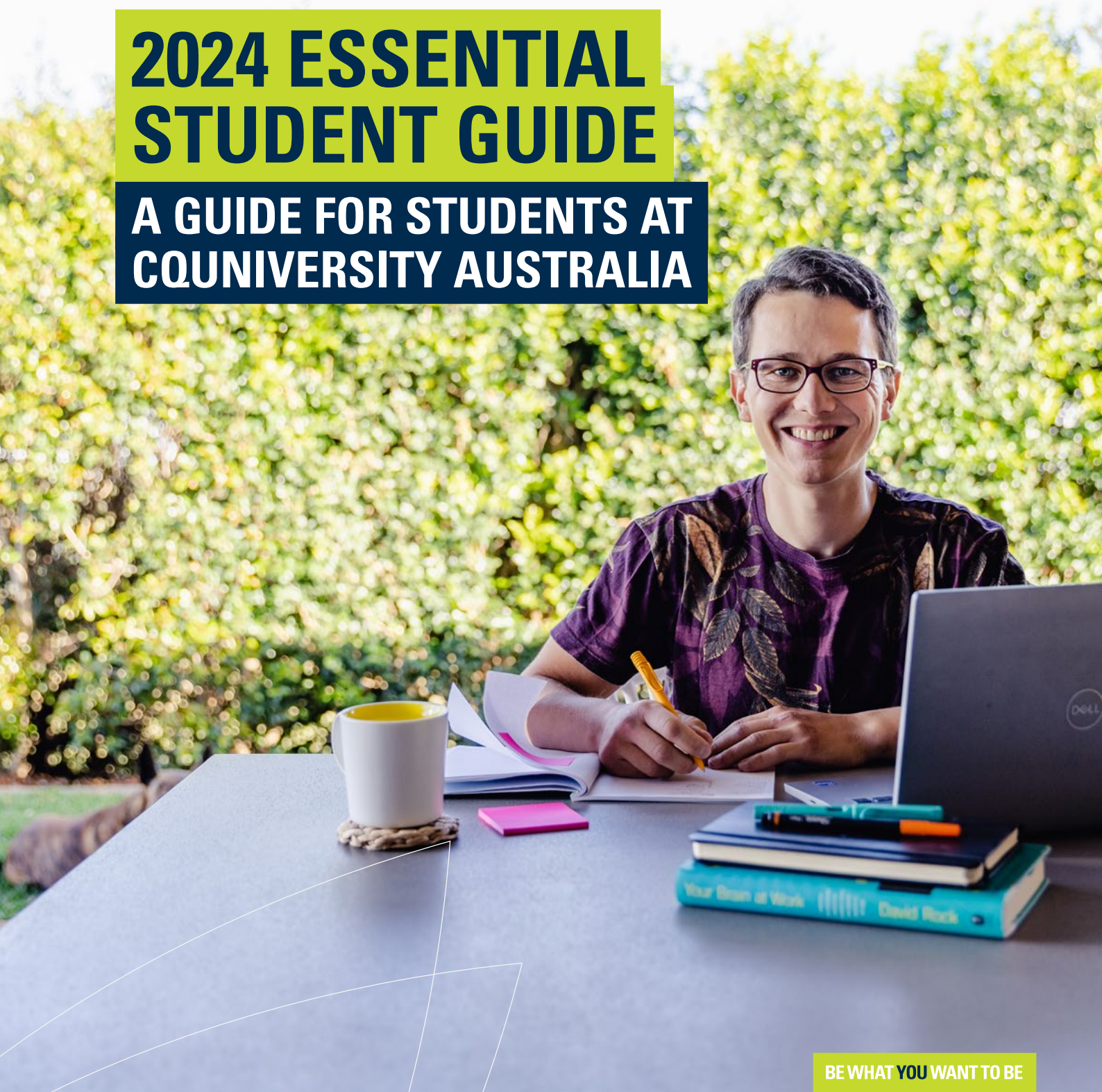


2024 ESSENTIAL STUDENT GUIDE

**A GUIDE FOR STUDENTS AT
CQUNIVERSITY AUSTRALIA**



BE WHAT YOU WANT TO BE

cqu.edu.au



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

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WELCOME


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

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

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

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

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

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

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

Kind regards,

Student Communications

CQUniversity Australia

* QS World University Rankings 2021. Visit [cqu.edu.au/reputation](https://www.cqu.edu.au/reputation).
+ The Good Universities Guide 2021.



TERMINOLOGY AND KEY DATES

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

COURSE

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

UNIT

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

PRE-REQUISITE UNIT

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

CO-REQUISITE UNIT

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

UNIT COORDINATOR

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

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

UNIT PROFILE

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

RESIDENTIAL SCHOOL

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

CENSUS DATE

Census date is the last day to:

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

It's important you understand your responsibilities around Census date. If you fail to meet your responsibilities before this date, you could lose access to Moodle, and be at risk of having your enrolment cancelled.

Visit [cqu.edu.au/census](https://www.cqu.edu.au/census) to confirm you have met your responsibilities before Census date.

The following Census dates apply in 2024:

- » Term 1 – 26 March
- » Term 2 – 30 July
- » Term 3 – 26 November

CERTIFICATION OF GRADES

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

To look up other key dates for each term, visit [handbook.cqu.edu.au](https://www.handbook.cqu.edu.au).

GETTING STARTED

ENROL IN MYCQU

If you haven't already done so, you should be preparing to enrol in your units for the upcoming term by visiting the MyCQU Student Portal at my.cqu.edu.au.

From MyCQU, you can select a major and electives, enrol in units, swap or withdraw from units as well as generate fee notices and update personal information.

Your offer letter will detail how you are expected to enrol. For a list of enrolment resources, search 'Enrolment Management' on **MyCQU**.

STUDENT ID CARD

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

Visit the **Ordering a Student ID Card Instruction Sheet** for more details on how to apply for a Student ID card. Instruction and information sheets are available at my.cqu.edu.au/support in the Guides collection.

TIMETABLES

The DRAFT class timetable is published four weeks prior to the commencement of each term, and the OFFICIAL class timetable is published two weeks prior. See the **MyCQU All Class Timetables Instruction Sheet** for help accessing your timetable. Instruction and information sheets are available at my.cqu.edu.au/support in the Guides collection.

TEXTBOOKS

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

CQU HANDBOOK

The CQU Handbook is the virtual home of all course and unit information at CQUniversity. It's also a useful source of information relating to key dates, residential schools, timetables and more.

You can quickly locate information from the global search function, and plan for each term using the 'Plan My Study' feature.

Visit cqu.edu.au/handbook to start planning for your course.

COURSE PLANNERS

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

UNIT PROFILE

For each unit, you will have a unit profile. It is important for you to download and save or print your unit profile for each unit you are enrolled in. Profiles will be available three weeks before the commencement of each term.

After you have enrolled, visit the Study view of MyCQU and click the Unit Profile icon or link to download the profile for that unit.

If you haven't enrolled yet, you can locate the Unit Profile from the **CQU Handbook**.

ACADEMIC PROGRESSION

Academic progression is how we describe the way you progress through units in a course.

Successful academic progress requires a partnership between a student and their education provider. At CQUniversity, we take our role in this partnership very seriously.

As your education provider, it is our responsibility to support you to achieve your career goals and have future success. This means making sure you don't fail units repeatedly or fail too many units leading to academic and financial penalties.

As a student, it is your responsibility to set your career goals, enrol in a course that will allow you to achieve these goals, and successfully complete the units required to graduate from this course.

Search 'Academic Progression' on **MyCQU** for more information.

STUDENT SYSTEMS EXPLAINED

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

- » MyCQU
- » Moodle

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

MYCQU

MyCQU is your personalised gateway to all the advice, services and resources you will need to stay organised and supported throughout your learning journey.

It will provide content and guidance that is personalised, relevant and timely, based on your needs.

From MyCQU you can access your student email, be prepared with a personalised checklist and calendar, and be supported with a collection of information about our services and resources. MyCQU also provides a central location to view and manage all aspects of your course. It's here where you can plan and enrol into units, register for classes, and gain direct access to your Moodle units. It has been optimised for desktop, tablets and mobile devices, making it easy to navigate no matter where you are located.

To access MyCQU, visit my.cqu.edu.au and login with your student ID and password. To save MyCQU to your home screen on your mobile device, tap the 'share' icon in Safari browser for Apple devices or tap the three vertical dots in Chrome browser for Android devices and select 'Add to Home Screen'.

The MyCQU icon will then be available from the home screen of your mobile device.

MOODLE

Moodle is CQU's learning management system. All units for both on-campus and online modes will have a Moodle site. Moodle can be accessed through MyCQU at my.cqu.edu.au.

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

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

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

For full instructions on how to navigate Moodle, and customise how you receive your email digests, please visit **Moodle Help for Students**.

HELP AND TECHNICAL ASSISTANCE

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

Call: 13 27 86

Web: contactus.cqu.edu.au

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

Call: 1300 666 620

Web: sdesk.cqu.edu.au



CONNECT WITH CQU

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

FACEBOOK

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

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

INSTAGRAM

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

STUDENT BROADCAST

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

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

EMAIL

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

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

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

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

To unsubscribe from receiving social emails, refer to our **Social Mailing Lists Instruction Sheet**. Instruction and information sheets are available at my.cqu.edu.au/support under the Guides collection.



STUDENT SUPPORT SERVICES

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

The CQUniversity website provides more information on each location and the services offered – cqu.edu.au/locations.

STUDENT ADVICE

If you have a general enquiry or need course or career advice, you can get in touch with us through the following contact points:

ASK A QUESTION

Submit your question online at contactus.cqu.edu.au and a team member will respond. Alternatively you can search for answers to your questions at cqu.edu.au/faqs.

SUBMIT AN EFORM

Another way to contact us is to submit an e-Form. The e-Form you are required to use will depend on the nature of your enquiry. Visit Student Forms from the Support view of **MyCQU**.

TELEPHONE

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

STUDENT COUNSELLING AND WELLBEING TEAM

CQUniversity is committed to supporting the mental health and social and emotional wellbeing of all students. Whether you are studying online or on-campus, you can access services and resources including our Ally network, disability support and counselling.

ACCESSIBILITY AND EQUITY

Students living with disability or medical conditions, whether permanent or temporary, should make contact with the Student Accessibility and Equity service at accessibility@cqu.edu.au as early as possible, preferably prior to the start of term to allow sufficient time to organise support services.

Search 'Accessibility' on **MyCQU** for more information.

ALLY PROGRAM

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

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

COUNSELLING

The counselling service can help with issues that may impede your academic progress and personal development. The service is also available to provide personal support should you be struggling to get through a particularly rough patch. Staff are available through face-to-face and phone appointments to assist you to maintain motivation and time management, which are requisite skills for successful tertiary study.

To request an appointment, contact the Counselling and Wellbeing Team on counselling@cqu.edu.au or phone 07 4930 9456. Search 'Counselling' on **MyCQU** for more information.

OUT OF HOURS STUDENT SUPPORT LINE

The CQU Out of Hours Student Support Line is available outside office hours, including weekends and public holidays, and is a free service for CQUniversity Students living in Australia. To access the service, phone 1300 226 987 or text 0480 097 747. Search 'student support line' on **MyCQU** for more information.

MIND WAVES CONNECTORS

Mindwaves Connectors are CQU students trained to support your wellbeing during your learning journey. Support can be related to coping with studies, personal and work life, mental health and wellbeing, or all of the above. Talking to someone else who can understand the stresses of student life can be a really helpful place to start when things get challenging.

Search 'Mind Waves Connectors' on **MyCQU** for more information.

CQU CAREERS

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

Wondering where your career is headed?

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

Search 'Careers' on **MyCQU** for more information.



CQU STUDENT MENTOR PROGRAM

The Student Mentor Program assists students in undergraduate and postgraduate courses find their feet, connect with others and aid their transition to life and study at CQUniversity.

Student Mentors are current students who have successfully completed at least one year of study and understand the challenges students can face while balancing life and study at CQUniversity. All students studying undergraduate or postgraduate courses can ask a question or connect with a Mentor. Search 'Student Mentors' on **MyCQU** for more information and to connect with a Mentor.

LIBRARY

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

PEER ASSISTED STUDY SESSIONS

Peer Assisted Study Sessions (PASS) are structured online group study sessions aimed at units which have been identified as historically challenging for students.

Sessions are facilitated by PASS Leaders, students who have recently received excellent grades in the unit and have undergone nationally accredited training.

Search 'PASS' on **MyCQU** to see if your unit is supported by PASS and register for a session.

ACADEMIC LEARNING CENTRE (ALC)

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

Advisers are situated in Academic Learning Centres at many CQUniversity locations and offer generic group sessions, course specific workshops, individual appointments, drop in centres, and print and online resources. Search 'Academic Learning Centre' on **MyCQU** for more information or phone 07 4970 7211.

STUDENT RESIDENCES

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

INDIGENOUS STUDENT ENGAGEMENT

The Indigenous Student Engagement Team provides support to all Aboriginal and/or Torres Strait Islander students at CQUniversity. Search 'Indigenous Student Engagement' on **MyCQU** for more information or phone 07 4930 9250.

STUDIOSITY

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

STUDY SMART

Study Smart is a dynamic, self-directed e-course designed to help you reach your academic, personal, and professional goals. The course covers the essential topics for organisational efficiency including, starting study, goal setting, time management, and study strategies.

Complete the course on **Moodle**

STUDENT REPRESENTATIVE COUNCIL

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

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

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

CLUBS AND SOCIETIES

Joining a Club or Society is an excellent way to connect with other like-minded people and forge friendships through events, activities and professional development opportunities.

Search 'Clubs and Societies Directory' on **MyCQU** to see the full list of affiliated Clubs and Societies.

STUDENT ADVOCACY

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

Search 'Student Advocacy' on **MyCQU** for more information and to contact Student Advocacy.

UNI SPORT

CQUniversity is a member of Australian University Sport (AUS) – the peak governing body for university sport in Australia. Events include regional games, Australian University Games, Australian University Championships and World University Championships. For more information about AUS visit unisport.com.au.



FEES AND FINANCES

HECS-HELP

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

You are entitled to HECS-HELP if you are:

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

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

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

STUDENT SERVICES AND AMENITIES FEE

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

Visit MyCQU to submit a Request for SA-HELP Assistance form. Log in with your student ID and password, and visit the MyCQU Checklist. Further instructions are available from the Guides collection in the Support view of **MyCQU**.

FEE-HELP

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

HOW TO VIEW A FINANCE SUMMARY ONLINE IN MYCQU

To view a summary of your finances in MyCQU, select your initials in the top corner and select Your Profile. Select the Finances tab and then select View beside the Finance Summary section.



unit of study if you:

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



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

SCHOLARSHIPS

CQUniversity is dedicated to supporting you throughout your tertiary study. One of our ways of doing so is through our scholarships, awards and the financial assistance programs. As a student, you are encouraged to apply for scholarships to help support you in your studies. Receiving a scholarship not only looks good on your resume but may open the door to more benefits and opportunities, such as industry contacts and work experience.

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

STUDENT GUIDES, POLICIES, AND PROCEDURES

POLICIES AND PROCEDURES

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

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

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

GUIDES

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

- » **Moodle Help for Students**
- » **Instruction and Information Sheets.**

Visit my.cqu.edu.au/support for more information.



SAFETY AND SECURITY

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

SAFEZONE

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

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

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



CONTACTING SECURITY

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

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

ONLINE SECURITY

The University invests considerable time and resources into keeping our students and staff safe online – we provide access to training, multifactor authentication across University systems, and manage our information in accordance with the **Cybersecurity Management** and **Privacy Policies**.

WIRELESS NETWORK ACCESS (EDUROAM)

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

studentnumber@cqu.edu.au
student password

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

For instructions on how to connect using your Android, Apple, Mac or Windows device, search on MyCQU at my.cqu.edu.au.





CONTACT US

13 27 86 (within Australia)

contactus.cqu.edu.au

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

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Check the CQUniversity website or MyCQU for the
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