Section 3 - Services and Facilities

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.

Aboriginal Student Support
Support services to Aboriginal and Torres Strait Islander students, studying either on campus or by distance education, is provided by the Maldahan Gaianna Indigenous Education Centre which operates through Units on each major campus:
• Winan-Gidyal at Albury-Wodonga;
• Wammarra at Bathurst;
• Ngungilanna at Wagga Wagga; and
• Baraamielinga at Dubbo.

The Units provide facilities including tutorial and study rooms, computer equipment and common rooms. Services provided through each centre 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 program for HSC school leavers and mature aged people, whereas ITEP is a distance education 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

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 twenty 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.

Accommodation available in 2003 is as follows:

- **Albury-Wodonga Campus**
  - Self-catered: The Rothwells 46 rooms.

- **Bathurst Campus**

- **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; Brewnole Village 158 rooms; Gobba Village 52 rooms; South Campus 160 rooms; South Campus Flats 10 rooms; St Martin’s Residential College 72 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
  - Note: Dubbo accommodation is to be constructed in late 2002 and is scheduled to open for O-week 2003.

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 (formerly MASC): (02) 6338 4219
- 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 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 and shop located on the Bathurst Campus and also through its shops on the Wagga Wagga and Albury Campuses.

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 encourage 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, a membership program with exciting benefits including discounts on postgraduate course fees, the sale of University merchandise and access to other advantages such as a Charles Sturt University Alumni American Express Card.

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

Archives
(See also - Regional Archives)

Art Collection
The University art collection was formed by the institutions that were amalgamated and subsumed by the Charles Sturt University. The collection commenced in the 1940s. Many of these institutions were teachers colleges that purchased and displayed artwork for the betterment of visual education.

Collecting recently has focused on Australian Indigenous artworks from both the Western Desert and urban communities, and contemporary Australian artwork that builds upon the base of early Sydney Moderns. The purpose of the purchase and display of these artworks is to nurture a better understanding of Australian art and Australian art history within the University's mainly rural and regional 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 in public spaces throughout the University’s three main campuses. Yearly exhibitions are arranged to coincide with graduation in Wagga Wagga and dedicated exhibition spaces (mainly in library areas) are changed every few months.

Inquiries to:
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.

Inquiries to:
On campus students:
The relevant lecturer or School office
Distance education students:
Student Services Help Desk: (02) 6338 4678
24 hour message service: 1800 670 679
Email: studenthelp@csu.edu.au

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 this service operates CBA cards only. There is an automatic teller machine available near the coop 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.

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
Revellers & Rafters Bar, 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 Tours - Prospective Students
Everyday is open day at CSU (9.00am to 5.00 pm, Monday to Friday including school holidays but not public holidays). Prospective students who would like to have a tour of one of the University's campuses should contact:

Albury-Wodonga: (02) 6051 9963
Bathurst: (02) 6338 6010
Dubbo: (02) 6884 7209
Wagga Wagga: (02) 6933 2763

Campus Watch
(See also - Security)
Campus Watch is a personal safety program similar to the community program Neighbourhood Watch. The program encourages students and staff to be safety conscious when on campus and to telephone the Campus Watch number when they feel their personal security is not assured. Signs displaying the Campus Watch logo and telephone numbers are displayed on the campuses.

Security services operate at the NSW Police College, Goulburn, 24 hours per day.

CSU Students' Association Bathurst (formerly MASC), on the Bathurst Campus, operates a Walksafe Program. Student volunteers who wear distinctive red, yellow and white jackets and communicate with 'walkie-talkies' walk with students at night on campus. The Walksafe number is 84333 and there is a Walksafe phone in the Library foyer which connects directly to the service.

Available through:
Security, Albury-Wodonga (City Campus): 16888
Security, Albury-Wodonga (Thurgoona Campus): 19888
Security, Bathurst: 84999
Security, Goulburn: 82576
Security, 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: careers counselling and graduate employment advice; preparation of resumes; interview skills training; information and contact details of prospective employers; and information on further study opportunities.

Information on available jobs is also available through the Getajoblistserv. For more information contact one of the Careers Advisers:
www.csu.edu.au/division/studserv/careers/

Available through:
Student Services, 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 Child Care 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 6.00pm, 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:
Student Services, Albury-Wodonga: (02) 6051 6828
Human Resources, Albury-Wodonga: (02) 6051 9890
Student Services, Bathurst: (02) 6338 4678
Human Resources, Bathurst: (02) 6338 4189
Student Services, Wagga Wagga: (02) 6933 2495
Human Resources, Wagga Wagga: (02) 6933 2230

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, through the Division’s Service Desk or from the University's website at www.csu.edu.au
All facilities provide computer systems with a comprehensive range of applications software installed. Printing services and internet access is also provided to all students (charges apply).

Opening hours and all facilities provided (including software and hardware) 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 Division's 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).

Use of CSU's computing facilities is conditional upon adherence to the Code of Conduct for Users of Electronic Facilities (see Section 6).

All inquires 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 6856
Campus Library, Thurgoona: (02) 6051 9856
Campus Library, Bathurst: (02) 6338 4723
Campus Library, Wagga Wagga: (02) 6933 2334
CSU Copyright Officer, Bathurst: (02) 6338 4328
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 at:
Student Services, Albury-Wodonga: (02) 6051 6851
Student Services, Bathurst: (02) 6338 4696
Student Services, Goulburn: (02) 4823 2858
Student Services, 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 are invited to contact the person whose name and contact details are given for a particular course. Career counselling is also available from the Prospective Student Advisers on each campus. Advice on Dubbo courses is available from the Prospective Student Adviser on the Bathurst Campus.
Available through:

**For on campus courses (school leavers):**
Prospective Student Adviser, Albury-Wodonga: (02) 6051 9962
Prospective Student Adviser, Bathurst: (02) 6338 6010
Prospective Student Adviser, Dubbo - (Bathurst): (02) 6338 6010
Prospective Student Adviser, Wagga Wagga: (02) 6933 2381

**For on campus courses (non-recent school leavers) and distance education courses:**
All campuses: (02) 6338 6030

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**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 (uncredentialled learning) to apply for credit (sometimes called advanced standing or exemptions) as required by the Credit Regulations.

Inquiries to:

**Prospective Students:**
Admissions Office, Wagga Wagga: (02) 6933 2121

**Prospective International Students:**
International Office, Wagga Wagga: +612 6933 2666

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

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**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

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**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, Albury-Wodonga: (02) 6051 6971
Student Services, Bathurst: (02) 6338 4531
Student Services, Wagga Wagga: (02) 6933 2987

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**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, Albury-Wodonga: (02) 6051 6971
Student Services, Bathurst: (02) 6338 4256
Administrative Officer, Dubbo: (02) 6884 7209
Student Services, Wagga Wagga: (02) 6933 2516

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**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 provided 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, Albury-Wodonga: (02) 6051 6902
Student Services, Bathurst: (02) 6338 4279
Student Services, Goulburn: (02) 4823 2962
Student Services, Wagga Wagga: (02) 6933 2787
International Student Adviser, Albury-Wodonga:  
(02) 6051 9867  
International Student Adviser, Bathurst:  
(02) 6338 4149  
International Student Adviser, Wagga Wagga:  
(02) 6933 2112

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  
(formerly MASC): (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  
(formerly MASC): (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, Albury-Wodonga: (02) 6051 6828  
Student Services, Bathurst: (02) 6338 4678  
Student Services, 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 4.00 pm.

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

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: 10.00 am 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.

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

**Wagga Wagga Campus**

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

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 takeaway 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
or 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  
(formerly MASC): (02) 6338 4269

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 in regard to harassment and/or discrimination, please contact Human Resources or Student Services.

Available through:  
Student Services, Albury-Wodonga: (02) 6051 6828  
Human Resources, Albury-Wodonga:  
(02) 6051 9890  
Student Services, Bathurst: (02) 6338 4678  
Human Resources, Bathurst: (02) 6338 4189  
Student Services, Wagga Wagga: (02) 6933 2405  
Human Resources, Wagga Wagga: (02) 6933 2240

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

The health service provides on campus general nursing care to students and 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, Bathurst: (02) 6338 4696  
Student Services, 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. A fee is charged for replacement cards that can be ordered through Xpress Call.

The ID card is a plastic card that shows a digitised image (portrait) of the student, the student’s identification number and the 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
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. However 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 they seek is denied.

Availability:
FOI Officer, Bathurst: (02) 6338 4036
FOI Officer, Wagga Wagga: (02) 6925 2268
(for all campuses other than Bathurst)

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 Student 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.

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

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

Support to international students is provided by the international student advisers. They can assist students to adapt to the new culture in which they find themselves and to understand and cope with the expectations that they must meet as university students.

Available through:
International Office, Albury-Wodonga: (02) 6051 9867
International Office, Bathurst: (02) 6338 4149
International Office, Wagga Wagga: (02) 6933 2112

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:
English Language Adviser, Goulburn: (02) 4823 2962
Learning and Teaching Coordinator, Dubbo: (02) 6884 7209
Learning Skills Advisor, Goulburn: (02) 4823 2567
Student Services, Albury-Wodonga: (02) 6051 6902
Student Services, Bathurst: (02) 6338 4159
Student Services, Wagga Wagga: (02) 6933 2787

**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, 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 (formerly MASC): (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 from 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 and 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 Thurogoona 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:
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; 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, Albury-Wodonga: (02) 6051 6942
Student Services, Bathurst: (02) 6338 4035
Student Services, 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)

**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; CSU A to Z; Occupational Health and Safety to provide direct access to the Student Access Point on this web-site.

**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.


Student Services, Albury-Wodonga: (02) 6051 6828
Student Services, Bathurst: (02) 6338 4678
NSW Police College, Goulburn: (02) 4823 2572
Student Services, Wagga Wagga: (02) 6933 2405

**Online Services**
(See also - Xpress Call)

Charles Sturt University is Australia’s leading and one of the largest providers of higher education online services.

At CSU we are making 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 you with your studies as well as to support some of your administrative and social needs.

When you enrol you 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. This can be found at the web address of www.my.csu.edu.au. Some of the services you will be able to access 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 you’ll need to help you be a successful student;
- Forums – ‘talk’ online with your fellow students and lecturers;
- Electronic Assignment Submission and Tracking – the ability to send your assignment via the internet;
- Library databases – download the information you need for study and assignments;
- Financial details – find your latest CSU balances;
- Exam results online – get your results immediately they are released – no anxious days waiting for a letter;
- Online transcripts – need a copy of your course transcript for a job application – download it;
- Re-enrolment – no paper and postage costs- re-enrol online each session.

A very important new service is the eBox – your point for the online delivery of official University communications.

Many of the existing paper-based official communications normally delivered to students via the post, such as HECS notices and invoices, are delivered to you by the University online in your eBox. You will also be able to complete official University forms and send them to CSU online.

Internal students are automatically registered as CSU online users and will only receive official University communications online via their eBox as they will have access to on campus computing facilities.

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

Further information is outlined in a CSU booklet entitled Get on with I.T. This booklet and other advice is available from the IT Service Desk, via email sdesk@csu.edu.au or through the internet at www.csu.edu.au. (See Computing Facilities for Service Desk hours.)

Further information:
Computer Service Desk: 1300 653 088
8.00am - 10.00pm Monday to Friday
9.00am - 5.00pm Saturday, Sunday and public holidays
Email: sdesk@csu.edu.au

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, being able 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, Albury-Wodonga: (02) 6051 6828 or facsimile (02) 6051 6748
Student Services, Bathurst: (02) 6338 4678 or facsimile (02) 63384614
Student Services, Dubbo: (02) 6884 7209 or facsimile (02) 6884 7218
Student Services, 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.
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 over 75 stations across Australia. Several cadetships are available each year 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 and seven cadets produce (currently) 84 news bulletins per week, which are distributed by satellite to over 75 radio stations in every state and territory in Australia. The cadets are selected from CSU School of Communication students in their second year of study for a 12 month period of part-time work for the News.

The evidence shows that cadets have benefited greatly from working in a professional news service with real deadlines and real clients; the full range of imperatives associated with a working newsroom, by providing them with an edge in a competitive marketplace.

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 archives. 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.

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 - 5.00 pm.

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

Scholarships
(See also - Section 4 Fees and Financial Assistance)

School Visits - Prospective Students
Everyday is open day at CSU (9.00am to 5.00 pm, 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:

Albury-Wodonga: (02) 6051 9963
Bathurst: (02) 6338 6030
Dubbo: (02) 6884 7209
Wagga Wagga: (02) 6933 2763

Security
Duties of security at Albury, Bathurst, Dubbo, 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) or (02) 6051 9888
Albury-Wodonga (Thurgoona Campus): 19888 (internal) or (02) 6051 9888
Bathurst: 84999 (internal) (02) 6338 4999
Dubbo: to be advised
Goulburn: 82576 (internal) or (02) 4823 2653
Wagga Wagga: 32288 (internal) or (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.

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 Policy 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 (formerly
MASC): (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 which prevent them from submitting
work on time or from sitting an examination, or
which adversely affects 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.

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, Albury: (02) 6051 6828
Student Services, Bathurst: (02) 6338 4678
Student Services, Wagga Wagga: (02) 6933 2405
Email: studenthelp@csu.edu.au
Website: www.csu.edu.au/division/studserv/
enquiries.htm

STUDY LINK Program (Bridging/Enabling)
STUDY LINK 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 STUDY LINK subjects are designed for you. So
long as you have enrolled at Charles Sturt
University you can choose whether to undertake a
STUDY LINK subject prior to, or during, your course.

There is sufficient diversity in the range of STUDY
LINK 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 STUDY LINK subjects are offered as
distance education packages, and are available to
students studying on or off campus.

For more information you can access the STUDY
LINK website at: www.csu.edu.au/student/studylink
or you can phone Student Services at:
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
(See also - Xpress Call)

Internal Calls
Students on the Albury-Wodonga, Bathurst and Wagga Wagga Campuses can call any of the numbers listed in this Handbook from any of the campuses as an internal call by simply dialling the last five digits of the number shown. 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, which requires a tone dial receiver to access. Students who don’t have such a receiver or don’t 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
(formerly MASC): (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 has registered with DETYA, the administrator of the scheme, and is able to provide the 8% textbook subsidy to bona fide students at point of purchase. DETYA 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 that is the main supplier of distance education textbooks.
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 operate secondhand bookshops that buy and sell textbooks and reference books for students on a commission basis.

Available through:

CSU Students’ Association Albury-Wodonga
(formerly Murray Campus Students’ Association):
(02) 6051 6940
CSU Students’ Association Bathurst
(formerly MASC): cmiller@csu.edu.au
CSU Students’ Association Wagga Wagga
(known as Rivcoll Union): (02) 6933 2030

**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
Student Administration Office, Bathurst:
(02) 6338 4318
Student Administration Office, 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
Student Administration Office, 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 per day, seven days per week for the convenience of students. The cost of a call is approximately $1.05 per minute (GST inclusive).

Xpress Call: 1902 261 566