

Student Handbook



Student Handbook 2020

This Handbook provides detailed information, links to ECC's website, policies and guidelines, plus external links to ECU and other websites.

For further information refer to:

ECC's website – www.edithcowancollege.edu.au

Student portal – <http://portal.edithcowancollege.edu.au>

Contact details

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Joondalup WA 6027

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Email: justask@ecc.edu.au
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The ECC 2020 Handbook is provided free to all current students via electronic means on the ECC website – *Essential Information – Documents and Forms – ECC Student Handbook*.

It contains information needed to understand your rights and responsibilities as an ECC student. Information contained herein is reviewed and updated annually with website links ensuring the most up-to-date data is maintained.

Welcome Letter

It is with great pleasure that I welcome you to the Edith Cowan College (ECC).

At ECC, we provide a pathway to Edith Cowan University (ECU). We are passionate about providing a high quality education so that you are university-ready and prepared to successfully complete your ECU degree when you leave ECC. We have embedded Employability Skills within our courses so that you can reach your potential and 'get that job'.

ECC is located at Campus West with state-of-the-art facilities and provides a supportive, culturally rich and student focused environment to allow you to achieve your academic goals. By choosing ECC and ECU you are opening doors to a very bright and exciting future. ECC will support you all the way with our high quality ELICOS, Diploma and Post Graduate Qualifying Programs (PQP) which will enable you to enter university with confidence.

ECC's smaller classes promote active participation in the classroom and allow our lecturers to respond to individual student needs. Our aim is to provide the best possible opportunities for our graduates - to open up pathways that will maximise your potential and help you reach your career goals. For students experiencing difficulties, ECC offers free support sessions commencing with *Steps to Success* during orientation week, Academic Development Unit (ADU100), Mathematics, and discipline-related support sessions during each study period.

Our students come from a variety of cultural backgrounds and your education will be enhanced by interaction with classmates from all corners of the globe. This provides unlimited opportunities for developing an international network of contacts, which will serve you well once you graduate.

I look forward to meeting you at ECC and wish you the very best for future studies and career.

Amanda Peterson
College Director/Principal



ECC Service Principles

Our aim is to provide a quality service to all of our clients.

At ECC, we will

- Be approachable
- Provide the level of service, care and empathy that we, ourselves, expect as customers
- Provide a warm welcome and service that is cheerful, courteous and professional
- Enquire politely to identify your needs in a respectful and confidential manner
- Take ownership of your needs and present a solution focussed response

Our Mission

ECC's mission is to provide high quality education services that lead to success in ECU and beyond.

Our Vision

We innovate, we educate - futures begin at ECC.

Our Values

- Conviction - to our purpose and potential
- Drive - achieving and advancing together
- Adventurous - in mind and spirit
- Rigour - enhancing our professional reputation and credibility
- Genuine - in the way we behave and deliver



Responsibilities

ECC Students have a responsibility to:

- Satisfy all visa conditions (International Students only)
- Meet the conditions stated in the ECC 'Terms of Offer'
- Maintain satisfactory course progress
- Meet the attendance requirements stated in ECC's Attendance Policy (ELICOS students see the English Language Handbook)
- Pay fees on time
- Maintain Overseas Student Health Cover (International Students only)
- Conduct themselves appropriately in class and on campus, including dressing appropriately
- Keep their address and contact details up to date at ECC
- Not smoke on campus
- Not discriminate or harass ECC students and staff
- Maintain approved accommodation and welfare arrangements (legal requirement for students under 18 years of age)

ECC has a responsibility to students to:

- Provide Tuition Protection
- Provide a free and fair Complaints & Appeals process
- Provide FEE-HELP to local students (Diploma programs only)
- Publish its Refunds Policy
- Ensure its courses meet Registration and Course Accreditation requirements
- Ensure its practices comply with legislative requirements including the ESOS Framework and the National Code
- Help protect the health and safety of students while on campus
- Protect the privacy of students' personal information
- Ensure students under 18 years of age have appropriate accommodation and welfare arrangements
- Adapt assessment procedures and materials to enable students with disabilities to be fairly assessed

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Important dates 2020

Diploma Courses

Intake	Trimester Start Date	Census Date	Mid-Trimester Break	Trimester End Date
February	24 February	20 March	10 – 16 April	29 May
June	22 June	17 July	17 – 21 August	25 September
October	19 October	13 November	21 Dec – 01 Jan 2021	29 January 2021

Postgraduate Qualifying Program (PQP)

Intake	Semester Start Date	Census Date	Mid-Semester Break	Semester End Date
February	24 February	20 March	06 – 17 April	19 June
July	27 July	21 August	21 Sept – 02 October	20 November

ELICOS Courses

Intake	Commencement Date	Study Break	End Date
AE2001	03-Feb	No break	06-Mar
AE2002	09-Mar	13 - 24 April	09-Apr
AE2003	28-Apr	No break	29-May
AE2004	02-Jun	06-10 July	03-Jul
AE2005	13-Jul	No break	14-Aug
AE2006	17-Aug	No break	18-Sep
AE2007	21-Sep	26-30 Oct	23-Oct
AE2008	02-Nov	No break	04-Dec
AE2009	07-Dec	21 Dec - 01 Jan 21	22-Jan-21

Note: Easter break falls at the end of AE2002 this year

Public holidays: Friday 10 April; Monday 27 April; Monday 01 June

IELTS Test Dates

Month	Mt Lawley Campus	Joondalup Campus
January	18	18
February	1, 13	1
March	7, 21	-
April	4, 18	-
May	21, 30	30
June	13, 18, 20	-
July	2, 11, 25	-
August	8	-
September	12, 17, 26	26
October	24	-
November	7, 12, 21	-
December	5	-

ACADEMIC DEVELOPMENT UNIT (ADU100)

Academic support is offered at ECC through the Academic Development Unit (ADU100). It is designed for students to develop academic, communication and study skills required in an academic context. This course is FREE and runs for three hours/week.

Students can also access course-specific, one-to-one support from their Academic Program Coordinator or specialist at a drop-in session. To email for an appointment – go to the ECC Student Portal and click on ‘Learning and Support’ for current contact details.

ACADEMIC MISCONDUCT

Academic integrity is highly valued at ECC. At ECC, academic misconduct is a serious offence that must be prevented in order to retain our standing as a reputable educational institution and ensure the value of your qualification.

Academic Misconduct: means student conduct in relation to academic work that is dishonest or unfair including but not limited to:

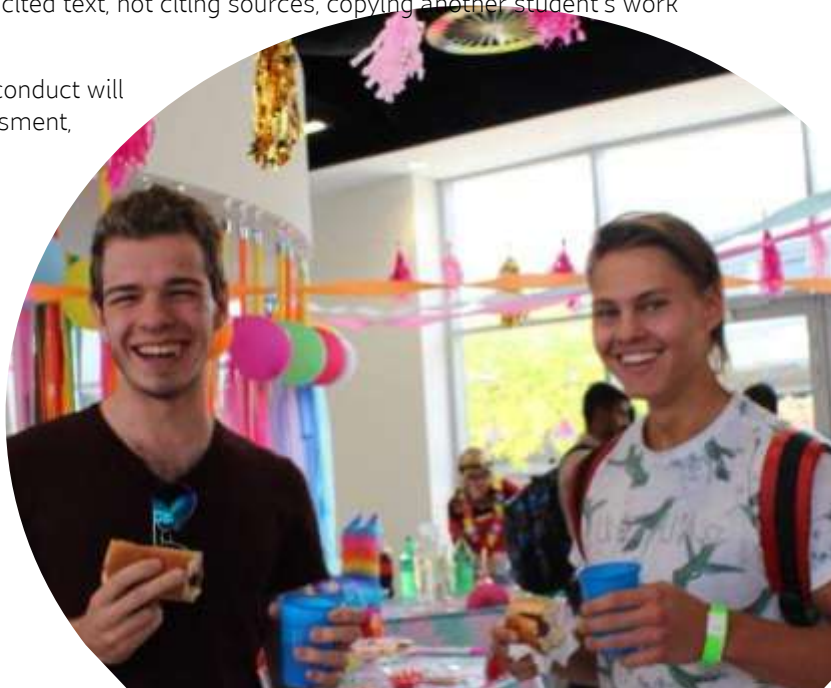
- Bribery – offering or accepting inducements (money, sexual favours, incentives, in-kind offers or other favours) for assessment outcomes, marks, grades or admission;
- Cheating (all forms) in examinations or other assessment task;
- Collusion (unauthorised collaboration);
- Contract cheating (purchasing assignments or paying another person to write an assessment);
- Fabrication or falsification of data/information, and/or
- Fraudulently submitting the work of another person;
- Plagiarism and failure to correctly acknowledge sources. This means to knowingly or unknowingly present as one’s own work the ideas or writings of another without appropriate acknowledgment or referencing. This includes, but is not limited to:
 - sentences or whole passages of written text, without appropriate paraphrasing and referencing of sources;
 - copying, whether identically or in essence, the text of another student’s assignment or other students’ assignments;
 - submitting research data or results, formulae, proofs, designs, computer code or software, without appropriate referencing or acknowledgement;
 - ⇒ copying figures, drawings, cartoons, paintings, still photographs, audio or visual files, multimedia objects, art objects or practical artefacts, without appropriate referencing or acknowledgement;
 - ⇒ purchasing assignments or procuring others to write assessments; and/or
 - ⇒ copying (identically, substantially or in essence) one’s own work that has been submitted for assessment at another time (either at ECC or another institution), without permission from the Unit Coordinator for which the assessment is to be submitted; or
 - ⇒ Any other fraudulent assessment practices.
- Sharing assignments;
- Theft of another student’s work; or
- Any other fraudulent assessment practices.

ECC policy refers to two categories of Academic Misconduct:

- Category A: Cheating, submitting outsourced work (paying someone to write your assignment), theft of another student’s work, other seriously fraudulent misconduct.
- Category B: Inadequate paraphrasing, patch working, uncited text, not citing sources, copying another student’s work (collusion).

Students who breach regulations related to academic misconduct will be at risk of penalties including loss of marks for the assessment, zero for the assessment, zero for the unit or (for repeated offences) exclusion from ECC.

Refer to [Academic Integrity Policy](#), [Student Misconduct Policy](#), [Assessment Policy](#) and [Academic Misconduct – Student Guide](#).



ACADEMIC/PROGRAM COORDINATORS

Academic/Program Coordinators are available for each course at various times throughout the week for help with assignments, essay structure, thesis statement writing and study skills. Please visit the Student E-Cafe in the portal for their contact details and how to arrange meeting times.

- Commerce, including Hotel Management – Niva Kaspi
- Communications and Creative Industries – Rob Ellis
- Computing/IT – Rob Ball
- Engineering Studies – Wim Van Tuil
- Health Studies – Dr. Julie Robertson
- Postgraduate Qualifying Program (PQP) – Rob Ellis

ACCESS CARDS

After-hours access is available to e-labs. Cards are available on Joondalup campus at Student Central (Building 34) and on Mount Lawley campus at Student Central (Building 3). When access to e-labs is no longer required, return the card to Student Central for a full refund of \$25.

ACCOMMODATION

Newly arrived students should devote AT LEAST ONE WEEK to finding and settling into suitable accommodation. Ideally your accommodation should be close to campus and public transport. (See TRANSPORT for public transport links). Students requiring assistance with problems arising from accommodation arrangements should seek advice from ECC Student Services. In addition, ECC's website provides links to organisations that offer safe and secure placement services, including on-campus accommodation and Homestay for overseas students.

ECC students have access to on-campus accommodation at the Mount Lawley Student Village, which features stylish five bedroom apartments just a short walk from the university. The on-site facilities include a pool, café/convenience store, sound lounge, e-library, study zones and shared laundry. From time to time, accommodation may also be available at the Joondalup Student Village.

Homestay is a popular accommodation option available to overseas students in Perth. Homestay may be with families, couples, single people or single mothers with children. All homestays are selected to provide good quality facilities and meals if required. The Homestay families have requested a student to stay with them, so students can be sure they will be very welcome. Host families speak English and this will help to improve language skills. The families also help with day-to-day problems such as transport, banking and shopping. Homestay gives you a friendly environment where you can live, relax, and study in comfort and security.

All questions and applications regarding Homestay accommodation should be sent directly to the accommodation providers. Visit their websites for more information and an application form.

Off-campus options include house or unit/flat rentals, or hostels. Costs vary considerably depending on size, quality, and location. Renting normally requires you to sign a 6 or 12 month contract, pay one month's rent in advance, as well as pay a refundable deposit (bond) in the event of any damage during the rental period. Any lease or housing arrangements you agree to, are between you and the accommodation provider involved.

BEWARE! Especially when looking for accommodation on websites such as Gumtree. Here are some tips to protect yourself:

- Be wary of offers that seem to be *too good to be true* (eg. luxurious apartments being offered for very cheap rent);
- Always inspect the property yourself or, if you can't, get someone else to inspect it;
- Be wary of paying via money wire transfer. Wire transfer is often a sign of a scam because the money is difficult to recover;
- Make your own enquiries and don't rely on information provided to you from anyone recommended by the person advertising the property;
- Use your common sense and be alert to inconsistencies in stories. Ask questions about who would do the rental inspections.
- By law, any bond must be lodged with Bond Administrator.

For further information, visit the [Department of Commerce](#), [Student Services](#), [Accommodation](#), [ECU Student Village](#) and [Australian Homestay Network](#).

ACCREDITATION

Delivery of Higher Education (Diploma and Advanced Diploma) courses are accredited and monitored by the [Tertiary Education Quality and Standards Agency](#) (TEQSA).

ELICOS programs and assessment procedures are based on TESOL theory and practice and designed to meet the English language needs of students. These programs are periodically reviewed and also approved by TEQSA.

ADDRESS

ECC students must advise ECC and their health insurance provider (OSHC) of a change of address within 7 days. This is a visa requirement for all international students. Students can update their address with ECC via the student portal, but must provide this information directly to their health insurance provider. Failure to advise address changes may risk visa cancellation.

APPEALS AND COMPLAINTS SUPPORT

ECC wants to ensure that any student lodging a formal complaint is given a fair hearing. As such, a Complaints and Appeals process is available to all students. Students undertaking a complaint or grievance against ECC can seek support from the Student Counsellor. The Student Counsellor can assist and may be able to advocate on the student's behalf at a formal meeting.

Refer to the [Complaints and Appeals Policy](#).

ARTICULATION AGREEMENTS

Students who complete a Diploma or an Advanced Diploma award will have Advanced Standing at Edith Cowan University. As ECC delivers courses that are accredited by TEQSA, these awards will be considered by universities throughout Australia for Advanced Standing status, however the amount of Advanced Standing may vary from one institution to the next. Students requiring advice on this are invited to seek the assistance of ECC's Student and Academic Services (SAS) team.

ASSESSMENT

Students will be assessed for each unit offered in a course, in accordance with the Assessment Policy of ECC and as described in the unit outline.

Lecturers will provide unit outlines on the Portal prior to the first week of classes. These outlines will provide information regarding unit content, assessment procedures, and resource requirements. All students are expected to download the unit outline before their first class.

A student who fails to complete the requirements in a particular unit shall be deemed not to have completed that unit and shall receive a grade of:

- 'I' (Incomplete) where the cumulative assessment is 50 or more; or
- 'N' (Fail) where the cumulative assessment is less than 50.

Refer to the [Assessment Policy](#).

ASSESSMENT GUIDELINES - DISABILITY & EQUITY

ECC is committed to promoting equal opportunity for all students and to providing a caring and supportive education environment that acknowledges diversity. ECC will implement strategies or adjustments to enable students with a disability to participate in learning and assessment to the same extent as other students.

Students should advise the college of their disability and provide supporting documents prior to course commencement and discuss their specific needs with the Student Counsellor upon arrival.

Refer to the [Assessment Guidelines - Disability and Equity](#).



ASSESSMENT APPEALS

Students may appeal against final assessments and results of a unit within fifteen working (15) days of results being issued. Grounds for appeals must be made on the Appeal of Assessment-Final Results Form available on the website or Student Portal.

The Appeal must relate to incorrect assessment procedures or incorrect data and not simply your dissatisfaction with a mark or grade. An Appeal starts with an informal discussion with the relevant lecturer. If grounds exist for an appeal, the *Appeal of Assessment-Final Results Form* (signed by both student and lecturer) must be submitted to the ECC Welcome Centre. An independent academic will determine the final result and grade.

For further information, see Student and Academic Services (SAS) staff. Responsibility for the final decision rests with the ECC Academic Director.

Refer to the [Complaints and Appeals Policy](#) and [Appeal of Assessment-Final Results Form](#).

ASSIGNMENTS

Assignments should be submitted to your lecturer by the due date together with an Assignment Cover Sheet (available from Welcome Centre, portal or website). Students who wish to apply for an extension for assignment submission must apply to their lecturer in writing prior to the due date of submission of the assignment.

Extensions for assignment submission may be granted for the following:

- Exceptional circumstances, such as illness, where the student has provided an Explained Absence form together with a medical certificate (to be sighted and signed by lecturer and submitted to Welcome Centre)
- Personal circumstances with a written explanation (to be sighted and signed by the lecturer, and given to ECC Welcome Centre)
- English language (ELICOS) students who are at risk of being reported to Department of Home Affairs for poor attendance, will be contacted and asked to meet with an ELICOS staff member. You must take medical certificates directly to the ECC Welcome Centre.

NOTE: Penalties apply for late submissions. Any assessment submitted after one week will be awarded zero.

Refer to the [Assessment Policy](#), [Assignment Cover Sheet](#) and [Explained Absence](#) Forms.



BUYING A CAR

When buying a car, use a reputable dealer or consider having the car inspected by the RAC to ensure there are no major mechanical problems or accident damage. An inspection service is very inexpensive compared to what it might cost if the car turns out to be in bad condition and requires expensive repairs and servicing.

When purchasing a car privately, be VERY careful; take along a friend or relative who knows something about cars to provide a second opinion. Do not carry large sums of money; instead use direct debit facilities or a bank cheque to pay for a car.

Regardless of whether you are buying from a dealer or buying privately, check with PPSR (Personal Property Securities Register) to see if money is still owed on the car from the previous owner.

PPSR can tell you whether a vehicle has money owing on it before making a purchase. This is important because someone else (i.e. a bank or finance company) may be able to take back the car from you or you may have to pay extra money to keep it.

For further information, visit [PPSR](#), www.redbook.com.au, [Department of Commerce](#), [Department of Transport](#), [Reporting a road traffic accident](#) and [RAC](#).

CAREER ADVICE

Advice relating to the ECC course content or course majors is available from the Academic/Program Coordinator. The Student Counsellor is available to discuss general issues related to choosing a career and determining career goals. The Student Counsellor may also provide a referral to a professional who is best equipped to assist.

CHAPLAINCY

ECC students have access to the ECU Multi-Faith Office. ECU's chaplains come from a variety of spiritual traditions and offer:

- A free, safe and confidential service
- Opportunities to nurture, express and explore your spirituality
- Links to religious groups and faith communities
- Care and support in times of uncertainty, crisis and loss
- A multi-faith focus for spiritual life on campus

Chaplains make campus visits at allotted times or can be contacted by phone for an appointment.

For further information, visit [ECU Multi-Faith Office](#).

COMPLAINTS AND APPEALS

Any student of ECC who experiences incorrect, inappropriate, or unfair treatment in the course of their relationship with ECC is entitled to access the ECC's Complaints and Appeals process. The *Complaints and Appeals Request* Form is available under Documents and Forms on the website.

International students can lodge an external appeal with the Overseas Students Ombudsman who offers free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. See '[Overseas Students Ombudsman](#)'. Complaints to the OSO can only be lodged after going through ECCs three stage internal complaints process.

Local students can lodge an external appeal through the [Department of Commerce](#). Complaints to the Department of Commerce can only be lodged after going through ECCs three stage internal complaints process.

Refer to the [Complaints & Appeals Policy](#), the [Appeal of Assessment-Final Results](#) Form or the [Complaints and Appeals Request](#) Form.

ATTENDANCE

Students are expected to attend at least 80% of all classes taking into account any Explained Absences due to illness or other compelling or compassionate circumstances. International students in pathway courses, whose attendance falls below 80% may be reported to Department of Home Affairs. Attendance is taken from the first week of the study period.

ELICOS: students are expected to attend all classes. A student should not drop below 80% attendance as this may result in visa cancellation. By law, ECC must report any ELICOS student whose attendance falls below 70%, regardless of whether or not there is a valid reason for the absences.

Refer to the [Attendance Policy](#) or log on to the portal and refer to [Explained Absence](#) Form.

AWARDS

On successful completion of a Diploma (8 units) and the PQP (4 units) students will be issued with a transcript and an Award that is nationally recognised and accredited by the Tertiary Education Quality Standards Agency (TEQSA). Most units in Diploma are approved for Advanced Standing purposes for university entrance into ECU.

BANKING

To open an Australian bank account, students need to take their passport, CoE(s), OSHC cards, Birth Certificate, Driver's Licence, etc. to prove their identity to a bank of their choice. Banks are usually located in and around shopping centres and are open Monday to Friday. All banks are supported by the Australian Government.

BUDGET

To prepare and maintain a budget is important for reasons of personal security and to minimise anxiety associated with financial mismanagement. Students should ensure they have sufficient funds to cater for all requirements. A budget needs to include provision for the following expenses:

- Rent
- Food
- Utilities (Gas, Electricity, Water)
- Telephone and internet access
- Transport
- Other (entertainment, clothing, toiletries, medical, etc.)

Students will also need to cater for the cost of flights to and from their home country.

For further information see:

- [Student Edge](#) offering student discounts (free to join)
- [Consumer Youth](#) information on shopping smart, buying a car, managing money and renting a house or apartment
- [Understanding Money](#) great tips for making the most of your money, including buying a mobile phone, study costs and a budget planner.
- [Frugal](#) information on budgeting/ money management for young people.

COMPUTER FACILITIES

ECC students have the use of ECC Computer labs during office hours when classes are not in session. ECC students also have 24/7 access to ECU's modern, well-equipped computer e-lab in Building 31 on Joondalup campus and Building 10 on Mt Lawley campus.

For 24/7 after-hours access to the e-lab, ECC students apply to ECU's Student Central with payment of \$25 for an electronic access card. The card must be returned on leaving ECC and ECU in order to get a full refund. Access is free and there is no need for a swipe card during ECU's regular semester hours.

CONDUCT

Students suspected of either academic (e.g. cheating or plagiarism) or general misconduct will be dealt with according to the process set out in the Student Misconduct Policy. Students may have their enrolment cancelled and in the case of international students, will be reported to Department of Home Affairs and may face visa cancellation as a result of the misconduct.

Refer to the [Student Misconduct Policy](#) and [Bullying Harassment & Discrimination Policy](#).

COPYRIGHT

Students and staff of ECC are expected to observe all requirements related to statutory Copyright Regulations.

For further information, visit [Copyright Australia Council](#).



COUNSELLING (FREE AND CONFIDENTIAL)

ECC's Student Counsellor is available to meet with students on an individual basis. All students are welcome to contact the friendly staff at ECC for support if they are experiencing difficulties or they are finding things a little difficult. Remember, ECC is committed to student success!

The counsellor is available for consultation on both personal and general matters. Confidential counselling is available by appointment, through the ECC Welcome Centres. Issues which can be discussed may include:

- Achieving in study and learning
- Equity and Disability Support
- Adjusting to change
- Culture and relationships
- Psychological wellbeing

In accordance with the Commonwealth Privacy Act 1988, any issues discussed with our Student Counsellor are confidential and will not be discussed with any other person without your permission unless it is necessary to protect you (or others) against harm.

Academic/Program Coordinators (Pathway courses) or the ELICOS Coordinator are happy to discuss future study plans with students before the start of their studies. They may also contact any student who is not making satisfactory progress in class to offer support and advice.

For emergency counselling outside of ECC hours:

- [Lifeline: 13 11 14](#) – 24/7 free telephone counselling service providing crisis support and suicide prevention services.
- [1800 RESPECT 1800 737 732](#) – 24/7 National sexual assault, domestic and family violence counselling service.
- [Mental Health Emergency Response 1300 555 788](#)

COURSE PLANNERS

Refer to the course planner relevant to your course for details on selecting your units and a brief unit description:

- Diploma of Commerce
- Diploma of Hotel Management
- Diploma of Communications and Creative Industries
- Diploma of Science (Computing/IT)
- Diploma of Science (Engineering Studies)
- Diploma of Science (Health Studies)
- Post-Graduate Qualifying program (PQP)

For further assistance, make an appointment with your Academic/Program Coordinator, ECC Student and Academic Services (SAS) or the Student Counsellor.

Refer to the ECC [Home Page](#) for information about pathway courses, and to [Academic English](#) for ELICOS English language courses.

DEPARTMENT OF HOME AFFAIRS

Ground Floor, Wellington Central
836 Wellington Street, West Perth WA 6005
Phone: 131 881
Monday - Friday 9.00am - 4.00pm
Refer: [Department of Home Affairs](#)

Note: ECC is obliged by law to report international students to Department of Home Affairs if students have breached visa conditions (including poor progress, poor attendance and/or failure to pay fees).

DISCRIMINATION AND HARASSMENT

ECC is committed to providing a safe and secure learning environment for students and staff. Discrimination and harassment are unacceptable. Students who experience discrimination or harassment in the course of their studies are advised to report the matter in confidence to the Student Counsellor or the Academic Director.

Students suspected of discrimination or harassment against ECC staff or students will be dealt with according to the Student Misconduct Policy.

The Australian Government has developed a [family safety pack](#) with information on Australia's laws regarding domestic and family violence, sexual assault and forced marriage. The family safety pack also includes important information about essential services and emergency contacts in Australia.

Refer to the [ECU Sexual Health](#), visit [QLife](#) for LGBTI community on **1800 184 527** or the [Bullying, Harassment and Discrimination Policy](#) or [Student Misconduct Policy](#).

DRESS

Students and staff are expected to wear clothing that is clean, modest, and appropriate. Students are discouraged from wearing revealing clothing or clothing with offensive slogans or motifs. Bare feet are not acceptable for safety reasons.

Special dress requirements apply for Science students doing lab work. In some cases, a lab coat and safety glasses may be required – the lecturer will advise students in advance.



DRIVER'S LICENCE

As a visitor to WA, students can drive on an [overseas licence](#) for up to 3 months from arrival or until their licence expires (whichever comes first). Students who intend to stay longer than 3 months or whose overseas licence expires within that time should apply for a WA licence.

To be able to drive on Western Australian roads with an overseas driver's licence (and International Driving Permit, if applicable), students must:

- Have a current licence that is not suspended or cancelled
- Carry the licence (and International Driving Permit, if applicable) at all times while driving,
- Show their licence to a Police Officer when asked
- Drive only those vehicles that they are authorised to drive, and
- Comply with any other conditions of the licence (i.e. wear glasses if required)

If the overseas licence is not in English, it is advisable to carry an International Driving Permit or an approved English translation of the licence when driving.

If you are involved in, or witness a traffic accident and there is danger, serious injuries, or life-threatening concerns, telephone **000**.

If you are a driver of a vehicle involved in a traffic crash, you must stop immediately and supply your name and address and the name and address of your vehicle's owner (if you are not the owner) and where required, your driver's licence to:

- the owner or driver of any other vehicle which has been damaged
- any person who has been injured
- any person whose property has been damaged
- a Police Officer

Any accident involving damage over \$1000 in value or personal injury **MUST** be reported to the police as soon as possible.

For further information, visit [Department of Transport](#). If you have an accident, [report it to the Police](#).

ELICOS (English language courses)

ECC's English language courses are designed for people for whom English is a second language and international students who require direct entry pathways to undertake university study. ECC has qualified and experienced teaching staff and high quality English language programs. Timetable (subject to change):

Monday – Thursday	Time of Day
First lesson	8.30am – 10.30am
Break time #1	10.30am – 10.50am
Second lesson	10.50am – 12.30pm
Break time #2	12.30pm – 1.15pm
Third lesson	1.15pm – 2.15pm
Friday	Time of day
First lesson	8.30am – 10.30am
Break	10.30am – 10.50am
Second lesson	10.50am – 12.30pm

If you are late to class you will be **marked absent**.

Refer to [Academic English](#) for further information or contact the See ELICOS Coordinator (Alison Hirst) if you need more advice.

EMERGENCY NUMBER - 000

Ambulance/Police Emergency/Fire Brigade: **000**

Police Assistance (when the incident is **not an emergency**): 131 444

If the event of an after-hours **personal emergency** on the campus (which does not require emergency police/ambulance/fire brigade assistance), telephone ECU Security on 6304 3333, tell them you are an ECC student, and ask for the ECC Student Counsellor. The phones in every classroom and on the pathway leading to the traffic lights on Joondalup Drive all connect directly to ECU Security.

EMPLOYABILITY SKILLS

Learning is not just about acquiring a static set of knowledge and skills – it is also about developing generic skills that can be used to further life-long learning and engagement with the community.

ECC has adopted the same Employability Skills and Graduate Attributes incorporated by Edith Cowan University in their courses. The ECC *Learning and Teaching Plan* aims to develop these Employability Skills through the delivery of our courses. Units within a course will focus on different skill sets with varying degrees of overlap, however all Employability Skills will be covered as part of that course.

ECU and ECC Employability Skills	ECU Graduate Attributes
Navigate the world of work a. Manage career and work life b. Work with roles, rights and protocols	GA1 - Ability to communicate
Interact with others a. Communicate for work b. Connect and work with others c. Recognise and utilise diverse perspectives	GA2 - Ability to work in teams GA3 - Critical appraisal skills
Get the work done a. Plan and organise b. Make decisions c. Identify and solve problems d. Create and innovate e. Work in a digital world	GA4 - Ability to generate ideas GA5 - Cross-cultural & international outlook

When learning outcomes are combined, every course covers all the Employability Skills listed. Refer to the Unit Outline for each unit you study to find out which Employability Skills are included in that unit.

EMPLOYMENT

Students are limited to a maximum of 40 hours per fortnight of work during any given study period but full time work is possible during breaks. Students considering employment should be aware of the academic consequences and visa risk if employment takes a higher priority than their studies.

Income earned from employment is taxable. Students should complete a tax form available from the Australian Taxation Office (ATO).

Apply online at the [Australian Tax Office](#) (ATO).

ENGLISH TESTS

ECC is an official test centre for two internationally recognised tests – IELTS and Pearson (PTE).

IELTS tests are offered on both the Mt Lawley and Joondalup campuses. Test dates are twice per month at Mount Lawley and 3 times a year at Joondalup Campus West. Testing is offered on Saturday, with some speaking tests also on Thursday or Friday. Thursday tests are also offered 6 times a year on the Mt Lawley campus. Bookings can be made via [ECC's website](#).

Unofficial test results are available online from 13 days after the test, and candidates can also pick up their Test Report Form from the test centre (conditions apply, check with the test centre for details). If you have questions about IELTS, call the ECC IELTS team on 6279 1164.

The Pearson Test Centre is based on Joondalup Campus West and tests are scheduled Monday to Saturday with tests available morning, afternoon and on some evenings.

Bookings can be made at [PTE Academic](#) and results are typically available within 5 business days. If you have questions about the Pearson test, call the Pearson Help Desk on 1800 729 282.

ENROLMENT – ADD/CHANGE UNITS

Students select units at the commencement of each study period via the student portal. **Units will only be offered if there is sufficient demand.** ECC reserves the right to cancel or withdraw units entirely at its discretion.

Students may add/change units online (via the Portal) if classes are available, up until the end of Week 2.

From Week 3 students must complete an Add-Withdraw Unit Request Form to add/change units and make an appointment with ECC Student and Academic Services (SAS) or the Counsellor to approve the request

Students can drop a unit until Friday, Week 4 without penalty – fees for the unit are **credited** to next study period. After Week 4, no refunds will be given for the unit(s).

Academic penalties also apply, if withdrawing after Week 4:

- W (Withdrawn) – between Week 5 and Week 10
- N (Fail) – after Week 10

International students must take a minimum of 3 units (75% study load) in all courses. Exceptions to this may be in the last study period or with special permission in cases where the ECC Academic Director deems exceptional circumstances beyond the control of the student applies.

Refer to [Enrolment Policy](#) and [Refunds Policy](#), and the [Add-Withdraw Units in Current Studies Request Form](#).

ENROLMENT – CANCELLATION/REFUSAL

ECC may cancel or refuse a student's enrolment if the student:

- Gained admission by misrepresentation, falsification of documents, or by other fraudulent means
- Failed to fulfil the normal requirements for admission or enrolment (according to our policies).
- Failed to submit assessments
- Did not attend at least 80% of classes
- Did not pay tuition fees
- Is deemed by ECC to have committed an act of grave misconduct
- Committed a criminal offence

International students, whose enrolment and/or visa is cancelled, are subject to Department of Home Affairs rules which may prevent re-entry into Australia for up to three years.

Refer to the [Student Misconduct Policy](#), [Enrolment Policy](#) and [Progress and Graduation Policy](#).

ENROLMENT – COURSE

For international students, enrolment in a course occurs when the student accepts the offer and Confirmation of Enrolment (CoE) is issued by the College. For local students, enrolment in a course occurs when ECC receives an acceptance of the offer.

Refer to the [Enrolment Policy](#).

ENROLMENT – DEFERRAL

Deferral means to delay commencement or continuation of course studies normally for a period of one study period only. Students who have partially completed their course may apply for deferral in circumstances where there are medical grounds, special compassionate grounds, or other special unforeseen circumstances.

Deferrals will be accepted without financial penalty up until the end of Week 4. Financial Penalties will apply after Week 4. Deferral applications must be made in advance via Student and Academic Services (SAS) at the Welcome centre or via the Student Counsellor.

International students (on a Student Visa) need to seek advice and obtain permission from Department of Home Affairs to avoid placing their visa at risk.

Local students who are receiving government funding or sponsorship are responsible for advising the relevant government authority and ensuring their approval is obtained otherwise they may be liable for fees owing.

Refer to the [Enrolment Policy](#) and [Refunds Policy](#).

ENROLMENT TERMS OF OFFER

The 'Terms of Offer' which accompanies each 'Letter of Offer' forms part of the written agreement between ECC and the student. By accepting a ECC offer, each student agrees to meet the conditions set out in the 'Terms of Offer'.

Refer to the [Enrolment Terms of Offer \(International Students\)](#) or [Enrolment Terms of Offer \(Local Students\)](#).

ESOS FRAMEWORK

The Educational Services for Overseas Students (ESOS) Act promotes quality education and consumer protection for International Students to ensure their rights are protected while studying in Australia. ECC is required to undergo an audit from time to time, to ensure it meets all requirements of the ESOS Act 2000 and the National Code.

For further information, visit [Australian Education International](#) (AEI) and [Student Visa Fact Sheets](#).

EXAMINATIONS

Examinations will be conducted at the end of each study period under supervised conditions. Examinations are set and moderated by the Unit Coordinator to ensure comparability across different classes and lecturers teaching the same unit. Students are expected to familiarise themselves with the Examination Regulations, which must be strictly observed.

An examination timetable is published showing dates, times and venues of examinations with copies available from the Welcome Centre. Copies of the examination timetable are also available in the Student Portal.

ELICOS students complete tests and other assessments on a regular basis as advised by their teacher.

Refer to the [Assessment Policy](#) and the portal for [Examination Regulations](#).

EXAMINATIONS - DEFERRED

Deferred examinations are conducted at the discretion of ECC and only as a consequence of serious illness or personal circumstances which have the potential to impinge significantly on student performance. Applications for deferred examinations must be received with supporting documentation no more than two (2) days after the date of the examination. Where a medical certificate is submitted, it must be a medical certificate from a registered practising doctor (as defined under the Medical Act 1894) or a hospital certificate.

Deferred examinations will incur a fee of \$50 per examination. The fee is non-refundable and must be paid at the time of application for a deferred examination. Approval for Deferred Examinations is **not** automatic – each application will be individually assessed against the deferred exam criteria. All applicants will be advised of the outcome of this application.

It is the responsibility of the applicant to check their email or contact ECC. Deferred exams are held in the week following the main exams. No further examinations will be arranged until the end of the following study period.

Refer to [Assessment Policy](#).

Log onto the portal – click on *Content*, click on *Forms and Documents*, click on *Examinations* for [Exam Regulations](#). See website for [Exam Deferral Sickness Claim](#) Form.

EXAMINATIONS – SUPPLEMENTARY

ECC does not offer supplementary examinations – ie. Once a student commences an exam, he/she cannot sit a repeat exam.

EXEMPTIONS – ADVANCED STANDING

Exemptions are granted on the basis of prior learning (formal or informal) where that learning is assessed as equivalent to the learning outcomes or competencies of one or more ECC units. An Exemption releases a student from having to undertake one or more units within his/her course.

All applications for Exemptions must be submitted before week 4 of the study period. Applications received after week 4 will be processed but will not qualify for a fee refund if the student is already enrolled in that unit. Exemptions for Diploma units may be subject to approval in consultation with ECU.

Refer to the [Recognition of Prior Learning \(RPL\) Policy](#), [Refunds Policy](#) and [Application for Exemptions](#) Form.

EXPLAINED ABSENCES

Students who have a valid explanation for an absence from class such as illness (supported by a medical certificate) or other compelling or compassionate circumstances should complete an Explained Absence Form and take it to the Welcome Centre no later than 3 days after the absence, unless you are admitted to hospital, in which case please call ECC or ask a friend to advise the Welcome Centre staff.

Students must complete and email the Explained Absence Form and the medical certificate to [ECC Just Ask](#) or visit the Welcome Centre Counter for staff to sign and approve. Once approved, students show the signed approval on the Explained Absence Form to their lecturer for a deferred assessment arrangement.

ELICOS STUDENTS must provide the medical certificate to Welcome Centre staff after each missed class so that attendance can regularly be updated during the course of study. ELICOS students who risk being reported to Department of Home Affairs will be sent a warning letter and asked to see an ELICOS staff member. ELICOS students should take medical certificates to that meeting.

Refer to the [Attendance Policy](#) and [Explained Absence](#) Form.

FACEBOOK

ECC has a Facebook group for students to stay in touch with past, current and future students in the ECC community. Join the Facebook page to keep up to date with current activities and events at ECC and around Perth.

For further information, visit [ECC Facebook Page](#).

FEE-HELP

FEE-HELP is an Australian Government Loan Scheme that assists full-fee paying students who are **Australian citizens** or holders of Permanent Humanitarian visas. The scheme allows ECC Diploma students to defer payment of part or all (up to a maximum of \$102,392) of their tuition fees.

A loan fee of 25% applies to FEE-HELP loans for undergraduate courses of study. The Australian Government pays the amount of the course fees directly to ECC. Students repay their loan through the tax system once their income is above the minimum threshold for compulsory repayment.

For further information, visit [FEE-HELP](#) or [Study-Assist](#).

FEES

Payment plans are not available to new ECC students. Continuing students with no outstanding payments, who can present evidence of extenuating circumstances beyond their control, may apply to pay under an instalment plan. For more information, visit the Welcome Centre to speak with a team member.

Students who do not pay their fees on time will have their enrolment cancelled. International students will also be reported to Department of Home Affairs and may have their visa cancelled. Cancellation of a student visa may result in re-entry to Australia being denied for 3 years.

Provisional invoices for continuing students are available from the portal in Week 10 of each study period.

Refer to the [Fees and Payments](#), [Payment Options](#), [Refunds Policy](#), the [Credit Card Payment Form](#) and the [Refund Request Form](#).

FORMS

There are various forms that you may need to use including Assignment Cover Sheet, Explained Absence form and Refund Request form.

Refer to the [Documents and Forms](#).



GRADE KEY FOR RESULTS

The following grades and marks are used on academic transcripts for pathway courses:

Grade	Description	Percentage
HD	High Distinction	80-100
D	Distinction	70-79
CR	Credit	60-69
C	Pass	50-59
N	Fail	0-49
I	Incomplete (Fail)	50-100
P	Pass	
EX	Exempt	
DE	Deferred	
H	Hold (Results not yet available)	
W	Withdrawn	

The pass mark for ELICOS courses is 65%.

HAZARD REPORT

In the event that a student identifies something on campus that could cause injury, please advise ECC Welcome Centre staff without delay. A Hazard Report will be completed and the incident will be investigated and safeguarded against if required.

HEALTH AND SAFETY

To assist with protecting the health, safety and welfare of students, ECC has the following in place:

- Critical Incident Policy and Procedures
- First Aid trained staff members
- Health Service with medical staff on campus
- Comprehensive First Aid kits (note that staff cannot dispense any medication)
- Student and Academic Support (SAS)
- Occupational Health & Safety Officer and procedures
- Fire Wardens
- ECU-linked Security Services

Refer to the [Critical Incident Policy](#).

INTERNATIONAL STUDENT ORGANISATIONS

The Council of International Students of WA (CISWA) is an independent, non-profit organisation that offers support to International students in many areas. It fosters hospitality and arranges social activities for International students in Perth.

For further information, visit [CISWA](#).

LEGAL ASSISTANCE

Several organisations provide assistance with legal problems.

For further information, visit [Attorney-General's Department](#), [Legal Aid](#), or the [Citizens Advice Bureau](#)

LIBRARY

At Orientation, all ECC students should register with the Library. This will provide access to the resources and facilities of the university libraries for study and research purposes. Library registration is free.

- Joondalup campus library: Building 31. Phone: 6304 5525
- Mt Lawley campus library: Building 8. Phone: 9370 6195

Opening hours during ECU Semester:

Monday – Thursday: 8.00am - 9.30pm

Friday: 7.00am - 10.00pm

Weekend/Public Holidays: 10:00am - 5.00pm

Levels 1 and 2 are open 24/7 at Joondalup during semester weeks.

Opening hours during ECU breaks:

Monday – Friday: 8.30am - 5.00pm

Weekend/Public Holiday: See notice boards

ECU Online Resources:

ECU offers ECC students access to a range of online databases. One of the most popular is *ProQuest* with broad information in both Australian and international journals in all subject disciplines. For more in-depth information on specialist subjects, see your lecturer for a list of other recommended databases.

The Main Collection:

Contains books arranged according to the Dewey Decimal System which classifies books into 10 classes with all materials on the same topic found at the same number. For example, most chemistry books are found in the 540's.

Closed Reserve:

This is an area where textbooks and most frequently used books are available for short-term loan (usually a two-hour period) within the Library itself. Most items can be borrowed overnight, but only if it is picked up two hours before closing time and returned by 9:00am next day.

Closed Reserve books are arranged according to their shelf number (Dewey Decimal System) while articles, photocopies or pamphlets are arranged by their unit code.

Reference Collection:

This collection contains encyclopaedias, general & specialist dictionaries, handbooks, indices, statistical reports, law reports, statutes and selected annual reports that can be accessed only within the library. When using the online catalogue, all materials shelved in the Reference Collection will be listed with an "R" before the shelf number.

Serials Collection:

This collection contains any journals, magazines, annual reports etc. to which are listed on the system with an "S" before the shelf number. E.g.: S330.994. Serials can only be accessed within the library.

Q Collection:

This collection contains books that are too big to sit on the regular shelves so they are stored in a separate area nearby. These books are coded with a "Q" in front of the shelf number.

Locating Materials:

The library has an online catalogue system that is simple to use. Students can search for books under the following headings:

- Author's surname (e.g. Cairns)
- Title of book (e.g. Marketing: A Practical Approach)
- Subject (e.g. Financial Accounting)
- Keywords (e.g. manufacturer liability)
- Borrower information (to check out how many items you have at home)
- Unit code (ask lecturers if any items have been placed on Closed Reserve for your unit)
- Lecturer (look up ECC listing for all ECC units)

How to Borrow Items:

ECC students may borrow up to 20 books from the Main Collection for up to 6 weeks. Items in heavy demand may be restricted to 3 days or 7 days loan or may be kept in Closed Reserve. The online catalogue also lists:

- Campus location (JOO is Joondalup; MTL is Mt Lawley; BUN is Bunbury)
- Which collection the item is held in
- How many copies are available for loan
- Which editions are held
- If item is already out with someone else – what date it is due back

Students can borrow items by having them stamped at the Loans Desk or by using the self-service Easyloan system. The Easyloan system is quick (no queues) and very simple to use.

Penalties for Late Returns:

Borrowing rights may be suspended if you have overdue items and the late returns fee has not been paid. *Any outstanding library debts (at the end of the study period) will mean that your ECC results will be blocked until payment is made to ECU.*

Other Library Services:

Students can request items from other ECU campus libraries by placing a hold or recall on the item. ECC students may visit and use the resources of other university libraries (e.g. Curtin, Murdoch and UWA) but you will not have borrowing rights.

For help on how to access electronic databases, photocopying, using the scanner or book-binder, please ask library staff for assistance.

The library regularly offers free orientation tours - students are strongly advised to attend a tour.

For further information, visit [ECU Library Services](#) and the [ECU Referencing Guide](#).

LOST PROPERTY

Lost property enquiries should be directed to the ECC Welcome Centre.

Lost property enquiries can also be made at ECU Student Central in Building 34 (Joondalup) or Building 3 (Mount Lawley) campus.

MEDICAL CARE, HEALTH AND ACCIDENTS

ECU Health & Medical Services are available on campus. The service is strictly confidential and is staffed by fully qualified professionals. International students should present their OSHC health insurance card at the time of the medical consultation. International Students (with OSHC Allianz or OSHC Medibank health insurance) usually pay for G.P. (General Practitioner) consultations at the ECU Health Service and then claim part of the cost back from [OSHC](#).

Off campus or outside of campus hours, any G.P. can help you with:

- General treatment of common health problems and injuries
- Referrals to specialist services
- Simple diagnostic screenings
- Women's and men's health issues

Medical Centres can be very busy and have specific opening times. To find an available appointment in your area and book online, go to [Health Engine](#).

If you have problems understanding what a doctor, hospital or specialist is telling you about your illness, there is a FREE website to help. Just find your language at: <http://healthtranslations.vic.gov.au/bhcv2/bhcht.nsf/pages/languages> and ask the doctor to check if your medical condition has a translation in your language.

Not all medical conditions are listed in your language but the website is always updating.

If you are too sick to wait for an appointment and need emergency care, visit the Department of Health for your nearest hospital or call *HealthDirect Australia* on 1300 555 788.

HealthDirect Australia is a free 24 hour, seven day a week health advice line to all people calling from within Western Australia. *HealthDirect's* experienced nurses provide immediate advice on how urgent a health concern is and what to do about it.

NOTE: Most public hospitals have a 24-hour *Accident and Emergency Department*. Students should only use these services in an emergency. If visiting an accident and emergency department at a hospital, a nurse will assess the situation and if it is not deemed to be an emergency, the waiting time to see a doctor will be many hours.

In the event of circumstances requiring urgent medical care, and where ECC cannot contact the parent/guardian, the college is authorised to seek appropriate medical care for the student.

Please make sure you advise the ECC Welcome Centre if you need to update your emergency contacts details.

For further information, visit [Department of Health](#), [ECU Health Service](#) or [HealthDirect Australia](#), a government-funded service, providing quality, approved health information and advice.

For sexual health help, visit [Sexual Health Quarters](#) and ECU's [Sexual Health and Contraception](#). Female students, or anyone who identifies as a woman or who was assigned female identity at birth may like to visit the [Ishar Multicultural Women's Health Centre](#). [Freedom Centre](#) helps support young people to be healthy, happy and informed about diverse sexuality, gender and sex.

MISCONDUCT

Misconduct: refers to any actions or wrongdoing which is deemed by ECC to be inappropriate behaviour either within ECC or outside of ECC if it relates to other ECC staff or students. Misconduct includes, but is not limited to:

- any activity which could be subject to criminal or civil action
- threats, abuse, wilful or deliberate conduct that risks the health and wellbeing of others
- attending ECC under the influence of illicit drugs or alcohol
- actions which risk the reputation of ECC and/or its stakeholders

Academic Misconduct: refer to Academic Misconduct heading.

General Misconduct means misconduct, other than Academic Misconduct by a student and includes, but is not limited to, conduct which:

- Breaches ECC Terms of Offer, policies or rules.
- Constitutes a serious impediment to ECC carrying out its functions.
- Is otherwise detrimental to ECC, its partners and/or ECC-linked colleges, staff or students

Refer to the [Student Misconduct Policy](#).

MONEY

See [BUDGET](#).

MOODLE

Moodle is an online Learning Management System (LMS). It includes course outlines, course materials, assignment details, sample exam papers, useful links and other information that your lecturer has uploaded. It's an online resource just for you.

Moodle is used all over the world by many universities and colleges. Moodle can be found on the ECC student portal and includes valuable support and wellbeing information on the [Student E-Café](#).

OVERSEAS STUDENT HEALTH COVER (OSHC)

What is OSHC?

Overseas Student Health Cover (OSHC) is health insurance similar to what Australians receive under Medicare. OSHC covers/part covers the costs for:

- Out of Hospital Services/In Hospital Services
- Prescription Medicines
- Emergency ambulance transport

All international students are required to be part of the Overseas Student Health Cover Scheme (OSHC). This provides health insurance for international students and their dependants during their stay in Australia. Premiums will apply according to the length of the visa.

It is a visa requirement that the student pays for OSHC for the entire length of their student visa prior to commencing studies.

Why is OSHC so important?

Hospital care is very expensive so the Australian Government requires all international students to maintain OSHC as a compulsory condition of their student visa for the entire time that you are studying in Australia. If you fail to maintain your OSHC, the Australian Government requires you to back pay any lapsed periods of the cover.

You will not be able to claim for any treatment received during this backdated period. Failure to maintain your cover could therefore result in you paying thousands of dollars in medical expenses.

What are Direct Billing Providers?

Direct billing providers are medical providers (e.g. – G.P's, hospitals) that have an agreement with Medibank. When visiting a participating clinic, show your valid Medibank card and they will send the invoice direct to Medibank. If students attend the ECU Health Service, the cost of seeing the G.P. is likely to be covered by OSHC.

All Medibank OSHC clients can visit any Perth metropolitan Medibank branch. The branch will help you with:

- Cash claims and other claim submission
- Ordering your Membership card
- General information about your OSHC

For further information:

- Visit [Medibank](#)
- Call 13 41 48
- Email oshc@medibank.com.au
- 24-hour OSHC Student Health and Support Line 1800 887 283

Note: If you want to change provider, make sure that you get a quote from the new provider before cancelling your OSHC.

OVERSEAS STUDENTS OMBUDSMAN (OSO)

Sometimes, students have a concern with their institution which they find difficult to resolve – the OSO can offer support in these situations.

International students can lodge an external appeal with the OSO who offers free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider.

Refer to the [Complaints & Appeals Policy](#), visit [OSO](#) or phone 1300 362 072.

PARKING

Students wishing to park on campus must buy a Parking Permit (Purchase online) or 'Parking Scratchies'. Either of these need to be displayed on the vehicle as required by the rules and regulations of the University. Parking scratchies can be purchased at the ECC Welcome Centres on Mt Lawley and Joondalup campuses, and from ECU food outlets.

Please park in 'Red' Student zone only as parking inspectors issue fines. To purchase parking permits online see [Student Permits](#) or [ECU Parking](#).

PHONE SERVICES

To avoid financial problems resulting from expensive phone bills, be careful about who uses your mobile or home phone. It is your responsibility and a legal obligation to pay an account which is in your name.

Ask for itemised billing when installing a telephone. It is also possible to place a password on the telephone that will restrict access to overseas and interstate calls. Purchase a calling card, available from many shops such as the post office and newsagency, to minimise the cost of calls.

For further information, visit [Telstra](#), [Optus](#) and [Vodafone](#).

PHOTOCOPYING FACILITIES

Students have access to photocopying, scanning and web printing facilities in the University library or via *Luminate*, located in Building 6 (Joondalup) and Building 12 (Mount Lawley campus).

To send items to Luminate electronically email them at:

- luminate.jo@ecu.edu.au for Joondalup
- luminate.ml@ecu.edu.au for Mount Lawley

PORTAL AND STUDENT E-CAFÉ

[ECC Student Portal](#) contains important information relevant to your studies such as unit outlines, course notes, timetable enrolment and fee details. ECC's portal has a huge range of features including Moodle, Gmail applications and messages that students should **check every day**.

ECC portal also contains personal information – your results, timetable, fees balance, provisional invoice (from Week 10) and attendance:

Home

- *News* and important information (click on icons)
- *Messages*

Enrolment

- *My Timetable* - Add/change your timetable (in first 2 weeks of study period)
- *Enrolment Letter* - Generate a confirmation of enrolment letter for official purposes

Fees

- *Fee Calculator* generates the payable amount based on unit selection

Students

- *Student Profile*: Update your details; check your attendance record; see your results and generate an internet transcript; view your ECC financial account; and see your current timetable.
- *Feedback* to provide ECC with your suggestions for improvement
- *Book a Doctor* to link to HealthEngine

Moodle

- *Course notes*, unit outlines and other materials for each unit
- *E-Café* – offers advice on pre-departure, administration, academic learning support, referencing and plagiarism, English language support, Exams, Student wellbeing, Sponsored students and Living/working in Australia
- Submit assignments

Content

- Learning support
- Personal support
- Forms and documents
- ECC College policies
- Staff contact list

Profile

- Change password
- Links back to Student Profile
- Update My Contact Details

Student E-Café

Provides learning support and wellbeing resources to ECC students. Please email the Student Counsellor with suggested improvements at: amber.roche@edithcowancollege.edu.au

You also have an ECC student email account that you can access via the envelope icon in the tool bar at the top. Gmail is a fantastic resource with up to 30GB of storage! There are many great features and you can personalise the page to suit you. From time to time, ECC will email you with important information and other messages to your Gmail address, which you will set up at Orientation.

You can redirect your Gmail to your preferred email account to save checking more than one email account.

For IT issues, please contact the ECC Welcome Centre

Refer to Portal <https://portal.edithcowancollege.edu.au/> and save the link in your *Favourite* Folder.

PRAYER ROOM

ECU's Multi-faith Centre provides spiritual services for students of any faith. The Centre is located at the Joondalup Police Chapel (at the Police Academy) and in Room 8.114 at Mount Lawley.

Muslim prayer rooms are also available on all ECU Campuses as follows. If the room is locked, please call ECU Security using the free Security phone (or call 6304-3333) to open the room.

Campus	Building Number	Room Number
JO	Demountable 17G	101
ML	Demountable 16B	16B

PRIVACY

Students are entitled to protection of their privacy. ECC has security systems, policies and procedures in place to ensure student's personal information is protected.

Refer to the [Privacy Policy](#) or [Privacy Change](#) Form.

PROGRESS AND GRADUATION

Pathway students are required to make satisfactory course progress. ECC's Board of Examiners will monitor students' progress each study period and offer intervention strategies for students at risk of unsatisfactory course progress.

Failure to progress will result in exclusion and possible reporting to Department of Home Affairs.

Students who are reported to Department of Home Affairs may risk not being able to re-enter Australia for up to three years.

Refer to the [Progress & Graduation Policy](#).

RECOGNITION OF PRIOR LEARNING (RPL)

RPL is a process which assesses the knowledge and skills a person has gained through previous learning (formal or informal), work experience, training, and volunteering and/or life experience.

A request for RPL may result in the applicant meeting the entry requirements for an ECC course or being granted an Exemption (also called Advanced Standing) for a unit within an ECC course.

Students intending to apply for RPL should not enrol in that unit on arrival. If however the student is already enrolled and decides to seek an exemption under RPL procedures, he/she should complete and submit an *RPL Application Pathway Form* or *Application for Exemptions Form* before Week 4 of study period. Applications received after Week 4 will be processed but will not qualify for a fee refund if the student is already enrolled in that unit. Exemptions for Diploma level units may be subject to approval from ECU.

Refer to the [Refunds Policy](#), [Recognition of Prior Learning \(RPL\) Policy](#), the [RPL Application Pathway Form](#) or [Application for Exemptions](#).

REFERENCING

Refer to the Student E-Café in the portal to find the ECU Referencing Guide and a range of referencing support materials, including videos on how to avoid plagiarism.

Log on to the portal and refer to resources in the [Student E-Café](#).

Refer to the [Academic Misconduct – Student Guide](#), [ECU Academic Tip Sheets](#) and [ECU Referencing Guide](#).

REFUNDS

Where a continuing student with a tuition fee credit recorded on their account after Week 4 of study period wishes to obtain a refund, the student must complete a Refund Request Form and submit to ECC Reception, showing their Student ID card.

Where the student is entitled to a refund of fees under this policy the refund will be paid within four (4) weeks of receiving a written request from the student. Refunds will only be made by direct deposit (electronic funds transfer) into a bank account nominated by the student on the Refund Request form or, where fees were paid by credit card, by issuing a credit to that particular credit card only.

A student may cancel their enrolment in a unit or course at any point in time by notifying ECC in writing. Depending on the timing of the request and whether the student is a FEE-HELP student, cancellation charges may apply as outlined in the Refunds Policy.

Refer to the [Refunds Policy](#) and the [Refund Request Form](#). For Refund enquiries, email studentfees@edithcowancollege.edu.au

RENTAL AGREEMENT

The Department of Commerce provides services and information to consumers, including advice to tenants. Make sure you read rent agreements/contracts very carefully. Breaking an agreement prior to the expiry date will incur additional costs.

The person who signs the contract is legally bound to fulfil all obligations and pay any money owing.

For further information, visit [Department of Commerce](#).

SAFETY AND SECURITY

Your right to safety and security is very important. ECC takes this very seriously. All students and staff have the right to a safe learning and working environment that is free from threat and discrimination.

We hope that in your time at ECC and in Perth that you do not encounter any situations where you feel threatened or unsafe however the following guidelines and policies are in place. ECC will not hesitate to take action where a person's sense of security or safety is at risk:

- [Bullying, Harassment and Discrimination Policy Guidelines](#)
- [Critical Incident Policy](#)
- [Occupational Health and Safety Policy](#)
- [OHS Guidelines](#)
- [Student Misconduct Policy](#)
- [Student Wellbeing, Counselling and Support Policy](#)

In Perth, as with all large cities, it is important students are aware of their surroundings at all times and follow some simple, but important personal safety rules:

- Travel in groups and avoid short cuts/dark alleyways
- Carry your mobile phone
- Call flatmates/friends when you get off a train/bus or leave a venue to let them know when you expect to be home
- Walk confidently; be aware and look confident
- Always shout out and/or run if you need to run
- If someone knocks on your door, don't open it until you check who it is
- Lock your house and your car and don't leave any valuables in your car
- Be aware that police culture is very different from some other countries – Australian police can be trusted to help you and do not accept bribes
- Be aware of drink-spiking and learn ways to avoid it
- Be aware that Transperth buses will drop you close to your home at night, as long as it does not deviate from the regular route

The Student Counsellor is always available for private, confidential discussions on any matter, including sensitive topics such as sexual assault, sexual health, pregnancy or contraception. Further:

- [Think Before](#) is a program designed to help you think about your safety and the actions you can take to keep you safe in various situations.
- For support and follow up if you have been involved in an incident see the ECC Student Counsellor or contact [ECU Security](#). ECC Security Staff are available 24/7 if you feel unsafe on campus.
- For matters relating to sexual assault or domestic violence, see [Sexual Assault Resource Centre \(SARC\)](#) or [National Domestic Violence Line](#)



SECURITY – 6304 3333

Students are advised to carry small amounts of cash and keep important documents (especially passports) in a secure place at all times. Do not leave valuables unattended.

Free emergency phones are placed around campus for students and staff to access quickly and safely. Phones are also available on the pathway between Campus West and the traffic lights. Just lift the handset and wait for a response; the phone will connect to Security. If you are on campus alone after hours and need assistance to your car, use the Security phones for help.

ECU's personal safety app **NowForce** provides a direct lifeline to our campus security personnel and is designed to help minimise response times to emergencies and routine security/safety situations. The app has two main functions: an SOS (panic) button, and the ability to report an incident.

For further information, visit [Nowforce Security App](#), and [ECU Security](#) or phone **6304 3333**.

SMOKING

ECU like all universities in Western Australia is a non-smoking campus.

Smoking is also banned in many public places including cafes, bars, night clubs, restaurants and movie theatres. Please be aware that many people in Australia find smoking offensive and may ask you to stop smoking or move away. Penalties of up to \$2,000 may apply for smoking in a public place.

Please carefully put all cigarette butts in bins provided in the community. Throwing cigarette butts onto the ground is considered an offence and, if caught, you may be fined up to \$200 for littering.

STAFF WHO CAN HELP AT ECC

Visit the Welcome Centre to be directed to the most appropriate staff member:

- **Study Support** – Student and Academic Services (SAS) Manager, Student and Academic Services Officers, Academic Program Coordinators and/or ELICOS Coordinator.
- **Personal Support** – Student and Academic Services (SAS) staff, Accounts staff and/or the Student Counsellor

Log on to your Portal and refer to [Learning and Support](#)

STATEMENT OF ACADEMIC RECORD

A printout of the full Statement of Academic Record (also called a *Transcript*) will be issued to students at the time of graduation or if withdrawing from ECC. Students wishing to have a hardcopy issued prior to graduation or withdrawal must make an application at the Welcome Centre. Fees apply for re-issue of these records.

Each study period, results summarising performance will be available via the student portal. Access to results can only be obtained by using your Student ID and password. This report will provide details of units studied and your results expressed as a percentage and grade.

STEPS TO SUCCESS

This one-day workshop during Orientation week will introduce you to staff and student mentors who can offer support. You will also be given tips to help you settle in and succeed such as goal setting, time management skills, study support systems, using Moodle and other helpful advice.

All students must attend this workshop.

STUDENT ID CARD

All students are issued with a Student ID Card at Orientation. The card features a colour photo, name, date of birth and 2 identification numbers; one for ECC, the other for ECU.

The Student ID Card also functions as a library borrowing card and as a SmartRider card for public transport. The card is issued free of charge at Orientation and is again issued for free if it expires, or if it is stolen (please provide a Police report). For lost cards, there is a small replacement fee.

You MUST have an ID card for access to campus facilities, final examinations and for community-based discounts offered to students.

STUDENT LEADERS

ECC recruits students who are motivated to positively contribute to the experience of fellow students. Several times a year, ECC seeks volunteers from the student community to join our *Student Leader Internship*. Our Student Leader Interns participate in activities such as:

- Welcoming new students to ECC at Orientation;
- Developing their skills to provide support and leadership to their peers;
- Sharing the wisdom gained from student life and creating opportunities for connection between students, staff and the wider community where appropriate.

If you are interested in volunteering, contact the Student Counsellor or the [Welcome Centre](#) or call 6279 1156.

STUDY PERIOD DATES DIPLOMA/PQP 2020

Refer to Study Period Planning in the Student E-Café in [Student Portal](#) and to [Important Study period Dates](#)

See portal [Learning and Support](#) for latest information each study period. Remember: Sessions are for you, are **FREE** and will help you succeed!

STUDY SKILLS

Free online support materials are available in the Student E-Café on the Student Portal. It includes:

- ECC Administration – Student Calendar; Links; Forms/policies; IT support; Student Handbook
- Academic Learning Support – Study period planning; Resources; Library Guides; Apps; Course specific support; Exam skills
- Referencing and Plagiarism – Guides and software; Tutorials and videos; Time management and organisation
- English Language Support – Listening; Reading and grammar skills; Grammar quizzes; Speaking and pronunciation skills; IELTS testing; Academic English practice tests
- Exams
- Student Wellbeing
- Sponsored Students
- Living and Working in Australia – ECC Online; Daily living; Employment; Entertainment; Health

Refer to the Student E-Café in [Student Portal](#).

STUDY TIPS

Get organised and get the grades you want!

Refer to the Student E-Café in [Student Portal](#) or [ECU Academic Tip Sheets](#).

SUPPORT AFTER RESULTS ISSUED

Support is available to students after results are released. Students will be contacted with ECC's recommendation which may include regular contact with Academic/Program Coordinators or a meeting with the Academic Director. Please take up the opportunity to discuss your progress in order to make the best use of your time at ECC.

Refer to the [Progress and Graduation Policy](#) and to [Academic/Program Coordinators](#)

SUPPORT SESSIONS

ECC offers a range of FREE support sessions for all courses plus Academic Development Unit (ADU100). These sessions are a great way for you to get some extra advice and help with your work, including assignments.

TAX

Income earned from employment is taxable. Students must have a Tax File Number (TFN) to work and must complete a *Tax File Declaration* Form. Forms are available from a newsagent, post office or the **Australian Taxation Office**: 45 Francis Street, Northbridge WA 6003. Office hours: Monday - Friday 8.30am - 4.45pm. Visit ATO to see staff and pick up a range of publications/brochures about:

- Your entitlements/tax returns
- Tax file number

If you need one-on-one help, you can make an appointment for a personal interview at your nearest ATO by phoning 13 28 65. Or apply for a [Tax File Number \(TFN\)](#) online. Students who work must complete a Tax Return at the end of each financial year (after 30th June).

For further information, visit the [Australian Tax Office](#) (ATO).

TRANSFERRING PROVIDERS

Under visa regulations, international students must remain with the Principal Provider (Edith Cowan University) for a minimum of six months before transferring to another institution. There are exceptions to this, but the final decision is up to ECU. If you believe you have valid reasons to transfer, submit a request together with the relevant evidence.

For further information see the [Transfer of Provider Policy](#) and the [Transfer of Provider Request](#) Form.

TRANSPORT - SMARTRIDER CARDS CONCESSION FARES

All full-time students are eligible for concession fares on Buses, Trains and the South Perth Ferry.

Concession fares can only be purchased with a SmartRider card. Student ID cards or university cards of any description cannot be used to buy student fares as Transperth DOES NOT RECOGNISE any student ID cards as a valid form of ID – you MUST have a concession SmartRider card.

If students are found to be using the wrong card by Transperth security, then Transperth will issue on-the-spot fines of \$100.00.

For further information, visit [Transperth](#).

TUITION ASSURANCE

In the unlikely event that ECC is unable to deliver a student's course in full, the student will be offered a refund of all course money paid to date. Alternatively, the student may be offered enrolment in another course by ECC at no extra cost. The student has the right to choose which option will be taken.

Where ECC is unable to provide a refund or place a student in an alternative ECC course our Tuition Protection Service (TPS) will place the student in a suitable alternative course at no extra cost.

For further information, visit [TPS](#) and [Statement of Tuition Assurance](#).

UNDERAGE STUDENTS (MINORS)

International students under 18 years of age must have appropriate accommodation and welfare arrangements in order to study at ECC. Students must confirm their accommodation arrangements with the Student Counsellor during orientation. Minors are required to have a letter called the *Confirmation of Appropriate Accommodation and Welfare (CAAW)* in order to meet their visa requirements.

Any change to accommodation arrangements must be at the discretion of, and authorised by the Student Counsellor. All students under the age of 18 must provide ECC/Student Counsellor with documents and evidence of suitable arrangements. Failure to maintain approval for CAAW arrangements may result in a visa cancellation for students aged under 18 years.

Refer to the [Underage Students \(Minors\) Policy](#).

UNIT OUTLINES

Unit outlines will be available on Moodle at the commencement of each study period. These outlines provide information regarding unit content, assessment procedures and resource requirements. Students must print off a copy of the unit outline for each unit enrolled before the first class.

Refer to your enrolled units in [Student Portal](#).

UNIVERSITY ENTRANCE

Completion of a Diploma entitles a student to apply for entry to university with Advanced Standing (see [Exemptions – Advanced Standing](#)).

ECU and many other Australian universities recognise university-linked courses for Advanced Standing purposes. International students and a limited number of Australian students will normally be given entry into second year of the specialised programs of ECU and other universities.

On completion, students will receive up to one and a half years advanced standing on completion of a Advanced Diploma program or up to one year on completion of a Diploma program.

ECC staff members are available to assist local and international students with the process of admission to Edith Cowan University. Students should discuss and finalise the admission process well before the admission date.

Refer to [Academic English](#) for English courses leading to ECU programs and [Recognition of Prior Learning – Advanced Standing Register](#)

VISA CONDITIONS

International students are required to satisfy all conditions set out on their Australian visas. ECC are required by law to report students who breach their visa conditions. Reporting may result in cancellation of the visa and a restriction from returning to Australia on a student visa for up to three years.

For further information, visit [Department of Home Affairs](#).

WELCOME CENTRE

The Student and Academic Services (SAS) staff at the Welcome Centre manage all counter and phone enquires and assist with appointments, SmartRider forms, Pearson Testing, IELTS Testing, payment of fees, all forms and some OSHC queries. You can also visit the Welcome Centre to make an appointment with a staff member.

NOTE: In order to maintain safety and security for staff and students, ECC does **not** accept cash payments.

WITHDRAWING FROM A COURSE

New students who wish to withdraw from their course prior to commencement of a study period are required to notify ECC in writing. Depending on the time of withdrawal, financial penalties and academic penalties may be incurred.

Current students who wish to withdraw from their course should make an appointment with ECC Student and Academic Services (SAS) to discuss the possible longer-term effect of a withdrawal. Students are required to complete the Withdrawal Request Form and in the case of packaged international students, may need to receive a release letter from ECU to finalise the process.

Current students who wish to withdraw from their course to transfer to another provider may require a Letter of Release from ECC and/or ECU

Refer to [Enrolment Policy](#), [Transfer of Provider Policy](#) and [Refunds Policy](#).

WITHDRAWING FROM A UNIT

A student who informs ECC in writing of withdrawal from a unit before the end of Week 10 shall receive a grade of 'W'. A student who withdraws from a unit in Week 11 or beyond shall be deemed not to have completed the unit and to have failed that unit. Where such withdrawal has the approval of the Academic Director a grade of 'W' may be awarded in exceptional circumstances only.

Where a student is unable to complete all the requirements of a unit as a result of serious illness or other exceptional circumstances beyond the student's control, ECC may:

- Approve withdrawal without penalty and delete reference to such withdrawal on the student's academic record
- Approve withdrawal without penalty and award a grade of 'W' for the unit
- Specify requirements for the completion of the unit

Refer to [Enrolment Policy](#), [Refunds Policy](#) and the [Add-Withdraw Unit Request](#) Form.

Disclaimer of Liability

The ECC 2020 Handbook is designed for use by current ECC students and staff. Whilst every effort has been made to ensure the information is correct and up-to-date, ECC makes no warranty, representation or undertaking (express or implied) with respect to the information contained herein.

ECC disclaims all liability for any loss, damage or injury (howsoever caused) through the use of this product or the information contained herein.

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