

General Information

What are my responsibilities as a student?

The University is obliged to ensure that the information students need to plan their courses is accurate, timely and generally available. Much of this information is provided through this University Handbook, the Student Diary which is provided upon enrolment, and the Student Information System. In turn, students have responsibilities that include the following:

- to be well informed about courses and course requirements;
- to plan a course which satisfies course requirements;
- to attend all set classes;
- to be aware of rights and obligations - see the Student Diary for the most comprehensive coverage;
- to abide by the University's rules and regulations.

Privacy legislation

The University of Melbourne has a statutory obligation to comply with the *Information Privacy Act 2000* and the *Health Records Act 2001* in its treatment of personal and health information regarding students.

What we collect and why

The University collects information about a student for a number of purposes. The main purposes are to enable proper administration of an individual's course of study and to assist the University to organise programs for the health and welfare of students. Information is also collected under Commonwealth or State Government legislation for the purposes of reporting annually to these governments and for the administration of, but not limited to, the following schemes: the Higher Education Contribution Scheme, the Postgraduate Education Loans Scheme, the Bridging Courses for Overseas Trained Professionals Loans Scheme and the Youth Allowance (Austudy and Abstudy). Information may also be collected to facilitate internal planning.

Accuracy, security and storage of information

The University holds personal information on computer and paper based records. It takes all reasonable steps to ensure that the information it holds is accurate and complete and that it is protected from misuse, loss, unauthorised access or disclosure.

Disclosure of information

Information concerning enrolled students is maintained by the Student Administration section in the University's Academic Services Division. The University will not disclose personal information about you without your permission or unless permitted or required by law.

Examples of instances when personal information about you may be disclosed are:

- informing Centrelink of your enrolment details if you are in receipt of payments;
- releasing statistical information to the Department of Education, Science and Training;
- releasing statistical information to the Office of Training and Tertiary Education;
- informing the Australian Taxation Office of your taxation liabilities;
- assisting the police with personal information about you if you are alleged to have been involved in a criminal offence;
- releasing your academic details to another tertiary institution or tertiary admission centre if you apply to transfer studies; and
- publishing the names of graduates.

Access to personal information

Access to and correction of your information are handled in accordance with the *Freedom of Information Act 1982*. Data obtained via the Enrolment Questionnaire that is reported to the Commonwealth Government can be viewed (and, if necessary, corrected) at <<http://sis.unimelb.edu.au>>.

University Privacy Officer/Privacy policy

The University's Privacy Officer is the University Secretary, Mr Len Currie. The Privacy Officer's website contains the University's Privacy Policy and provides detailed information about the contact details, complaints procedures and other aspects of the University's privacy regime.

Questions

If you have an enquiry about your privacy rights in relation to the collection of information from students, please contact the University's Privacy Officer.

Student Grievances Policy

Preamble

- The University is committed to providing students with an education of the highest possible quality. However, from time to time, students may raise concerns, complaints or grievances about matters or issues relating to their experiences at the University.
- This document outlines transparent, fair and timely procedures for addressing complaints and grievances. These procedures will be conducted in accordance with principles of natural justice and all parties will be treated equally and fairly.

Principles

The student grievance resolution procedures of the University are based on the following principles:

- That the procedures used to review and resolve complaints are fair and must be seen to be fair;
- Confidentiality will be respected for all parties, unless the use of the information is authorised by law;
- That staff involved in resolving complaints will apply rules of natural justice and conclusions will be based on a fair hearing of each point of view;
- There will be no reprisals or any disadvantage arising as a result of a student making a complaint in good faith;
- That complaints are processed in a timely manner with achievable deadlines specified for each stage in the resolution of a complaint;
- Any student who makes a complaint and any staff member on whom the complaint has a direct impact, is regularly informed of the progress of the matter;
- Where the complainant is not satisfied with the outcome proposed by the decision-maker, the student may access appropriate external or higher bodies which may rule on such resolutions and the processes used to arrive at the resolution.

Types of Student Grievances

Academic grievances

These are usually complaints or appeals against academic decisions. They include:

- Academic progress decisions;
- Assessment matters;
- A decision of a member of academic staff that affects an individual or groups of students;
- Selection or admission decisions;
- Content or structure of academic programs, nature of teaching, or assessment;
- Supervision issues for research degree students;
- Issues relating to authorship and intellectual property.

Administrative grievances

These include decisions and actions related to administrative or academic services. They include:

- Administration of policies, procedures and rules by central administrative and student support groups, faculties and departments;
- A decision by an administrative staff member that affects an individual or groups of students;
- Access to resources and facilities.

Discrimination, equity and harassment

- Discrimination on the grounds of gender, race or disability;
- Sexual harassment;
- Bullying.

The following procedures apply to the grievances described in *Academic grievances (p.1)* and *Administrative grievances (p.1)*. Grievances of type *Dis-*

crimination, equity and harassment (p.1) will be dealt with independently of the following processes in accordance with the documented anti-discrimination policies and procedures of the University. Details of these processes are found on the University's website at <http://www.unimelb.edu.au/ppp/docs/21.html#21.2>.

Grounds for complaint or appeal

- Improper, irregular or negligent conduct by person involved.
- Discrimination, prejudice or bias.
- Failure to adhere to appropriate or relevant published University policies and procedures.
- The decision was made without sufficient consideration to facts, evidence or circumstances of specific relevance to the student.
- A penalty, where applied, was too harsh.

Procedures for the handling and resolution of academic and administrative complaints and grievances

Informal approach

- When a student has a complaint or a grievance about any of the matters listed in *Academic grievances (p.1)* or *Administrative grievances (p.1)* above, he or she should first discuss the matter with the person concerned. If the student is anxious about raising the matter with this person, then he or she should discuss it with the Head of the relevant department or administrative unit or with the Associate Dean or General Manager of the relevant Faculty. Problems about a decision of a committee may be raised if appropriate with the Chair of the committee.
- The University expects that in most, if not all, cases the discussion of the concern or complaint with the relevant staff member will result in a prompt resolution of the matter which both parties will find acceptable.
- If this informal approach to dealing with the student's concerns does not lead to satisfactory resolution then the student should pursue the more formal process for resolution of the matter consisting of the stages described below.

Stage 1

- Having first attempted resolution of the grievance through the informal processes, the student who believes that their grievance has not been adequately addressed should then seek information and advice from the central support services of the University or from the services provided for students by the appropriate student associations. Contact details for appropriate staff are provided in *Indicative timelines for resolution of grievances (p.2)* below.
- Having taken this advice the student may then decide to:
 - Take no further action, or
 - Make a formal complaint.

Stage 2

- If the student decides to make a formal complaint, they must make it in writing to the Head of the Department or the Dean of the Faculty or the Administrative Manager, as appropriate to the particular complaint. In most cases this will be the Head of the Department but if that person is the subject of the complaint or has a conflict of interest in the case, then the next most senior staff member must be approached. This may be the Dean of the Faculty or the Head of the Administrative Division.
- The staff member investigating the grievance will acknowledge receipt of the written complaint in writing within 5 working days from lodgment and indicate when a resolution of the matter can be expected.
- The staff member will independently review the complaint and attempt to find a resolution of the problem.
- If the complaint is found to be frivolous or vexatious or no grounds or evidence can be found for the complaint, the staff member will not offer any resolution of the grievance.
- The staff member investigating the complaint must keep formal records of the actions taken and notify the student in writing of the outcome of Stage 2 of the grievance process and document the reasons that resolution was or was not achieved, as the case may be.

Stage 3

- If after Stage 2 of the process the student still does not believe that the grievance has been adequately resolved, then they may appeal to the Academic Board for resolution of the matter. Statute 4.1.2(2)b of the Academic Board states that the Academic Board acts as a final appeal body in all matter relating to students and their grievances against decisions made by University bodies or by individual officers and relating to persons who have ceased to be students because of decisions complained of. However, the Academic Board cannot consider grievances that are related to decisions based solely on academic judgment, or relating to student discipline,

for which separate procedures are documented in Statute 13.1- Student Discipline.

- The student will submit a written case for appeal to the Secretary of the Academic Board within 20 working days of the date of notification of the outcome of Stage 2 of the grievance process, citing the grounds on which the appeal is based.
- The Secretary of the Board will acknowledge receipt of the notice of appeal within 5 working days of lodgment.
- The President of the Academic Board will appoint an Academic Board Officer to convene an appeals committee to hear the case, ensuring that the persons chosen have had no prior involvement in the grievance in any of the earlier stages, or in informal discussions with the student about the matter.
- The Academic Board Officer will ensure that the appeals committee meets within 15 days of nomination, that it investigates the case fully and that it acts according to natural justice and equity principles.
- The student lodging the grievance will be given the opportunity of appearing before the Academic Board appeals committee to present his or her case, as will the person against which the grievance is made.
- The Academic Board appeals committee may endorse the Stage 2 findings in relation to the grievance; determine an alternative resolution; and may initiate an internal review of procedures relating to the academic or administrative subject of the grievance.
- The Secretary of the Academic Board will confirm the decision of the Board appeal committee in writing to the student within 5 working days of the decision being made and will document the outcome of the considerations of the committee and the reasons for the decision and forward that advice to the Academic Board for confirmation.
- The decision of the Academic Board shall be final.

Withdrawal of grievances

- A student may withdraw a complaint at any time during the grievance resolution process and in this case the grievance will be concluded and deemed to be resolved. If the original complaint was made in writing then the withdrawal must also be in writing to the relevant person depending at which of the above stages the withdrawal is effected.

Indicative timelines for resolution of grievances

Stage/action	Responsible	Timeline
Stage 1 Making a complaint	Student	Seek information within 10 working days of the event which is the focus of the grievance
Stage 2 Acknowledgement of the receipt of the complaint	Staff member	Within 5 working days of receipt
Notification of the resolution	Staff member	Dependent on the case but in a timely manner - no more than 10 working days after the commencement of the investigation.
Stage 3 Lodging an appeal with the Academic Board	Student	Within 20 working days
Acknowledgement of appeal	Secretary of Academic Board	Within 5 working days
Hearing of the appeal	Academic Board appeals committee	Within 15 days of acknowledgement
Notification of the Appeal decision	Secretary, Academic Board	Within 5 working days

Information and contacts

Students who are concerned about an issue covered by these procedures are advised to seek assistance from one or more of the following:

University Services	MUSU/UMPA services
Teaching staff	Staff or elected representatives in MUSU or UMPA
Faculty or Departmental office staff	
Student support services staff	Welfare services in the Unions
International Centre staff	

General Information

Staff of the Centre for Indigenous Education	MUOSS - Education Vice-President
The Dean of the School of Graduate Studies	
Administrative staff in the School	
Postgraduate coordinators in Faculties	

Who can help me find out...?

Faculty offices carry out the general academic administration of the University. You plan your course, enrol in subjects, change your subjects, change your address, talk to an adviser etc. at a faculty office.

Academic departments grouped within the faculties carry out the teaching of undergraduate and postgraduate degree programs. Departments offer the subjects you study, organise lectures, practical classes and tutorials, and conduct your assessment.

The Student Administration Office collects your fees, issues student cards, organises examinations and notifies you of your results.

Intellectual property

In general, students of the University of Melbourne retain ownership of intellectual property they create while enrolled. There are exceptions in cases where, for example, the student and the University may have an employer/employee relationship.

The general law governs student ownership rights in relation to intellectual property (IP). The creator of an original work as defined by the Copyright Act 1968 (includes the rights relating to literary, including computer programs, dramatic, musical or artistic works) owns the work and all the rights which attach to it, unless (in most cases) the work was created as part of an employment relationship. In relation to other intellectual property, such as inventions and designs, if the creator wishes to protect their rights they must take action to register their rights in some way, for example by taking out a patent or registering a design.

The University's policy requires that students who are working on a project where the intellectual property rights that come out of the project have been contractually assigned to a third party, such as a commercial partner, must be made aware of the rights of the third party before agreeing to work on the project. The student's consent to work on the project must be informed. See <<http://www.unimelb.edu.au/compliance/5.html#5.1>>.

Melbourne Scholarships

The Melbourne Scholarships Program is nationally recognised as a highly innovative and comprehensive scheme which is designed to attract outstanding national and international students to the University; to support students from equity groups; and to assist currently enrolled students who wish to study overseas.

Melbourne Scholarships for school leavers:

Melbourne National Scholarships:

For the nation's best school leavers.

Melbourne Rural Scholarships:

For top students from rural areas.

Melbourne Access Scholarships and Melbourne Faculty Access Scholarships:

For students with excellent academic results who have experienced ongoing difficulties during their school years.

Melbourne Faculty Scholarships:

For high-achieving students to study a particular discipline.

Melbourne Scholarships for currently enrolled students:

Melbourne Abroad Scholarships:

For high-achieving students to enable them to undertake part of their undergraduate degree at an overseas institution.

Melbourne Coursework Scholarships:

For high-achieving Australian and international students entering the second and later years of a fee-based undergraduate course.

Melbourne Scholarships for international students:

Melbourne International Undergraduate Scholarships:

For outstanding students from around the world to commence their undergraduate course at the University.

For further information contact:

Melbourne Scholarships Office
The University of Melbourne
Victoria 3010

Email: ug-schols@unimelb.edu.au

Web: <http://www.services.unimelb.edu.au/scholarships>

Semester dates 2004

Semester 1	Monday 1 March to Sunday 30 May No teaching in the period Friday 9 April (Good Friday) to Sunday 18 April.
Winter Recess	Monday 31 May to Sunday 25 July Examinations will normally be conducted within the period Friday 4 June to Friday 25 June.
Semester 2	Monday 26 July to Sunday 31 October No teaching in the period Monday 20 September to Sunday 3 October.
Annual Examination Period	Monday 1 November to Sunday 12 December Examinations will commence on Thursday 4 November.
Summer Semester 2005	Tuesday 4 January to Sunday 20 February.

Some faculties operate different academic year dates. Where applicable, these will be published on notice boards.

Enrolment

Enrolment for new students takes place before the academic year starts in February. The letter offering you a place at the University will specify the date by which you must enrol and where to go to enrol. The first day of new student enrolments is referred to as Welcome Day. In 2004 Welcome Day is Friday 23 January. The purpose of Welcome Day is to:

- welcome new students to the University;
- provide information on course structures;
- let students experience lectures, find their way around etc.;
- give students the opportunity to think seriously about what studies they want to undertake in the coming year.

While some students may complete their enrolment during Welcome Day (fixed courses) a majority of students make an appointment to return to the University on another day to discuss their subject options with a course adviser prior to finally enrolling. Contact your faculty office if you have any questions about enrolment procedures.

If you are offered mid-year entry into a course, you will be provided with course advice before you are required to complete your enrolment. You will also be offered a special mid-year entry orientation program.

Continuing students receive advice on when to enrol in December. You will not be required to come on to campus to re-enrol.

Summer Semester enrolment

You can complete study towards your degree by undertaking subjects in Summer Semester. By completing subjects during Summer Semester you may be able to either complete your degree earlier than expected or repeat failed subjects and resume a standard course structure.

Consult your faculty office about Summer Semester enrolment and the availability of subjects. Low demand by students or the lack of availability of teaching staff may result in some subjects being withdrawn.

Your Summer Semester enrolment is normally on a fee basis although subjects available only in Summer Semester can be undertaken on a HECS basis by HECS-liable students.

Credit for previous study

Credit for studies already completed at tertiary level will be granted if any of your previous studies are:

- comparable in content;
- equivalent in standard; and
- suitable to be included as part of your University of Melbourne course.

In some courses you may qualify for credit for experience relevant to a course.

Faculties specify the maximum credit allowable, but will always try to give eligible students maximum credit for previous relevant study. Each faculty publishes faculty credit guidelines and will ensure that credit is awarded at the time of enrolment.

Contact your faculty for further advice.

Additional subjects

With the approval of your faculty you may enrol in subjects that are additional to, and credited towards your course of study. Completion of additional subjects may mean that you complete more than the minimum requirements for your degree or diploma. If your 'above-load' subjects are approved by your faculty as contributing towards your award course, then you will incur a HECS liability (if a HECS-liable student) or additional fees (if a fee-paying student) for each additional subject you undertake. See also **Community Access Program** (below).

Community Access Program (for enrolled students)

If you would like to take a subject that is not available within your degree course, it may be possible to take that subject through the University's Community Access Program (CAP). An up-front fee, based upon the relative weight of the subject, will be charged for CAP enrolment. Most undergraduate and some postgraduate subjects are available through the program. You can take the subject as either an assessed (ie. complete all assessment and have the subject appear on your academic transcript) or non-assessed (attend lectures only) subject. However, those with a significant practical component (such as languages or laboratory-based subjects) are only available as assessed subjects. You will require the approval of your faculty to undertake subjects through this program in addition to normal degree requirements.

For advice and application forms contact the relevant faculty/ies. Application forms can also be obtained from the Information Centre on Swanston Street.

Changes to subjects/courses

The University may suspend or change the details of any subject. Subjects may be suspended if enrolments are low (less than 16 students), or if teaching staff become unavailable. The content, assessment, timetables, lecturers and coordinators of subjects may change from the details appearing in this Handbook or in other University publications, and in some cases it may not be practicable to offer particular subjects, streams within a course, or a course itself. You should note that if it becomes necessary to change any of these details, the changes will be notified by announcements on official notice boards as soon as practicable. If a subject in which you are enrolled is cancelled or it becomes necessary to teach it in another semester, you will be permitted to enrol in a replacement subject (subject to available quota places, if applicable). The changes will be incorporated in the version of this Handbook appearing on the web at <<http://www.unimelb.edu.au/HB/>>.

Booklists and timetables

Faculties and departments may indicate prescribed reading for particular subjects in this Handbook. However, you will be given a more comprehensive booklist for each subject at the beginning of teaching in the subject. It is recommended that you do not purchase books until you receive advice from lecturing staff in the departments.

The timetable for the Parkville campus will appear on the web at <<http://sis.unimelb.edu.au/>>. Subject timetables may also be available from some faculty offices and relevant departments, during Orientation Week.

If you have any enquiries about booklists or timetables, you should contact the relevant department or faculty.

Workloads

The workload of many undergraduate courses is represented using a points system. The normal maximum workload allowed for each year of a course is 100 points.

Where this system applies, each subject has a points value which reflects the overall study time a student is expected to apportion to that subject. Overall study time includes class contact time of all kinds and private study time. As class time varies between different subjects and subject areas, there is no sim-

ple relationship between points values for subjects, and the number of hours involved in class contact or independent study.

You should check the relevant faculty course entry information in this Handbook for workload details which apply to studies of interest to you. If you are a full-time student, you should make sure that the subjects you have chosen to do for a particular year level add up to not less than 100 points.

Attendance at lectures

Once you have enrolled you are expected to attend all classes (lectures, tutorials, practical work etc.) and submit all set assignments. If you do not meet these conditions, you may be excluded from examinations in the subject concerned.

It is important, therefore, to keep informed of the requirements of each subject you undertake. Make sure that you obtain all programs, instructions and guidelines issued by staff.

Assessment

How your work is assessed depends on the course and subjects you are taking. Generally, assessment is made on the basis of assignments, essays, tutorial work and practical work. There may also be formal written examinations at the end of each semester or at the end of the academic year.

Methods of assessment in individual subjects are included in the subject descriptions provided by faculties later in this Handbook. At the end of each semester, your final results will be made available through:

- Student Information System (SIS) at <<http://sis.unimelb.edu.au/>>
- Student Infoline (Interactive Voice Response System), telephone +61 3 9349 4731

You should note that results statements are not automatically mailed out at the end of each semester, except to those students who complete their course. If you require a printed statement of your results, you may order a statement via the SIS or Student Infoline; time limits apply to ordering results statements.

Subject grades and marks

There is a standard grading system for all subjects studied at the University. These are the grades and corresponding ranges of marks:

H1	80%-100%
H2A	75%-79%
H2B	70%-74%
H3	65%-69%
P	50%-64%
N	0%-49%
WD	withdrawn

Cross-institutional enrolments (complementary courses)

Students who wish to take a subject only offered at another university (for example, Spanish which is only offered at La Trobe University) may be able to enrol in their chosen subject on a complementary course basis. You can find out more about cross-institutional enrolments from your faculty office.

Additional general studies of importance

Applications for the following concurrent diplomas can only be made after an offer of a place in a course at the University has been made.

Diploma in Arts

If you wish to undertake study in one area of the humanities or social sciences, but do not wish to complete a three-year Bachelor of Arts degree, you may apply to take a Diploma in Arts. To be eligible to apply for the diploma, you need to have been admitted to a degree course at the University of Melbourne. The concurrent Diploma in Arts can not be taken on its own; it must be taken in conjunction with a bachelors degree. The diploma normally consists of a three-year sequence in an approved arts area of study (psychology, languages and planning and design are not available in the diploma) and adds one year to the duration of your degree course. The diploma may only be awarded on the successful completion of your bachelors degree course.

More information on the Diploma in Arts can be obtained from the Faculty of Arts Office, see also the *Diploma in Arts* (p.13) section of this Handbook.

Diploma in Creative Arts

If you wish to undertake studies in one of the areas of creative writing, media arts and multimedia, theatre studies or visual arts, without completing the full Bachelor of Creative Arts degree, you may apply to take a Diploma in Crea-

General Information

tive Arts. The Diploma in Creative Arts is only available to students admitted to a degree course at the University of Melbourne. The concurrent Diploma in Creative Arts cannot be taken on its own; it must be undertaken in conjunction with a bachelors degree.

The diploma course normally consists of a three-year sequence in the chosen area of study and adds one year to the duration of your degree course. Students are required to complete 100 points for the diploma, comprising two 12.5 point one-semester subjects in the first year (25 points), two 12.5 point one-semester subjects in the second year (25 points), and four 12.5 point one-semester subjects in the third year (50 points). The diploma can only be awarded on completion of your bachelors degree course.

Applications should be made directly to the School of Creative Arts by the first Friday in February of each year. Selection will be based on academic merit. International students who have been offered a place at the University of Melbourne and who wish to undertake the diploma should contact the School as soon as possible after the offer has been made.

Diploma in Information Systems

The Diploma in Information Systems is designed to provide a core of information systems skills to graduates in other disciplines. The concurrent Diploma in Information Systems is to be undertaken in conjunction with a degree in some other discipline in the University.

The diploma requires students to complete eight core technical subjects from the existing Bachelor of Information Systems course, including programming, database concepts and telecommunications. Students must gain a pass in subjects totalling 100 points.

For further information, please see *Diploma in Information Systems (p.28)* in this Handbook.

Diploma in Modern Languages

As part of the University's commitment to the study of languages, the Faculty of Arts offers a concurrent Diploma in Modern Languages to students wishing to study a language together with an undergraduate degree course. Students complete a three-year study of a language in a sequence approved by their home faculty and the relevant language department. The diploma will normally add one year to the duration of the student's main degree.

More information on the Diploma in Modern Languages can be obtained from the Faculty of Arts Office, see also the *Diploma in Modern Languages (p.13)* section of this Handbook.

Diploma in Music (Practical)

If you have already had musical training and wish to continue that training while pursuing a degree in another area you can now undertake the Diploma in Music (Practical). The diploma adds one year to the total duration of your main degree course and can only be awarded on the successful completion of your main degree.

The course comprises a three-year sequence of study in music, alongside your existing degree studies. At the conclusion of the course, you should have acquired practical abilities that compare with the end of the second year of the Bachelor of Music course and have a basic understanding of the historical and theoretical knowledge that forms part of advanced musical training.

Selection into the Diploma of Music (Practical) will be based on your performance in a 20-minute audition on your practical instrument and a one-hour musicianship test.

For further information, see *Diploma in Music (Practical) (p.6)*.

Studying at an overseas university as part of an exchange program

As part of its commitment to internationalisation, the University encourages its students to undertake studies at selected international universities. To foster overseas study the University has established Melbourne Abroad Scholarships which are available to enrolled students of the University.

You may be interested in participating in one of the many exchange programs with overseas universities organised by the University's International Centre. The University of Melbourne has exchange agreements with institutions in the USA, Canada, Japan, Korea, Sweden and many other countries. Exchanges can be arranged for single degree and combined course students, for one or two semesters. You are able to apply in both the second or third-year level of your course. You must act early as applications are normally required two semesters before you intend to go on exchange.

You will normally receive credit (up to 100 points or one full year) for the study you do on exchange. This means that in most cases you can still complete your degree in the normal time.

In some cases you can receive credit for studies taken at a university overseas with which the University does not have a formal exchange agreement.

You must negotiate a credit agreement with your faculty office before commencing your studies at the host university. You will need full details of the

subjects you will take overseas (assessment, subject content and contact hours), and details of the university at which you wish to study.

If you are interested in applying for an exchange program, you should make an appointment at your faculty office to speak with the student adviser responsible for exchange students. You can also get information and application forms from the International Centre which is located in the John Smyth Building off Swanston Street.

Course planning/re-enrolment

If you are re-enrolling in a course where there is a significant choice in subjects to be undertaken you must submit in October of each year a course plan for the following year. Course plans are submitted via the Student Information System. If you then pass all subjects you may complete your re-enrolment by mail. If you do not pass all subjects you may be required to re-plan your course. Course advisers are available to assist with subject selection and development of course plans.

Not all re-enrolling students, however, are required to submit a course plan. If you are re-enrolling in a prescribed course (that is, a course with set subjects) and pass all your subjects in the previous year, in mid-December you will automatically be issued an authorised enrolment form for the following year. You can then complete your re-enrolment by mail.

If you fail a subject or wish to alter your course plan you should contact your faculty office for advice.

Before you enrol, it is strongly suggested that you examine carefully the course information in this Handbook so that you are familiar with the course structures and subjects in which you are interested.

Subject descriptions

The subject descriptions in this Handbook contain the following details:

Credit points

These represent the value of subjects as a part of a normal full-time year of a course. They also indicate the proportion of your study time that you should allocate to the subject.

HECS band

For the purposes of HECS, subjects are divided into three bands. The amount of HECS you pay depends on the band and the weight of a subject within a course. The subject areas within each band are:

- *Band 1* - arts, humanities, social studies/behavioural sciences, education, visual/performing arts, nursing, justice and legal studies
- *Band 2* - mathematics, computing, other health sciences, agriculture/renewable resources, built environment/architecture, sciences, engineering/processing, administration, business and economics
- *Band 3* - law, medicine, medical science, dentistry, dental services and veterinary science

For example, a student commences a Bachelor of Education course in 2004. In first year, eight subjects comprise a standard full-time load. The student enrolls in five education subjects, and three science subjects.

Therefore, the student's HECS liability for 2004 would be calculated as follows: 5/8 x Band 1 rate (the education band) + 3/8 Band 2 rate (the science band).

Your HECS payment is based on the subjects you study, not the course.

Contact

The formal classes per week expressed as one or more lectures, tutorials, seminars or laboratory hours. Alternatively, contact may be shown as the total contact hours for the subject.

Semester

The teaching period(s) in which the subject is taught. The following descriptors are used:

- *Year long* - The subject is available once only and is taught over the full academic year;
- *Semester 1* - The subject is available once only in Semester 1;
- *Semester 2* - The subject is available once only in Semester 2;
- *Summer* - The subject is available in Summer Semester;
- *Semester 1, repeat 2* - The subject is available in Semester 1 and is repeated in Semester 2;
- *Semester 1, repeat Summer* - The subject is available in Semester 1 and is repeated in Summer Semester;
- *Semester 2, repeat Summer* - The subject is available in Semester 2 and is repeated in Summer Semester;
- *Semester 1, repeat 2, Summer* - The subject is available in Semester 1, is repeated in Semester 2 and again in Summer Semester.

Coordinator

The member of academic staff who, at the time of publication, is expected to manage the teaching and assessment in the subject. The staff member

listed is the person to whom you should direct your queries about the subject.

Prerequisites

Subjects which you must pass or have credited to your course before you are eligible to enrol in this subject.

Taking time from study

It is possible to **defer** commencing a course until the following year. However, you must apply in writing to your faculty prior to the date set for enrolment. Deferment may not be granted for students intending to undertake tertiary studies elsewhere.

Leave of absence from your studies can be sought in the event of health, financial and personal difficulties, or for other good reasons. Faculties normally grant up to 12 months leave if a student has good reason to be absent from studies and if academic performance is of a standard sufficient to warrant a place in the course being reserved.

Leave is granted on the condition that students undertake to inform the faculty office of their intentions to resume their course one month before the end of the period of leave. Failure to do this is interpreted as termination of the course. For more information, you should read your faculty entry or contact your faculty office.

Cancellation of enrolment

Your enrolment will be cancelled if you have not re-enrolled or been granted an extension of deferment/leave of absence before semester begins.

If your enrolment is cancelled, you must then re-apply to the relevant faculty and be considered for selection into courses in competition with other students who are applying at that time. There is no guarantee of re-selection in such circumstances.

If you are in any doubt then you should contact your faculty office.

What do I do if things start going wrong?

Ask for help.

Many students have difficulty in one or more subjects for a variety of reasons. If you find yourself in trouble it may be helpful to discuss your problem with a student adviser at your faculty office. You should always feel free to ask for assistance with any problem affecting your study.

Special consideration

If a situation beyond your control is affecting your studies, you should apply for 'special consideration'. The reasons for applying for special consideration are many. If you are not sure whether you should apply, please consult your faculty office.

Special consideration is not given if pre- or co-requisites have not been successfully completed or for timetable clashes in lectures, seminars, tutorials or other work. You must ensure that there are no timetable clashes when you plan your subjects at the beginning of each year.

If you apply for special consideration the details of your situation will be regarded in strictest confidence. Your subject coordinators, however, will be informed of your situation so that they are able to take this into account in the processing of your final result. You may be granted an extension for a piece of assessment, allowed to resit an exam, excused from a component of assessment or given other consideration as appropriate. On the other hand, there may be no action taken.

Application forms for special consideration (and guidelines), are available from your faculty office. The form is also available on the web at <<http://www.studentadmin.unimelb.edu.au/exams/specconsid.pdf>>. You should submit a form as soon as possible, and no later than three days after the relevant piece of assessment (including an examination) is due.

Study skills

Some students need extra help with their studies. Often difficulties are associated with study methods and techniques, or keeping up with assignments, writing essays, managing time and coping with exam nerves. The Learning Skills Centre at 723 Swanston Street, Carlton (telephone 8344 0930), can help students with these and any other study-related problems. You can drop in for a chat, make an appointment for an individual consultation, or meet with groups of students with similar problems. All consultations are free and confidential.

English language assistance

The Language and Learning Skills Unit (L&LSU) offers local and international students from non-English speaking backgrounds (NESB) assistance with developing their academic English language skills. L&LSU offers two main types of language assistance - the Free Individual Tutorial scheme, and

Free Academic Short Courses and Workshops for undergraduate and post-graduate students who wish to improve their academic performance in all disciplines. The Department of Linguistics and Applied Linguistics within the School of Languages offers a number of credit subjects in ESL and Communication Skills. See the individual entries in this Handbook for details.

Student Support Services

The University of Melbourne delivers a wide range of services which aim to provide all students with the best possible opportunities for enjoying and exploring the many different aspects of university life. Services offered through the central University, faculties and student associations at various campuses include health and counselling, sports and recreation, child-care, equity programs, financial, housing and employment support, careers advice, computing services, student societies, legal services and many others. Further information about the complete range of services available and how to access them is provided to students at enrolment. If you need further information before enrolment, contact Student Support Services on 8344 6550, or the Student Union Contact Office on 8344 6546.

Supplementary assessment

There are some situations where students who have not passed or otherwise satisfied subject examiners may be offered supplementary assessment. This assessment is usually in the form of a written examination held in July for Semester 1 assessment and in February of the following year for Semester 2 assessment (although it may be organised at any time of the year).

Supplementary assessment is only available to students who have been deemed eligible for special consideration, unless a faculty has published details of other grounds on which it may be available.

Unsatisfactory progress

'Unsatisfactory progress' is a term used to describe performance which is not up to the academic standard determined by the faculty.

Students whose results are not up to a required academic standard, may receive a letter requesting them to appear before a Faculty Progress Committee to discuss their results and any problems that may have affected results. The focus of the Progress Committee is positive. Its main concern is to look at the options available to enable a student to progress at a satisfactory rate. However, in some circumstances, faculties may recommend to the Academic Board that a student's enrolment be terminated because of poor academic progress.

Some faculties also offer what they call a Student At Risk Program in Semester 1, in which students' results are monitored so that any student considered at risk of failing may be given extra assistance. If you are having trouble or are concerned with your progress, please make an appointment to see a student adviser in your faculty office.

HECS liability

Under the Higher Education Contribution Scheme (HECS), you are required to pay part of the cost of your higher education. Each year the Department of Education, Training and Youth Affairs publishes the HECS: Your Questions Answered booklet. On enrolment you will be given a copy of this booklet and it is important you familiarise yourself with the information it contains.

Your HECS payments are calculated on your study load per semester. If you undertake more or less than a full-time study load, you will be charged the proportionate HECS contribution. HECS Exemption Scholarships are available for many students in postgraduate research courses, such as masters by research, doctorates by research and PhDs. HECS Exemption Scholarships are also available for some students in undergraduate courses. Australian and overseas students who pay full course fees to the University of Melbourne are exempt from HECS fees.

You will be charged HECS for every subject you are enrolled in at the census date in each semester. In Semester 1 the census date is 31 March and in Semester 2 the census date is 31 August. Before each census date you will receive a statement of your enrolment from the Student Administration Office. You **MUST** check this statement and make sure that the details it contains are correct. The semester statement is used to calculate your HECS liability for the semester. If you fail to correct errors in this statement, it is possible that you will be charged more for your studies than you should. After the census date you will receive a HECS Information Statement showing the current semester's enrolment and your HECS payment or debt.

If you are an Australian citizen you can pay your HECS charge up front at enrolment/re-enrolment for Semester 1 and in July for Semester 2, with a 25 per cent discount. Or, if you supply the University with your tax file number, you can pay up to the census date, or defer your payment through the taxation system until you join the workforce and earn above a set taxable income.

Permanent residents (other than New Zealand citizens), may be affected by new legislation if they gained permanent resident status on or after 1 January

General Information

1996. If you have met the residency requirements and have not become an Australian citizen, you may no longer be able to defer your liability and will have to pay your HECS up-front with no discount.

New Zealand citizens who enrolled in a new course after 1996 are required to pay HECS up front and do not qualify for the discount.

If you have any questions about HECS liability and HECS payment you should direct them to the Student Administration Office, First Floor, Raymond Priestley Building. Or via email at <HECS@studentadmin.unimelb.edu.au>. More information is available at <<http://www.studentadmin.unimelb.edu.au/hecs/index.html>>.

Student Financial Aid, Ground Floor, Baldwin Spencer Building, can also provide you with information and advice about the different ways to pay HECS.

Amenities and services fee

You are required to pay an amenities and services fee at enrolment. This fee finances the activities of the Student Union, the Sports and Physical Recreation Centre and the Postgraduate Association. It also covers some aspects of child-care and student insurance.

Late enrolment fee

A late enrolment fee is levied on students who do not complete their re-enrolment by the prescribed date - Wednesday 11 February 2004 for the 2004 academic year. Students commencing studies in a new course have five working days from the date authorised for enrolment. Failure to complete enrolment by the deadline will attract a penalty.

If you do not finalise your re-enrolment, your enrolment will be cancelled. Students whose enrolment has been cancelled may apply to be reinstated. If your application is successful, your enrolment will be reinstated upon payment of a non-refundable reinstatement fee. Please note that these penalties are currently under review.

For further information, please contact Student Administration.

Fees

The University publishes a comprehensive fees policy that is provided to all fee-paying students at the time an offer of admission is made. Copies of the policy booklet are available from faculty offices, the Information Centre, International Centre and Student Administration Office.

Amenities and services fee

If you are required to pay an amenities and services fee, it must be paid by Wednesday 11 February 2004 if you are a re-enrolling student. If you are a new student, the fee must be paid within five working days from the date on which you are authorised to enrol.

Up-front HECS

You are required to pay your up-front HECS if you are a re-enrolling student and you completed the pre-1998 HECS options form and selected the up-front option or if you have not supplied your tax file number. Payment is required by Wednesday 11 February 2004 for Semester 1 and by Friday 23 July 2004 for Semester 2.

Tuition fees

Tuition fees may be paid either yearly in advance (with a discount), one semester in advance or twice per semester (instalments). For re-enrolling students the due dates for payment of tuition fees are:

Yearly: 11 February 2004

Semester: 11 February 2004, 23 July 2004

Instalments: 11 February 2004, 31 March 2004, 23 July 2004, 31 August 2004

Enrolments will be cancelled if fees are not paid by the due date and a reinstatement fee will apply if you are permitted to re-enrol (see *Late enrolment fee* above).

Community Access Program students are required to pay fees by semester.

Fees refund policy

Full details of the fee refund provisions are set out in the booklet Arrangements Relating to the Payment of Student Fees available from your faculty office or Student Administration and at

<<http://www.services.unimelb.edu.au/admissions/coursefees/policy/index.html>>

You may apply for a refund of fees as follows:

Community Access Program students: A full refund is payable for the relevant semester if you cancel your enrolment within two weeks of the commencement of classes (by the close of the first day of teaching for subjects offered by intensive mode ie. less than six weeks duration).

Full-fee paying students: The grounds for a refund of fees are set out in the booklet Arrangements Relating to the Payment of Student Fees available from your faculty office or Student Administration.

Amenities and services fee (ASF): Refunds of the ASF for HECS-liable students undertaking an undergraduate degree, graduate or postgraduate certificate/diploma or masters by coursework degree, will be assessed on a semester basis. If you discontinue or take leave of absence before the Semester 1 census date (31 March), you will be eligible for a full refund of your ASF payment. From 1 April to the Semester 2 census date (31 August), you will be eligible for a 50 per cent refund. After 1 September, no refund applies. If you are a HECS-liable student undertaking a degree by research (masters or PhD), your ASF refund will be assessed on a monthly basis.

HECS up-front payments: You are entitled to a full refund of any HECS up-front payment made to the University for the relevant semester if your discontinuation, leave of absence or submission of thesis is effective on or before the relevant Semester 1 (31 March), or Semester 2 (31 August) census date.

Refund application forms are available from the Student Administration Office, First Floor, Raymond Priestley Building. If you are unable to apply in person, you may write to request a refund to: General Manager, Student Administration Office, The University of Melbourne, 3010. An application for a refund must be made within six months of discontinuation, submission of a thesis or taking leave of absence. Your student card must be returned to Student Administration when discontinuing a course; failure to do so will result in \$10 being deducted from your refund. You must ensure that you submit your course cancellation to the appropriate faculty office before applying to Student Administration for a refund. A refund will not be processed if any fees or debts to the University are outstanding.

Financial assistance

Should you need help to meet fees or living costs, you could consider applying for assistance through the Youth Allowance (AUSTUDY) Scheme or for a student loan. The Youth Allowance provides assistance to full-time students in approved courses. Awards are subject to a means test and satisfactory academic progress.

You are advised to go to the Student Financial Aid Office in the first instance, where staff will discuss your situation and options. They are experts on students' financial difficulties, and can advise on the Youth Allowance, obtaining loans, bursaries, unemployment benefits, budgeting etc.

Once you are further advanced in your course, there may be scholarships and prizes for which you are eligible. They are generally awarded on the basis of academic excellence in certain subjects, and often contain some financial reward.

You should contact your faculty or the Scholarships Office for further advice.

Youth Allowance workload requirements

Your eligibility for the Youth Allowance is determined on a semester basis. To be eligible for the Youth Allowance your HECS load must normally be at least **0.375 in each semester**. If your HECS load is above this limit, you are classified as 'full-time' by the Youth Allowance authorities. It is not sufficient that your HECS load **average** 0.375 or above over a full year. For example, a first semester load of 0.3 and a Semester 2 load of 0.7 would result in the student being ineligible for the Youth Allowance in Semester 1, on the basis of the 'part-time' workload in that semester. (Note: A semester HECS load of 0.375 usually equates to 37.5 points. An annual HECS load of 1.00 usually equates to 100 points).

Your HECS load is shown on your enrolment record.

If your HECS load falls below 0.375, you will normally cease to be eligible for the Youth Allowance and may incur overpayment necessitating repayment to the Australian Government. To avoid this situation, we encourage you to clarify your course load with a faculty course adviser when selecting subjects and enrolling, or whenever you change the subjects in which you are enrolled.

In certain circumstances students may retain Youth Allowance eligibility despite having a semester HECS load which falls below 0.375. For further information contact Student Financial Aid in the Student Advisory Service, Ground Floor, Baldwin Spencer Building, or a faculty course adviser.

Course and subject changes

If you feel that you have made a wrong choice of course or subjects, or if some personal circumstances cause you to reconsider your enrolment, you should contact your faculty office immediately.

It is possible to change subjects in which you have enrolled, but you must do so within certain time limits. You should be aware of these time limits and the correct procedures for changing subjects, so that your academic record is not adversely affected.

Table 5: Critical dates for action when adding or deleting subjects				
Date	Action	Academic Record	HECS implication	Action required
A. Up to the end of the second week of teaching you may add or delete subjects without penalty				
Full year subject: Friday 12 March Semester 1 subject: Friday 12 March Semester 2 subject: Friday 6 August	Add subject	Subject will appear	HECS is payable	Contact faculty office to effect the change
	Delete subject	Subject will NOT appear	No HECS charge payable	Contact faculty office to effect the change
B. After the first two weeks and up to the HECS census dates				
Full year subject: 13 March-31 March Semester 1 subject: 13 March-31 March Semester 2 subject: 7 August-31 August	Add subject	Whatever result is applicable	HECS is payable	Contact faculty office ¹
	Delete subject	WD or Fail	No HECS charge payable	Contact faculty office for approval and to effect the change ¹
C. After the HECS Census date BUT prior to the final date for withdrawal				
Full year: 1 April-8 October Semester 1: 1 April-7 May Semester 2: 1 September-8 October	Add subject	Whatever result is applicable	HECS is payable	Contact faculty office ¹
	Delete subject	WD or Fail	HECS is payable	Contact faculty office for approval and to effect the change ¹
D. After final date for withdrawal				
Full year: 8 October Semester 1 subject: 7 May Semester 2 subject: 8 October	Add subject	Whatever result is applicable	HECS is payable	Contact faculty office
	Delete subject	Withdrawal not permitted	HECS is payable	Nil
E. Summer Semester and intensive subjects - Less than 6 weeks duration				
Up to end of first day of classes	Add subject	Subject will appear	HECS is payable	Contact faculty office to effect the change
	Delete subject	Subject will not appear	No HECS charge payable	Contact faculty office to effect the change
After first day of classes	Add subject	Whatever result is applicable	HECS is payable	* Contact faculty office for advice and to effect the change

Table 5: Critical dates for action when adding or deleting subjects				
Date	Action	Academic Record	HECS implication	Action required
	Delete subject	WD or whatever result is applicable (including Fail)	HECS is payable	* Contact faculty office for advice and to effect the change
F. Summer Semester and intensive subjects - 6 weeks or more in length				
Up to end of second week of classes	Add subject	Subject will appear	HECS is payable	Contact faculty office to effect the change
	Delete subject	Subject will not appear	No HECS charge payable	Contact faculty office to effect the change
After second week of classes	Add subject	Whatever result is applicable	HECS is payable	* Contact faculty office for advice and to effect the change
	Delete subject	WD or whatever result is applicable	HECS is payable	* Contact faculty office for advice and to effect the change

1. Approval will only be given in exceptional circumstances.

* changes may not be approved

No changes can be made after these times.

HECS census date

If you withdraw from a subject by the HECS census date, you will not be charged HECS for the subject in that semester. In 2004, the HECS census dates are:

- Semester 1: 31 March 2004
- Semester 2: 31 August 2004
- Summer Semester and intensive subjects:

If the subject is less than six weeks long, the end of the first day of teaching in the subject;

If the subject is six or more weeks in length, the end of the second week of teaching in the subject.

After this time you will be charged HECS for the subject in that semester.

Transferring to another course

If you are currently enrolled in an undergraduate course at the University of Melbourne and wish to transfer to another undergraduate course* within the University you should apply for an internal transfer via the Student Information System (SIS). Applications usually open in October and close in early December. Note that the process for internal transfers is currently under review and interested students should consult with their faculty for up-to-date procedures.

*with the exception of applications for social work, veterinary science, later year physiotherapy, or graduate medicine (consult relevant faculty/school office on how to apply)

Resuming a course

If you wish to apply to resume a course in which you were previously enrolled you should contact the relevant faculty for application procedures.