

**University of Ballarat**  
Learn to succeed



# Centre for University Partnerships

Information for Undergraduate and  
Postgraduate Students  
studying at Overseas  
Partner Provider Institutions

**2012**

## Centre for University Partnerships (CUP)

Please visit our website at:

<http://www.ballarat.edu.au/international-students/centre-for-university-partnerships-cup>

## Handbooks

The **University Handbook** is available at: <http://www.ballarat.edu.au/current-students/publications,-policies-and-forms/handbook>

The **Business School Handbooks** are available by going to the University website: <http://www.ballarat.edu.au/schools>, choosing The Business School and following the links.

## Key Dates 2012

The University of Ballarat at our Partner Providers operates on a three term per annum basis, with intakes commencing in March, July and November.

### Academic Calendar

Please pay close attention to common academic calendar for Partner Providers available at the following website:

[http://guerin.ballarat.edu.au/corpserv/partners/processes/Calendars/2012\\_Calendar.pdf](http://guerin.ballarat.edu.au/corpserv/partners/processes/Calendars/2012_Calendar.pdf)

As international students you are required to enrol during enrolment week.

### Important Dates to Remember

You must pay attention and adhere to the important dates on the following link:

[http://guerin.ballarat.edu.au/corpserv/partners/processes/Calendars/2012\\_Summary.pdf](http://guerin.ballarat.edu.au/corpserv/partners/processes/Calendars/2012_Summary.pdf)

Deadlines are strictly adhered to and cannot normally be waived.

The MBA at Sino and Open University, Ho Chi Minh City are, however, delivered via block mode.

## Credit Transfer

An application for credit is made when a prospective student wishes to have previous studies counted towards the completion of an award program at the University of Ballarat. Students who are successful in applying for credit receive advanced standing in their award program. This process is also known as 'credit transfer'.

To apply for credit, students must firstly discuss this with their Partner Provider Academic Coordinator who will submit an Application for Credit form via the FdlGrades software. The School Credit Officer will determine the outcome of the application and notify students by letter. An application for credit is available at each Partner Provider or online at: [http://www.ballarat.edu.au/data/assets/pdf\\_file/0014/17330/Credit-Application-form-19-May-2011.pdf](http://www.ballarat.edu.au/data/assets/pdf_file/0014/17330/Credit-Application-form-19-May-2011.pdf)

Students should apply for credit prior to their first enrolment as the courses they will enrol in are dependent on the credits granted.

Students must provide:

- 1) supporting evidence in the form of course outlines for each course for which credit is sought;
- 2) a transcript proving that the student has passed the course and;
- 3) a legend indicating the meaning of the grades awarded.

Credit is never granted for Bachelor level studies into Masters programs and credits are not normally granted for more than 50% of the program.

Students applying for credit will receive a letter which they will need to sign to confirm that they wish to accept the credits offered. Credits granted cannot be rescinded.

## Enrolment and variations of enrolment

Students **must** enrol at their Partner Providers during enrolment week. New students will **not** be accepted to enrol any later than the Friday following enrolment week and continuing students will **not** be permitted to make any changes to their enrolments any later than the Friday of enrolment week. Students wishing to drop a subject later than the second Friday following enrolment week will still be required to pay the full fees for the subject they wish to drop. Any student who is unable to attend during enrolment week for a compelling or compassionate reason, must submit a *Leave From Studies* form to Partner Provider and, depending on the outcome of this submission, they may be permitted to enrol no more than 2 weeks after classes commence.

UB students may normally enrol in no more than 4 courses per term, unless granted express permission by UB.

### Enrolment Process

Students should present themselves during the specified enrolment period at their Partner Providers. New students will be presented with a Study Plan from **FdlGrades**, the University's Moderation software, which takes into account all requirements of the program and all the pre- and co-requisites indicated for each course. Students are expected to sign the Study Plan and leave a copy with the Partner Provider administrators for filing.

Administrative staff from the Partner Provider will assist students to enter their enrolment details into **Campus Solutions**, the University's computerised student management system (see below).

Students are required by law to ensure that their contact details (address, mobile number and email address) are maintained as up-to-date at all times on Campus Solutions. Students changing their contact details must inform their Partner Provider staff within one (1) week of any changes occurring.

After the enrolment process is complete, students are advised to check through My Student Centre on Campus Solutions to ensure that all details are correctly entered. Students are responsible for ensuring that they are enrolled in the correct courses to complete their program of study.

If at any time access to the computerised Campus Solutions system goes down, students may be required to complete hard copies of the new and continuing enrolment forms and submit these, via their Partner Provider, to UB for entry onto CS.

Students are only permitted to change their enrolment up to the second Friday of semester and must do this by consulting their Academic Coordinator and, if agreement is reached, by completing an Enrolment Amendment form. This is because students will have little or no chance of passing a course if they commence studies after more than 2 weeks have elapsed.

### Leave from Studies

Students with a compelling need to take a break from study in their award program are able to request leave by submitting a *Leave From Studies* application form to the Centre for University Partnerships. If approved, a leave of study means that students can spend either one or two semesters away from their program without losing their place in that program.

If a request for leave is made after the Census date as indicated on the Key Dates document, students will normally be required to pay their full fees even if the application for leave is approved.

Students who are absent from their studies for more than one (1) year will have to reapply for admittance to their program.

## Refund of fees policy

The only circumstances in which students are entitled to have their fees refunded are: if they decide to discontinue their studies before the census date, which is listed on the Key Dates document, and submit the requisite form; or, if they are suspended due to failure to meet satisfactory academic progress requirements. The University's refund policy is available at:

[http://policy.ballarat.edu.au/esos/standard\\_3/ch02.php](http://policy.ballarat.edu.au/esos/standard_3/ch02.php)

## Student ID cards

All students will receive an ID card shortly after they first enrol and this should be looked after carefully. Replacement ID cards are available from the Student Services at the University for \$10.

# Access to University electronic resources and University correspondence

## Accessing the University systems

The University has various electronic resources that are available to UB students once they receive their student ID numbers. To access UB student email and the electronic library resources, students are required to log into the UB Gateway at:

<https://guerin.ballarat.edu.au/mygateway/login.php>

Each student will be given a University email account upon enrolment and students must log into this within 4 months of enrolling otherwise their passwords will expire. It is critical that students read the important information sent to them by the University and should check their student email account on a regular basis. *If students do not wish to regularly check their UB accounts, it is recommended that they forward mail to the accounts they do use, as explained below.*

The student's username is the student ID number that is printed on the University of Ballarat student card. The default or current password is the first letter of the student's first name followed by their full date of birth. The student's first name is the top name printed on their student card, for example, John CITIZEN was born on 20 April 1985, so his temporary password is: j20041985. If you have not logged into the UB computer system before, you will need to change your default password before you can log into the remote access.

To change your password go to <http://norm.ballarat.edu.au/cgi-bin/passchange.exe> and enter the details. Your new password should be at least 6 characters in length. Keep this password confidential.

## To Log In

When you click on the myUB Gateway link, <https://guerin.ballarat.edu.au/mygateway/login.php> you will see the login page:

- Enter your username
- Enter your password. If you have forgotten your password, please contact the Service Desk [servicedesk@ballarat.edu.au](mailto:servicedesk@ballarat.edu.au)
- Click on the Authenticate button

Once you have successfully logged in, you will be linked to the database or internal website pages. You will be able to move within the UB internal web pages without needing to login again.

## Email


Each student has a unique email address. Your University of Ballarat email address is usually made up of the first letter of your first name and your full family name, followed by @students.ballarat.edu.au. For example, John CITIZEN would have the following email address: jcitizen@students.ballarat.edu.au.

However, if you have the same details as another student enrolled at UB, your email address may be slightly different. When this occurs either the full first name will be used or some other method to make your email unique. For example, Jane CITIZEN might have the following email address: [janecitizen@students.ballarat.edu.au](mailto:janecitizen@students.ballarat.edu.au).

Once you have exceeded the limit, no new emails can be delivered to you. Print and/or delete any read emails to make sure you do not fill up your mailbox. To delete emails, tick the relevant email/s and then click on the Purge button at the top of the page.

## Auto-Forwarding your Email

If you have another email account you would prefer to use (eg. myownemail@hotmail.com), you can auto forward your University email to that account. To auto forward your University email to your private email account:

- In Web mail, click on the Options icon  at the top of the page
- Select the Mail Box Management tab at the top of the window
- Go to Forward all new messages and select Yes
- Select No for Keep Copy (this stops the emails from remaining in your university account)
- Enter your own email address in the Forward to: section
- Click Save and then close the window.

## Campus Solutions

This is the name of the University's Student Management System and is sometimes known as My Student Centre. You can access this by going to [mysc.ballarat.edu.au](http://mysc.ballarat.edu.au) and typing in your user name and password. On this system you can check that you are enrolled in the correct courses and ensure that your personal information (telephone number, address etc.) is up-to-date. This is also where you can find out your results on results publication day.

The Service Desk phone number is + 61 03 5327 9999 or email [servicedesk@ballarat.edu.au](mailto:servicedesk@ballarat.edu.au) if you have any difficulties in accessing the electronic resources.

# Workload and Assessment

## The moderation model

Most of the University of Ballarat delivery through Partner Providers is conducted using the moderation model. This means that locally engaged lecturers will teach and mark a course, using the School's curriculum and with assessable tasks being written by the School Course Coordinator. The UB staff will then look at random samples of the marked work to moderate it, to ensure that the marking is fair and consistent with standards of marking in place at the University. This may result in marks being adjusted upwards or downwards and is the guarantee that final degrees awarded are equivalent to those being taught at all UB Partner Provider locations. All final grades will then be scrutinised at a School Programs Committee ratification meeting to ensure that all final grades awarded are fair, prior to publication.

On some occasions UB staff will go to a Partner Provider to teach in a compressed or block mode. This is known as Direct Teaching.

## Timetables

Students will be provided with a timetable at enrolment. For students who do not speak English as their first language it is particularly important that all classes, lectures and tutorials are attended.

## Attendance at class

Students are strongly advised to attend all classes, lectures and tutorials, as attendance records are kept and students' non-attendance will be noted.

Some courses of study have prescribed attendance requirements as indicated in the Course Descriptions, and these must be adhered to for satisfactory completion of the course. Course Outlines provide information on attendance requirements and can be downloaded from the Schools' websites at <http://www.ballarat.edu.au/schools>

Course Descriptions will be distributed to all students within 2 weeks of commencement of class.

Students are strongly recommended to purchase the prescribed text books.

## **Program planning**

Students can monitor their progress through their program by referring to their Study Plans provided by their Partner Providers or checking the Program Checklists available online from the Schools' websites at: <http://www.ballarat.edu.au/schools>

## **Moodle**

Moodle is the University's Learning Management System and may be used in the delivery of your course. You will be advised if this is the case in your first lecture. You can login to Moodle by selecting the links under the Moodle Login List in the UB homepage or going to: <https://ubonline.ballarat.edu.au/login/> and typing in your username and login.

## **Presentation of academic work**

The UB's 'General Guide for the Presentation of Academic Work' must be used for assignments when citing references and preparing bibliographies. Lecturers will advise which sections of the General Guide are most relevant to specific assignments. The Guide is available for loan in Partner Provider libraries or online at: [www.ballarat.edu.au/generalguide](http://www.ballarat.edu.au/generalguide)

## **Assignment Coversheets**

Assignments must have a fully completed assignment coversheet attached and these will be provided to you, or you can access the coversheet online at: [http://www.ballarat.edu.au/data/assets/word\\_doc/0019/6229/assignment-coversheet.doc](http://www.ballarat.edu.au/data/assets/word_doc/0019/6229/assignment-coversheet.doc). This coversheet is the only evidence your assignment has been submitted if your assignment is lost/mislaidd.

Students are advised to keep a copy of their assignments as evidence in case the original should get mislaidd. Assignments will be returned to the student once the assignment has been marked. Students are responsible for submitting their own assignment.

## **Requests for Extension of Time**

Assignments must be submitted by the specified time. They will not be accepted if overdue, unless an extension of time or special arrangements have been previously negotiated with the Partner Provider Academic Coordinator.

Requests for extension of time that are within one week before the due date will be considered only if special circumstances exist.

## **FdlMarks**

FdlMarks is where students can check on their raw and moderated marks to monitor their progress. The url is: <https://fdlgrades.ballarat.edu.au/fdlMarks/> and the system can be accessed by typing in the student ID number.

## **Plagiarism and Cheating**

Failure to acknowledge the use of somebody else's work is known as **plagiarism** and is considered to be intellectual dishonesty. Giving sources for direct quotes, with quotation marks, or rewording the quote is not enough. The source of the idea has to be acknowledged and referenced.

Plagiarism is a matter for disciplinary action by the University. Regulation 6.1.1 Plagiarism at:

[http://guerin.ballarat.edu.au/vco/legal/legislation//Legislation\\_pdf/Chapter6/r6\\_1\\_1plagiarism.pdf](http://guerin.ballarat.edu.au/vco/legal/legislation//Legislation_pdf/Chapter6/r6_1_1plagiarism.pdf) should be read very carefully, with particular note of the very severe penalties for plagiarism.

Remember that lecturers:

- are likely to know the books being used, and recognise writing they have seen before and,
- can do an Internet search just as easily as a student can.

If a student plagiarises and:

- it is the first time the student has been reported for plagiarism at the University, the student will automatically forfeit any credit s/he might have obtained in the task to which the plagiarism relates;
- it is the second time the student has been reported for plagiarism at the University, s/he will automatically forfeit any credit s/he might have obtained in the entire course to which the plagiarism relates;
- it is the third or subsequent time the student has been reported for plagiarism at the University, the matter will be referred to the Student Discipline Committee by the School Dean.

If plagiarism is proven after a hearing, the student's name will be placed on a UB Plagiarism Register.

Students have the right of appeal to the Dean of their School within a specified period of time only.

The University's Student Learning Support Unit has prepared a worksheet which provides detailed advice on how to avoid plagiarising. This worksheet can be accessed at: <http://www.ballarat.edu.au/current-students/learning-and-study/student-learning-skills/resources/downloads/avoiding-plagiarism>

## Cheating

If students copy each other's work, collaborate on individual tasks or take notes into exams which do not permit this etc, they will be accused of cheating and, if found guilty, will get zero marks for that particular task. If a student is found guilty of cheating on a subsequent occasion s/he will get zero marks for the entire course. It is extremely important that students comply with the rules for submission of all assessable tasks.

## Deferred and Supplementary Assessment

### Application for Special Consideration

Students who are severely unwell when they should be sitting an examination may be entitled to sit a **deferred exam**, which means they may be allowed to take another exam during the first week of the next semester, but only if they submit a special consideration form accompanied by a Health Care Professional Certification. Students can only apply for special consideration on one occasion for each course and if they cannot attend for their deferred exams they will normally forfeit their right of a deferred exam.

If a student actually sits the original exam s/he will **not** be permitted to sit a deferred exam as well but, if severely unwell as evidenced by a Health Care certificate during the submission of the exam, s/he may be entitled to **grade consideration**, in which case up to 2 additional marks may be awarded.

The Application for Special Consideration form and Health Care Professional Certification form must be submitted within 3 working days of the due date of the exam. Forms are available from Partner Provider administration and the University website:

[http://www.ballarat.edu.au/\\_data/assets/pdf\\_file/0011/11090/special-consideration-form-and-med-cert.pdf](http://www.ballarat.edu.au/_data/assets/pdf_file/0011/11090/special-consideration-form-and-med-cert.pdf)

### Final Course Supplementary assessment

If a student has passed all requirements of the program but has failed in his/her last semester one course with an MF grade, has submitted all tasks and has not been found guilty of plagiarism or cheating, s/he is entitled to request a supplementary assessment. This is known as FCSA (Final Course Supplementary Assessment).

Supplementary assessment tasks are held at the same time as deferred exams during the first week of the semester following publication date. If a student is unable to submit during this time they normally forfeit their right to a FCSA.

The University's Supplementary Assessment Guidelines are available at:  
<http://policy.ballarat.edu.au/university/assessment/ch04.php>

## Assessment Grades

### Results

Results can be viewed on line at [www.ballarat.edu.au/results](http://www.ballarat.edu.au/results) after the results have been released on the advertised publication day.

Grade	Meaning	Percentage
HD	High Distinction	80-100
D	Distinction	70-79
C	Credit	60-69
P	Pass	50-59
MF	Fail Level 1	40-49
F	Fail Level 2	0-39
UN	Ungraded Fail	
S	Ungraded Pass	
ZN	Supplementary Assessment Pending	
XF	Not Assessed	
AD	Assessment Deferred Up to 3 Months	
TD	Assessment Deferred from 3 - 12 months	
W	Withdrawn Without Academic Penalty	
TC	Unit Exemption on Basis of Credit	
O	On-going	

### Possible outcome(s) of receiving AD, TD or F grades

**AD** This grade will appear when the student has had his/her assessment deferred.

The grade (AD) is commonly granted when the student has requested an extension of time on the original submission date of an assignment for illness or other reasons, or when granted a Final Course Supplementary Assessment (see above). When the outstanding work has been completed, the AD will be converted to a final grade.

**MF or F** If an MF or an F grade is awarded for a subject, students will have the opportunity to enrol in the same subject again and complete the subject when it is next offered. Students are strongly advised to seek advice regarding their academic writing or language skills prior to re-enrolling in the subject they have failed. Students are also advised that it is UB's usual policy that a student may only enrol in the same subject twice.

### Exam review

Students are entitled to request an exam review from Partner Provider staff within three days of publication of results, if they are concerned about the final grade awarded. They should make their request to the Partner Provider Academic Coordinator who will arrange for the appropriate lecturer

to discuss with them how the grade awarded was arrived at, and how students can improve future performance.

### **Grade Appeals or Complaints**

Students should discuss any problems regarding grades etc. with the lecturer concerned. Problems that cannot be resolved at this level should then be referred to Partner Provider Academic Coordinator. Students who wish to appeal against their grades have the right of appeal to the Dean but grade appeals can only be considered under certain specified conditions. Refer to Schedule 5.3 in the following document on the University of Ballarat's website at:

[http://www.ballarat.edu.au/vco/legal/legislation/Legislation\\_pdf/Chapter5/r5%273assessment.pdf](http://www.ballarat.edu.au/vco/legal/legislation/Legislation_pdf/Chapter5/r5%273assessment.pdf)

Grade appeals must be submitted in writing within 7 days of the publication of results.

### **Academic Statutes and Guidelines**

Students are referred to the Handbook of the University of Ballarat for information regarding Academic Statutes and Regulations. Refer to the following website:

<http://www.ballarat.edu.au/vco/legal/legislation/>

### **Unsatisfactory academic performance**

#### **Definition**

Each School has its own rules relating to academic performance but typically this means:

- failing (i.e. getting a grade of MF or F or XF) in 50% or more of the courses undertaken during any semester, or
- failing the same course more than twice.

Students will initially receive a warning letter, and if their progress is unsatisfactory for a second successive term, they may be notified of:

- restriction in the number of courses which can be studied in any semester, or
- exclusion from the program for a specified period.

Students' academic progress is monitored closely and any students who are identified as being at risk of failing a course mid-way through semester, will receive an email (to their UB email account), suggesting that they may require additional support in order to pass their course. They should present themselves to the Partner Provider Academic Coordinator or Student Counsellor who will suggest intervention strategies to assist them to achieve a pass in the course in which they are struggling.

The University's policy and procedure relating to intervention strategies is available at [http://policy.ballarat.edu.au/esos/standard\\_10/ch01.php](http://policy.ballarat.edu.au/esos/standard_10/ch01.php)

### **Academic Progress Committee**

This is a committee appointed by each School's Programs Committee who will decide on any action to be taken, which may involve a warning, restriction or suspension. The Committee will interview or receive written submissions from students who want to show why action should not be taken against them.

Students can appeal against the final decision of the Academic Progress Committee under the University Regulations on Exclusion.

For further information, go to:

[www.ballarat.edu.au/vco/legal/legislation/Legislation\\_pdf/Chapter5/s5\\_5Unsatisfactory.pdf](http://www.ballarat.edu.au/vco/legal/legislation/Legislation_pdf/Chapter5/s5_5Unsatisfactory.pdf)

### **Exclusion from the program**

If a student is excluded from the program by the APC, they have the right to appeal in writing to the Dean of their School within 20 working days.

# Services and Support for Students

## Alumni

The University of Ballarat is committed to fostering lifelong relationships with its Alumni community, no matter where they study. Its aim is to nurture an environment that supports the continuing involvement of our Alumni in the life of the University and its ongoing advancement. There are specific and active Alumni groups set up in both Hong Kong and Kuala Lumpur. For more information on University of Ballarat Alumni activities go to: [www.ballarat.edu.au/alumni](http://www.ballarat.edu.au/alumni)

## Counselling service

Each Partner Provider will have a designated Counsellor who can assist with a range of matters including housing issues, study problems or personal problems. In addition, the UB Counselling Service which aims to help students fulfil their academic, individual and social goals through professional counselling is available to international students. Counselling is free and confidential. For details see the Counselling Service website at: <http://www.ballarat.edu.au/current-students/support-services/advice-and-counselling>

## Grievances

Each Partner Provider has a nominated Student Grievance Officer and this person can assist with any problems. The University's grievance policy and procedure is available at: [https://guerin.ballarat.edu.au/vco/legal/Grievances\\_Complaints/Student\\_Grievance/index.shtml](https://guerin.ballarat.edu.au/vco/legal/Grievances_Complaints/Student_Grievance/index.shtml)

## Library services

Each Partner Provide will have their own library, but in addition the University Library offers an integrated library service that can provide access to electronic journals, texts and other documents. There is a dedicated International Librarian who can assist our students studying at Partner Providers. For further information, visit: <http://www.ballarat.edu.au/library>

## Student learning skills

Student Learning Skills staff can assist students with managing all types of academic tasks such as reading and researching, essay preparation, group projects, exam preparation and much more. Learning Skills staff are available to help students overcome fundamental problems with learning at University. A comprehensive set of resources are available at: [www.ballarat.edu.au/learningskills](http://www.ballarat.edu.au/learningskills)

Online help is available at the myIT@UB website: <http://www.ballarat.edu.au/myit@ub>

## Student responsibilities

Each student is responsible for ensuring that their enrolment is correct and their progress in the award program is in accordance with University and School Resolutions. While the University and Partner Providers make every effort to provide advice and information, the onus is on students to ensure deadlines and award program requirements are met. The most up-to-date information on award programs, specialisations and courses of study is available on the UB website. It is recommended that students check the website each semester for any changes which may affect them.

The University's rules are published on the University webpage at: [www.ballarat.edu.au/vco/legal/legislation/](http://www.ballarat.edu.au/vco/legal/legislation/)

## University Appeals Committee

The University has an Appeals Committee and students may appeal to this Committee if an appeal to the School Dean is unsuccessful. Details are available at the following website: [http://www.ballarat.edu.au/vco/legal/legislation/Legislation\\_pdf/Chapter2/r22appeals.pdf](http://www.ballarat.edu.au/vco/legal/legislation/Legislation_pdf/Chapter2/r22appeals.pdf)

# Graduation

## Completion letters and Academic transcripts

If they pass their final courses, students will receive official Completion Letters signed by the Dean, together with an official Academic Transcript, normally within 2 weeks of the publication of final results.

Students who have satisfactorily completed all program requirements and had had their results published, are eligible to graduate. Students can receive their testamurs during conferrals which take place four times per year: in February, May, September and December. In February and September degrees are conferred in absentia, which means students do not attend a ceremony but their testamurs will be despatched to them by registered mail.

Overseas graduation ceremonies are held once a year, normally in late October or early November, in Kuala Lumpur and Hong Kong. These are not formal degree conferrals but will provide students with a chance to meet UB staff and have their photos taken in full academic dress. Further information regarding these ceremonies is available from Partner Providers in Hong Kong and Kuala Lumpur. Students will not be permitted to attend graduation celebrations unless their Applications to Graduate have been approved.

## Applying to graduate

Students are responsible for applying to graduate when they believe they have completed the requirements of their course.

Graduation Application forms are available at:

<http://www.ballarat.edu.au/current-students/graduations-and-beyond/graduations/higher-education/applying-to-graduate>

Applications received after the closing date will **not** be accepted.

Upon conferral, students will be issued with their Testamur, Academic Transcript and Australian Higher Education Graduation Statement (AHEGS) which provides descriptions of the nature, level, context and status of the study undertaken as well as information about the Australian education system.

## Grade Point Average

Students will receive a points allocation for courses completed on the following basis:

HD	=	High Distinction = 80-100	=	7 points
D	=	Distinction = 70-79	=	6 points
C	=	Credit = 60-69	=	5 points
P	=	Pass = 50-59	=	4 points
S	=	Ungraded Pass		
MF	=	Margin Fail = 40-49	=	3 point
F	=	Fail = 0-39	=	1.5 points

To establish a Grade Point Average, add up the number of points which have been achieved for each course studied and divide by the number of courses studied (including courses failed). Students can print off their Grade Point Average from Campus Solutions by going to Self Service, My Grade Point Average.

## Academic Services Forms and Correspondence

Listed below are the forms you may need if you are changing any of the details for your study program. These forms are also available from your Partner Provider administration or:

<http://www.ballarat.edu.au/aasp/student/forms.shtml>

### Enrolment Amendment

This form is used by students when they wish to add or drop courses but can only be processed before the Friday of the first day of semester (for new students) or the Friday of the second week of semester (for continuing students), with the express permission of the Partner Provider Academic Coordinator.

### Application for Leave from Study

International students seeking to defer their studies for any compassionate or compelling reason must complete an Application for *Leave From Studies* form and submit it to the appropriate Program Coordinator via their local administration staff. See section on *Leave From Studies* under enrolment.

### Change of Name and Address

International students are required by law to notify their Partner Provider and the University of any changes to their contact details, including name and address, within one week. A *Change of Name* form must be accompanied by documentary supporting evidence.

### Withdrawal from the Program

This form is used by students who wish to discontinue studies at the University of Ballarat or from one of its Partner Providers. If a student withdraws DIAC will be informed and the student visa will normally be cancelled.

Students will only be entitled to a refund of fees if they withdraw before the census date as indicated in the Important Dates section towards the beginning of this handbook.

Good Luck and enjoy your studies  
with the University of Ballarat!