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THE UNIVERSITY OF
NEWCASTLE
AUSTRALIA

INSIDERS' GUIDE

ES

THE **MASTERS** OF ONLINE LEARNING

Welcome to GradSchool and
the University of Newcastle!

This guide has been prepared to assist
you with your online studies.

If you have any questions about
your study please do not hesitate
to contact us:

Freecall (in Australia): 1800 88 21 21
Telephone: +61 2 4921 8856
Facsimile: +61 2 4921 8636
Email: postgradstudy@newcastle.edu.au
Web: www.gradschool.com.au

**We wish you the best of luck
with your studies!**

The GradSchool Team

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Studying with GradSchool A–Z

Academic Integrity

The University of Newcastle and GradSchool are committed to ensuring academic integrity among all staff and students. Academic integrity is based on values of honesty, respect, fairness, trust and responsibility. These values are fundamental to our teaching and learning. Academic misconduct, including plagiarism, copying another student's work and cheating in exams, is contrary to the values of academic integrity and is not tolerated. It is critical that you read and understand the University Academic Integrity Policy.

This policy can be found at <www.newcastle.edu.au/policylibrary/000608.html>.

Academic Transcripts

Your academic record and results are available to view or print at any time in myHub. Official Academic transcripts are only available from the University of Newcastle. Graduates are presented with one copy of their academic transcript at their graduation ceremony along with their testamur (degree certificate). To request additional Academic Transcripts please use the form at <<http://www.newcastle.edu.au/service/student-forms/>> or email the Enquiry Centre: <enquirycentre@newcastle.edu.au> for further information.

Address Changes

If you change your address you should inform the University as soon as possible, via the *myHub* system. If your address changes within 3 weeks of the start of a term you should also email GradSchool. Lost or delayed materials are often related to an incorrect mailing address. You can check your address details anytime in *myHub* at <<http://myhub.newcastle.edu.au>>.

Appealing a Final result

For further information on a final result in a course or to query your result you should contact the Instructor or the Course Coordinator in the first instance. If the instructor or course coordinator is unavailable, or if the matter has not been resolved, you may lodge an appeal against the Final Result using the Application to Appeal Against a Final Result Form at <<http://www.newcastle.edu.au/service/student-forms/>> accompanied by a supporting statement and submitted to the University of Newcastle at the address on the form. Please note that you must demonstrate a valid case for the appeal based only upon the criteria listed on the form.

Please note that a fee may be charged for this service.



Blackboard

BlackBoard

<<https://blackboard.newcastle.edu.au/webapps/login/>>

BlackBoard is the online learning delivery platform used at the University of Newcastle. Course materials and other resources are available for download via BlackBoard. You will be able to participate in class discussion and interaction through BlackBoard.

Additional Information and helpful resources for BlackBoard can be found at: <<http://www.newcastle.edu.au/service/blackboard/>>

Citizenship and Residency Details

If your citizenship or residency details have changed please let us know by providing an original certified copy of your new certificate or passport detailing the change. Please post your documents to GradSchool with a cover letter and include your student number and contact details.

Course Fees

Domestic: <<http://www.newcastle.edu.au/study/fees/austpostgraduatecw.html>>

International: <<http://www.newcastle.edu.au/study/fees/tuitioninternationalpgcw.html>>

Course fees are charged per course. All fee paying students will receive an email notification to their NUmail that their bill is available for viewing in myHub. You will usually be invoiced in the

first two weeks of trimester/semester for the courses you have enrolled in that term. Payment by the due date will ensure that your access to the University's systems is not restricted. The University does not issue hard copy bills to students, all invoices can be accessed electronically in the *my Finances* link in *myHub*. You will need to have the *pop-ups* enabled on the computer that you are using to view and print off your Tax Invoice. To do this you will need to click into *View My Bills > View My Fees Bill*.

Course Materials

Your prescribed course materials are designated by the Course Coordinators and are included in your program fees. Course materials will start to be despatched in the three weeks prior to the start of trimester/semester, as they become available from the Course Coordinators. Packages in Australia are delivered by Australia Post and overseas packages are sent by courier. If you are studying more than one course you may receive packages at various times. Do not be concerned if you do not receive all of your materials at the same time - this is a normal part of our process.

You will receive an email via your NUmail advising you when your materials have been despatched. Please check at your local Post Office if after receiving this email you still haven't received your materials.

Some course materials will also be available electronically via BlackBoard on the first day of trimester/semester.

Late Materials

There are several reasons why materials may not be delivered to you by the start of the term. These include:

- Late changes of enrolment - particularly additions to courses.
- Incorrect or incomplete contact details.
- Enrolling in a location other than Weblearn.
- Loss through Australia Post or contracted courier services.

Enrolment

You should check your enrolment in *myHub* to confirm that you are meeting the requirements of your program as published in the online Postgraduate Handbook at <<http://www.newcastle.edu.au/program/postgraduate>>. Enrolment should be completed as early as possible as late variations to your enrolment can delay the delivery of your course materials.

Enrolment enquiries should be directed to GradSchool by email to <postgradstudy@newcastle.edu.au> or phone +61 2 4921 8856 or 1800 882 121 (Australia only).

<http://myhub.newcastle.edu.au>

Exam Results

<http://myhub.newcastle.edu.au>

You can locate your final examination grades via *myHub*. Results are available for each term you have studied in.

FEE-HELP

<http://www.newcastle.edu.au/study/fees/feehelp.html>

The following students are eligible for *FEE-HELP*:

- An Australian citizen.
- Holder of a Humanitarian Permanent Resident visa and will be resident in Australia for the duration of the units of study.
- Holder of a Permanent visa who will be undertaking bridging study for overseas-trained professionals and will be resident in Australia for the duration of the units of study.

The application for *FEE-HELP* is completed online in *myHub* once you have been accepted into a program.

GradSchool

www.gradschool.com.au

Office Hours: Monday to Friday 9am–5pm
Email: postgradstudy@newcastle.edu.au
Telephone: 1800 88 21 21 (Australia Toll Free)
International Telephone: +61 2 4921 8856
International Facsimile: +61 2 4921 8636

Graduation

Make it your goal to attend a University of Newcastle Graduation ceremony. Multiple ceremonies are run throughout the year and are held at the University's Callaghan and Ourimbah campuses, as well as overseas!

When you have completed all the requirements of your program, the University's Graduation unit will be advised and you will receive a letter of invitation to a graduation ceremony. These letters are usually sent out about 6 weeks prior to the graduation ceremonies. For further information about Graduation please see <<http://www.newcastle.edu.au/study/graduation/index.html>>.

If you do not wish to attend a graduation ceremony your testamur will be mailed to you after the ceremony is held. If you require your testamur earlier you should complete the Request for Early Release of Testamur form at <<http://www.newcastle.edu.au/service/student-forms/>>.



IT Help

If you are experiencing IT problems with BlackBoard, NUmil, myHub or any other online University system please contact IT Services:

<http://www.newcastle.edu.au/17000>

Telephone: +61 2 4921 7000

Library

<http://www.newcastle.edu.au/service/library/>

To gain the most out of your studies, it is essential that you can effectively use the online library services that are available to you.

You will need to register for a *Library PIN* using your student number before you can utilise the library's online services and resources. Please visit <<http://www.newcastle.edu.au/service/library/faq/pins.html>> for details.

Electronic copies of journal articles and book chapters are available 24 hours a day, 7 days a week via *Short Loans Online* at <<http://www.newcastle.edu.au/service/library/shortloans/sl-online.html>>.

Accessing Short Loans Online

- Select Short Loans from the NEWCAT main menu.
- You may search by course or lecturer.

Viewing

If an electronic copy is available, one of the following messages will appear: *ELECTRONIC COPY AVAILABLE* or *INTERNET ACCESS*

- Click on title required.
- Enter your Student number or Library Card number and PIN. A copyright notice is displayed, "WARNING CONCERNING COPYRIGHT RESTRICTIONS"
- Click on the 'submit' button to continue. This enables you to select the link to view or print the article.

Short Loan Enquiries

Phone: + 61 2 4921 5849

Email: Shortloansmanager@newcastle.edu.au

Journal and Reference Databases

You also have access to online databases that contain journal and newspaper articles, conference proceedings, reports, book reviews and more. You will use the databases when you need to find journal articles on a particular topic for an assignment.

The databases are categorised into both broad and specific subject areas. You can learn more about using the databases by completing the Finding Information module in the InfoSkills: a self paced online tutorial <http://www.newcastle.edu.au/service/library/tutorials/infoskills/finding/index.html>

Don't forget, if you are a student based locally, you can also access the on-campus library facilities at our Callaghan, City Precinct, Ourimbah and Port Macquarie campuses. There is also a dedicated study space for postgraduate students in the Flowers Reading Room in the Auchmuty Library at the University's Callaghan Campus.

myHub

<http://myhub.newcastle.edu.au>

myHub is a virtual one-stop shop for self managing your personal and enrolment record and contains links to important information such as program and course details, and other online services such as your University accounts.

Using *myHub* you can view and change your course enrolment, change your contact details, view your course fee invoice and a number of other important details.

Social Media

Make sure you stay connected to GradSchool throughout your student experience by joining our social media platforms! We will keep you up-to-date with relevant news, events and promotions. Feel free to ask us questions through Facebook and to engage with other GradSchool students. You can follow us on Twitter and take a look at what other GradSchool students and lecturers have to say about their online experience on our YouTube channel.



Facebook: <http://www.facebook.com/GradSchoolUoN>

Twitter: <http://twitter.com/GradSchoolUoN>

YouTube: <http://www.youtube.com/user/GradSchoolUoN>

Special Consideration

[<http://www.newcastle.edu.au/service/enrolments/progression/special-circumstances.html>](http://www.newcastle.edu.au/service/enrolments/progression/special-circumstances.html)

The University recognises that during your studies, illness or other special circumstances beyond your control may affect your preparation for or performance in an assessment item or exam. In such situations, where it is a major assessment item or a formal exam that is affected, you must submit an application for special circumstances with supporting documentation.



Newcastle University
Postgraduate
Students' Association

Student Association

<http://www.nupsa.org.au/>

Did you know that you are a member of the Newcastle University Postgraduate Student Association (NUPSA)? All postgraduate students studying at the University of Newcastle are members of NUPSA, and there is no charge for membership, it's free! An executive committee of postgraduate students run NUPSA and are here to represent and support postgraduate students.

NUPSA provides a great platform for GradSchool students to feel connected to the University of Newcastle's student community. Keep an eye out for the NUPSA Newsletter which is distributed on a regular basis to all enrolled postgraduate students to their NUmial address. NUPSA also hold an Annual Awards Night. You may wish to attend this event and meet fellow University of Newcastle postgraduate students, as well as nominate one of your online teachers for the Online Teacher of the Year Award (OTOYA).

If you have any questions, want further information about NUPSA, or wish to get involved, please contact 02 4921 8894, email <nupsa@newcastle.edu.au> or join NUPSA's Facebook Group.

Student ID Cards

<<http://www.newcastle.edu.au/service/student-forms/>>

Online and distance education students are eligible for a University of Newcastle student ID card. If you wish to apply for a student ID card you must complete the 'Student ID Card Mail Request and Replacement Form' that can be found at the above link. Please return with a passport size photograph to the address on the form.

If you plan to visit any of the University of Newcastle's campuses to use the facilities, such as the libraries, it is a good idea to apply for a student ID card.



NUmail

The University provides a Microsoft Live email address for all of its students. This web based email account has a 10GB mailbox size, a handy calendar function and is 'lifelong', which means it remains active after graduation!

Please note that GradSchool and the University will contact you via your NUmial address for all official communications, including billing. It is possible to configure your NUmial account to forward mail to your personal email account. For further information about NUmial please visit <<http://www.newcastle.edu.au/service/email/student-email/index.html>>.

You will be able to log in using the same username and password that you used to access myHub.

Terms and Conditions

Please take the time to read GradSchool's Terms and Conditions. You will need to accept the Terms and Conditions in myHub to enrol in your courses.

Turnitin

<<http://www.newcastle.edu.au/service/academic-integrity/turnitin/>>

Turnitin is a University system designed to help you improve your academic writing skills. You may be required to submit your assessment items via Turnitin. If you are required to submit your work through Turnitin details will be provided in your course outline.

UoN Services (UoNS)

<<http://uonservices.org.au>>

UoNS are responsible for all the fun events on the University of Newcastle's Callaghan campus! If you are a GradSchool student who lives locally, you may wish to attend some of the landmark uni social events such as the O'Ball, Autonomy Day, The Beach Party and the Cultural Awakenings Festival. All University of Newcastle students are welcome to attend.....and why not? You are one!



Withdrawal from Courses

Withdrawal from courses can potentially result in financial and/or academic penalties. You should refer to the Important Dates included with this guide and the GradSchool Terms and Conditions. As there is no option to defer your enrolment if you choose to discontinue a course you must withdraw online using myHub and re-enrol at a later date. If you wish to appeal the withdrawal fee please contact GradSchool via email to postgradstudy@newcastle.edu.au

Online Resources



EndNote

EndNote is a program which can be used to store and manage bibliographic references. *EndNote* works in conjunction with Microsoft Word allowing you to:

- easily insert references from your EndNote Library into your Word document.
- automatically create a bibliography at the end of your document in the reference style of your choice!

By using *EndNote* to store the references you gather in the course of your studies or research, you can lessen the headaches normally associated with referencing your assignments and creating bibliographies. For a tutorial on using *EndNote* please visit <http://www.newcastle.edu.au/service/library/tutorials/endnote/index.html>. To download *EndNote* please visit <http://www.newcastle.edu.au/service/library/endnote/>.



InfoSkills

The InfoSkills website at <http://www.newcastle.edu.au/service/library/tutorials/infoskills/> is a set of online Information Literacy and Academic Integrity tutorials designed to introduce students to the concepts of good academic practice. It is an ideal way to familiarise yourself before commencing your studies with GradSchool. You will find online tutorials on Planning for Research, Finding Information and Writing and Plagiarism, plus many more.

ITskills

ITskills consists of self-paced, online tutorials you can use to improve your computing skills. You can learn to use your computer more efficiently, as well as learn key PC or Macintosh software which you may use for your studies, such as Microsoft Office. As a student of the University of Newcastle you have been automatically enrolled in ITskills in BlackBoard. To access the resources available click on the ITskills – Software and Computer Skills Training link in the My Courses list after logging into BlackBoard.

Learning in the Online Environment

If you are new to online learning at the University of Newcastle we recommend that you complete the Learning in the Online Environment tutorial at <http://www.newcastle.edu.au/unit/ctl/resource/learning-in-the-online-environment/> prior to your first term. This tutorial will also help to familiarise you with the BlackBoard system, which you will be using frequently during your studies.

Online Learning Support Resources

As a student of the University of Newcastle you have been automatically enrolled in *Learning Support* in BlackBoard. To access the resources available click on the *Learning Support* link in the *My Courses* list after logging into BlackBoard. The link to resources is in the menu on the left. Some of the topics include *Writing Better Essays*, *Writing a Literature Review* and *Thinking Critically*.

Policy Library

If you are ever in doubt as to the University's policy on certain issues your first port of call should be the *University's Policy Library* at <http://www.newcastle.edu.au/policy/>.

Support Services

Administrative Support

For all of your administrative enquiries you should contact the GradSchool team on +61 2 4921 8856 or 1800 88 21 21(Australia only). We have staff dedicated to specific programs to enable fast and accurate responses to your enquiries.

Career Services

The University of Newcastle provides a comprehensive careers and employment service for students which is free and confidential. Staff are available to assist with resumes and job application advice, career planning and information, and direct email postings of job vacancies. For more information visit the *Career Services* website at <<http://www.newcastle.edu.au/service/careers/>>.

Complaints

GradSchool and the University of Newcastle value your feedback and opinions. If you have any complaints, be they minor or major, we want to know. The fastest results and best outcomes from complaints often happen through a direct approach to the person or group whose actions have given rise to the complaint.

If you are not comfortable making a direct approach, an informal complaint may be made through a Complaints Officer.

The GradSchool Complaints Officer is Jodie Davis: <Jodie.Davis@newcastle.edu.au>.

Formal complaints must be made in writing to the University Complaints Manager, Kim Foster: <Kim.Foster@newcastle.edu.au>.

For further information, including a link to the *University's Complaints Resolution Policy* please visit <<http://www.newcastle.edu.au/service/complaints/>>.

Counselling

The University Counselling Service is available to students, free of charge, on a confidential basis. Counselling staff are available to clarify and resolve a range of issues which might otherwise interfere with academic or personal effectiveness, such as anxiety, depression, and bereavement. Please visit the *Counselling* website at <<http://www.newcastle.edu.au/service/counselling/helpyourselftoinformation.html>> to access self-help *Tip Sheets*.

Disability Service

<<http://www.newcastle.edu.au/service/disability/index.html>>

The Disability Support Service offers practical assistance and advice to students with a permanent or temporary disability or medical condition. If you are experiencing difficulties with your studies due to the effects of a disability you may wish to register with the *Disability Support Service*.

The support and assistance provided through the *Disability Support Service* aims to assist each student to meet the inherent requirements of their course whilst maintaining as much academic independence as possible.

Still Have Questions?

If you still have questions that have not been answered in this guide you should:

- Check the GradSchool website at <www.gradschool.com.au>
- Check the University's Frequently Asked Questions page at <<http://search.newcastle.edu.au/faq/>>
- Email GradSchool at <postgradstudy@newcastle.edu.au>
- Phone GradSchool on +61 2 4921 8856 or 1800 88 21 21 (Australia Toll Free)



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