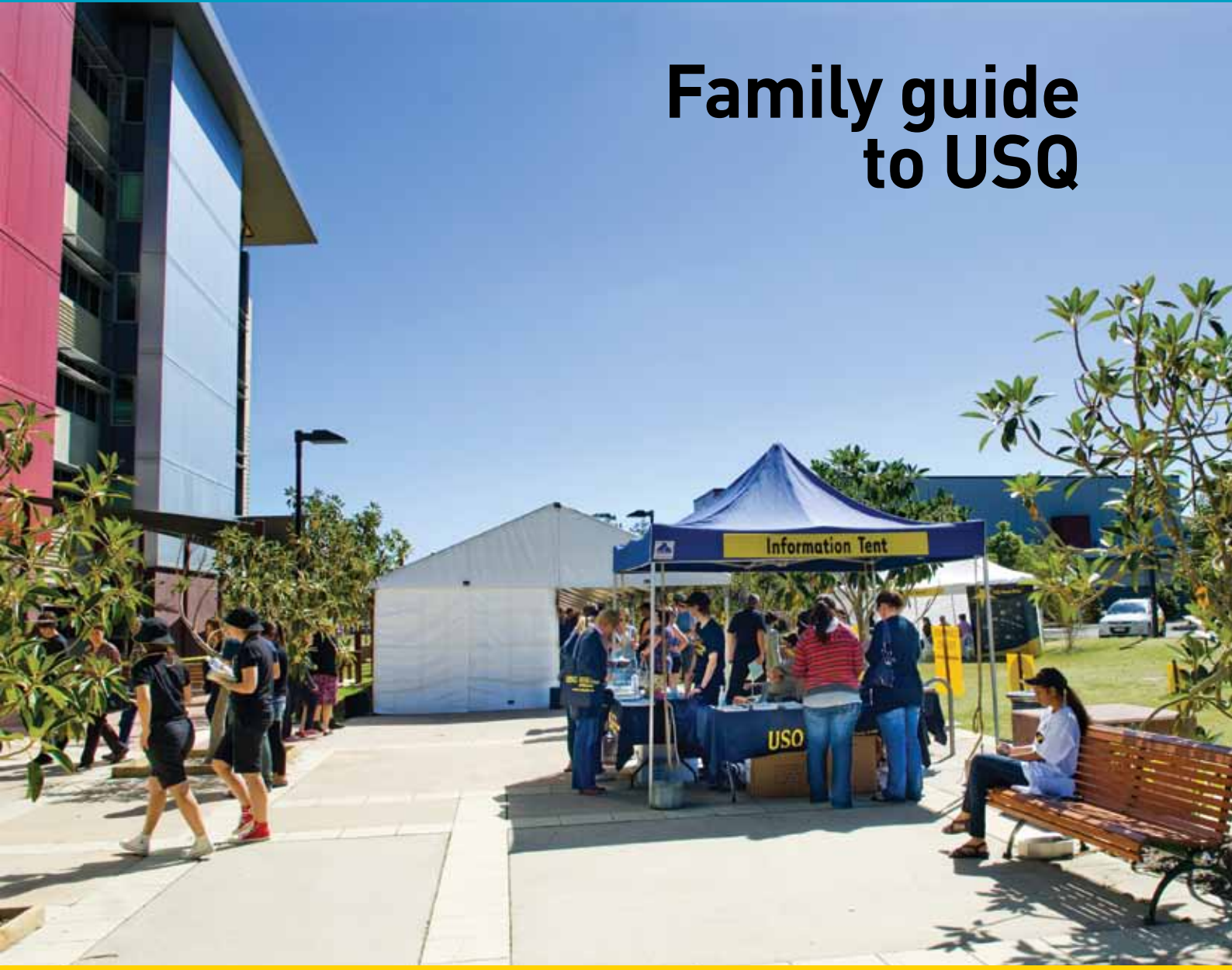


Family guide to USQ



WELCOME FROM THE VICE-CHANCELLOR

The University of Southern Queensland believes that a student should be challenged in a supportive environment. We welcome the involvement of our students' family and supporters. By providing you with a copy of our Family Guide to USQ, we hope that you will be better able to understand our university community and the experience of being a student. I am sure that we share the hope that your student will have an enriching educational experience with USQ and will enjoy the lifetime benefits of a university education.



Professor Bill Lovegrove
USQ Vice-Chancellor



Family guide to USQ



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If you require a copy of this booklet in an alternative format please contact the Disability Resources Team on +61 7 4631 2372.

SECOND EDITION JANUARY 2011

ABOUT THIS BOOK

Family plays an important role in the success of any student. This booklet has been written to help families support their student at university. The information provided should assist you to understand more about university life and the services that are available at USQ to help students succeed.

CAREER SUCCESS THROUGH UNIVERSITY STUDY

University qualifications create a powerful base for a career. In fact, university graduates have the best employment outcomes of any educational system in Australia.



Prior to coming to Uni

Before students even enrol there are a number of activities offered to find out more about USQ, the services available and life at Uni.

Open Days

For those who are unsure about what to study or whether Uni is for them Open Days are great ways to explore options. Students and their families can attend information sessions, speak with USQ staff and current students, and look through Faculty and Department displays and around the campus. Open days for the Toowoomba, Springfield and Fraser Coast are usually held in August each year.

For more information go to: www.usq.edu.au/openday

Tertiary Taster Program

This Program provides prospective students with a disability with an introduction to higher education. This annual event invites students to visit a USQ campus, speak with staff, speak with students with disabilities who are currently studying, and find out information on the services and supports available at Uni. For information please contact Disability Resources: stsv@usq.edu.au

Student Experience Days

These are an ideal opportunity for Year 11 and 12 students interested in tertiary study to come to the Toowoomba or Springfield campus and find out what it's like to be a student for a day. Students will attend a lecture, participate in practical sessions and find out about social and educational activities at USQ. Specific days are held for Indigenous students. For more information contact the School Liaison Team by email: schoolliaison@usq.edu.au or phone **+61 7 4631 2653**.

Head Start

The Head Start program is designed for high achieving Years 11 and 12 students who want to start their university studies early. To participate, students must have a B average on their most recently issued report card which will need to be submitted with the application. Students study alongside our undergraduate students on-campus at Toowoomba, Springfield and Fraser Coast or via distance education from anywhere. This gives students a "head start" in a degree and they are able to undertake their first Head Start course with no fee. For more information contact the School Liaison Team by email: schoolliaison@usq.edu.au or phone **+61 7 4631 2653**.

Career Information

CAREERS THROUGH UNIVERSITY STUDY

University launches graduates into exciting and diverse careers. While students often commence their tertiary studies with a dream job in mind, for others, the path is not as clear and they may require help in planning their future career. When considering tertiary study, it is important to think about what you want to achieve post graduation. The university provides assistance to current and prospective students with career guidance through counselling and other career resources. During the time spent at university, programs such as **Mentoring** and the **Industry Experience Program** allow students to sample life as a professional, and events such as the annual Career Fair, Speed Networking and employer visits provide an excellent opportunity to start making professional connections. Visit www.usq.edu.au/student-services/careers for more information.

CAREER COUNSELLING

Students are able to speak to career counsellors about making sound career development decisions and setting directions. Sometimes students lose track of their career goals, or want to change direction and need support and guidance to develop career pathways. Counsellors are also able to assist students with choosing and changing degree programs and majors, discovering resources to support career decisions and planning for employment after graduation. You are able to see a Careers Counsellor without an appointment for 10 minutes during the following 'drop-in' times:

Toowoomba: 10am–11am and 2pm–3pm Monday to Friday

Fraser Coast: 9.30am–10.30am Wednesday to Friday

Springfield: Appointments advisable. Phone **+61 7 3470 4400** or email student-services@springfield.usq.edu.au

If you need a full 50 minute follow up appointment, one will be made after your 'drop-in' appointment. External students or those who cannot attend on-campus can make an appointment by telephoning student services reception. A counsellor will then call back at the nominated time.

CAREERS AND EMPLOYMENT WORKSHOP

The Career and Employment Workshop is located on the Toowoomba campus in G229 and offers resources to Toowoomba students regarding graduate opportunities and job searching techniques. Students from all three campuses have access to careers and employment support through mock job interviews, workshops on resume preparation, addressing selection criteria and employability skills.

MYFUTURE

The website www.myfuture.edu.au provides career planning advice for students including resources on university courses and profiles of occupations available in Australia. The 'My Guide' section provides personalised career guidance and advice based on your interests and skills and suggests career options that you may not have previously considered. This is a great resource when considering which university course would suit your goals and interests.

A sample of the potential career opportunities from some degrees are listed in this booklet. Some professions may require more than a single Bachelor degree, so graduates seeking to enter these professions may need to plan for more study. Some students may also be eligible to complete double degrees which can improve employability post-graduation.



DEGREE PROGRAMS	CAREER OPPORTUNITIES
Associate Degree of Construction	Site Management, Construction Supervisor
Associate Degree of Engineering	Technical Support Officer, Engineering Assistant, Engineering Officer
Associate Degree of Health	Medical Technician, Research Technician, Health or Medical Product Promoter, Technical Officer
Associate Degree of Spatial Science	GIS Officer, Spatial Information Analyst, Spatial Information Analyst, Surveying Associate
Bachelor of Accounting and Sustainable Business ⁴	Public Accountant, Company Accountant, Financial Advisor, Forensic Accountant, Company Secretary
Bachelor of Applied Media ¹	Play and Screenwriter, Arts Administrator, Secondary Teacher (with further study), Community Arts Officer, Youth Arts Officer, Television Production, Animator, Video and Sound Production, Fund Raising, Market Research, Media Liaison, Direct Marketing, Brand/Product Management
Bachelor of Arts	Television Producer, Animator, Video and Sound Producer, Secondary Teacher (with further study), Museum Consultant, Journalist, Public Servant, News and Specialist Reporters, Copywriter, Editor, Media Officer, Publisher
Bachelor of Biomedical Science	Research Scientist, Medical, Clinical or Research Technicians, Pharmaceutical/ Biotechnology Promoter, Medicine (with further study)
Bachelor of Business	Administrative Manager, Personnel Officer, Human Resource Officer/Manager, Hospitality Industry Employee, Business Analyst, Systems Analyst, Data Architect, Help Desk Support, IT Manager, IT Sales and Marketing Specialist, Marketing Consultant, Marketing Researcher, Advertising Manager, Distribution Manager, Sales Manager

DEGREE PROGRAMS	CAREER OPPORTUNITIES
Bachelor of Commerce	Accountant, Investment Broker, Futures/ Options Trader, Banker, Financial Planner, Financial Analyst
Bachelor of Communication	Journalist, Public Relations Consultant, Media Specialist, Promotions Manager
Bachelor of Construction	Construction Manager, Site Manager, Facilities Manager, Property Development
Bachelor of Creative Arts	Actor, Musician, Stage Manager, Web Designer, TV Producer, Artist, Secondary Teacher (with further study)
Bachelor of Early Childhood	Child Care Centre Director, Group Leader
Bachelor of Education	Teacher: Preschool, Primary, Secondary, Special Education, Vocation and Technical
Bachelor of Engineering	Engineer, Design Engineer, Research Engineer, Mining Consultant
Bachelor of Engineering Technology	Technical Officer, Project Leader, Design Engineer
Bachelor of Health	Pathology Technician, Research Technician, Health/ Medical Sales
Bachelor of Human Services ²	Community Development Worker, Counsellor, Welfare Worker, Support Worker
Bachelor of Information Technology	Systems Administrator, IT Manager, IT Consultant, Help Desk Support, Programmer, Web Developer
Bachelor of International Studies	Public Servant, Immigration Officer, Translator
Bachelor of Laws	Solicitor/ Barrister, In-house Council, Public Servant
Bachelor of Nursing	Registered Nurse, Clinical Nurse
Bachelor of Psychology (Honours) ¹	Psychologist (with further study)
Bachelor of Psychology in Business ¹	Psychologist (with further study)

DEGREE PROGRAMS	CAREER OPPORTUNITIES
Bachelor of Science	Disability Support Officer, Youth Worker, Agronomist, Laboratory Technician, Research Assistant, Counsellor, Mathematics Analyst, Seed Analyst, Psychologist (with further study), Statistician
Bachelor of Social Science	Humanitarian, Policy Advisor, Community Officer, Public Servant, Teacher (with further study)
Bachelor of Spatial Science	GIS Officer, Spatial Information Analyst, Mine Surveyor, Property Surveyor, Surveying Consultant
Bachelor of Spatial Science Technology	GIS Manager, Surveying Technologist
Bachelor of Technology (Wine)	Viticulturist, Winemaker
Bachelor of Vocational Education and Training ³	TAFE Teacher

1 Available through Springfield Campus only

2 Available through Springfield, Fraser Coast and online only

3 Available online only

4 Available through Springfield campus and online only

Information is correct as of January, 2011. Please note that programs may change, for updates visit the USQ Website.



STARTING UNI

Applying to University

There are many pathways to Uni both for school leavers and non-school leavers. The Queensland Tertiary Admission Centre (QTAC) website provides comprehensive information on applying to Uni and the various pathways and application processes.

Please go to: www.qtac.edu.au

You can also contact the USQ Recruitment and Admissions team for assistance and advice. Phone **1800 269 500** or email: study@usq.edu.au

Tertiary Preparation Program

USQ has a Tertiary Preparation Program (TPP) which provides the opportunity for people to enhance their chance of gaining a place at uni. Some students leave school early and others have not studied in a while. If you do not meet the entry requirements for a degree program USQ offers the Tertiary Preparation Program (TPP) on all three campuses and via distance education. TPP is a bridging program designed to enable students to master the essential knowledge and skills for success in university studies. By successfully completing TPP a guaranteed place to a USQ degree program is available.

For details go to www.usq.edu.au/future-students

Orientation events

Orientation events commence the week before the start of Semester. This is the time to meet other students and USQ staff. Students are advised to attend as many activities as possible, as notified by their Faculty.

During orientation, students will be provided with information on how to succeed at uni. Off-campus students may meet some key staff to assist them along the way. On-campus students can familiarise themselves with resources and facilities available on their campus.

For more information go to www.usq.edu.au/orientation

University life

University life is similar from one university to another. An on campus student's day will be made up of attending lectures, tutorials, research, reading study materials, and completing projects and assignments. It can be quite a busy day. Each day is different. On some days students may not have any lectures or tutorials. They can use this time to research assignments or catch up on readings. The timetable is different for each degree and changes with each semester.

How different is uni from school?

University study is very different from school study. It needs much more planning, self motivation and responsibility. Firstly, on campus students do not have to be here all day, every day. Classes can be spread out over the week, often with large gaps of time in between. The time when students are not in class is their own; they can use it for studying, working, meeting up with friends and so on.

There is no-one chasing up assignments, or making sure students come to lectures. They are encouraged to question and discover their own information, form their own opinions and seek help if they need it. At uni, the students choose to be here. They choose their degree, the courses, how much study they do, and what success means to them. Motivation is the key to university success.

Students with Disabilities

Some students have disabilities or long-term medical conditions which may impact on their ability to organise themselves and their study or to communicate with lecturers and other staff independently. Disability Resources can provide supports which assist students to manage their study, particularly in the first semester as students familiarise themselves with a new environment and new people.

Personal growth

The experience of working toward a degree fosters personal growth in a balanced way. The university encourages students to participate in its social, cultural and sporting community. So when not studying, students can be developing and growing in a supportive environment.

Different types of study

USQ is a flexible learning centre, so if your student's circumstances change during their study we can assist them to continue. Here are the different ways they can study at USQ.

On-campus – This mode of study involves attending lectures and tutorials each week on campus. Being on-campus means that you interact with other students and lecturers face-to-face on a regular basis. The usual abbreviation is ONC.

Off-campus study via distance education – This study mode means that you are provided with all your study materials throughout a semester by post (mail) and online. These materials are divided into comprehensive week-by-week guides, but you have the flexibility to work through these materials at your own pace during the semester. At USQ our distance education students have access to a high level of support to make sure you succeed in your studies.

Online study – Online study is similar to off-campus study via distance education but the materials are provided solely via the Internet. USQ is an international leader in distance education and approximately 75% of our students study by distance or online education.

You can also study full-time (3 or 4 courses or subjects per semester) or part-time (1 or 2 courses or subjects per semester).

Combination of all three modes – We also allow you to swap between modes when you like (as long as your course is offered in that mode).

The academic year

There are three semesters (SEM) in the academic year and each semester is a minimum of 12 weeks.

Semester One – runs from March through to June

Semester Two – runs from July through to November; and

Semester Three – runs from November through to February. This is a shorter semester than the other two.

Some students choose to “fast track” their degrees by studying over Semester Three.

Time spent studying

Most courses are designed to take 150–160 hours over 13 weeks. This means that students should study on average 12 hours/week per course. This includes lectures, tutorials, research and private study. A full load for on-campus students is 4 courses per semester

whereas for distance education students it is 2 courses. Lighter loads are possible however students should consult their Faculty Program Administrator to discuss options.

Low motivation

At times students may find themselves lacking energy and drive. Students may find it difficult to get out of bed, focus on assignments, or struggle to simply find the motivation to start their reading and learning. Difficulties with motivation may be a result of lack of interest in the course that they are studying, or it may be as a result of a physical illness or depression or may be as a result of events in their life that are draining them of energy and strength. Support is available from the Counsellors at Student Services. They can assist students to work through these issues to increase motivation and their drive to succeed.

The stressful times

The beginning of University life can be very stressful while students are settling in and getting organised. The second half of each semester is busy also. This is when many of the assignments are due and exams take place. Generally students are very anxious and stressed during this time, and need lots of encouragement and support. Student Services provide assistance with managing stress and developing coping and problem solving strategies. Appointments can be made with a counsellor to work through stress management strategies on an individual basis.

What about failure?

Failing is not the end of the world and is certainly no reason to conclude that university is not a good career choice. Many students fail a portion of their assessment at university. Failing is a signal that something is not working and an indicator for your student to seek help, work harder, improve their study strategies or change their study options. The university provides various support staff to assist students who are experiencing such challenges. A good place to start looking for help is with Student Services.

Alcohol

It is usual for students to drink alcohol while at University. Freedom, turning 18, and a ready-made social circle, make it very easy for students to go out and enjoy themselves. Warning them about the pitfalls of alcohol and drugs and encouraging them to talk, is a good start towards managing their social life. Everything in moderation! Student Services is always there to help students who go overboard.

HOW MUCH DOES UNIVERSITY COST?

The time spent at university can be challenging and costly, both personally and financially. However the rewards will far outweigh this through career opportunities and personal development. Prior to starting study, it is important to be aware of the costs.

Fees

University fees cover tuition and study resources (excluding text books) and can range in amount depending on the course. The Australian Government provides assistance for domestic students in the form of deferring these costs until the student commences graduate employment. This program is referred to as HELP (Higher Education Loan Program). Students are able to defer tuition costs through HELP and commence paying back the government when they start earning a wage as a qualified professional. This loan is interest free, however is indexed annually to reflect CPI increases. Please visit www.goingtouni.gov.au to see the eligibility criteria and for more information.

Other costs

In addition to tuition fees, students will incur a number of one-off and ongoing costs through their study career. The following list provides a brief outline of potential expenses for full time students:

Set up costs per semester

- Text books approximately \$400–\$900
- Study materials (stationary and equipment) approximately \$100

One-off payments – commencing study

- Computer/laptop
- Bond for rental accommodation
- Furniture if required
- Bond for electricity connection
- Phone/internet set up and connection costs
- Association or club fees if you wish to join

Weekly living expenses

- Rent (cost varies depending on living arrangements)
- Electricity
- Transport (car or public transport)
- Groceries
- Mobile phone
- Internet costs
- Photocopying and printing fees over and above the USQ allowance
- Stationary or office supplies
- Entertainment

These costs may vary depending on the student's personal circumstances and their preferred living arrangements. Sharing the rental costs with others can help stretch money further but shared living isn't for everyone. Toowoomba students can investigate the residential colleges and Education City at Springfield provides a range of student accommodation in the Residential Village. Fraser Coast students are encouraged to investigate the student housing website at www.StudentHousing101.com.au/fraser

External students will also need to pay for travel to and from exams or residential schools (and accommodation when on-campus) if they are a distance or online student.

It is best to start saving for initial university expenses early on, such as at the beginning of Grade 12. Students can work over the holidays and some students prefer to take a year off to work and save for expenses. This will also help them to become 'independent' with regard to Youth Allowance. However, please refer to Centrelink for more information as savings may impact upon some allowances.

WHAT ABOUT MONEY?

Being a student generally means having very little money and sometimes experiencing financial problems. This changes dramatically once students complete their degree and enter the workforce. However, in the interim, there are a number of ways students can improve their financial situation while studying.

Austudy/Abstudy

Austudy

Students may be eligible for Austudy if aged 25 or over and studying an approved full time course at an approved institution.

Abstudy helps Indigenous students who want to further their studies at University. To be eligible for Abstudy a person must:

- be an Australian citizen
- be an Aboriginal and/or Torres Strait Islander
- be enrolled in an approved course and
- not be receiving or will not receive any other Australian Government assistance to study

Information on current Austudy and Abstudy rates are available by visiting the Centrelink website on www.centrelink.gov.au

Youth Allowance

Students may be eligible for Youth Allowance if aged under 25. Centrelink has an office in Toowoomba, Hervey Bay, Maryborough, Goodna and Inala. They can assist with enquiries relating to Commonwealth allowances and entitlements. For more information go to www.centrelink.gov.au

Employment

Job opportunities for both graduate and casual positions are available on USQ CareerHub, an online database at <http://careerhub.usq.edu.au>

Students use their student number and UConnect password to access the site and search for jobs and tips on applying. The job section in the Toowoomba Chronicle is another place students can look for work. All students have access to the Careers and Employment staff at Student Services who will be able to assist with job applications.

At Fraser Coast campus, a Graduate Employment Officer works with the Careers Counsellor to assist students with finding employment. Students are also encouraged to check the Student Services notice board for employment opportunities.

Springfield students can contact the Career Learning Consultant regarding casual employment opportunities.

Financial assistance - Loans

Sometimes students get into difficulties with their finances. Student Services offer support regarding financial issues and effective budgeting and manage the USQ loan scheme. Loans are available for emergencies or to assist with living and study expenses and aim to improve adverse financial situations that are impacting on the success of a student's studies. When students apply for a loan, they will be required to discuss their financial situation with a Counsellor, as the loan is not automatic. Talk to Student Services for more information.

Scholarships

Scholarships are available to assist students financially. Information regarding these is available at www.usq.edu.au/scholarships and from the Scholarship Officer at Student Services. While some scholarships will take academic achievement into consideration, most of the scholarships do not require high academic results and are granted on the basis of financial and personal circumstances. Students should apply for as many scholarships as they can. Be sure to encourage your student to find out important dates for scholarship applications so they don't miss out on getting their application in on time.

Working while studying

Most students spend some time working while they are studying. The amount of time a student spends working versus studying is a personal decision and depends on many factors, however for some, working too many hours can make it difficult to keep up with study demands. USQ offers many flexible study options for students who are balancing work with university, so talk to someone at Student Services if the work/study balance has become hard to manage.

HOW FAMILY CAN BE SUPPORTIVE

Encourage your student to prepare for uni

Most students find that a little preparation helps make the first term of university easier. By attending the Open Days, going to Orientation Week, meeting staff and other students, finding information and becoming familiar with the campus buildings all helps to build confidence in their abilities. If your student has a disability, encourage them to register with Disability Resources so that support can be arranged before classes begin.

Ask questions

Ask questions about what your student is doing at university and what it's like to be there. If you ask questions it makes it easier for your student to talk to you should a problem arise. If you sense that there is a problem, encourage them to talk with you or to the people at Student Services. The counsellors help students sort out problems that may arise while studying and will work to build confidence in their abilities and help them feel good about their time at university.

Let your student ease into independence

It is important to realise that this is probably the first time that your student is going to be independent. Managing a study load, attending lectures, getting assignments in on time, possibly managing living away from home, and fitting into new social circles is a lot of adjusting to make in a short time. They will be experimenting with all parts of their lives, trying to work out what they like, who they are and where they fit in. You may be struggling with letting go a little. It can be difficult watching them make mistakes and then helping them to get things back on track again. Just be as patient as you can be.

Let them make career decisions

Choosing a career path and a degree that fits best is exciting, but can be difficult. Sometimes this means choosing a career that not everyone in the family agrees with. It is important to openly discuss any concerns you may have with your student and seek advice from the careers counsellors at Student Services if necessary. Students who undertake careers that they are not interested in are often miserable but stick with it as they do not want to disappoint. Students in this situation often experience unnecessary stress, depression, poor academic results, social withdrawal and even drop out of university altogether.

Changing career choices

Changing career direction is quite normal and can be a good thing to make study more interesting and relevant. Students have access to the career counsellors at Student Services who are quite familiar with students wanting to change degrees or majors. If a change is necessary, making the change in the first year is the best option to maximise the chance of gaining exemptions for courses already completed. Suggest that your student visit Student Services early if they have doubts about their program.



Managing the tough times

A normal part of the student experience is feeling overwhelmed at stressful times such as when assignments are due or during exams. Some students may consider dropping out altogether. To help your student through this time, it is important to listen to their concerns. Try listing each problem down separately to make it easier to see what the issues are. By coming up with ideas on how to resolve one problem at a time, students often feel more in control of their situation which gives them greater confidence to manage it. Student Services helps students get through the tough times, so feel free to encourage your student to seek advice on personal issues, career concerns or academic problems.

Don't think you're alone: ask for help

Family members often worry about their student's health, how they are surviving financially, their new found independence, where the student is living and how university may change things for the family. If you have any such worries, you are more than welcome to contact Student Services. Our professional staff will provide you with information and support. However, they cannot give you information about your student's private records.

Students studying from home

Of course many students are attending university and still living in the family environment. Partners, family members and friends play key roles in providing support and encouragement. Once there is a uni student in the house additional pressure is placed on all members. Household duties may have to be reassigned, so perhaps making a list and negotiating to redistribute jobs to other members in the family for a time will help everyone. All students feel pressure when assignments and exams are due, so be as helpful and supportive as you can by keeping the noise levels down.

A tip – make sure that there is a spare cartridge and paper on hand if other members of the family use the printer for any last minute assignment printing.



SERVICES PROVIDED TO STUDENTS

USQ has three campuses. The main campus is in Toowoomba with other campuses at Fraser Coast and Springfield. There are a number of services provided by the university, but this varies between the campuses. All students are able to use facilities at any of the campuses. These services are provided to help and support students throughout their study. Almost all services are free of charge.

Academic Skill Development

Learning at university can be a challenge. The Learning Centres at Toowoomba, Springfield and Fraser Coast support students to develop academic skills in the areas of reading, assignment writing, research skills, referencing and maths. They provide online support, one-on-one consultations, workshops and quick tips. For more information go to www.usq.edu.au/learningcentre

Access Maps

Access Maps are available for all USQ campuses and identify accessible building entries, toilets, lifts, wheelchair routes, parking etc. Maps are available from Student Services, Parking and Security and via: <http://www.usq.edu.au/campusmaps/maps>



Accommodation

Living on campus is an exciting and rewarding way to enhance the university experience. The Toowoomba campus offers three Residential Colleges which provide a safe and supportive community, allowing students to develop their own identity and foster many life-long friendships. Each Residential College offers an Academic Support Program which supplements the tutorials of the University. In addition, student mentors are appointed to provide academic advice. Meals, recreation options, computing facilities and free car parking at the Colleges are provided for all residents.

At the Springfield campus, student residential accommodation is provided by Education City and includes modern fully furnished apartments within a complex of cafes, restaurants, shopping and barbeque areas. Off-campus accommodation can be found on the Springfield Accommodation Noticeboard located in the Student Commons on Level 4.

At the Fraser Coast Campus accommodation is listed at www.StudentHousing101.com.au/fraser which is maintained by Student Services.

Student Services can assist students with information about accommodation; however the final choice is entirely the decision of the student.

Here are some good questions to ask your student when they are choosing accommodation:

- What is the distance from the University?
- Is public transport close to the accommodation?
- Can you afford rent, bond, electricity, gas, telephone and food?
- What furnishings are supplied?
- Do you fully understand all the provisions of the lease agreement?
- How compatible are you with your tenants/house mates?

Advocacy

From time to time students get themselves into situations of conflict with staff or university decisions. The Student Guild provides support to students who need assistance in solving problems in which students believe they have not received fair treatment. Student Services staff are also available to talk to if students are not sure what they can do in such situations.

Banking

The Toowoomba campus offers a Heritage Building Society (with ATM) and Mecu Ltd, both in C Block. There is also a Commonwealth Bank ATM and a Redi ATM. At the Springfield campus the Orion Shopping Precinct supplies a wide range of banks and credit union facilities. At the Fraser Coast campus the banking precinct is located within walking distance of the University.

Car parking

Unrestricted car parking is available in certain parking areas at the Toowoomba and Fraser Coast campus, unless designated otherwise. In order to park at the Springfield campus students must purchase a ticket or have a valid permit, and display it prominently on the dashboard of their car so that it can be seen through the front windscreen. This applies 24 hours a day Monday to Friday. There is no payment required for parking on Saturday or Sunday. All 3 campuses have disabled parking bays where authorised parking permits must be displayed.

Child Care

For Toowoomba students the community based Mirambeena Children's Centre is located in Baker Street, adjacent to the university. Children three months to lower primary school age are cared for. Child care may be available on a limited basis during Residential Schools, but bookings need to be made well in advance. Adjunct care (short term care for up to 3 hours per session) is available at the Clive Berghofer Recreation Centre for children aged 0–12 between 8.45am – 2.30pm Monday to Friday.

At Springfield, Kindy Patch operates at Education City and caters for children aged 6 weeks to school age and The Lakes Family Day Care places children into residential homes for care. At Fraser Coast there are a number of child care services which operate in the local vicinity.



Computer laboratories and internet

The university has a number of computer labs for students to use 24 hours a day across all 3 campuses. Access is via a swipe card which is issued by the Student Guild for Toowoomba and Fraser Coast students and via Education City security personnel at Springfield campus.

The ICT Service Desk provides support and assistance to USQ students within the ICT Computer Laboratory environments located at our campuses. In addition, the ICT Service Desk provides assistance and guidance to on-campus, off-campus and online students in the following areas:

- UConnect
- USQStudyDesk
- Dial-in Access
- Wireless Access
- Logging In (from home and on campus)
- Course Discussion
- Usernames and Passwords
- Student Email Accounts

Laser printers are available for use in the General Purpose Microcomputer Laboratories in Toowoomba and Fraser Coast. A printer accounting/quota system applies to the laser printers. At the start of each semester, each student receives a print quota which represents a reasonable printing allocation given their academic requirements.

Disability

The Disability Resources team at USQ are the main coordination point for the supports provided to students with disabilities during their studies. The definition of disability is broad and may include chronic medical conditions, mental health conditions, learning disabilities, neurological conditions as well as visual, hearing or physical impairments. Supports offered include general advocacy, examination adjustments, access to distance materials, assignment extensions, required texts and materials in alternative formats and assistive technology and equipment.

Disability Resources can be contacted through Student Services.

stsv@usq.edu.au

Enrolment information

Student Relationship Officers and the Faculties provide the best enrolment advice.

Students can enrol online at **www.usq.edu.au/enrol**

Any questions about enrolment should be directed to either as soon as possible. The contacts are: Toowoomba **+61 7 4631 2100** or **1800 007 252** (toll free); Springfield **+61 7 3470 4100**; and Fraser Coast Campus **+61 7 4194 3133** or **1800 675 287** (toll free).

Food

The USQ Refectory is the centre for food on the Toowoomba campus which provides a range of meals and snacks and there are a number of coffee shops on site.

At Springfield campus the Central Tavern and Bottle-O is located nearby and provides a cafe, bistro, bar and bottleshop. A student kitchenette is available on Levels 3 and 4 of the USQ Building with a fridge, hydroboil, sink and microwave for the storage and preparation of food. Vending machines also provide snacks and hot and cold drinks.

At Fraser Coast campus, there is a cafe which provides a range of meals and snacks throughout the day, but is not open at night or on weekends. There are a variety of cafes, restaurants, and fast food facilities within walking distance of the campus. Students also have access to a fridge, hydroboil, sink and microwave at C Block Student Hub.



Health

USQ Student Services provides a confidential, accessible, and affordable health service to students in Toowoomba. The Health Service consists of a multi-disciplinary team, including Doctors, a Campus Nurse, and a Medical Receptionist. Appointments can be made in person or by phoning **+61 7 4631 2386** during office hours. GP consultations are available for a wide range of issues such as general and mental health, eating disorders, pap smears, drug and alcohol issues and advice and chronic illnesses (e.g. diabetes, asthma, epilepsy). Campus Nurse consultations are available for issues such as contraception, health promotion, immunisations, travel advice and wound management.

There are also a number of private doctors close to the University as well as pharmacies that are open until late in the evening.

At Fraser Coast and Springfield campuses, there a number of private doctors and pharmacies close to the University.

Indigenous student support

The Centre for Australian Indigenous Knowledges at Toowoomba and Springfield and Buallum Jarl-Bah at Fraser Coast assist and support Indigenous and Torres Strait Islander students throughout their tertiary studies.



Library

TOOWOOMBA CAMPUS

The Library has three floors of reference materials, books, audiovisual and electronic resources as well as on-line catalogues. There is also a room with assistive technology available for students with disabilities who require it. The library has allocated space for a collection of alternatively formatted materials.

Special sessions will be conducted by one of the liaison librarians during Orientation to enable students to identify any difficulties in using library facilities. Individual assistance is also available on request.

FRASER COAST AND SPRINGFIELD CAMPUSES

The library at USQ Fraser Coast is unique in that it provides joint facility usage with the Fraser Coast Regional Council providing both a University and community resource.

The Springfield campus Library is located in the USQ building at Education City in A Block Level 1. The Library houses many resources and services to support Springfield students, including online access to thousands of e-books and e-journals. The Library also provides group study rooms, quiet study spaces and a computer lab for student use.

All campuses conduct classes and tours at the beginning of each semester.

Personal counselling

Counsellors at Student Services offer free confidential short term assistance for a variety of concerns such as homesickness, depression, anxiety, stress, balancing work, home and university life, relationship difficulties and academic problems. Support is available for the development of coping and problem-solving strategies which help students identify their strengths, build confidence and increase motivation. Where appropriate, referrals can be made for long-term counselling or specialist services with appropriate practitioners off-campus. There is also a Student Support Officer in the Centre for Australian Indigenous Knowledges who is available to Indigenous students for pastoral care.



Post office

There is a post office at the Toowoomba campus. Students can also rent a post office box. This is helpful as many students move a number of times during their tertiary study, and advising a change of mailing address can be time consuming. At the Fraser Coast campus the post office is located in the banking area within walking distance of the campus. At the Springfield campus post boxes are available at the Orion Shopping Centre and the Post Office is situated at Springfield Fair Shopping Centre, corner Springfield Parkway and Topaz Rd Springfield.

Rental and bond

The Rental Tenants Association provides information on rental rights and responsibilities. Go to the website www.rta.qld.gov.au

Shopping

There are several major shopping centres and supermarkets in Toowoomba. Most of the larger centres are connected to the university via direct bus routes and taxi services.

There are two major shopping centres within walking distance of the Fraser Coast campus. The Orion Shopping Centre is located near the Springfield Campus.

Spiritual

The Toowoomba campus operates a Multifaith Centre that provides pastoral support to USQ students and their families. The Toowoomba campus also hosts an Islamic Centre. Further information regarding these services can be found at the USQ Multicultural Centre, **+61 7 4631 1650**.

The Springfield campus has a Chaplaincy service and further information can be gained from calling **+61 7 3470 4100** or visiting Level 1. The Fraser Coast campus has a collaborative partnership with the local community and can connect students with their faith through these partnerships. Contact **+61 7 4194 3133** for more information.



Sport and recreation

USQ Works Health and Recreation Club is the gymnasium and sports centre at the Toowoomba campus and is operated by the Student Guild. The USQ Works offers fitness classes, a fully equipped gym, personal training, and fitness programs for all ages. Students may sign up with a variety of sporting, social or general interest clubs that are affiliated with the Student Guild.

At the Fraser Coast Campus, the Student Guild provides information on local sporting affiliations and arranges access to the PCYC facilities next to the campus.

At Springfield Campus, contact the Student Guild for information on local sporting affiliations and to sign on to lunchtime social sports and student club activities. A gym is available for use by students and is open 6am to 10pm 7 days a week and sporting equipment is available for student loan during business hours.

Student Guild

The Student Guild is located in the Clive Berghofer Recreation Centre and in K5 Block at the Toowoomba campus. The Guild provides many services to members including student ID cards, academic advocacy and advice, legal service, tax return service, discount rail travel cards and the second hand book exchange to name a few.

These services are available by phoning **+61 7 4631 2491** or, for external students, please phone **1800 076 301**. The Student Guild at Fraser Coast is located in A Block and at Springfield on Level 1.

Textbooks and stationery

The USQ Bookshop is owned and operated by the University of Southern Queensland, and is located on the Toowoomba campus, Level 2 of W Block. It sells textbooks, reference and general books, software, stationery, calculators and a wide range of related materials. The Bookshop is open from 8.30am to 5pm Monday to Friday and an online service is available for second hand books at **www.onlinebooks.com.au**

At the Fraser Coast campus the Bookshop is managed by the USQ Student Guild on behalf of USQ. Trading hours vary so check the website **www.usq.edu.au/frasercoast**

Springfield campus bookshop hours are similarly restricted. Check the website **www.usq.edu.au/springfield** for dates and times of opening. Students should be sure that second-hand texts are up-to-date because course content and study guides can change from year to year.

Transport to/from university

TOOWOOMBA

Toowoomba city is serviced by a regular bus run from Brisbane and also has a small airport. There is a regular bus service between the city and the university. Bus timetables are available from Student Services on campus. The trip takes about 30 minutes. The campus has excellent parking facilities for students, the majority of which are free. Bike racks are also available.

FRASER COAST

Wide Bay Transit Buses provides a number of bus services daily between the University campus and various locations within Hervey Bay. A comprehensive local taxi service is provided through Hervey Bay Taxi Service telephone **13 10 08**. There are regular buses from Maryborough to Hervey Bay which stop near the university. The trip takes 35 minutes. There are over 30 km of bike paths linking many of the suburbs of Hervey Bay to the university and bike racks are available.

There are daily flights between Fraser Coast and Brisbane through QantasLink.

SPRINGFIELD

Public transport to Education City is currently available via rail to nearby Goodna and Redbank stations connecting with Translink bus services. Bus timetables are available from student administration. More information can be found at **www.usq.edu.au/campusmaps/publictransport**

USEFUL CONTACTS AND WEBSITES

Current Student Enquiries:

Toowoomba campus

Phone: **+61 7 4631 2285**

Freecall: **1800 007 252**

Email: **usqassist@usq.edu.au**

Fax: **+61 7 4631 2893**

General Enquiries

Phone: **+61 7 4631 2100**

Freecall: **1800 007 252**

Email: **study@usq.edu.au**

Opening Hours (except public holidays) 8.00am–5.00pm (AEST)
Monday to Friday

Springfield campus

The Springfield campus is located at:

Education City

Sinnathamby Boulevard

Springfield Central QLD 4300

Australia

For general enquiries please email **studyspringfield@usq.edu.au**
or telephone **+61 7 3470 4100**.

Office hours are 8.00am–5.00pm Monday to Friday.

Fraser Coast Campus

The Fraser Coast campus is located at:

161 Old Maryborough Road

Hervey Bay 4655

Australia

For general enquiries please email **frasercoast@usq.edu.au**
or telephone **+61 7 4194 3133** (campus) or **1800 675 287** (toll free)

Student Services

Career counselling, employment services, personal counselling, disability support, financial assistance, loans and scholarships, accommodation information, health services (Toowoomba Campus). Office hours are 9.00am–5.00pm (AEST) Monday to Friday (except public holidays).

www.usq.edu.au/student-services

TOOWOOMBA CAMPUS

Phone: **+61 7 4631 2372**

Fax: **+61 7 4631 2880**

Email: **stsv@usq.edu.au**

SPRINGFIELD CAMPUS

Phone: **+61 7 3470 4400**

Fax: **+61 7 3470 4401**

Email: **studentservicespringfield@usq.edu.au**

FRASER COAST CAMPUS

Phone: **+61 7 4194 3125**

Fax: **+61 7 4194 3105**

Email: **fcstdhub@usq.edu.au**



ACADEMIC LANGUAGE AND TERMINOLOGY

ACADEMIC PLAN

That part of an academic program which includes the majors or specialisations.

ACADEMIC PROGRAM

A program formally approved by the University Council which leads to an academic award granted by the University and conferred by the Council. The specification for an academic program may consist of an academic plan and/or an academic sub-plan. An academic sub-plan is an area of further specialisation such as a minor, option or elective.

ACADEMIC TRANSCRIPT

The official statement of a student's academic record, including exemptions, for the period of enrolment at the University.

ASSESSMENT

The process of evaluating the extent to which students have achieved the objectives of a course and includes assessment items such as assignments, exams, projects, and experience.

ASSIGNMENT

A piece of work allocated to students as part of the process of assessment for a course. Most courses have at least one assignment per semester.

CENSUS DATE

The census date is the date by which all enrolment related requirements must be finalised. It is the deadline by which students must complete and submit their Request for Commonwealth Support and HECS-HELP form and provide their tax file number if requesting a HECS-HELP loan. Students must check that all enrolment and payment details are correct on or before the census date.

CLOSED EXAMINATION

A closed examination is an examination where the candidates are allowed to bring only writing and drawing instruments into the examination.

CORE

An element of an academic program, consisting of subject matter central to the achievement of the objectives of the program, which must be completed by all students in the program.

COURSE

An basic element of a program, defined by a course specification, for which students may be awarded a grade. Sometimes is known as a subject or unit.

COURSE TRANSFER

The process whereby a course successfully completed by a student while registered in a program, which the student has not completed, is transferred for credit towards the completion of a different program.

DEAN

The chief executive officer of a Faculty. In these regulations, any authority vested in a Dean may be delegated by the Dean to another person.

DEFERRED ASSESSMENT

An assessment (assignment or examination) offered by the examiner of a course to students on the basis that they could not attend a scheduled examination or submit a scheduled assignment for medical reasons, family/personal reasons, or employment related reasons. In the situation where the examiner requires students to submit an assignment prior to the last date for submitting final grades for the course (unit), an extension should be granted rather than a deferral.

ELECTIVE

An element of an academic program consisting of a course or courses which students may choose to study as part of a program.

EXCLUSION

Prohibition from enrolling in a course or a program for a specified period.

EXEMPTION

The waiving of the requirement to complete one or more courses in an academic program as a result of a student's prior studies in another program, work experience or recognised prior learning.

GRADE

A grade may be of three types; final, temporary or administrative. A final grade is the student's final assessed level of achievement of the objectives of a course. A temporary grade is assigned to signify that all the requirements of the course have not been met. An administrative grade is assigned for administrative purposes.

Grade point average (GPA)

A grade point is the numerical value assigned to a final grade to allow calculation of a Grade Point Average (GPA). GPA is the average of all final grades obtained by a student for courses within an academic program.

HEAD OF DEPARTMENT

An academic staff member responsible for the administration of the course offerings in one or more discipline areas.

LEAVE OF ABSENCE

Approval granted to a continuing registered student to cease formal study as an enrolled student for a specified period of time, normally one academic year.

MAJOR STUDY

An element of an academic program consisting of a set of designated courses, from a recognised discipline, and, if appropriate, supporting courses from other discipline areas, which form a significant part of an academic program. The minimum size of each major study will be determined by the Academic Board.

MINOR STUDY OR OPTION STUDY

An element of an academic program consisting of a set of designated courses designed to provide students with an area of knowledge and skills that contribute to or complement the major study. Such courses may be drawn from a recognised discipline area or may transcend traditional discipline boundaries.

OPEN EXAMINATION

An open examination is one in which candidates may have access to any printed or written material and a calculator during the examination.

PART-TIME STUDY

Enrolment in less than 6 courses in any year shall be deemed to be part-time study.

PLAGIARISM

The term "plagiarism" includes, but is not limited to, the use, by paraphrase or direct quotation, of the published or unpublished work of another person without full and clear acknowledgement. Plagiarism is the action or attempt to take and use or present another person's thoughts, writing, ideas or work as their own to gain or produce unfair advantage. A common example of plagiarism is knowingly using the whole or part of another work without appropriate citation.

PROGRAM

A program of study consisting of one or more courses. The program enrolled in will consist of many courses and will lead to a degree, diploma or other qualifications.

SEMESTER

One of the principal terms or teaching periods of the academic year. Each semester shall have a minimum teaching period of 12 weeks.

The full and official list of Academic Terminology is provided on the website at www.usq.edu.au/glossary

Want to know more?

If you have any questions don't hesitate to contact us!

Email: study@usq.edu.au

Phone: **1800 269 500**

Web: www.usq.edu.au/future-students

FAMILY GUIDE AT USQ

The information contained in this brochure is correct at time of printing.
However, you should check details are still correct before enrolling.

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