of the Alumni Office. These associations organise activities for members and facilitate the networking of graduates with one another, prospective employers and others who share similar professional interests.

The following associations have been established in Australia: Bathurst Teachers' College Alumni Associations; CSU Alumni-Bathurst Chapter; CSU Television Production Alumni; CSU-Mitchell

Emeritus Club; Goulburn College of Advanced Education Alumni Association; Wagga Wagga Teachers' College Alumni Association; Wagga Agricultural College Old Boys' Union. Overseas alumni groups have been established in Canada, Hong Kong, Malaysia, New Zealand, Singapore and England. Contact details for these associations are published online: www.csu.edu.au/division/alumni

Further information:

Alumni Office, Bathurst: (02) 6338 4629

Email: alumni@csu.edu.au

Graduation

(See also - Academic Dress Hire)

(See also - Graduation Balls)

Students in the final session of their course are required to apply to graduate. Graduands (i.e. students who have completed their course but have not yet graduated) may choose to graduate at a graduation ceremony or *in absentia* which means their testamur is mailed to them.

Graduation ceremonies are arranged by Student Administration and held in April and May each year on the Albury-Wodonga, Bathurst, Dubbo and Wagga Wagga Campuses as well as in Canberra, Goulburn and Sydney. A number of ceremonies are organised later each year at overseas locations.

Further information:

Xpress Call: 1902 261 566

Student Administration Office, Albury-Wodonga:

(02) 6051 6811

Student Administration Office, Bathurst:

(02) 6338 4318

Student Administration Office, Wagga Wagga:

(02) 6933 2240

International Office: (02) 6933 2666

Graduation Balls

(See also - Graduation)

Graduation balls for students graduating at the Albury-Wodonga, and Bathurst ceremonies are organised by the student associations. Information regarding the balls is sent to students with information about the graduation ceremonies.

Inquiries:

CSU Students' Association Albury-Wodonga (formerly Murray Students' Association):

(02) 6051 6940

CSU Students' Association Bathurst

(CSUSAB): (02) 6338 4269



10 - Services and Facilities

Harassment and/or Discrimination

(See also - Advocacy)

(See also - Complaints and/or Grievances)

Students and staff who believe they have been harassed, discriminated against or otherwise dealt with unfairly by other students or staff may seek to have their grievance dealt with under CSU's grievance policy. Information on the grievance procedures is published online at: www.csu.edu.au/division/humres/eo/index.htm

A number of staff are trained by the Equal Opportunity Office in the Division of Human Resources, to assist with the handling of matters of harassment and/or discrimination. Their assistance may be through informal mediation or, if this proves unsuccessful, through a more formal process provided for in the policy.

For information on the assistance available with regard to harassment and/or discrimination, please contact Human Resources or Student Services.

Available through:

Student Services, Student Services Officer, Albury-Wodonga: (02) 6051 6828

Human Resources, Albury-Wodonga:

(02) 6051 9890

Student Services, Student Services Officer, Bathurst: (02) 6338 4678

Human Resources, Bathurst: (02) 6338 4189

Student Services, Student Services Officer, Wagga Wagga: (02) 6933 2405

Human Resources, Wagga Wagga: (02) 6933 2230

Hazard Reporting

An important responsibility for all members of the University community is to minimise risks and prevent accidents. This can be achieved if students attempt to identify, evaluate and control hazards as they arise. Students are encouraged to alert Human Resources (EH&S) of hazards on their campus. To access the Hazard Report form go to www.csu.edu.au/division/healsafe/webpages/forms/formhr.htm

Health Service

(See also - Immunisation)

(See also - Medicare)

The health service provides on campus general nursing care to students and operates a clinic staffed by visiting general practitioners who bulk-bill. Consultations are by appointment only. The service provides first aid, immunisation, contraception, pap tests, pregnancy testing and literature on health-related issues. On campus students with an ongoing medical condition are invited to advise the nursing staff. Please note that Doctors hours in 'Out of Sessions' may vary so please inquire at the Medical Centres.

The NSW Police College at Goulburn operates a clinic for students at that campus Monday to Friday from 8.00am to 4.30pm.

Available through:

Student Services Medical Centre, Bathurst:

(02) 6338 4696

Student Services Medical Centre, Wagga Wagga:

(02) 6933 2242

NSW Police College, Goulburn: (02) 4823 2919

HECS Advice

(See Section 4)

Housing

(See Off Campus Housing Service)

Identity (ID) Cards

All students are issued with an ID card that should be carried at all times when on campus. The ID card must be produced at all examinations and to obtain certain University services. Replacement cards can be ordered through Xpress Call for a fee.

The ID card is a plastic card that shows a digitised image (portrait) of the student, the student's identification number and card expiry date.

Inquiries:

Student Administration Office, Albury-Wodonga: (02) 6051 6811

Student Administration Office, Bathurst:

(02) 6338 4318

Student Administration Office, Wagga Wagga:

(02) 6933 2240

Xpress Call: 1902 261 566

Immunisation

(See also - Health Service)

(See also - Medicare)

Students enrolled in the Policing courses at the NSW Police College in Goulburn are encouraged to complete a program of vaccination during their first session before commencing fieldwork. Students should take evidence of any current vaccinations with them to the College when they commence their course.

Arrangements will be made for Bachelor of Nursing students to undergo voluntary Mantoux testings for tuberculosis during their first session of enrolment. Students are strongly advised to check their current immunisation status prior to enrolment, particularly with regard to immunisation against Hepatitis B. Most vaccinations can be arranged through the campus health service.

Students enrolled in Pre-Hospital Care and similar courses are also encouraged to complete a program of vaccination.

Further details:

Student Services Medical Centre, Bathurst:
(02) 6338 4310
Student Services Medical Centre, Wagga Wagga:
(02) 6933 2242
NSW Police College, Goulburn: (02) 4823 2919
School of Nursing and Health Science, Bathurst:
(02) 6338 4222
School of Public Health, Bathurst: (02) 6338 4512
School of Health and Human Services, Wagga
Wagga: (02) 6933 2874

Indigenous Student Support

Support services to Aboriginal and Torres Strait Islander students, studying either on campus or by distance education, is provided by Maldahan Gilanna Indigenous Education Centre which operates through Units on each major campus:

- Winan-Gidyal at Albury-Wodonga
- Wammarra at Bathurst
- Ngungilanna at Wagga Wagga
- Baraamielinga at Dubbo

The Units provide facilities including tutorial and study rooms, computer equipment and common rooms. Services provided through each unit include academic study skills advice, counselling, financial advice including assistance with Abstudy and ATAS applications. These services are available to both on campus and distance education students.

Aboriginal and Torres Strait Islander people who are thinking about applying for admission to a CSU course should consider enrolling first in the Koori Admission Program (KAP) or the Indigenous Tertiary Entry Program (ITEP). KAP is an on campus alternative entry program for mature aged Indigenous men and women, whereas ITEP is a distance education enabling program for mature age people to experience university study from their community.

NSW Police College students at Goulburn should contact Winan-Gidyal at the Albury-Wodonga Campus.

Available through:

Winan-Gidyal, Albury-Wodonga: (02) 6051 6881
Wammarra, Bathurst: (02) 6338 4236
Ngungilanna, Wagga Wagga: (02) 6933 2216
Baraamielinga, Dubbo (02): 6881 8709

Information - Access to

Students have access to the records relating to their personal affairs as specified in the Policy on Access to Student Records and Assessment Items (see Section 6). They also have rights regarding their personal information under the *Privacy and Personal Information Protection Act 1998*. See the CSU Privacy website: www.csu.edu.au/adminman/privacy.htm

Information held by the University (whether personal information or otherwise) is generally available to students and staff. They may seek access to University records by lodging a Freedom of Information application for which a fee is payable – see Section 4. Applications are decided within the provisions of the *Freedom of Information Act (1989)* which includes the right of appeal if access to the information sought is denied.

Availability:

Officer of Corporate Governance and the University Secretary: (02) 6338 4200

Insurance

Students of CSU are covered by the University's public liability policy while they attend classes at the University and while they are engaged on course related activities that would include *practica*, internships, etc. taken off campus. Public liability insurance covers students against any damage or injury they may cause while completing their course.

Students, particularly those living in the University's residences, are advised to insure their belongings, particularly their computer and other equipment, as their personal property is not covered by the University's insurance policies.

Some of the student associations offer personal accident insurance at competitive rates. CSU Students' Association Bathurst (formerly MASC) provides this service to all Bathurst students without them having to request the cover. Students at the NSW Police College, Goulburn should contact Charles Sturt University Students' Association Wagga Wagga (known as Rivcoll Union) on the toll free line located outside the Police Shop.

Available through:

CSU Students' Association Albury-Wodonga (formerly Murray Campus Students' Association):
(02) 6051 6940
CSU Students' Association Bathurst (formerly MASC): (02) 6338 4269
CSU Students' Association Wagga Wagga (known as Rivcoll Union): (02) 6933 2030

Intellectual Property Rights

(See also - Copyright)

Generally, students own the work that they produce as part of their studies and research at CSU. This means that the University cannot use a student's work without the consent of the student. Exceptions to the general rule of student ownership of work may apply in the case of research that is undertaken for a higher degree. In such cases the student will be notified of the situation and may be required to sign a statement relinquishing his or her intellectual property rights.



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The University's policy on intellectual policy is available online at: www.csu.edu.au/adminman/inf/inf01.rtf

Further information:

Centre for Research and Graduate Training, Wagga Wagga: (02) 6933 4163

International Student Support

International student advisors are available at the Wagga Wagga, Bathurst and Albury Campuses to provide ongoing support to international students. The international student advisors support students' adjustment to a new course of study, lifestyle and cultural and climatic environment.

Advocacy, liaison and referral services are also available.

Available through:

Student Services, International Student Advisers:

Albury-Wodonga: (02) 60519867

Bathurst: (02) 63384149

Wagga Wagga: (02) 69332112

Internet

(See - Online Services)

Islamic Study Centre

An Islamic Study Centre has been established on the Wagga Wagga Campus. The Centre is run by the Islamic Student Association and is open to all Muslim students and staff.

Further information:

International Office, Wagga Wagga: (02) 6933 2666

Learning Skills Service

(See also - Mathematics Skills Service)

(See also - English Language Skills Service)

The Learning Skills Service provides skills and advice on how to study and learn effectively at University. This service develops skills in time management, research techniques, effective reading and note taking, essay and report writing, tutorial presentation, examination preparation and how to access online information and resource materials.

Available through:

Student Services, Learning Skills Advisers

Albury-Wodonga: (02) 6051 6902

Bathurst: (02) 6338 4159

Goulburn: (02) 4823 2567 or (02) 4823 32605

Wagga Wagga: (02) 6933 2787

Learning and Teaching Coordinator

Dubbo: (02) 6884 7209

Student Services, English Language Skills Advisers

Bathurst: (02) 6338 4279

Goulburn: (02) 4823 2791

Legal Advice

Some student associations, by arrangement with a local firm of solicitors, provide a free legal advice service to students. Legal matters dealt with by the service include, for example, tenancy and matters relating to real estate, motor traffic accidents and disputes with the suppliers of goods and services.

Students at the NSW Police College at Goulburn should contact Charles Sturt University Students' Association Wagga Wagga (known as Rivcoll Union) on the toll free line located outside the Police Shop.

Available through:

CSU Students' Association Albury-Wodonga (formerly Murray Campus Students' Association): (02) 6051 6940

CSU Students' Association Bathurst (CSUSAB): (02) 6338 4269

CSU Students' Association Wagga Wagga (known as Rivcoll Union): (02) 6933 2030

Library Services

(See also - Section 4 for Library Fees)

(See also – Section 6 for Rule of the Library)

Library Services are provided to support the academic programs of CSU. The collection reflects the University's teaching profile and is expanding to cater for higher degree and research work. Most of the material is available for loan.

CSU's library contains over half a million books and documents, more than 10,000 current serials in print and electronic format and a large collection of audiovisual materials. Libraries are located at the Bathurst, Wagga Wagga and Albury-Wodonga Campuses. The campus at Dubbo has a small resource collection. Affiliated libraries at the NSW Police College in Goulburn and the Australian Institute of Police Management in Manly assist in supporting courses in policing and police management. Theological students are served by St Mark's College (Canberra) and Vianney College (Wagga Wagga) as well as the CSU library.

Access to collections and information throughout the world is available through the document delivery and database services of the library. These include indexes and full-text services, many of which are available online: www.csu.edu.au/division/library/

CSU is a member of UNILINC, a large library network for cooperative activities among academic libraries in New South Wales. The UNILINC catalogue is available online (OPAC) in each library and by network access.

Students and staff may borrow from the CSU libraries in person or via intercampus loans. In

addition, there are reciprocal borrowing privileges at most UNILINC member libraries and all Australian University libraries.

Distance education students and students enrolled at the Dubbo Campus are offered library services by mail and electronic delivery. Special telephone, online catalogue and database services are provided to help bring the library to the user. Remote access is a growing feature of library and information service provision.

Library publications, in print and online, give details of services available, opening hours, borrowing procedures and resources. Services available to members of the public, staff and students of other universities may vary from those available to staff and students of CSU.

Contacts:

- Campus Library, Albury City: (02) 6051 6812
- Campus Library, Bathurst: (02) 6338 4723
- Campus Library, Thurgoona: (02) 6051 9812
- Campus Library, Wagga Wagga: (02) 6933 2343
- NSW Police College, Goulburn: (02) 4823 2550
- Australian Institute of Police Management, Manly: (02) 9934 4741
- St Mark's National Theological Centre, Canberra: (02) 6273 1572

Mail Services

Students are responsible for ensuring that the University has their most current mailing address. Changes of address should be notified in writing to the Student Administration Office. The facility to update addresses and other personal details is available online at: www.csu.edu.au/division/deanstud/

Students enrolled in on campus courses should not give their address as "c/- Charles Sturt University" as the University accepts no responsibility for the delivery of mail addressed to students in that way.

Students living off campus should give their off campus address for the receipt of mail. Students living in the University residences at Bathurst or Wagga Wagga who wish to receive mail at the University must open a post office box at the post office located within the Mini-marts on campus. Up to two students may share the same box.

Students in residence on the Thurgoona Campus should address mail:
(name)
Rothwells Residences
Charles Sturt University
Locked Bag 2003
Albury 2640

Students living in residence at the NSW Police College, Goulburn, should have their mail addressed to them as follows:

[Student's name]
Constables Education Program
NSW Police College
McDermott Drive
Goulburn 2580

Mathematics Skills Service

(See also - Learning Skills Service)
(See also - English Language Skills Service)

The Mathematics Skills Service is provided by mathematics learning advisers who can assist students with the mathematical or statistical components of their subjects and offer a range of STUDYLINK subjects to help students from targeted courses. These STUDYLINK subjects - or bridging/enabling subjects - are recommended for students who lack the mathematical or statistical background necessary to succeed in their course.

Available through:

- Student Services, Maths Learning Skills Adviser, Albury-Wodonga: (02) 6051 6942
- Student Services, Maths Learning Skills Adviser, Bathurst: (02) 6338 4035
- Student Services, Maths Learning Skills Adviser, Wagga Wagga: (02) 6933 2430

Medicare

(See also - Health Service)
(See also - Immunisation)

Students commencing on campus courses are advised to obtain their own Medicare card so that they can be bulk-billed when using the University's Health Service.

Students may also qualify for a Social Security Health Care card that entitles the holder to free medical and hospital cover and other benefits. The issue of these cards is subject to a means test. Inquiries should be directed to the Department of Social Security.

International students must have Medibank Private health insurance, which is a condition of their student visa, during their enrolment with the University.

Memorabilia

(See - CSU Merchandise)

Mini-marts

(See - Shops)

Misadventure

(See - Special Consideration)



14 - Services and Facilities

Occupational Health and Safety

Students have access to OH&S Policies and information that is tailored to student risk management needs. The information is available online at: www.csu.edu.au/division/healsafe/student.htm or via [my.csu](http://my.csu.edu.au); CSU A to Z; Occupational Health and Safety provides direct access to the Student Access Point via this website.

Off Campus Housing Service

(See also - Tenancy Advice)

The Off Campus Housing Service assists students to find suitable accommodation by maintaining a register of private housing which includes rentals, board, rooms to let and flats and houses to share.

Available through: www.csu.edu.au/division/studserv/loans/offcampus.htm
Student Services, Student Services Officer, Albury-Wodonga: (02) 6051 6828
Student Services, Student Services Officer, Bathurst: (02) 6338 4678
NSW Police College, Goulburn: (02) 4823 2572
Student Services, Student Services Officer, Wagga Wagga: (02) 6933 2405

OHS Forum

An online forum is available for all staff and students to raise and discuss health and safety issues.

Online Services

Charles Sturt University is Australia's leading provider of higher education online services and has one of the largest distance education student populations.

At CSU we make every effort to provide all students, regardless of their location or mode of study, with comparable access to staff and services. This is made possible through our rich and expanding array of online services, designed to help with studies as well as to support administrative and social needs.

Once enrolled, students will automatically be registered as a CSU online user. All of the CSU online services are provided within a personalised space on the CSU website called [my.csu](http://my.csu.edu.au). This can be found at the web address my.csu.edu.au. Some of the services that are able to be accessed online include:

- Email – a web-based email account with the ability to redirect to another account if necessary
- Online subjects – with links to much of what is needed to be a successful student
- Forums – 'talk' online with fellow students and lecturers
- Electronic Assignment Submission and Tracking – the ability to submit assignments via the internet
- Library databases – download the information needed for study and assignments

- Financial details – access personal CSU financial balances
- Exam results online – exam results available immediately once they are released
- Online transcripts – copies of downloadable transcripts available online
- Re-enrolment – re-enrol online each session

A very important CSU service is the eBox – your point for the online delivery of official University communications. The eBox is accessed via [my.csu](http://my.csu.edu.au).

Many of the traditional paper-based official communications normally delivered to students via the post, such as HECS notices and invoices, are now delivered by the University online to your eBox.

Internal students are automatically registered as CSU online users. They will receive official University communications online via their eBox **only**.

Distance education students are automatically registered as CSU online users but may elect to have official communications sent by post.

Further information is outlined in a CSU booklet entitled *Get on with IT*. This booklet and other advice is available online at <http://www.csu.edu.au/division/studserv/online/getonwithit2004.pdf> or from the IT Service Desk (see Computing Facilities for Service Desk hours and contact numbers).

Orientation - New Students

Whether you have enrolled to study on campus or by distance education, your orientation to both the University and tertiary study is an equally important time and activity for all new students. Therefore, you are especially invited to take part in any of the various orientation programs available (real or virtual).

You can participate in a virtual orientation using the CSU Orientation Website at: <http://www.csu.edu.au/orient/>

You may also use the Orientation Website to look up the information advertising the on campus orientation programs, and the face-to-face sessions and orientation workshops for distance education students (the same information is also sent out by post to students during the admissions process).

All the orientation events are planned to help you gain a greater understanding of, and familiarity with, the University - the physical environments as well as the online environment (internet), the student services and other support arrangements, the staff, and, of course, to enable you to make contact with fellow students. Whether you are an Australian or international student, recently left school or returning to study, orientation is a time for picking up

useful hints, getting an idea of what lies ahead and gathering information for getting your studies off to a flying start.

For any further information please contact any one of the on campus offices of Student Services or the Student Helpdesk at email address: studenthelp@csu.edu.au

Further information:

Student Services, Student Services Officer, Albury-Wodonga: (02) 6051 6828 or facsimile (02) 6051 6748

Student Services, Student Services Officer, Bathurst: (02) 6338 4678 or facsimile (02) 63384614

Student Services, Student Services Officer, Dubbo: (02) 6884 7209 or facsimile (02) 6884 7218

Student Services, Student Services Officer, Wagga Wagga: (02) 6933 2405 or facsimile (02) 6933 2199

Parking and Traffic Rules

On campus parking is provided on all campuses of the University. Cars must be parked in the designated car parks. Cars parked illegally will be fined by parking officers who have authority under the Motor Traffic Regulations to impose such fines.

Campus roads are public roads for the purposes of the Motor Traffic Act and motorists who fail to observe speed limits or the traffic signs or who are otherwise in breach of normal road rules may be fined by NSW Police Services Officers who patrol the campus roads.

Privacy

(See – Information – Access to)

Photocopying Service

On campus students who wish to photocopy material can use photocopiers and microform printers in the libraries, or the photocopiers provided by some student associations.

The University printeries have established Copyshops on the main campuses that provide students and staff with a while-you-wait black and white and colour photocopying service. The Copyshops sell paper and provide a binding and laminating service. The Wagga Wagga Copyshop also provides a passport photo service.

Available through:

Copyshop, Albury-Wodonga City: (02) 6051 6703

Copyshop, Bathurst: (02) 6338 4152

Copyshop, Wagga Wagga: (02) 6933 4017

Campus Library, Albury City: (02) 6051 6812

Campus Library, Thurgoona: (02) 6051 9812

CSU Students' Association Albury-Wodonga (formerly Murray Campus Students' Association): (02) 6051 6940

Campus Library, Bathurst: (02) 6338 4723

NSW Police College Library, Goulburn:

(02) 4823 2550

Campus Library, Wagga Wagga:

(02) 6933 2334

Common Room, Dubbo: (02) 6884 7209

Radio Station 2MCE-FM

2MCE-FM - Live and Local, is a community radio service operated by the Charles Sturt University in partnership with the regional community. It serves the social, cultural and educational interests of both the community and the University through the provision of facilities, training and programming time. As such, it provides a vehicle for CSU communication students to apply theory in a real operating circumstance.

Australia's oldest regional community radio station, 2MCE-FM was established in 1976 and provides a continuous broadcast service to approximately 80,000 residents of the Central West of NSW, from transmitters at Mt Panorama in Bathurst (92.3MHz) and Mt Canobolas near Orange (94.7MHz). The station operates from studios and offices on the Bathurst Campus of CSU.

2MCE-FM is committed to the principles of access, diversity and independence in its operation, and the pursuit of excellence in broadcasting. We are committed to communicating the views, needs, interests and aspirations of the communities we serve through our operation as a community broadcaster.

2MCE also provides management, administration and technical resources for the National Radio News service, which is delivered by satellite to currently 80 stations across Australia. There are opportunities for final year journalism students to be actively involved with this professional news service.

The National Radio News

The National Radio News is a professional news service produced at Charles Sturt University, Bathurst Campus, by a partnership of community radio 2MCE-FM, CSU School of Communication, and the Community Broadcasting Association of Australia (CBAA). The service is distributed nationwide by the CBAA through its Community Radio Service satellite delivery system.

Three professional journalists plus third year journalism students currently produce 84 bulletins per week, which are distributed by satellite to 80 radio stations in every state and territory in Australia. Students benefit from the exposure to a professional news service with real deadlines and real clients and provides them with an edge in a competitive marketplace.



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Regional Archives

The Charles Sturt University Regional Archives (formerly the Riverina Archives) was established as an autonomous entity in 1978, and is now Australia's third largest university archive. It currently spans some 3,700 linear metres, and is one of Australia's most diverse and rich collections pertaining to a specific region. The collection can support research in rural, social, educational, business and administrative history, politics, historical sociology, genealogy, geography, environmental science, and related disciplines. Two or three Summer Research Scholarships are offered each year on a competitive basis for research on designated topics that are supported by the collections.

The Collection is managed as three distinct parts to reflect the three main collecting areas: State Archives, Regional Records, and University Records.

As a regional repository for the State Records Authority of New South Wales, the Regional Archives collects records created by local and regional offices of State Government agencies within the Riverina and Murray Regions (Regions five and six). Most agencies are represented, with particular strengths in Lands and Local Court House records. The Regional Archives also collects records from local and regional businesses, community organisations, local government, agricultural and pastoral organisations, politicians and individuals. Finally, the Regional Archives fulfils its in-house responsibilities by managing records created within the University, particularly central records, records from various Divisions, Faculties and Schools, and records from the University's immediate precursor institutions. Guides to holdings are on the Regional Archives website.

The Regional Archives is located in the Blakemore Building, Hely Avenue, Wagga Wagga (on the University's South Campus). The Archives is open to researchers from Monday to Friday, 9.00am - 5.00pm.

Telephone: (02) 6925 3666
Facsimile: (02) 6925 3992
Email: archive@csu.edu.au
Online: www.csu.edu.au/research/archives

Research Students

The Centre of Research and Graduate Training located on the Wagga Wagga Campus is responsible for the administration of the University's master and doctoral research programs and professional doctorate programs. The Centre produces a *Higher Degrees Manual* that is issued to all new research students and is available online at:

www.csu.edu.au/research/resgrad/gradstud/hdegrees/manual/

The Manual provides information and advice on a wide range of matters affecting research students including, for example: supervision; intellectual property; ethical issues related to research; research fields; facilities and resources provided to students; and enrolment and similar matters relating to research candidacy.

Further information:
Centre of Research and Graduate Training
Locked Bag 588
Wagga Wagga 2678
Telephone: (02) 6933 4163
Facsimile: (02) 6933 4161
Email: aharris@csu.edu.au

Religious and Community Connections

The Student Community Coordinators, coordinate the involvement of the religious leaders in the University. They can connect you with religious and spiritual support available in the community and on the campuses. The Coordinators develop programs and facilitate access to resources and services in the community.

Available through:
Student Services, Student Community Coordinators,
Albury-Wodonga: (02) 6051 6851
Bathurst: (02) 6338 4601
Wagga Wagga: (02) 6933 2785
NSW Police College, Chaplain, Goulburn:
(02) 4823 2622

Scholarships

(See also - Section 4 Fees and Financial Assistance)

School Visits - Prospective Students

Every day is open day at CSU (9.00am to 5.00pm, Monday to Friday, including school holidays but not public holidays). Teachers wishing to organise a visit to a campus of CSU for high school or TAFE students should contact:

info.csu:
Telephone: 1800 334 733
Telephone: +61 2 6338 6077 from outside Australia
Email: inquiry@csu.edu.au

Security

Duties of security at Albury, Bathurst, Thurgoona and Wagga Wagga Campuses include: ensuring the safety of students, staff and visitors to the University; maintain the security of all University buildings and grounds and off campus accommodation; controlling traffic and parking on campus and providing assistance where required.

Duties of security at Goulburn campus include: ensuring the safety of students, staff and visitors to the Academy; maintaining the security of all academic buildings and grounds; controlling traffic and parking on campus and providing assistance where required.

The security section also deals with lockouts, lost and found property, noise complaints and investigations of complaints.

Security services are available through:
 Albury-Wodonga (City Campus): 16888 (internal) (02) 6051 6888
 Albury-Wodonga (Thurgoona Campus): 19888 (internal) (02) 6051 9888
 Bathurst: 84999 (internal) (02) 6338 4999
 Goulburn: 82576 (internal) (02) 4823 2653
 Wagga Wagga: 32288 (internal) (02) 6933 2288

Shops

(See also - Food Services)
 (See also - CSU Merchandise)

Mini-marts at Bathurst and Wagga Wagga supply general groceries, confectionary, drinks, toiletries, stationery items, phonecards and recharge cards (Telstra and Optus) and CSU clothing at very competitive prices. The Mini-marts are also licensed post offices with a full range of Australia Post products. They are also a Commonwealth Bank Agency. The Bathurst Mini-mart only has non-electronic banking (passbook accounts only).

The student associations on the Albury-Wodonga, Bathurst and Wagga Wagga Campuses also operate shops selling stationery, postage stamps, CSU merchandise, confectionery, etc.

Colemans Office Products, a local business in Bathurst, operates a shop on the Bathurst Campus selling computer hardware and software, calculators and similar equipment.

Service provided by:
 Mini-mart, Bathurst: (02) 6338 6986
 Mini-mart, Wagga Wagga: (02) 6933 4980
 CSU Students' Association Bathurst (formerly MASC) Shop: (02) 6338 4488
 Hard Cod Café, Albury-Wodonga: (02) 6051 6796
 Rivcoll Shoppe, Wagga Wagga: (02) 6933 2045

Smoking

CSU policy and the 'Smoke-free Environment Act' 2000 state that the University is a smoke-free environment. Smoking is prohibited in all buildings including the student residences. Smoking in enclosed areas can result in a \$550 personal fine.

The risk of fire is significant, especially in student residences, therefore smoking and the lighting of candles etc should not occur.

Social and Cultural Activities

Social and cultural activities are provided for students by the Students' Associations. Such activities may be organised by and for the members of the various clubs and societies affiliated with the Students' Associations or by the associations generally for all students.

Students at the NSW Police College in Goulburn should contact Charles Sturt University Students' Association Wagga Wagga (known as Rivcoll Union) on the toll free line located outside the Police Shop.

Available through:
 CSU Students' Association Albury-Wodonga (formerly Murray Campus Students' Association): (02) 6051 6940
 CSU Students' Association Bathurst (CSUSAB): (02) 6338 4765
 CSU Students' Association Wagga Wagga (known as Rivcoll Union): (02) 6933 2030
 Dubbo Campus Students' Association, Dubbo: (02) 6881 8447
 School of Theology Students' Association, Canberra: (02) 6273 1572

Special Consideration

(See also - Section 6 Special Consideration Regulations)

Students who suffer misadventure or extenuating circumstances that prevent them from submitting work on time or from sitting an examination, or that adversely affect their performance in assignments or examinations may apply for special consideration under the Special Consideration Regulations.

Inquiries to:
 Student Administration Office, Albury-Wodonga: (02) 6051 6811
 Student Administration Office, Bathurst: (02) 6338 4318
 Student Administration Office, Wagga Wagga: (02) 6933 2240
 Examinations Office, Bathurst: (02) 6338 4635

Sporting Facilities

The Bathurst and Wagga Wagga Campuses of the University and the NSW Police Academy at Goulburn provide students with a range of sporting facilities including football, soccer and hockey fields; basketball, netball, volleyball and tennis courts; and gymnasiums. The Bathurst Campus has a nine hole golf course and the Wagga Wagga Campus has a 25 metre swimming pool. These facilities are available for use by students and staff.



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For further information:

Bathurst: (02) 6338 4490

Goulburn: (02) 4823 2897

Wagga Wagga: (02) 6933 2276

Student Services Help Desk

The HELP Desk is designed to provide assistance to all enrolled Charles Sturt University students and provides information regarding general inquiries, assignments, subject material despatch, residential schools, and University services.

Inquiries on Information Technology matters should be referred to the Information Service Desk (free call): 1300 653088.

Available through:

Student Services, Student Services Officer,

Albury: (02) 6051 6828

Bathurst: (02) 6338 4678

Wagga Wagga: (02) 6933 2405

Website: www.csu.edu.au/division/studserv/enquiries.htm

Student Representative on OH&S Committees

These committees have been established under the OH&S Legislation. They provide a means where students can have an input into the development of safety policies and programs for the University. These committees have an important role to play in providing a safe environment in the University, and they need your active support. The student representatives are nominated through your Students' Association. Please raise any unresolved safety concerns with these representatives. If your Students' Association does not currently have a representative, consider standing for the position.

STUDYLINK Program (Bridging/Enabling)

STUDYLINK subjects are designed to link you into your new life as a student at Charles Sturt University. If you haven't studied a particular subject before, i.e. chemistry, maths or physics, or you feel you would like to boost your skills and knowledge, then STUDYLINK subjects are designed for you. So long as you have enrolled at Charles Sturt University, either in a course or as an Associate Student in the Associate Student Program, you can choose whether to undertake a STUDYLINK subject prior to, or during, your course.

There is sufficient diversity in the range of STUDYLINK subjects to meet the majority of your early study preparation and academic interests. Some of the subjects include: Introductory Chemistry, Introductory Physics, Academic Skills Development, Transition to Tertiary Study, Stepping into Statistics, Stepping into Mathematics, etc.

The majority of STUDYLINK subjects are offered as distance education packages, and are available to students studying on or off campus.

For more information you can access the STUDYLINK website at: www.csu.edu.au/student/studylink

Available through:

Student Services, Student Services Officer,

Albury: (02) 6051 6828

Bathurst: (02) 6338 4678

Wagga Wagga: (02) 6933 2405

Subject Outlines

(See also - Section 6 - Assessment Regulations)

All students enrolling in a CSU subject will be issued with a subject outline which sets out information on: who will teach the subject; what its aims and objectives are; what will be taught (i.e. the curriculum); and how students will be assessed and graded. Subject outlines are important documents because they are, in a sense, an agreement between a student and the University with respect to teaching and learning in the subject. Subject outlines can only be changed during a session with approval from the Head of School.

Further information: the relevant lecturer.

Telephones

Internal Calls

The University operates an internal telephone system which allows calls to be made to any campus or department simply by dialling the last five digits of the number listed in this Handbook. This facility will only work on handsets connected to the University's telephone system. It will not work on public telephones, mobiles or private telephones.

Students at the NSW Police College at Goulburn can call any of the College's numbers as an internal call by dialling 8 plus the last four digits of the number given in this Handbook. To call the Albury-Wodonga campus from the NSW Police College students can use a tie-line service by dialling 83383 plus the five digit Albury extension number.

Some sections of the University, for example the Library, the Division of Information Technology and Student Services, provide a toll free telephone number for some services. Students at the NSW Police College in Goulburn can access the services of the Rivcoll Union on the toll free line located outside the Police Shop.

Public Telephones

Coin and card operated public telephones are located on CSU campuses and in the CSU residences. Students who are members of The

University Co-op Bookshop Ltd can use their membership card as a rechargeable phone card.

Mobile Telephones

Students who carry mobile telephones are encouraged to use them in a way that respects the rights of other students and staff to study in a non-distracting environment. Mobile telephones are expected to be turned off during classes except where the student or staff member is on call or expecting an urgent or important message. In such cases the student is required to notify the lecturer that the phone will be on and to take any such call outside the lecture room.

Sydney Telephone Service

Students can telephone the University on (02) 8217 3500 from the Sydney metropolitan area for the cost of a local call. The service asks students to key in the five digit extension number of the person they are calling and requires a tone dial receiver to access. Students who don't have such a receiver or do not know the extension number they require can hold the line and will, during business hours, be transferred to the switchboard.

Tenancy Advice

(See also - Legal Advice)

Tenancy advice is available to assist students living in rented accommodation to understand their rights and to ensure they are treated fairly by landlords.

Available through:

CSU Students' Association Bathurst
(CSUSAB): (02) 6338 4896
CSU Students' Association - Wagga Wagga
(known as Rivcoll Union): (02) 6933 2030

Textbooks - New

Textbooks are made available through the University Co-op Bookshop Ltd which also carries reference books and a selection of general books. Books not in stock may be ordered. The Co-op also stocks stationery, computer software and calculators.

Students and staff who become shareholders in the Co-op for a once only payment of \$25, receive a discount on book purchases and are offered special deals throughout the year. Students don't have to be a shareholder to shop at the Co-op, which accepts credit cards and cheques.

The Educational Textbook Subsidy Scheme was introduced to minimise the effect of the GST on the price of textbooks. The Co-op is registered with DEST (Department of Education, Training and Youth Affairs), the administrator of the scheme, and is able to provide the 8% textbook subsidy to bona fide students at point of purchase. DEST advises that

the textbook subsidy is only available to a student, or the parent/guardian of a student, currently enrolled in a course of study at an Australian educational institution.

Distance education students can purchase their textbooks by mail order through the Bathurst branch, which is the main supplier of distance education textbooks.

Park Management and Tourism textbooks are obtained through the Albury Branch of the Co-op. The Co-op at Thurgoona campus is seasonal and open during 1st and 2nd semesters for two weeks then is closed.

Extended trading hours apply at the start of each session.

Available through:

Co-op Bookshop, Albury Branch (City Campus)

9.00am - 5.00pm Monday to Thursday
10.00am - 4.00pm Friday
Telephone: (02) 6051 6818
Facsimile: (02) 6041 3734
Email: murray@coop-bookshop.com.au

Co-op Bookshop, Bathurst Branch

9.00am - 5.00pm Monday to Friday
Telephone: (02) 6332 3722
Facsimile: (02) 6332 1675
Email: mitch@coop-bookshop.com.au

Co-op Bookshop, Thurgoona Campus

11.00am – 2.00pm Monday to Friday
Telephone: (02) 6051 9775
Facsimile: (02) 6041 3734
Email: murray@mail.coop-bookshop.com.au

Co-op Bookshop, Wagga Wagga Branch

9.00am - 4.45 pm Monday to Friday
Telephone: (02) 6933 2685
Facsimile: (02) 6933 1145
Email: river@coop-bookshop.com.au

Textbooks - Second Hand

The student associations, through their websites, operate second-hand bookshops enabling students to buy and sell textbooks and reference books between themselves.

Available through:

CSU Students' Association Albury-Wodonga
(formerly Murray Campus Students' Association):
(02) 6051 6940
CSU Students' Association Bathurst
(CSUSAB) www.csustudents.org.au
CSU Students' Association Wagga Wagga
(known as Rivcoll Union): (02) 6933 2030



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Timetable - Classes

Responsibility for compiling the timetable of on campus classes rests with the Student Administration Offices for the Albury-Wodonga, Bathurst and Wagga Wagga Campuses; with the respective Administrative Officers at the Dubbo Campus; and the School of Policing Studies at the NSW Police College in Goulburn.

Classes are normally timetabled between the hours of 8.00am and 6.00pm Monday to Friday. Wednesday between 3.00pm and 5.00pm is a designated class-free period on all campuses to facilitate student and staff meetings and other activities. Timetables are published online (for the Albury-Wodonga, Bathurst and Wagga Wagga Campuses) and on campus notice boards prior to the start of each session. The online address is: www.csu.edu.au/division/deanstud/

Inquiries:

Student Administration Office:

Albury-Wodonga: (02) 6051 6811

Bathurst: (02) 6338 4318

Wagga Wagga: (02) 6933 2240

Administrative Officer, Dubbo: (02) 6884 7209

School of Policing Studies, Goulburn:

(02) 4823 2919

Timetable - Examinations

(See also - Examination Centres)

The timetable of end-of-session examinations is the responsibility of the Examinations Office. The Office publishes online and on notice boards a draft timetable which students are asked to check and to advise the Office of any clashes. The Examinations Office also timetables and conducts supplementary and additional examinations. The online address is: www.csu.edu.au/division/deanstud/

Inquiries to:

Examinations Office, Bathurst: (02) 6338 4545

Torres Strait Islander Student Support

(See - Aboriginal Student Support)

Transcripts

(See - Academic Records)

Transport

The transport services provided at some of the University campuses are listed below.

Bathurst Campus

CSU Students' Association Bathurst (formerly MASC) operates a free courtesy bus after the bar closes on Tuesday and Thursday nights. It also operates a free bus service for distance education

students attending residential schools. The service operates between the campus and the airport, railway station and coach terminal.

The Department of Residences and Catering operates a mini-bus for students living in the residences. The bus is driven by residential staff and provides a free service to students in the off campus residence Mitchell/Truskett/Gordon Houses and takes students living in the residences down town for shopping. The Department also operates a safety bus that operates during session between the campus and the city.

Wagga Wagga Campus

The Division of Financial Services operates a bus service for students and staff between the main (Boorooma and Agriculture) campus and the city and South Campus. A fare is charged for this service. Timetables are displayed on campus. A reduced service operates during student vacation periods.

Travel Concessions

Full-time on campus students are eligible to apply for travel concessions on State Rail and Country Link services.

Inquiries:

Student Administration Office:

Albury-Wodonga: (02) 6051 6811

Bathurst: (02) 6338 4318

Administrative Officer, Dubbo: (02) 6884 7209

Student Administration Office, Wagga Wagga:

(02) 6933 2240

Walksafe

(See - Campus Watch)

World Wide Web

(See - Online Services)

Xpress Call

Xpress Call is an interactive voice telephone service which enables students to obtain information regarding their enrolment, the despatch of teaching materials, examination centres and timetable, fees and HECS liability, assignments, residential schools, etc. Using Xpress Call students can enrol or vary their enrolment, pay fees, book accommodation, order a transcript, order a replacement ID card and apply for leave.

Students are issued with a Personal Identification Number (PIN) which must be used to access the system. Xpress Call operates 24 hours a day, seven days a week for the convenience of students. The cost of a call is approximately \$1.05 per minute (GST inclusive).

Xpress Call: 1902 261 566