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Welcome to Edith Cowan University

Congratulations on enrolling in a course at Edith Cowan University (ECU). ECU is a young and progressive university with a strong reputation for excellence in teaching and research. Together with our partners in different countries we offer quality programs where you will learn the combination of theory and practical skills needed to take advantage of every opportunity. Skills that will allow you to understand and meet new challenges, thrive in an evolving world and graduate world ready.

This handbook aims to familiarise you with ECU’s rules and policies and your responsibilities as an ECU student. It also provides information on the services, facilities and academic support available to ECU enrolled offshore students. It is intended as a general guide to assist you in your studies, please refer to it whenever you need assistance.

ECU wishes you all the very best in your future studies.

ECU Student Charter

ECU is committed to providing a challenging education environment in which all members of its culturally and geographically diverse community can realise their potential. The needs of the students are our highest priority, and the University seeks continuously to improve the quality of its courses and services to students. In return, ECU invites students to honour their responsibilities to their studies and to contribute to the life of the University.

The University is pledged to providing all students with equal opportunities, and embraces its statutory obligations to guarantee an environment free of racial, sexual, religious, cultural and physical discrimination. In addition, the University is committed to the values of integrity, respect, rational inquiry and personal excellence, and the Student Charter is informed by these values.

The Student Charter sets out the standards of provision which students are expected to assume as members of the University. Students are encouraged to read the complete charter available on the following website: http://www.ecu.edu.au/prospectus/charter

Orientation

Orientation is a program of activities designed to help you as a new student. Attendance is compulsory; it will provide you with the essential information you need to help you successfully transition into student life. Orientation is a good opportunity for you to make new friends familiarise yourself with your local ECU provider and to obtain important information about what to expect during your studies.

Orientation checklist:

- Become familiar with SIMO, and set up your ECU student email address to receive news and information. Your ECU student email address is our official means of communication;
- Register your classes with your local ECU provider to plan your timetable;
- Check what units you are enrolled in and access the unit outlines using the ECU Handbook
- Go to any orientation sessions including academic events, campus & library tours and find out at which venues your classes will be held; and
- Explore your local ECU provider’s student clubs and associations.
Policies and Procedures

ECU’s Policy Database provides relevant information to staff and students, and can be accessed via the ECU website. ECU offshore students are regarded as ECU students and are entitled to the rights and privileges of ECU students. As such ECU offshore students are subject to the ECU Statutes, By-laws and Rules, policies and procedures.


ECU Student Account and Email

To set up your ECU student account and email, you need to log on to the Virtual Information Pack (VIP) and complete Step two (2) – Activate your accounts. You will need your student number, which can be found on your offer letter, to activate your account. Once you have completed this step, you will be provided with a login ID and student email account.

It is a requirement that all students check their official ECU student email account regularly as important University information will be sent to this address. All email correspondence with the University should be conducted via your ECU student email account. This identifies that you are an ECU student and allows staff to act on your requests in a timely manner.

If you encounter issues activating your account or you have forgotten your password please contact the ECU IT Service Desk on itservicedesk@ecu.edu.au for assistance.

Your student email account can be accessed under Easy Logins in the Student Portal.


Student Information Management Online (SIMO)

SIMO is ECU’s online student management system. It provides you with access to your student record, enrolment details and results. In addition, you can update your contact/address details and view your academic progress. SIMO can be accessed via the Easy Logins menu in the ECU Student Portal.

Blackboard

Blackboard is the ECU Learning Management Systems (LMS). It provides access to a broad range of resources and learning activities via the internet. You will need to login to Blackboard to access all teaching materials for your units. Online resources might include some or all of the following:

- course content: resources such as unit outlines, lecture notes, iLecture recordings and eReserve readings;
- communication tools: discussion forums, blogs, wikis, Elluminate virtual classroom and email;
- assessment: quizzes, tests, and online submission of assignments via Turnitin; and
- Internet resources: links to relevant websites around the world.

Blackboard can be accessed via the Easy Logins menu in your Student Portal. Further assistance is available from the Student Support tab within the Blackboard environment.
Ask Us – Frequently Asked Questions (FAQ)

Ask Us is a University-wide on-line self-service consisting of FAQs on a wide range of topics. You can access the FAQs online at [http://askus.ecu.edu.au/](http://askus.ecu.edu.au/)

ECU Online Handbook

If you need course or unit information you can find it in the ECU Handbook. The type of information available in the handbook includes:

- Course structure (including unit outline)
- Unit content
- Majors available (if applicable)
- Admission requirements


Change of Personal Details

If your name or your personal details change while you are studying, you must record these changes with both ECU and the local partner. Please complete a Notification of Change of Address/Name form and submit it to your partner for processing. Change of name requests will require supporting documentation showing proof of name.


Enrolment

All students approved for entry into an ECU course offshore are required to complete and sign an ECU IP Unit Selection Form. This form is available from your local ECU provider administration office. All completed forms must be returned to your local ECU provider administration office two (2) weeks prior to commencement of your study period. Late submissions of the IP Unit Selection Form may result in you not being admitted or enrolled to your chosen units of study.

Students are not permitted to attend class for units they are not enrolled in. You can confirm that you have been successfully enrolled via the Study Timetable link in SIMO.

Advanced Standing

This is the term we give to the process of determining whether you are eligible to receive credit points (exemptions) based on your previous study or work experience, towards the completion of your chosen ECU course.

You can view your awarded Advanced Standing in SIMO under Course Details and Progress.
Tuition Fees

You are responsible for ensuring all tuition fees are paid to your local ECU provider by the due date. Any enquiries about tuition fees should be addressed to your local ECU provider. Inability to pay tuition fees on time may result in an encumbrance being placed on your student record.

Unit Withdrawals/Variations

Once you have enrolled in the current teaching period, you may change your enrolment details either by enrolling in additional units or withdrawing from units. To do this, you must notify your Local ECU provider in writing. You have until the end of Week two (2) of the teaching period to add units to your enrolment. Enrolment after Week two (2) is generally not permitted unless relevant approval has been sought.

Before you amend your enrolment we recommend you consider your choice carefully. The decision to add or withdraw units not only has an impact on your workload, but also has an impact on other aspects of your enrolment. You should familiarise yourself with the deadlines for unit withdrawal and enrolment variation to ensure you are aware of any academic and/or financial penalty that may apply. If you are unsure, please contact your local ECU provider.

Course Deferral (Intermit) or Withdrawal

You can apply to defer your course for up to twelve (12) months from the last unit you completed. Any student who withdraws from their course and then wishes to re-enter the SAME course must make a formal application for re-entry by completing a “Resume a Course” form which is available from your Local ECU provider administration office.

If you wish to defer or withdraw from your course, you must complete and sign a Request to Intermit (defer) or discontinue (withdraw) course form or notify your local ECU provider in writing.

Refund of Tuition Fees

To apply for a tuition fee refund, an “Application for Refund” form must be completed and submitted to your local ECU provider administration office for referral to ECU. The relevant forms can be obtained from your local ECU Provider administration office.

Applications for Tuition fee refunds will be assessed against the International Student Tuition Fee Refund Policy.


ECU Library

The ECU Library provides an External Library Service for ECU students studying offshore. You can access all of the library’s online resources and services anytime, anywhere, including databases, online journals and newspapers, library interactive tutorials, referencing guides and past examination papers.

If you are not sure how to find information for assignments or how to reference, try one of our online tutorials, accessible from http://ecu.au.libguides.com.

http://www.ecu.edu.au/library
Student Assessments

Unit assessments are outlined in the unit plan which will be uploaded to Blackboard prior to the commencement of each unit. The Partner lecturer will circulate the unit plan to students at the first lesson with an emphasis on key components, such as assessment tasks and due dates for assessments. Students should be reminded that deferrals for assessments are not normally given and penalties exist for late submission of work. All Assessments must be completed as set out in the unit plan.

Assignments

All assignments must be submitted by the due date (as set by ECU unit coordinator) and as written in the unit plan / Blackboard. When submitting assignments you must include the ECU Assignment Cover Sheet. You can access a copy of the Assignment Cover Sheet from the ECU forms page. Please ensure that you complete and attach one of these Cover Sheets to each of your submitted assignments. All assignments are to be submitted via Turnitin or as directed by the unit coordinator in Blackboard. Students who fail to submit assignments by the due date will be subject to penalties.

Penalties for Late Assignment Submissions
An assignment submitted after either the due date or the agreed date of extension for submission shall incur a penalty, which is calculated as follows:

- Where the assignment is submitted not more than 5 working days late, the penalty will, for each working day that it is late, be 5% of the maximum assessment available for the assignment;
- Where the assignment is submitted more than 5 working days, a mark of zero will be awarded.

Deferral of an assignment
To defer the submission of an assignment, you must apply in writing to your local ECU teaching staff member at least seven (7) days prior to the due date for an extension of time to submit the assignment. Your application must set out the grounds on which the deferral is sought. The new submission date may not exceed two (2) weeks after the due date and may not be later than the final examination.

Resubmission of an assignment
A local lecturer may recommend to the ECU Unit Coordinator that a student be required to re-submit an assignment. The decision is the responsibility of the ECU Unit Coordinator and cannot be made by the local lecturer.

The maximum mark that may be awarded for a resubmitted assignment is 50%.

Examinations

Final examinations will be held at the end of each teaching period. The examination papers will be written and marked by ECU lecturers. Exam venue details (including room numbers and contact information) will be provided to you by your local ECU provider.
Deferred Examinations

You may apply for a deferred examination on one or more of the following grounds:

- Ill health or injury;
- Compassionate grounds;
- Representation in sporting activities at a national level;
- A matter relating to employment; and
- A matter relating to cultural activities.

To apply for a deferred examination, you must submit an Application for Deferred Exam form to your Local ECU provider’s administration office. The application must be accompanied by appropriate supporting documentary evidence.

Applications must be submitted no later than three (3) working days after the date of the examination. If you are unwell on the day of your exam, please ensure you visit the doctor that day so that your medical condition can be appropriately diagnosed and recorded on your medical certificate.

Note:
- Deferred exams will not be granted if you sleep in, misread the timetable, forget, etc or if you have already attempted the exam.
- All decisions regarding the approval of a deferred examination are made by ECU.
- Applications that are submitted without supporting documentation may not be considered.

If in exceptional circumstances, a student who has been granted a deferred examination fails to sit the deferred examination, and if the student is able to give a valid reason, the student may apply for an alternate exam.

Supplementary Examinations

The offer of a supplementary assessment is at the discretion of the ECU Board of Examiners (BOE), it is not obligatory. For circumstances under which a Supplementary Examination may be awarded please refer to the ECU website.

http://askus.ecu.edu.au/app/answers/detail/a_id/863/kw/supplementary

Grading of Units

All students enrolled in any module will be graded according to ECU’s standard grading system.

http://intranet.ecu.edu.au/student/my-studies/exams-and-results/results/grading-system

Final Results for Units

All final results for ECU programs must be approved by the ECU BOE prior to release to students. You can access your final results, after results publication date, via SIMO.
Academic Progression Status

The Admission, Enrolment and Academic Progress Rules provide details of course status rules.

Your course status is determined periodically by the BOE, based on your performance in the most recent examination period.

As per sub-rule 4.9.3, if at the end of a teaching period, a student fails to attain at least 50 per cent of the credit points ascribed to the units in which the student was enrolled for that teaching period:

- if the student has a current academic progression status of 'good standing', the student's academic progression status will be 'probation';
- if the student has a current academic progression status of 'probation' the student's academic progression status will be 'at risk'; or
- if the student has a current academic progression status of 'at risk', the student's academic progression status will be 'excluded'.

Students who fail a foundation or core unit three (3) times may not be permitted to continue the course. A student who fails a major unit three (3) times may not be permitted to continue the major. Refer to sub-rule 4.9.4 for further details.


Academic Appeals

The University's Admission, Enrolment and Academic Progress Rules ("the Rules") contain provisions to enable students who are dissatisfied with the assessment of their academic work or progress to appeal against those decisions. These Notes are issued for the guidance of students considering submitting appeals under the Rules and are not a substitute for or a supplement to these Rules. The Rules are subject to change and any provisions contained in the Rules take precedence over information contained in these Notes.

The different types of Appeal are as follows:

**Result Appeal (Rule 8.1)**

Appeal against the result of an individual item of assessment or a final unit result.

**Academic Progression Status Appeal (Rule 8.2)**

Appeal against a decision of a School BOE about a student's Academic Progression Status (eg. course exclusion).

**Appeal to the Student Appeals Committee (Rule 8.3)**

Appeal against a decision made under either Rule 8.1 or Rule 8.2.
Rules 8.1, 8.2 and 8.3 detail the grounds on which appeals may be made and the processes and procedures that must be followed by students submitting appeals under these Rules.

If a student is considering submitting an appeal, it is essential that they familiarise themselves with the provisions of the Admission, Enrolment and Academic Progress Rules.

The relevant forms which must be used in the appeals process may be found under 'Exams, results and appeals' on the ECU forms page.

http://intranet.ecu.edu.au/student/forms/home

Appeal Submission Deadlines

Appeals must be lodged with the ECU Off Campus Support office within twenty (20) business days of the results being published on SIMO.

Failure to comply with these deadlines, unless variations are approved in individual cases by the Vice-Chancellor or nominee, will result in the rejection of appeals.

The deadlines for appeals are inclusive of the periods within which relevant actions must be taken. For example, under the Informal Result Query process required under Rule 8.1, the academic staff member concerned has five (5) business days to provide the student with details of that discussion. This process must be completed within the twenty (20) business days required before a formal appeal is lodged, so it is essential that the informal discussion be held as soon as possible after the release of the result in question.

Informal Result Query – Rule 8.1.2

Before submitting a Result Appeal, the student must first contact their ECU Lecturer or Unit Coordinator to discuss their result/s. This is known as an Informal Result Query. The Informal Result Query should be conducted as soon as possible after the release of the result in question and can be conducted via phone or email. If conducted by phone, the details of this discussion will be provided to the student by the academic staff member concerned within five (5) business days. This will usually be to their ECU student email account. If they are dissatisfied with the outcome of this discussion they should then submit a Result Appeal through Off Campus Support. They must include evidence that the Informal Result Query stage has been completed. This will normally be demonstrated by the inclusion of the email detailing the discussion surrounding the Informal Result Query and/or an Informal Result Query form, signed by both the staff member and student concerned.

Appeal Submissions

Appeals may only be made on the basis of the grounds specified in the relevant Rule. The Rules require that supporting submissions address each ground of appeal and include any relevant supporting documentation. Appeals must be lodged with Off Campus Support on the form specified, either by email or post. Supporting documentation must be in English.

Submissions that do not provide complete or adequate information or do not conform to the length requirements will be returned to the student (via their ECU student email account), with written reasons for that action, and an opportunity will be provided for re-submission.
Once an appeal has been accepted, students will receive a tracking number which can subsequently be referred to for information about the status of the appeal.

**Appeal Decisions**

Students will be provided with written confirmation of decisions and the reasons for those decisions within fifteen (18) working days of their appeal being accepted. Notification of decisions and reasons will be sent to the student’s *ECU email address*.

**Academic Misconduct (including Plagiarism)**

You will find information about how ECU deals with allegations of academic misconduct in the Academic Misconduct Rules (Students).

It is important that you are aware of the correct standards and methods for referencing, as ECU regards acts of plagiarism, unauthorised collaboration, cheating in assessment, and/or theft an another student's work very seriously. Depending on the severity of the offence, you could receive penalties ranging from a loss of marks to cancellation of your enrolment.

ECU regards any acts of cheating or dishonesty by way of plagiarism, very seriously. There are strong penalties for breaches (including annulment of results or termination/ expulsion from the University).


**Academic Support**

The Academic Skills Centre (ASC) can help you effectively transition into university study and equip you with the necessary skills to become a successful student and lifelong learner. The centre has highly qualified and skilled staff who can:

- assist you with tackling assessment tasks;
- help you to develop your English language;
- deliver academic skills training workshops in the areas of academic literacy, science, technology, engineering and mathematics; and
- collaborate with your lecturer to make tacit assignment instructions accessible to you (within your lectures/tutorials and/or on your unit Blackboard sites).

You will find a link to the Academic Skills Centre through Blackboard.

[http://intranet.ecu.edu.au/student/my-studies/study-assistance/academic-tip-sheets](http://intranet.ecu.edu.au/student/my-studies/study-assistance/academic-tip-sheets)

**Printing/Photocopying/Design Services**

Check with your local ECU provider for places on campus that offer printing, photocopying and/or design services.
Graduation, Transcripts & Testamurs

Graduation is the culmination of your hard work, study and experience at your local ECU provider, and a celebration of your academic achievement. After the BOE approves your course completion, your course completion letter and academic transcript will be forwarded to your local ECU provider.

Your graduation invitation will be emailed to your ECU student email address several weeks prior to the graduation ceremony. When you receive your invitation, please respond via SIMO to indicate if you will attend, defer or decline to attend your graduation ceremony. At this time, you can also indicate on SIMO whether you would like to receive your graduation certificate (testamur) at the graduation ceremony or via post.

Even if you do not wish to attend your graduation ceremony, you still need to register on SIMO so that you can tell us where to send your certificate (testamur).

Graduation ceremonies are held in Perth twice per year, usually in February and September. Students with outstanding fees or fines with an administrative encumbrance on their student record cannot attend a graduation ceremony or obtain their transcript and certificate until the encumbrance is cleared.

http://www.ecu.edu.au/graduations

Testamur (Parchment)

If you have not completed the online invitation prior to the closing date, you will need to complete a Testamur request form and email it to studentrecords@ecu.edu.au.

http://intranet.ecu.edu.au/student/forms/home

Statement of Academic Record (Transcript)

Upon completion of your course you will receive a complimentary ECU Statement of Academic Record (transcript) via your local ECU provider.

If you require additional copies or copies prior to course completion, you will need to purchase your academic transcript for a fee by completing a Request for Academic transcript form and emailing it to offcampus@ecu.edu.au or you may order by calling +618 6304 0000.

Other Resources

Sometimes there are difficulties that are hard to discuss with family, friends or work colleagues, and you may desire an independent party to confide in. A professional counsellor would be one such person, who may help you resolve problems and prevent future ones from developing.

The website below contains various useful resources, including tip sheets, information, articles and self-help links. If you require the assistance of a counsellor notify your local ECU provider and check what services are available to you.

http://intranet.ecu.edu.au/student/support/counselling
Student Feedback

ECU is committed to continual improvement in the quality of the teaching and learning experience. In order to do this we seek your honest and accurate feedback via surveys.

Unit and Teaching Evaluation Instrument (UTEI)

The UTEI is a centrally administered survey which seeks your feedback on units and teaching. The data generated is used in improving the design of units and informs teaching practice. The survey is administered at the end of the teaching period. You will be sent an email to your ECU student email account and will be given six (6) weeks to complete the survey.

All responses to ECU surveys are confidential and are not traceable back to individual students in any way; the use of a student ID to login (online survey) is required only to identify the local ECU provider and course where the response has originated.

http://intranet.ecu.edu.au/student/my-studies/surveys

Security and Safety

A safe environment requires individual awareness of personal safety and security issues. Students should recognise and avoid any potentially risky situations and report suspicious behaviour to your local ECU provider’s security services.

Student Complaints

ECU is committed to providing a challenging educational environment in which all members of its culturally and geographically diverse community can realise their potential. The needs of the students are our highest priority, and the University will seek continuously to improve the quality of its courses and services to students. We are committed to ensuring matters of dispute between students and the University are resolved fairly and promptly. This commitment is consistent with our long-term goal to be recognised for providing world-class education and a fulfilling student experience, as articulated in ECU’s strategy document, Engaging Minds; Engaging Communities. Towards 2020.

The ECU Office of Governance Services will provide information, for both students and staff, on what students can do if they have a concern or complaint about our services or administrative practices, including the steps that can be taken to resolve the concern or complaint.

The Student Complaints Policy does not supersede appeal processes established under statutes, rules, or by-laws. Students wishing to lodge a result appeal, academic progression status review, or an appeal to the Student Appeals Committee should refer to the Academic Appeals section of this handbook.

You can obtain Student Complaint forms and Procedures Information from the Office of Governance Services Student Complaints page.

Alumni

When you finish your degree, your relationship with ECU does not end. Upon graduation you become an ECU alumnus and join over 140,000 graduates worldwide.

Staff at the Office of Development and Alumni Relations are committed to keeping the alumni network strong and connected. They facilitate a variety of activities that can open up opportunities to ECU graduates both onshore and offshore.

http://www.ecu.edu.au/alumni/overview
Disclaimer

Information in this publication is correct at the time of printing and valid for 2018 but may be subject to change.

In particular, the University reserves the right change the content and/or method of assessment, to change or alter tuition fees of any unit of study, to withdraw any unit of study or program which it offers, to impose limitations on enrolment in any unit or program, and/or to vary arrangements for any program.

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