



Information Guide for Open Universities Australia (OUA) Students 2009

Most of the information contained in this Guide is also available on the Monash Open Universities Australia website: www.oclc.monash.edu.au/open
Make sure you have a look at the website and bookmark it for future reference.

Important Dates

Undergraduate 2009 study periods

	Exam dates	OUA census date	FINAL DATE to withdraw without academic penalty
Study Period 1 2 March 09 - 29 May 09	11 June - 1 July 2009	22 March 2009	4 May 2009
Study Period 2 1 June 09 - 28 Aug 09	31 Aug - 3 Sept 2009	21 June 2009	3 August 2009
Study Period 3 31 Aug 09 - 27 Nov 09	30 Nov - 3 Dec 2009	20 Sept 2009	2 November 2009
Study Period 4 30 Nov 09 - 26 Feb 10	1 - 4 March 2010	20 Dec 2009	1 February 2010

Postgraduate 2009 study periods

	Exam dates	OUA census date	FINAL DATE to withdraw without academic penalty
Session 1 2 Mar 09 - 5 June 09	11 June - 1 July 2009	22 March 2009	4 May 2009
Session 2 20 July 09 - 23 Oct 09	29 Oct - 18 Nov 2009	9 Aug 2009	21 Sept 2009

NOTE: > To be eligible for some refund from OUA, you have to withdraw before their Census Date (see dates above).

The following support services are in place to assist Monash Open Universities Australia students:

Student Support Staff

For enquiries about study materials, submitting assignments and assignment extensions:
Phone: 03 9902 6304
 Fax: 03 9902 6578
Email: open.support@oclc.monash.edu.au
 Mail: Student Support, Off-Campus Learning Centre,
 Monash University Gippsland Campus,
 Churchill VIC 3842

Administration

For enquiries about enrolment, change of address, withdrawal, results and exam deferral matters:
Phone: 03 9902 6735
 Fax: 03 9902 6814
Email: open.admin@oclc.monash.edu.au
 Mail: Open Universities Australia Administration,
 Off-Campus Learning Centre,
 Monash University Gippsland Campus,
 Churchill VIC 3842

Your Monash Online Environment

Open Universities Australia will give you an ID number. You can use this number to obtain a Monash computer username (authcate) and password by taking the link **Register for a new account at: www.monash.edu.au/students/computer**

The registration process will also display your Monash ID number.

Please use this number if you communicate with Monash. Your Monash ID number is also printed on your assignment cover sheets, if they are supplied for your unit.

Your Monash computer username and password is required to access many online resources at Monash University e.g. MUSO (Monash University Studies Online) Blackboard and your exam information.

Once you have your username and password, we recommend that you go to the MUSO Support site at: **www.monash.edu.au/muso/support/students** for further details about MUSO Blackboard and to check that your computer is correctly configured.

Access to **email** is available as soon as you set up your computer (authcate) account. Monash uses an email system called WebMail which allows you to access your Monash emails from a computer on the internet anywhere in the world.

Your email address takes the form: **authcateusername@student.monash.edu**. For instance, if your name is Fred Bloggs, your Authcate username is **fblo1**, and your email address will be **fblo1@student.monash.edu**

This is the official Monash address that the university will use to communicate university business to you when it uses email. The university does not record or send to non-Monash email addresses.

The largest file you can send or receive using Monash WebMail is 5MB.

You can forward your Monash email to another email address if you prefer. Once forwarded emails leave your mailbox in the university system, Monash cannot guarantee their delivery and copies of sent emails will not be kept.

To forward emails to a non-Monash account:

- Access your WebMail via: mail.monash.edu.au
- Click on *Options*, then *Forwarding and Delivery* - this will open a new window
- Enter your authcate username and password again
- Click on *Email Delivery*
- Enter your preferred address in the *Forwarding Address* box
- Select *Forward emails* to the address above
- Click on *Submit Changes* then close this window.

Study Materials

Most Monash Open Universities Australia units are provided in a combination of print and online modes. Online material is generally available via MUSO Blackboard which can provide your Unit Outline, lecture notes, important announcements and discussion online with your unit adviser and other students.

Your access to MUSO Blackboard will be available from Day 1 of the Study Period. Students can log into Blackboard using their authcate username and password at: my.monash portal (**<https://my.monash.edu.au>**)

If you have forgotten your password, contact ITS Service Desk on 03 9903 2777 or go to: www.its.monash.edu.au/contact/servicedesk.html

Change your password at: **<https://mdsadmin.monash.edu.au/cgi-bin/changepwd>**

MUSO Support provides immediate solutions to queries such as:

- technical problems
- how to locate your study materials

Telephone: 03 9903 1268 (in Australia)

International: +61 3 9903 1268

Mon to Thur: 8am – 10pm

Friday: 8am – 8pm

Weekends: 1pm – 5pm

Note: Study Period 4 hours are: 8am - 8pm Mon to Fri only

Email: muso.support@calt.monash.edu.au

Web: www.monash.edu.au/muso/support/students

Quick tip: Have your Monash student ID number ready when you telephone.

Library

Open Universities Australia students enrolled in Monash units can access the resources and services of the Monash University Library: Visit **www.lib.monash.edu.au**

View library frequently asked questions and send online inquiries via **ask.monash.edu.au**, phone 03 9905 5054.

Textbooks

Unibooks is the preferred Open Universities Australia textbook supplier. It has 14 retail outlets located in the metropolitan and regional areas of South Australia. Its bookselling services are found at all South Australian Universities.

Telephone: 1800 447 313

Facsimile: 08 8223 4876

Website and online ordering: www.unibooks.com.au

Email: open@unibooks.com.au

Assessment Requirements

Assessment requirements are outlined in your study materials. Please take particular note of assignment due dates, and whether you will have an exam. If an exam is a component of your assessment requirements, please read the information over the page under 'Exams and Unit Results'. Please check your unit materials to see if there are any hurdles for the unit, such as 'you must pass the exam to pass the unit'.

If you have any queries about assessment, please contact the academic staff member running the unit.

It is a good idea to make a study plan, remembering that you will need to spend about 10 hours per week, per unit on your studies.

Submitting Assignments

Note: The following guidelines do not apply to postgraduate Marketing and some undergraduate students, who must submit their assignments via MUSO. (Please check your unit's requirements.)

Use the format described in your unit study guide to put together your assignments. Type or neatly write your assignment on A4 paper, leaving a clear margin on both sides of each page and number each page, e.g. Page 1 of 10. You can mail your assignments, or submit them via MUSO Blackboard if you are asked to. You can also fax assignments, unless your unit coordinator has indicated that you should not do so. If you do fax an assignment, please do not mail the original unless a staff member asks you to.

We cannot accept emailed assignments.

We should receive your assignment no later than the due date, unless your unit coordinator has told you it is acceptable to post it on the due date.

Mailed Assignments

- Put the matching bar-coded assignment cover sheet (included with your study materials) in front of your assignment.
- Staple all the pages together at the top left-hand corner.
- If you want to receive confirmation that your mailed assignment has been received, please attach the assignment receipt card (with postage stamp and all details filled in).
- Mail the assignment to the Off-Campus Learning Centre.

(If you are enrolled in a Psychology unit, you must mail your assignment directly to your tutor.)

You may prefer to use registered mail as a safer way to send your assignments.

Faxed Assignments (where this is permitted)

- Fax the bar-coded cover sheet together with your assignment to the Off-Campus Learning Centre.
- On your fax transmission page include your name, Monash ID number, contact fax/telephone number(s) and total number of pages sent.
- If any pages are hard to read or missing, we will contact you.

Assignments Delivered on Campus

Assignments Office, Off-Campus Learning Centre,
Room 136, Building 4N,
Monash University Gippsland Campus

**Remember: Keep a copy of your work.
Avoid using pins or plastic pockets.**

Exams and Unit Results

Exams

At least eight weeks prior to the commencement of the examination period you will receive an email via your Monash email account outlining the examination process. Your examination timetable will be available six weeks prior to the start of the examination period on your my.monash portal, under the 'study and enrolment' tab. Your examination timetable will include your current examination venue details. The email sent to you will also outline the process to change your examination venue, if required.

Your examination timetable will **NOT** be mailed to you.

In addition to viewing your examination timetable, it is very important you read all the information at www.monash.edu.au/exams/off-campus-info.html and www.monash.edu.au/exams

You may need to arrange time off from your job to attend the exam, as exam dates and times cannot be altered. Examinations are conducted during business hours and are not conducted in the evening.

Students with a disability or long term medical condition may be eligible for alternative arrangements for examinations. Common alternative arrangements may include extra time, rest-breaks, separate venue or specialised equipment. To be eligible to sit an examination under alternative arrangements, students must be registered with the Disability Liaison Unit and provide recent supporting documentation from an appropriate qualified professional. The alternative arrangements implemented by the Examinations Unit are at the direction of the Disability Liaison Unit.

Website: <http://adm.monash.edu/sss/equity-diversity/disability-liaison>

Unit Results

Unit results are made available via the my.monash portal (<http://my.monash.edu.au>) under 'course progression' or via the IVR phone number **1902 241 538** about six weeks after the exam. (If you are going to look up your results on the Web, you will need your Monash student ID number and authcate account. See 'Your Monash Online Environment' on page 2). You can check your results via the web over a period of

about 90 days after they are published. **We cannot give results by phone, fax, email or mail. Information on how to apply for an official Monash University Academic Transcript can be found at www.oclc.monash.edu.au/open**

Deferment (Postponement) of Exam

You may defer an exam until the examination period when your unit is next offered, provided you have completed all the other assessment tasks for the unit. We will record a deferred exam/assessment result until you have completed the unit. **You can only defer an exam once.**

Postgraduate OUA students sit deferred exams during the official Supplementary and Special (Deferred) Exams period for the corresponding semester, along with other cohorts of Monash students. Refer to www.monash.edu.au/exams/supplementary-deferred.html

To defer an exam you must apply in writing to Monash Open Universities Australia Administration preferably online at: www.oclc.monash.edu.au/open

Applications must be received by the last day of the study period. There is a \$60 fee applicable which can be paid by Visa, Mastercard, cheque or money order payable to Monash University.

If you are unable to sit your exam due to illness or some other extenuating circumstances, you must contact Monash Open Universities Australia Administration (contact details on page 1) – or have someone do this for you – within 48 hours of the exam. You will be required to send a letter including supporting documentation, so that your eligibility for a deferred exam can be assessed.

Note: Not knowing the exam date, or confusing the dates, are not extenuating circumstances.

Withdrawal from Studies

You can withdraw from your studies at any time during the study period.

You must contact Open Universities Australia (www.open.edu.au/contactus) if you are withdrawing before the OUA census date. Any withdrawal penalties are applicable from the date Open Universities

Australia is notified. Cancellation of enrolment and partial refund of fees is only possible up to the census date. You will need to apply to Open Universities Australia for such refunds.

If you wish to withdraw after the census date, submit a 'Withdrawal from Unit' form available at www.oclc.monash.edu.au/open or apply in writing to Monash Open Universities Australia Administration (contact details on page 1).

We will send you a confirmation letter within two to three weeks.

If we receive your written application on or before Monday of Week 10 of the study period you will receive a DISC (Discontinued) grade. If your application arrives after that date your grade will be N (Fail).

If you wish to re-commence study in a unit from which you have withdrawn, you will need to re-register for that unit with Open Universities Australia (contact details below).

Academic Grievance Policy

The academic grievance policy for Monash Open Universities students is available at www.adm.monash.edu.au/unisec/academicpolicies/procedures/acadgrievance.html

Open Universities Australia

Phone: **1300 36 36 52**
(local call from anywhere in Australia)

Fax: **03 8628 2955**

Online Enquiry:
www.open.edu.au/contactus

Website: www.open.edu.au

Contact Open Universities Australia about:

- Registering for units
- Fees enquiries
- Refund requests
- Using the OUA online portal