



ENDEAVOUR  
College of  
Natural Health

HIGHER EDUCATION

# *Student Handbook*



[endeavour.edu.au](http://endeavour.edu.au)

## Handbook Disclaimer

This Student Handbook contains information that is current at the date of publication. Changes in legislation, regulations or College circumstances after this date may impact on the accuracy or currency of the information included.

Endeavour College of Natural Health (*Endeavour* or *the College*) takes all care to ensure that the information contained in this handbook is accurate but reserves the right to vary any information described in this publication without notice.

The *Student Handbook - Higher Education* should be used (as appropriate) in conjunction with the following resources:

- *International Student Handbook*
- *Clinic Handbook*
- *Notifiable and Infectious Diseases and Infection Control Management Guideline*
- *Client Record Keeping Guideline*
- College Policies and Procedures
- *APA 7 Referencing Guideline*

All Endeavour students need to read, understand and follow all policies and procedures available on the College website. ([endeavour.edu.au](http://endeavour.edu.au) > Current Students > Policies and Procedures.)

This handbook provides an overview of Endeavour College of Natural Health for all existing and commencing higher education students. Covering the entire lifecycle of the higher education student from enrolment to graduation and beyond, you will find this handbook a necessary tool for approaching your study and joining the community of Endeavour.

## Attribution

Studiosity means, and is a trademark of, Studiosity Pty Ltd.

Turnitin, LLC and other names of Turnitin products and/or services are the trademarks and service marks of Turnitin.

The College uses Zoom Video Communications, Inc. software to host and deliver Zoom webinars and Zoom meetings. Zoom and the Zoom logo are trademarks of Zoom Video Communications, Inc.

# Table of Contents

<b>Handbook Disclaimer .....</b>	<b>2</b>
<b>Attribution .....</b>	<b>2</b>
<b>WELCOME FROM THE DIRECTOR OF EDUCATION .....</b>	<b>7</b>
<b>THE COLLEGE.....</b>	<b>8</b>
<b>Introduction .....</b>	<b>8</b>
<b>Purpose.....</b>	<b>9</b>
<b>Vision .....</b>	<b>9</b>
<b>Mission.....</b>	<b>9</b>
<b>Values.....</b>	<b>9</b>
<b>Our Campuses .....</b>	<b>10</b>
Adelaide.....	10
Brisbane .....	10
Gold Coast.....	10
Melbourne.....	10
Perth .....	10
Sydney.....	10
<b>Student Code of Conduct - Higher Education .....</b>	<b>11</b>
Student Expectations .....	13
As an Individual .....	13
As a Student .....	13
As a Developing Professional.....	13
College Expectations.....	14
Standards of Behaviour .....	14
Interpersonal Relationships .....	14
Policies and Procedures .....	14
Educational Experience .....	15
Timely and Accurate Information.....	15
Student Participation and Feedback .....	15
<b>STUDENT SUPPORT SERVICES.....</b>	<b>16</b>
<b>Student Support Vision .....</b>	<b>16</b>
<b>How Student Support Officers and Success Advisers Can Help .....</b>	<b>16</b>
<b>How to Contact Your Local Student Support and Student Success Teams .....</b>	<b>18</b>
National On-Campus Contact Hours.....	18
National Phone Line .....	18
Contact Methods .....	18

<b>Student Support Services .....</b>	<b>18</b>
Orientation .....	18
Access and Equity Program .....	19
Course Progression .....	19
Students at Risk (SaR) .....	20
Special Consideration Applications .....	20
Remission of Financial Liability and Refund Applications .....	20
TalkCampus - Student Assistance .....	21
Australian Counselling Service (ACS) - Student Assistance .....	21
Career Mentoring .....	21
Student Partners Network .....	21
Timetabling .....	22
<b>Student Misconduct.....</b>	<b>22</b>
<b>Complaints and Appeals Policy - Higher Education .....</b>	<b>22</b>
<b>Learning Management System (LMS) .....</b>	<b>23</b>
<b>Student Portal.....</b>	<b>23</b>
<b>Student Hub.....</b>	<b>23</b>
<b>OFFICE OF STUDENT RECORDS .....</b>	<b>24</b>
<b>Student Privacy .....</b>	<b>24</b>
<b>Access to Personal Records .....</b>	<b>24</b>
<b>Requesting Academic Documentation .....</b>	<b>25</b>
<b>FEE INFORMATION.....</b>	<b>26</b>
<b>FEE-HELP .....</b>	<b>26</b>
Eligibility for FEE-HELP .....	26
Applying for FEE-HELP .....	27
Withdrawal from Subjects .....	27
Remission of Fees .....	27
<b>Census Dates .....</b>	<b>27</b>
What is a Census Date? .....	27
When do Census Dates Occur? .....	27
Withdrawing Post Census .....	28
<b>STUDY .....</b>	<b>29</b>
<b>Courses .....</b>	<b>29</b>
The Degrees .....	29
The Diplomas .....	29
The Undergraduate Certificates .....	30

<b>Academic Staff Consultations .....</b>	<b>30</b>
Making an Appointment with an Academic .....	31
Studiosity .....	31
<b>PASS (Peer Assisted Study Support) .....</b>	<b>31</b>
<b>Academic Progression .....</b>	<b>32</b>
Pre-requisites and Co-requisites .....	32
Failure of Academic Progression .....	32
Unsatisfactory Academic Progress .....	32
Multiple Failure of Subjects .....	33
Probationary Enrolment .....	33
Appeal Against Probation .....	33
<b>Educational Pathways .....</b>	<b>34</b>
Recognition of Prior Learning (RPL) .....	34
Minimum Study Amounts .....	34
When to apply for an Educational Pathway .....	35
<b>Attendance.....</b>	<b>36</b>
Theory Classes .....	36
Practical Classes.....	36
Clinical Practicum / Observation Classes .....	36
Absences.....	37
Late Attendance .....	37
Calendars and Public Holidays .....	37
<b>Clinical Practicums .....</b>	<b>38</b>
<b>Delivery Modes Defined .....</b>	<b>38</b>
Online.....	38
On campus .....	39
Livestream .....	39
Blended.....	39
Classes.....	39
Practical Classes .....	39
Practicum / Teaching Clinics .....	39
<b>Online Learning.....</b>	<b>40</b>
Endeavour LMS (Learning Management System) .....	40
Requesting Assistance from the LMS Help Desk .....	40
Textbooks and Clinic Uniforms .....	40
Assessments .....	41
<b>Student Portal.....</b>	<b>41</b>
<b>Examinations.....</b>	<b>42</b>
Final Examinations .....	42
Conduct of an Examination .....	42
Examination Clashes.....	43
Examination / Assessment Attendance .....	43



Online Learning Subjects - Final Exams .....	44
External Exams and Invigilation .....	45
Deferred Examination Applications .....	45
<b>Assessment .....</b>	<b>46</b>
Grading System.....	46
Grade Point Average.....	47
Grade Calculation for Clinical Subjects.....	47
Student Integrity - Academic Dishonesty and Plagiarism .....	47
Detection of Plagiarism - Turnitin Software.....	48
Assessment Extensions .....	48
Eligibility .....	49
Ineligibility .....	49
Application .....	49
<b>CAMPUS LIFE .....</b>	<b>50</b>
<b>The Place to Meet: Student Breakout Areas .....</b>	<b>50</b>
<b>Student Support Counters .....</b>	<b>50</b>
Identification Cards.....	50
<b>Safe Campus .....</b>	<b>50</b>
<b>Campus Access .....</b>	<b>51</b>
<b>Library Services .....</b>	<b>52</b>
Campus Libraries .....	52
Opening Hours.....	52
Conditions of Use .....	52
<b>Endeavour Wellness Clinic .....</b>	<b>53</b>
<b>Work Health and Safety Procedures .....</b>	<b>53</b>
Drug, Alcohol and Smoke Free Workplace .....	53
Children on Campus.....	54
<b>TO GRADUATION AND BEYOND.....</b>	<b>55</b>
<b>Graduation .....</b>	<b>55</b>
Completion of Course – Eligibility to Graduate .....	55
Eligibility to Graduate criteria .....	55
Conferral.....	55
Graduation Ceremonies .....	56
<b>Alumni of the College .....</b>	<b>56</b>
<b>Endeavour Blog .....</b>	<b>56</b>
<b>Professional Associations .....</b>	<b>57</b>

# Welcome from the Director of Education

Hello Students!

Welcome to Endeavour College of Natural Health - we are so happy to have you studying with us. In your choice to study at Endeavour, you have now joined the largest community of students in natural medicine in the Southern Hemisphere. Endeavour College offers fully accredited, high quality Bachelor and higher education Diploma programs across Australia. We hope you will find your time at the College engaging and rewarding.

The aim of Endeavour College is to equip you with the knowledge, skills and confidence you need to enter the workforce as a competent and knowledgeable practitioner, an employee of the ever-growing natural health industry, or indeed, to proceed to undertake further studies in tertiary education or research. The education you enter into here is a rigorous one, as the role of natural medicine in present and future Australian and world health is a weighty one. We urge you to undertake your education and future career with an understanding of the importance of the safety, efficacy, scope and power of natural medicine-and study hard!

The course in which you are enrolled will expose you to a variety of experiences and perspectives and provide you with many opportunities for your growth, not only intellectually, but also emotionally, developmentally and even spiritually. And of course, you will have many opportunities for new ways of caring for your body as well. You will find that your course is up to date, recognised by relevant professional bodies and registration authorities and will provide a mix of different types of learning experiences and methods.

As a student at Endeavour College, you have certain rights and responsibilities, most of which are outlined in this Handbook and are also supplemented by the full policy bank found on the main Endeavour website. Please feel free to check in with your local Student Support Officer should you have any further queries regarding these topics, or for academic matters, please chat to your Lecturer or to your Academic Supervisor.

Many of you are new to higher education as you enter your study at Endeavour. How you utilise your time whilst with us depends largely on your personal motivation and dedication to achieving your aspirations. We are committed to providing you with a learning environment that helps you achieve your educational goals. And as an adult learner, you are a partner in determining what exactly you will personally take from your education. The sky is the limit!

My best wishes for your successful completion of your enrolled qualification here at Endeavour. I look forward to calling you a colleague in natural medicine in the future!

Dr Jenny Wilkinson  
**Director of Education**

# THE COLLEGE

## Introduction

Endeavour College of Natural Health, formerly the Australian College of Natural Medicine was established in 1975. From our humble beginnings with just 16 students, today we are the largest Natural Health College in the Southern Hemisphere with six vibrant campuses in Brisbane, Gold Coast, Melbourne, Perth, Sydney and Adelaide.

We are committed to the growth and prominence of Natural Health both in Australia and internationally.

By providing the highest standard of education and the most contemporary curriculum Endeavour College of Natural Health is now Australia's preeminent provider of education to the Natural Health sector.

Endeavour College of Natural Health offers four Bachelor Degree programs including:

- Bachelor of Health Science (Acupuncture Therapies)
- Bachelor of Health Science (Chinese Medicine)
- Bachelor of Health Science (Naturopathy)
- Bachelor of Health Science (Nutritional and Dietetic Medicine)

Nested into some of these degrees and available as early exit points or enrolment as stand-alone courses are:

- Diploma of Health Science (Chinese Remedial Massage)
- Diploma of Health Science

Additionally, in 2020, we introduced four (4) new Undergraduate Certificate programs:

- Undergraduate Certificate in Building Health through Nutrition
- Undergraduate Certificate in History and Philosophy of Complementary Medicine
- Undergraduate Certificate in Human Biology
- Undergraduate Certificate in Lifestyle Coaching

In 2022, ACNM expanded its offerings through Endeavour Short Courses micro credentials (short, mini, and CPE courses).

The philosophy of the Natural Medicine industry underpins the success of Endeavour College of Natural Health; Natural Health embraces the philosophy of holism, where mind, body and spirit need to be in balance and harmony if health and wellbeing are to be maintained.



## Purpose

To be the leader in natural health education, producing the experts that keep the world well.

## Vision

Endeavour's Vision is:

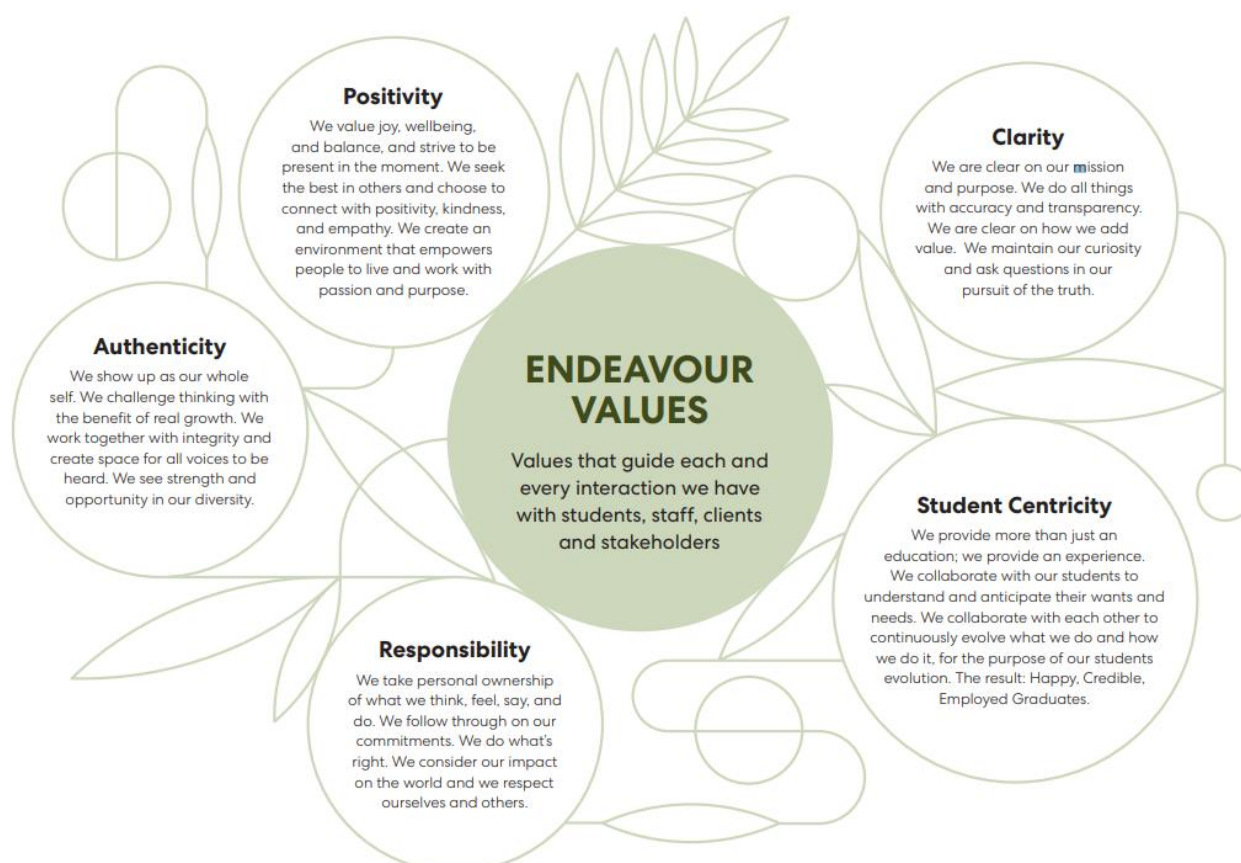
To promote and advance the philosophy and practice of natural medicine and wellbeing by producing high-quality graduates who will go on to be leaders in their fields of practice. Always looking to the future of health and wellness, we maintain traditional wisdom in a personalised learning environment.

## Mission

To transform the caring and curious into natural health experts.

## Values

Our values guide each and every interaction we have with students, staff, clients and stakeholders. All members of the College community are expected to value:



# Our Campuses

## Adelaide

88 Currie Street, Adelaide, South Australia 5000

Endeavour College of Natural Health's Adelaide campus is located at 88 Currie Street in the CBD, part of the iconic Powerplant building. The campus is close to public transport, a huge choice of cafes and restaurants, and Central Market. It is situated five minutes to Adelaide's main shopping strip, the new Royal Adelaide Hospital and Adelaide Oval. Refer to the [Student Hub](#) > Campus tab for local campus information.

## Brisbane

Transport House, 230 Brunswick St, Fortitude Valley, Queensland 4006

Endeavour College of Natural Health's Brisbane campus is located across 3 floors at 230 Brunswick Street in Fortitude Valley, within 'the Valley' train station precinct and close to multiple bus stops. Refer to the [Student Hub](#) > Campus tab for local campus information.

## Gold Coast

Level 1, 121 Scarborough Street, Southport, Queensland 4215

Endeavour College of Natural Health's Gold Coast campus is located in the heart of Southport. It is close to public transport and several shopping and restaurant districts, as well as popular parklands and beaches. Refer to the [Student Hub](#) > Campus tab for local campus information.

## Melbourne

Level 2, 368 Elizabeth street, Melbourne, Victoria 3000

Endeavour College of Natural Health's Melbourne campus is located in the heart of the city, on the corner of Elizabeth and La Trobe Streets and across from Melbourne Central shopping centre and train station. It is located on multiple tram and bus lines and is close to Melbourne's famous shopping and restaurant districts, cinemas and entertainment. Refer to the [Student Hub](#) > Campus tab for local campus information.

## Perth

170 Wellington Street, East Perth, Western Australia 6004

Endeavour College of Natural Health's Perth campus is located just one kilometre from the city centre and is readily accessible by bus or train. It is close to Wellington Square Park and cafes on nearby Royal Street. Refer to the [Student Hub](#) > Campus tab for local campus information.

## Sydney

Level 7, 815-825 George Street, Haymarket, New South Wales 2000

Endeavour College of Natural Health's Sydney campus is located at 815 George Street, Haymarket in the CBD. Central Station is within a short walk across the road, along with multiple bus stops, and a huge range of restaurants and cafes. Refer to the [Student Hub](#) > Campus tab for local campus information.

# Student Code of Conduct - Higher Education

Student life at the College should be an active, harmonious, ethical and positive experience centred on academic learning, research and professional and personal growth.

The aim of the *Student Code of Conduct - HE* is to foster the College values and encourage active engagement between the College and students within the contexts of professional practice, learning and teaching, and the life of the College communities.

The purpose of this Code is to outline what students should expect from the College, the College's expectations of Higher Education (HE) students, and expected behaviours between the College, its students, the staff of the College, and the broader College communities.

**Definition of "College":** *The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health and Endeavour Wellness Clinic. For the purpose of this policy, any reference to 'College' or 'the College' should be considered a reference to each or any of these respective trading names.*

**Definition of "Student":** *An individual person who is formally enrolled to study at the College. The individual person is that who appears on the College documents such as enrolment, admission and payment documents, and who is assigned an individual student ID.*

HE students who behave in a manner that contradicts this Code of Conduct or any other related Codes and Policies may be liable for student misconduct and disciplinary action as per the *Student Misconduct Policy - Higher Education*. Other Codes and Policies of which students should be aware (such as *Academic Integrity Policy - Higher Education*, *Student Equal Opportunity and Fair Treatment Policy - Higher Education*, *Complaints and Appeals Policy - Domestic - Higher Education*) are publicly available on the College website and should be reviewed by students regularly.

The College expects HE students to respect the organisational values outlined below. The Values are to guide each and every interaction of, and to, members of the College Communities. Students, the staff who teach them, and the broader College Communities are expected to regard the College's Values of:

- **Authenticity:** We show up as our whole self. We challenge thinking with the benefit of real growth. We work together with integrity and create space for all voices to be heard. We see strength and opportunity in our diversity.
- **Clarity:** We are clear on our mission and purpose. We do all things with accuracy and transparency. We are clear on how we add value. We maintain our curiosity and ask questions in our pursuit of the truth.
- **Positivity:** We value joy, wellbeing, and balance, and strive to be present in the moment. We seek the best in others and choose to connect with positivity, kindness and empathy. We create an environment that empowers people to live and work with passion and purpose.
- **Student Centricity:** We provide more than just an education; we provide an experience. We collaborate with our students to understand and anticipate their wants and needs. We collaborate with each other to continuously evolve what we do and how we do it, for the purpose of our students' evolution. The result: Happy, Credible, Employed Graduates.
- **Responsibility:** We take personal ownership of what we think, feel, say and do. We follow through on our commitments. We do what's right. We consider our impact on the world, and we respect ourselves and others.

Study at the College presents opportunities for interacting with other members of the College community. The College recognises and values the diversity of student experiences and expectations, and is committed to treating students, both academically and personally, in a fair and transparent manner. All students in return, are required to comply with the requirements set down in this Code of Conduct.

The College reaffirms its commitment to:

- high academic standards, intellectual rigour and a high quality education
- intellectual freedom and social responsibility
- recognition of the importance of ideas and the pursuit of critical and open inquiry
- tolerance, honesty and respect as the hallmarks of relationships throughout the College community
- high standards of ethical behaviour.

Overall, the College expects HE students to meet the following expectations:

- to treat all staff, students and members of the public with respect, dignity, impartiality, fairness and courtesy
- respect the principles of free intellectual inquiry
- maintain and respect the privacy of staff, students, clinic patients and other members of the public
- ensure that they do not act in a manner that unnecessarily or unreasonably impedes the ability of staff, and other students or any other members of the public to carry out their study, research or work at the College, including in the classroom, clinics and libraries
- ensure that they do not act in a manner that unnecessarily or unreasonably impedes the ability of staff, and other students or any other members of the public to access or use resources at the College, including classrooms, clinics and libraries
- report any Work Health and Safety concerns to staff immediately
- wear and use personal protective equipment when and where required, such as clinics
- use the College property and equipment in a responsible and careful way
- implement zero tolerance to alcohol and other drugs at the College, including smoking, (inclusive of electronic cigarettes)
- follow all lawful instructions given by staff and College representatives
- respect the cultural background of this land and its indigenous Aboriginal and Torres Strait Islander owners
- make timely payments of any fees and charges imposed by the College
- follow Work Health and Safety procedures at all times
- ensure that they do not compromise the health, safety, or welfare of other students and staff
- maintain effective, safe and orderly functioning of the College
- read all official correspondence from the College, including email
- abstain from academic dishonesty
- adhere to outlined academic progression
- behave professionally, ethically and respectfully in all dealings with staff, other students and members of the public.

Students are also expected to abide by other Codes and Policies specific to their course and College such as:

- the *Clinic Handbook* (including student responsibilities and dress code)
- professional Codes of Ethics
- professional Codes of Conduct
- professional competency standards / standards for practice / professional boundaries.

All College campuses are **non-smoking venues (inclusive of electronic cigarettes)**, and students are expected to comply with all relevant laws regarding smoking in and around non-smoking buildings.

## Student Expectations

Students should expect the following from their experience at the College.

### As an Individual

- To be treated respectfully, fairly and equally irrespective of disability or cultural background.
- To be motivated, inspired, challenged and stimulated for the duration of their course of study.
- To be valued and heard.
- To receive protection of privacy and confidentiality of information.

### As a Student

- To be able to participate in relevant and industry defined up to date practice via well designed curriculum and best practice principles.
- To obtain consistent and clear information regarding policies and procedures.
- To be supplied with an effective mechanism for providing feedback on learning and being able to request review of grades without fear of recrimination.
- To receive close engagement with discipline based colleagues and practitioners who are experts in their fields.
- To participate in a vibrant, engaged learning environment supported by responsive academic staff, practitioners and Student Services.
- To be provided with guidance and instruction from confident and competent teachers who are motivated and accessible and provide timely direction and feedback on performance.
- To receive ready access to support services and intervention strategies for ensuring academic, professional, vocational and personal success.
- To be provided with excellent teaching and learning resources and services that promote scholarly activity and differing learning requirements.
- To have access to an amenable campus environment with flexible learning and social interaction spaces.
- To be provided with opportunities to contribute to the College community and to be represented and actively involved in relevant College committees.
- For all College staff to interact with students with honesty, integrity and in a timely manner.
- The recognition of the intellectual property rights of students to their work.
- The provision of a student-centred approach to all services including information technology, library and student support.
- To enjoy a study environment free from discrimination, bullying and harassment.
- To have access to counselling, advisory and academic support services.
- A safe and healthy College environment.

### As a Developing Professional

- To be provided with opportunities for career development.
- To abide by clinic record privacy and confidentiality requirements.
- To be well prepared for future employment and lifelong learning.
- To be provided with the opportunity to continue to be involved in Alumni and College events after graduation.

## College Expectations

The College expects students to take on the following responsibilities.

### Standards of Behaviour

- Abide by all regulations and requirements of the College and respond to all lawful and reasonable directions from staff.
- Act honestly and ethically in all dealings with staff, students, clinic patients and other members of the public.
- Be aware that all forms of academic dishonesty or misconduct are unacceptable, and that the College may take measures to assure compliance with relevant policies.
- Always display professional conduct while undertaking study, clinical practicum, professional placement, fieldwork and other educational exchanges (including face to face and online). **Note:** the College understands that students maintain their own social media accounts and networks; however when they are used for disparaging and defamatory comments that are unsubstantiated in relation to their studies or the College, this will be considered unprofessional behaviour and students may be liable for student misconduct and disciplinary actions. The same respect and professionalism in face to face interactions is expected online.
- Abstain from bullying (including cyberbullying), harassment and any other unlawful behaviour whilst on campus, studying in the online environment, or whilst representing the College externally.
- Ensure that they do not become involved in or encourage discrimination against or harassment or bullying of staff, other students or any other members of the public.
- Refrain from any activity that deliberately obstructs, or seeks to deter, an officer of the College from the performance of their duties.
- To contribute to the local community and create partnerships in a manner that is representative of College [Values](#).
- Use all equipment and resources (including IT resources) appropriately, legitimately and safely following all work health and safety requirements.

### Interpersonal Relationships

- To be respectful, fair and value equality to all members of the College community irrespective of disability, cultural background, gender, sexual orientation, marital status, age or political conviction.
- To ensure that others within the College community are valued and heard, respecting their rights to express dissent or different views, subject to those views complying with the laws of Australia and not endangering the safety of other members of the community.
- To provide members of the College community with protection of privacy and confidentiality of information.
- To be open to engagement in rational academic debate and robust discussions.
- Maintain a cooperative and collaborative approach to inter-personal relationships.

### Policies and Procedures

- Be informed of all current policies and procedures, support services and academic requirements including maintaining awareness of any new relevant policies and procedures that may be published from time to time and seek guidance if unsure.
- Responsibly observe all of the College's policies and procedures and relevant guidelines and forms supporting those.
- Respect the property of other students and the College, while respecting the rights of others to use College property and facilities.
- Respect the property and facilities at any venue that students are directed to as part of their studies with the College or as representatives of the College.
- Maintain academic integrity and respect and comply with academic scholarship standards.



- Refrain from frivolous and unsubstantiated complaints or grievances which lack underpinning evidence.
- Fully understand the annual fee schedule which is revised and published ahead of each calendar year and accept that full payment of fees is expected at the commencement of each study period.

## Educational Experience

- To be motivated, inspired, challenged and stimulated for the duration of their course.
- Take responsibility for own behaviour, education and self-directed learning.
- Actively engage as diligent learners, prepare for and participate in all teaching and learning activities.
- Be well informed about the course, subjects, course rules and *Inherent Course Requirements*, and seek assistance if in doubt.
- Ensure that their enrolment and progress in their degree is lawful and consistent with the course structures. It is a student's responsibility to maintain current information and observe key dates, deadlines and course progression requirements.
- To attend classes, maintain steady progress in subjects undertaken and submit required work on time (unless prevented from doing so by unforeseen or exceptional circumstances which are communicated to the relevant staff member as soon as possible).
- Ensure and maintain course progression as per the requirements of the regulatory bodies and professional associations.
- Take responsibility to self-manage enrolment and course planning, using advice provided by the College through its personnel and web services.
- Act ethically and honestly in the preparation, conduct, submission and publication of academic work and during all forms of assessment, including informal assessments and formal examinations.
- Avoid any activity or behaviour that would unfairly advantage or disadvantage another student academically.
- Accept and act on the advice and feedback given regarding academic performance, incorporate feedback into their learning, make use of the assessment criteria with which they are provided, and be aware of the rules and policies relating to assessment.
- Maintain the highest standard of academic integrity in their work.
- To respect the academic responsibility of the College to establish and maintain appropriate academic and professional standards in courses.
- Respect the confidentiality of information shared within the learning environment.
- Prepare diligently for future professional practice, any additional regulatory or professional requirements and the development of lifelong learning.
- To pursue scholarly activity and professional practice which contribute positively to the profile of the College and the profession at large.

## Timely and Accurate Information

- Attend classes punctually and commit to fully participate for the duration of the learning activity.
- Submit assessment items in a timely manner and abide by relevant policies if a complication occurs.
- Supply timely and up to date personal and other information to the College according to the deadlines set by the College and whenever a change occurs to that information, recognising that the College is required to comply with the *Privacy Act 1988* (Cth).

## Student Participation and Feedback

- Take responsibility for incorporating constructive feedback into learning.
- Support continuous improvement of courses and College support services through the provision of honest, considered and constructive feedback.
- Participate actively in, and contribute to, the committees on which the student is a representative or member.

# STUDENT SUPPORT SERVICES

The National Student Operations and Retention departments are primarily made up of:

- Student Support Officers
- Student Success Advisers
- Clinic and Campus Administrators
- Clinic and Operations Managers and Operations support teams

## Student Support Vision

Student support teams of Student Support Officers and Student Success Advisers are committed to cultivating a supportive holistic student environment centred on engagement and remarkable customer service for the entire lifecycle of the student. We aim to create a positive and consistent student experience across all campuses and all modes of delivery from orientation to graduation.

## How Student Support Officers and Success Advisers Can Help

- Assisting students from the commencement of studies through to graduation.
- The Student Support Officers are based on campus and will be able to connect you with the resources and the support needed to use the Student Portal, LMS, Student Hub and answer all general FAQs to help you navigate your studies.
- The Student Success teams provide proactive student support and case-by-case management to ensure student progression including assisting with study plans, planning study periods and timing to meet pre- and co- requisite requirements, adapting study load, course progression guidance, leave of absence, variation and withdrawal from course applications.
- The [Student Hub](#) hosts a range of resources that will support your studies and a consultation can also be booked with a Student Support Officer or a Success Adviser via the LMS > Help > Consultations. Connecting students to the Student Hub and the various 'How To' support videos and Student Portal Guides to help students familiarise themselves with the Student Portal. ([Student Hub](#) > Link To > Student Portal Training Resources > Training Resources Snapshot.)
- Connecting students to wellbeing support via an introduction to the National Student Affairs Manager for Access and Equity support and to [Talk Campus](#) the 24/7, free peer to peer student wellbeing app.
- Connecting students to learning support to assist in improving their academic performance and study skills by recommending the use of:
  - ⌕ [Studiosity](#), 24/ 7 free study and assessment feedback support and
  - ⌕ the LMS's Learning Resources such as Essential Academic Skills and Essentials of Health Science. ([LMS](#) > Learning Resources.)
- Helping students with navigating the Student Portal including how to submit forms and applications across requests such as, special consideration, appeals, remissions and health and disability support. ([Student Hub](#) > Link To > Student Portal Training Resources > Training Resources Snapshot.)
- Connecting students with platforms to book consultations with Academic, Student Support and Student Success staff.
- Connecting students with ACS (Australian Counselling Service) for five free counselling support consultations, via the LMS > Campus > Vitality Pass
- Helping students with understanding FEE-HELP and organising payment options in the Student Portal.

- Helping students understand College requirements, policies and procedures.

# How to Contact Your Local Student Support and Student Success Teams

## National On-Campus Contact Hours

Monday - Friday 9:00am - 4.00pm (local campus time)

## National Phone Line

Our Student Support Officers and Student Success Advisers can connect you with essential support services regardless of what campus you call home. You can contact Student Support Teams on:

Phone: 1300 462 887 Monday to Friday, 9am - 4pm, select the options for re-enrol and progression support or general support.

## Contact Methods

- Initiate your request via the Help Hub - You can submit a request for assistance or provide feedback:
  - ⌚ [Help Hub](#) > Student Services > Submit Ticket > Submit a Request (top right) and a Student Support Officer will be in touch to support you with your enquiry
  - ⌚ [Help Hub](#) > Student Success > Submit Ticket > Submit a Request (top right) and a Student Success Adviser will be in touch to support your enrolment and course progression enquiry
  - ⌚ [Help Hub](#) > Provide Feedback > Submit a Request.
- Student Consultation - You can book a consultation via the LMS:
  - ⌚ [LMS](#) > Help > Consultations > Student Support Consultations > select 'Student Services Consultations' or 'Student Success Consultations'.

All support teams are easily accessible via the second tab at [Student Portal](#) > Systems and Support.

For further information, please refer to the [Student Service Support Policy - HE](#) available from the College website ([endeavour.edu.au](http://endeavour.edu.au) > Current Students > Policies and Procedures).

## Student Support Services

As a student it is your responsibility to be informed of all current policies and procedures, support services and academic requirements. Student Support Officers are there to guide you and help connect you with essential support services.

For further information, please refer to the [Student Service Support Policy - HE](#) available from the College website ([endeavour.edu.au](http://endeavour.edu.au) > Current Students > Policies and Procedures).

## Orientation

All new students for both online and on campus classes are invited to attend an orientation session as they commence their studies with the College. Generally, orientation is conducted for a group of students in Week 0, the week preceding the first week of classes as it is designed to assist with preparation for tertiary level study. Orientation may be held on an individual basis at other times, if the need arises.

The orientation session includes but is not limited to the following.

- Encouraging new students to socialise together.
- Introducing the College's [Values](#) and [Student Code of Conduct - HE](#).
- Welcoming new students to the campus.
- Highlighting the relevant policies and procedures.

- Acquainting students with their Student Support and Academic staff.
- Providing fire and emergency information and exits.
- Explaining access to the LMS and the Student Portal systems and library services offered.

Student Support teams are here to connect you with essential support services.

The support team look forward to helping you with any enquiries you may have. See [\*How to Contact Your Local Student Support and Student Success Teams.\*](#)

## Access and Equity Program

Endeavour College of Natural Health is committed to creating a flexible and caring learning environment for all students to participate fairly in their study. The College aims to provide a holistic and innovative approach to supporting students identifying with specific needs to equally participate in their journey with Endeavour. The Access and Equity Program exists to enable the equal participation of every student, focusing on increasing social inclusion and advocating for individual student's rights. The Program incorporates students with disabilities, mental health and medical conditions; and students requesting any Reasonable Adjustments, to participate fully and equally in College life at Endeavour.

For further information, please refer to the [\*Access and Equity Handbook\*](#) available from the College website. ([endeavour.edu.au](http://endeavour.edu.au) > Current Students > Support Services > Access and Equity Program.)

The National Student Affairs Manager can assist with everything related to the Access and Equity Program, wellbeing and study strategies, and specialised support options for individual circumstances. You can book a consultation with the National Student Affairs Manager via the LMS. ([LMS](#) > Help > Consultations > Student Support Consultations > Student Wellbeing Consultations.)

## Course Progression

The Student Support and Success teams are able to provide advice and direction to students in relation to their academic progress. Student Success Advisers can provide guidance for future enrolments, however it is a student's responsibility to re-enrol into their next subjects each study period, to ensure they are on track with their course progression, completing subjects in the correct sequence and taking the proper steps to alter enrolments if they receive a fail grade. Students can connect for support and assistance regarding their studies including planning study loads and the next subjects in sequence to support course progression by booking a consultation via the LMS > Help > Student Success Consultations or via the Help Hub. ([Help Hub](#) > Student Success > Submit Ticket.)

Students can manage their subject enrolments and withdrawals via the Student Portal ([Student Portal](#) > My Study > Plan and Enrol).

- Students must satisfy all pre-requisite and co-requisite requirements for subjects in which they are enrolling.
- To qualify for graduation and receive the course award, a student must successfully complete all subjects as listed in the relevant Course Structure (located within Course Brochures) within a maximum number of calendar years.
- Students may only attend classes in which they are enrolled.

For support resources refer to the [Student Hub](#) > Re-enrol to help you navigate the Student Portal enrolment process.

For further information refer to the [\*Academic Progression Policy - Higher Education\*](#) available from the College website ([endeavour.edu.au](http://endeavour.edu.au) > Current Students > Policies and Procedures).

## Students at Risk (SaR)

The College recognises that during their course of study a student's academic performance may fluctuate due to a range of factors, placing the student 'at risk' of losing their good academic standing. In this case the student will be offered support and a series of interventions to support an improvement, which may include consultations with Academic Supervisors and / or Student Success Advisers, who will work with the student on a case by case basis to support intervention strategies and their individual circumstances.

For further information, please refer to the *Support for Students at Risk Policy - Higher Education* available from the College website ([endeavour.edu.au](https://endeavour.edu.au) > Current Students > Policies and Procedures).

## Special Consideration Applications

Application for Special Consideration applies to cases whereby a student, for reasons beyond their control, is requesting assistance that is outside of College policy. Examples of this can be, seeking additional clinic make up sessions; requesting extensions of written assessments and deferred examinations for reasons that fall outside of those stipulated in the *Assessment Policy - Higher Education*.

Applications for Special Consideration can be submitted via the Student Portal. ([Student Portal](#) > Special Consideration and Academic Appeal.) Applications **must** be supported by documentation and supporting evidence for unforeseen or exceptional circumstances must be **verifiable**.

Sufficient documentation must accompany each application as stipulated in the policy. A review of the policy is an essential part of the application.

For support resources refer to the [Student Hub](#) > training resources > Special Consideration and Academic Appeals

The College recognises categories of serious adverse and unforeseeable circumstances outside a student's control as acceptable grounds for applying for special consideration. Refer to the *Special Consideration Policy - Higher Education* for application process and timeframes for consideration, available from the College website ([endeavour.edu.au](https://endeavour.edu.au) > Current Students > Policies and Procedures).

## Remission of Financial Liability and Refund Applications

Applications for Refunds or Remissions can be submitted via the Student Portal ([Student Portal](#) > Fees Refunds and Remissions). Applications **must** be supported by **certified** documentation.

The policy applies to cases of special circumstances whereby a student (or former student), for reasons beyond their control, is seeking to withdraw from a subject or course after census date without financial liability due to an inability to continue with and complete their studies. The College recognises that there may be times when a student's circumstances may warrant an application for removal of financial liability after census date.

Sufficient documentation must accompany each application as stipulated in the policy. A review of the policy is an essential part of the application.

Refer to the *Remissions of Financial Liability due to Special Circumstances Policy - Higher Education* for application process and timeframes for consideration, available from the College website ([endeavour.edu.au](https://endeavour.edu.au) > Current Students > Policies and Procedures).

- **Former students** requesting a remission of any financial liability (e.g. refund) due to special circumstances must apply using the *Remission of Financial Liability due to Special Circumstances Application Form - HE* available from the College website ([endeavour.edu.au](https://endeavour.edu.au) > Current Students > Policies and Procedures > Forms).
- **Current students** requesting a remission of any financial liability due to special circumstances must apply via the Student Portal ([Student Portal](#) > Fee Refunds and Remissions > Fees remissions). Applications relating to remission of fees are not accepted by Student Support.



- For current students support resources refer to the [Student Hub](#) > training resources > Fees Refunds and Remissions

Applications are generally submitted by students who are requesting a refund of tuition fees, or a recredit of their FEE-HELP debt after withdrawing post census date for any higher education intake of study.

The [Remission of Financial Liability due to Special Circumstances Policy - Higher Education](#) clearly outlines the eligibility criteria for this kind of application. Sufficient **certified** documentation must accompany each application as stipulated in the policy.

## TalkCampus - Student Assistance

Some students who experience personal, family or study issues may require support to successfully complete their subject/s. In such circumstances you should speak to a Lecturer first and consider the internal support policies of special consideration and / or deferred examinations. Your Lecturer will provide advice and whatever assistance is reasonable and equitable. If further assistance is required external to the College, the student may access Endeavour's [TalkCampus program](#).

Endeavour College provides access to TalkCampus, a free to download peer support app., for students who are struggling with their wellbeing and mental health. Its accessible 24 / 7 and is free of charge.

## Australian Counselling Service (ACS) - Student Assistance

Counselling support for a range of concerns including stress, relationships, managing your studies, and everyday worries.

Endeavour College provides five (5) free counselling sessions for students; students can register via the LMS > Campus> Vitality Pass registration link or QR code.

## Career Mentoring

As part of your Vitality Pass, you will receive access in your final year of study to 3 free career mentoring sessions:

- one-on-one consultations with a careers specialist
- specially designed for final-year students.

For more information:

- students in their final year of study will be provided with the details to register for 3 career mentoring sessions.
- visit the College website ([endeavour.edu.au](https://endeavour.edu.au) > Future Students > Vitality Pass)

## Student Partners Network

Endeavour's Student Partner network provides students with an opportunity to be involved in an ongoing partnership with staff and the broader College community. Student Partners will help to identify and facilitate the interests of all students supporting open channels of communication between students and College departments across each campus.

The College invites students who may be interested in representing the student body (through regular meetings, supporting events and activities) and students on campus, to head to the LMS for more information ([LMS](#) > Campus > Student Life).

All Student Partners are considered to be exemplars of the Endeavour [Values](#), the [Student Code of Conduct - HE](#) and demonstrate outstanding student citizenship.

At Endeavour, we are committed to work alongside students to support the following objectives.

- To identify and facilitate the interests of the students at Endeavour College of Natural Health.
- To advocate to the College on behalf of the students.
- To provide a recognised means of communication between the student body and the operational and academic departments.
- To provide and promote the participation and considerations of the student body in matters of importance to campus life.
- To contribute to continuous improvement through engagement with the national student body.

## Timetabling

The College timetable will incorporate the collaborative efforts of the academic and administrative elements in developing an equitable timetable that supports positive student learning outcomes, encourages innovative teaching and maximises the efficient allocation of space and resources.

All class timetables will be developed nationally on an annual basis.

For further information please refer to *Timetabling Policy - Higher Education* available from the College website ([endeavour.edu.au](https://endeavour.edu.au) > Current Students > Policies and Procedures).

## Student Misconduct

The *Student Misconduct Policy - Higher Education* should be read in conjunction with the *Student Code of Conduct - HE* which describes the expectations of the College relating to higher education students' behaviour. It is the College's expectation that students will reflect the values that underpin College life and will not intentionally act in a way that results in a breach of this code. A breach of the code of conduct may result in an allegation of student misconduct. All allegations of student misconduct will be investigated in a manner that is fair, consistent and transparent providing all parties with an opportunity to be heard.

For further information, please refer to the *Student Misconduct Policy - Higher Education* available from the College website ([endeavour.edu.au](https://endeavour.edu.au) > Current Students > Policies and Procedures).

## Complaints and Appeals Policy - Higher Education

*“Support continuous improvement through the provision of honest and constructive feedback on academic and support services”*

Endeavour both supports and is committed to continuous quality improvement. The *Complaints and Appeals Policy - Domestic - Higher Education* ('*Complaints and Appeals Policy*') is designed to facilitate confidential resolution of complaints with a minimum of delay and formality. The policy applies to any domestic student or member of the public including persons seeking to enrol with Endeavour, who believe that they have been unfairly treated and have a complaint against the College. Such complaints may include but are not limited to, academic matters, discrimination, access and conditions, teaching or support services, provision of Endeavour facilities and clinic services.

The College recognises the importance of effective communication as being essential to resolving any concerns, therefore the *Complaints and Appeals Policy* is fundamental in ensuring concerns are addressed via the appropriate channels to facilitate an equitable, confidential and prompt resolution.

The first step in the *Complaints and Appeals Policy* is to speak directly with a Student Support Officer or Academic or to submit your feedback through the Help Hub ([Help Hub](#) > Provide Feedback > Submit Ticket). This will be brought to the attention of the relevant department and the path to resolution will commence.

For further information and details of the following steps for the Complaints and Appeals *Procedure*, please refer to the *Complaints and Appeals Policy - Domestic - Higher Education* available from the College website ([endeavour.edu.au](https://endeavour.edu.au) > Current Students > Policies and Procedures). International students should refer directly to the processes outlined in the *Complaints and Appeals Policy - International - Higher Education*, also located at the website above.

## Learning Management System (LMS)

The [LMS](#) is where you will find all your course information. Through your LMS you can access your course materials and submit assignments, [book consultations](#) with Lecturers / Student Support Officers / Student Success Advisers / , view your subject outlines and access a wide range of support tools.

You can access your [LMS](#) anytime day or night (excepting maintenance periods) via the College website ([endeavour.edu.au](https://endeavour.edu.au) > Students > LMS) and via the Student Hub ([Student Hub](#) > Systems & Portals > LMS).

The LMS provides several learning resources that support students' transition to studies including Orientation Modules, Academic Integrity, and modules that support academic readiness such as, Essential Academic Skills, Essentials of Health Science and Computer Skills - Essentials. ([LMS](#) > Learning Resources.)

## Student Portal

The [Student Portal](#) is your student administration site. Here you can check your enrolment history and subject results, check your timetable and enrol in new subjects, access forms and related policies and receive notices from the College. You can access the Student Portal via the College website ([endeavour.edu.au](https://endeavour.edu.au) > Students > Portal) and via the LMS ([LMS](#) > Student Systems > Student Portal).

For guidance in using the Student Portal, see the training resources (written and / or video) and answers to FAQs available from the [Student Hub](#).

## Student Hub

The Student Hub is your student support and FAQ resource site. Here you can check the latest college updates, refer to college FAQs, link to training resources, Industry Events Page, Talks Campus, Studiosity, access re-enrol resources including calendars, course brochures, schedules, access systems and portals, local campus pages and connect with the college on socials.

For access to the Student Hub <https://ecnh.sharepoint.com/sites/Stu>

# OFFICE OF STUDENT RECORDS

## Student Privacy

The College recognises the right to privacy of students. As an organisation, the College is committed to complying with the *Australian Privacy Principles* as defined in the *Commonwealth of Australia Privacy Act 1988*. In complying with the *Privacy Act 1988* (Cth), the College shall meet the minimum standards for the collection, use and disclosure of personal information. It should be noted that academic records of students are ultimately the property of the College.

The *Privacy Amendment (Private Sector) Act 2000* (Cth) prevents Endeavour from providing any student details to any person other than the student. All matters in relation to enrolment, results, fees or any other issue *can only be discussed with the student*.

All information collected by the College is for the purpose of providing a high quality service for all College staff, students and clients. Only personal information necessary to provide services or activities is collected.

For more information, please refer to the *Student Records Policy - Higher Education* and the *Privacy Policy* available from the College website ([endeavour.edu.au](https://endeavour.edu.au) > Current Students > Policies and Procedures).

## Access to Personal Records

Under the *Privacy Act 1988* an individual has the right to access their personal information unless prohibited by law. If requested, the College will provide to individuals, access to and correction of, their personal information held by the College at no charge.

There are certain circumstances where the College is not required to provide access. These circumstances can include:

- where personal information other than health information would pose a serious threat to the life or health of an individual
- where health information would pose a serious threat to the life or health of an individual
- where providing access would have an unreasonable impact upon the privacy of other individuals
- access for frivolous or vexatious use
- where providing access would reveal the intentions of the College in relation to negotiations with the individual in such a way as to prejudice those negotiations
- where providing access would be unlawful
- where the information relates to existing or anticipated legal proceedings between the College and the individual, and the information would not be accessible by the process of discovery in those proceedings.

For further information on accessing your student records, please refer to the *Student Records Policy - Higher Education* available from the College website ([endeavour.edu.au](https://endeavour.edu.au) > Current Students > Policies and Procedures).

## Requesting Academic Documentation

Students can request an **official copy** of their Academic Documentation via the Student Portal > 'Forms' tile, at any stage during their lifecycle at the College. While a complimentary copy is awarded at the time of graduation, there is an administration fee per item of \$25.00 (postage and handling may attract further fees) at any other time and the process takes 7-10 working days to be sent.

**Please note, as official Transcripts or Awards are legal documents, these cannot be emailed to a student.**

You can download, free of charge, an informal academic transcript (**unofficial copy**) via the Student Portal ([Student Portal](#) > My Study > Manage My Course > Self Service Documents > Academic Transcript - Unofficial).

Previous Subject Outlines can also be requested with an administration fee of \$10 plus \$2 per Subject Outline.

To request one of these formal documents, please fill out and submit the relevant the *Request for Academic Documentation* (Form) or *Request for Subject Outlines* (Form) available on the Student Portal ([Student Portal](#) > Forms).

# FEE INFORMATION

All students studying at the College and enrolled within a higher education subject or course are expected to pay the tuition fees in full **by census date** of the relevant study period in which the subject/s is scheduled. This can be undertaken using the following methods:

1. FEE-HELP loan
2. Full upfront payment of fees

Full payment of fees is due at commencement of the subject / study period and must be paid no later than the census date of the relevant subject / study period.

Students who do not pay fees as required will have a sanction placed on their account and their enrolment suspended and reviewed. Further conditions and options are outlined in the *Fees Policy - Higher Education* available from the College website ([endeavour.edu.au](http://endeavour.edu.au) > Current Students > Policies and Procedures).

## FEE-HELP

Endeavour College is approved by the Australian Government Department of Education as a Higher Education Provider under the *Higher Education Support Act 2003* (Cth) for the purposes of student access to assistance via the Higher Education Loan Program (FEE-HELP).

FEE-HELP is a loan scheme which assists eligible fee paying students to pay their tuition fees charged by the College for their subjects of study.

FEE-HELP can be used to pay for all or part of the tuition fees. There is a maximum amount you can borrow through FEE-HELP over your lifetime known as a FEE-HELP limit which includes study at other institutions.

**You can refer to the most recent information at [www.studyassist.gov.au](http://www.studyassist.gov.au).**

## Eligibility for FEE-HELP

FEE-HELP is only applicable to accredited Higher Education qualifications delivered by Endeavour. These include all Bachelor programs. From 2024, the 50% pass rate requirement no longer applies. However, to get a FEE-HELP loan for your studies at the College, you must:

- be one of the following:
  - ⊗ an Australian citizen who will study at least one subject of your course in Australia; or
  - ⊗ a New Zealand Special Category Visa (SCV) holder, or eligible former New Zealand SCV holder; who meets the long-term residency requirements and who studies the entire course while living in Australia; or
  - ⊗ a permanent humanitarian visa holder or an eligible former permanent humanitarian visa holder who studies the entire course while living in Australia; or
  - ⊗ a pacific engagement visa holder who is resident in Australia for the duration of your subject/s (from 1 February 2024)
- be enrolled in an eligible course at the College by the census date
- submit the **Request for FEE-HELP loan** form to the College by the census date
- have an available HELP balance
- provide the College with your Unique Student Identifier (USI) prior to the first census date (for new enrolments from 1 January 2021) unless an exemption applies
- be assessed as a genuine student and as academically suitable for your subject/s
- not undertake more than 2 years' worth of higher education study in the last 12 months.



For further FEE-HELP information please refer to the Australian Government's:

- [Study Assist website](#)
- [FEE-HELP publications](#) > FEE-HELP information booklet

Students undertaking FEE-HELP assistance are wholly responsible for the completion of government forms required to establish the loan. The electronic Commonwealth Assistance Form (eCAF) **must be completed before the census date**. Proof of Australian Citizenship must also be provided to Admissions at the time of enrolment and if not, will be collected and verified by the Office of Student Records prior to the student's first census date.

Students are required to complete a new application when they:

- commence a new course of study with Endeavour
- transfer to a new course of study or
- change providers.

## Applying for FEE-HELP

For guidance applying for FEE-HELP, refer to Student Hub (Student Hub > FAQs > FEE-HELP and Finance FAQs) and the [Student Portal Guide - Apply for FEE-HELP](#).

## Withdrawal from Subjects

If a student who has submitted a Request for FEE-HELP Assistance withdraws from a subject, including where the student withdraws from their course of study, **on or before the census date**, the student will not incur a FEE-HELP debt for that subject (refer [Fees Policy - Higher Education](#))

If a student who has completed a Request for FEE-HELP Assistance withdraws from a subject **after the census date**, the student will incur the entire FEE-HELP debt for that subject.

For support resources refer to the [Student Hub](#) > training resources > Re-enrol > Plan and Enrol

## Remission of Fees

A student may apply to have the FEE-HELP debt removed through a Remission of Financial Liability application. The College's policy applies to cases of special circumstances whereby a student for reasons beyond their control is seeking to withdraw without penalty due to an inability to continue with their studies after a census date. Refer to the [Remission of Financial Liability due to Special Circumstances Policy - Higher Education](#) and the [Remission of Financial Liability Applications](#) section.

For support resources refer to the [Student Hub](#) > training resources > Fees Refunds and Remissions

## Census Dates

### What is a Census Date?

A census date is essentially a deadline, and is the last date to formally withdraw from subjects to avoid incurring an academic penalty and full tuition fees or FEE-HELP debts, to pay upfront fees to the College, and to submit a *Request for FEE-HELP Assistance* form. **Withdrawing after a census period carries heavy penalties** (refer [Withdrawing Post Census](#) section below).

### When do Census Dates Occur?

The College details the census dates for study periods on its formal Student Calendars. These calendars can be accessed online via the Student Hub (Re-enrol page), LMS, College website, or by request to Student Support on your local campus. (See [Calendars and Public Holidays](#) section.)

These dates are formal, published and government-approved dates which cannot be changed or altered at the request of a student.

## Withdrawing Post Census

Withdrawal after the census date will incur academic penalty and will affect your GPA (grade point average) for future study unless 'Special Circumstances' is granted. The effect on a student's GPA will be a 'WF' (Withdrawal Fail), which is the equivalent of a Fail or 0 grade for that subject being recorded. The full cost of the subject will still have to be paid, or a full FEE-HELP debt for the subject will be included on the student's record.

Still need some assistance? [Contact your local Student Support team](#) for more information.

# STUDY

## Courses

*“Be well informed about course requirements and seek academic assistance if in doubt...”*

## The Degrees

**Acupuncture Therapies** provides students with specialised skills required to become a qualified Acupuncturist. The course combines the principles and philosophy of Chinese medicine theory with Chinese manual therapy practices including acupuncture, moxibustion, Qi Gong and Chinese remedial massage (Tui na). Students will develop a thorough understanding of human biology functions, Chinese dietary therapy, Chinese medicine channel systems, musculoskeletal anatomy, and clinical diagnosis and consultation. In addition, students will practice and refine clinic management and decision-making skills that are instrumental to their future careers – all within the protected environment of our student clinics.

**Chinese Medicine** offers an innovative course structure that allows students to choose their specialty, whether it be as an Acupuncturist, Chinese Herbal Medicine Practitioner, or a Chinese Herbal Dispenser. Students can look forward to developing a comprehensive understanding of Chinese Medicine as an entire medical system designed to balance the functions of the body, mind and spirit and restore health. The course includes philosophy and principles of Chinese Medicine as well as acupuncture, moxibustion, medical Qi Gong, Chinese remedial massage (Tui na), Chinese herbal prescribing and dispensing, and Chinese dietary therapy.

**Naturopathy** is a whole medical system combining theory (philosophy and principles) and practice that uses an array of natural therapies to support healing and maintain health. Its core principle, “the healing power of nature”, guides the naturopath’s use of nutrition, dietary counselling, herbal medicine, manual therapies, flower essences, lifestyle education, homeopathy and other disciplines to treat illness and restore health.

**Nutritional and Dietetic Medicine** produces Clinical Nutritionists who approach disease prevention and management through a multidimensional lens. Nutrient adequacy, food quality, dietary behaviours and lifestyle are assessed so that individualised Nutrition Care Plans can be developed. Scientific evidence, ethics and sound clinical reasoning guide practice to ensure that diet and supplement recommendations are efficacious and safe. Clinical Nutritionists integrate traditional food wisdom and current scientific evidence to guide and support individuals and communities to eat well and live healthier lives.

All course structures **available for new enrolments** are available on the College website. ([endeavour.edu.au](http://endeavour.edu.au) > Courses.)

The published structures have the current pre-requisite requirements, along with important course information, including Professional Recognition, Course Accreditation and Career Opportunities.

## The Diplomas

**Health Science** - In addition to gaining foundational knowledge of biological and social sciences, this one-year full time (two years part time) course gives you the opportunity to gain an introduction to various areas of complementary medicine through interdisciplinary electives including Naturopathy, Nutrition, and Complementary Medicine. Upon graduation, this Higher Education Diploma opens the doors to further study in health science degrees or roles in allied health or complementary medicine environments. From

owning your own business to being a part of community health project teams, the career outcomes of this course are full of exciting possibilities.

**Health Science (Chinese Remedial Massage)** - An exciting and unique course offering at Endeavour College, students will graduate with an understanding of the philosophy and history of Traditional Chinese Medicine as well as practical Chinese remedial massage techniques and skills. Students can look forward to developing a knowledge of human biology, systems physiology, pathophysiology, and pharmacology in addition to Chinese Medicine theories and therapies. This course also prepares students with consultation and diagnostic techniques and Chinese remedial massage techniques including Tui na, acupressure, moxibustion, cupping, gua sha, topical herbal applications, and medical Qi Gong. This course has been carefully curated to optimise the student experience and learning outcomes. In response to student feedback and the evolving needs of the Chinese medicine profession in Australia, each teaching block instils students with both theoretical and practical skills. This means students will be continuously practicing and perfecting techniques as they learn them.

## The Undergraduate Certificates

**Building Health through Nutrition** - this course allows students to obtain a comprehensive understanding of human nutrition and introduces students to food-based science, including food spoilage, food additives, and natural toxins. The certificate helps students understand how food components interact with the body's biochemistry to how this applies in managing immunity or maintaining a healthy weight throughout one's lifespan. Entry into this certificate assumes prior knowledge of human biology and biochemistry.

**History and Philosophy of Complementary Medicine** - a perfect qualification to introduce you to the historical underpinnings and cultural background of some of the oldest health fields.

**Human Biology** - with this course, you can gain a comprehensive understanding of human biology and anatomy and develop the critical thinking skills required for study in higher education.

**Lifestyle Coaching** - improve your emotional intelligence, self-confidence, and understanding of wellness to coach others to lead healthier and happier lives.

## Academic Staff Consultations

*“Accept and act on the advice and feedback given regarding academic performance”.*

The College will provide all students with access to academic consultations to assist in gaining maximum results academically, personally and professionally. As per the [Student Code of Conduct - HE](#), it is the responsibility of the student to seek academic assistance.

Students can book a 15 minute Academic Consultation with an Academic Supervisor to discuss anything related to general study or academic support or assistance. Additionally students may consult with a Subject Administrator or subject Lecturer on subject specific questions (such as attendance and assessment requirements). All bookings are managed via the LMS ([LMS](#) > Help > Consultations > Academic Consultations). Select the most appropriate type of Academic Consultation from the options (general or discipline-specific).

Students may consult all academics, including contract academics, regarding, but not limited to:

---

Australian College of Natural Medicine Pty Ltd trading as Endeavour College of Natural Health, Endeavour Wellness Clinic  
(IHE PRV12070, National CRICOS #00231G, RTO #31489)

- clarification of subject requirements
- clarification of assessment task requirements
- assistance in catching up on content from any lectures and/or tutorials they may have missed
- advice on strategies to complete assessment tasks
- extension of assessment due dates
- feedback on performance
- professional information / advice.

## Making an Appointment with an Academic

In the first instance, students should attempt to access teaching staff during class hours. Where possible, academics will assist with student issues at this time. Outside of class hours, please book a consultation via the [LMS](#) > Help > Consultations page.

Academic consultations are available at the commencement of each study period and **booked through the LMS** ([LMS](#) > Help > Consultations Bookings > Academic Consultations).

Students will be advised at the commencement of each study period if the Lecturer is arranging extra tutorial classes for the subject and the times and dates of these tutorials will be made available to students. Appointments may also be arranged outside of the prescribed time, at a time mutually convenient where the student has arranged this directly with the Lecturer or the staff member.

Please refer to the [Student Consultation Policy - Higher Education](#) for further information available from the College website ([endeavour.edu.au](#) > Current Students > Policies and Procedures), or submit a ticket via the Student Help Hub > Academic Assistance or connect with Student Support if assistance booking a consultation is required (see [Contact Methods](#)).

## Studiosity

To support students in their studies, the College provides personalised study help, anytime of day or night and even on weekends, 24 / 7 with the help of [Studiosity](#). This is a free service for all Endeavour students and allows students to receive detailed, personalised feedback in less than 24 hours, or the opportunity to chat live with a subject specialist to work through a study problem right away.

**All students are encouraged to use Studiosity.**

- The free account can be activated via the LMS ([LMS](#) > Help > Studiosity).

For further information see the:

- College website ([endeavour.edu.au](#) > Current Students > Support Services > Studiosity - Study Help)
- walk-through video ([LMS](#) > Help > Studiosity - A Walkthrough).

## PASS (Peer Assisted Study Support)

Proudly supported by the College's Student Partners network, PASS is a free program that offers interactive, live, online, group study sessions for selected first year health science subjects, such as BIOH111, BIOB111, and SOCQ121.

The PASS Program is a learning enhancement program that provides regularly scheduled, peer-facilitated study sessions, offered to historically challenging subjects.

For further information refer to the LMS ([LMS](#) > Campus > Student Life > Student Partners > Peer Assisted Study Sessions (PASS)) or the Student Hub > PASS

To join a session, registrations are via the relevant subject by clicking the PASS tab and selecting the session you would like to join.

## Academic Progression

*“Ensure and maintain course progression as per the requirements of the regulatory bodies and professional associations”.*

Academic progression is ultimately a student's responsibility. The student's progression through to graduation will be dependent upon successful completion of all relevant subjects and correctly re-enrolling in their selected course as published on the course brochure and in the *Student Code of Conduct - HE*.

Endeavour is a higher education provider, and all course progression is scheduled according to the course structure. **It is a student's responsibility to always progress according to the published structures.**

## Pre-requisites and Co-requisites

Because all courses have defined underpinning knowledge, it is important that subjects be taken in the correct sequence per year, and that students enrol into subjects only once they meet the requirements for those subjects. **It is the responsibility of the student to be aware of the pre-requisites and co-requisites before enrolling into any subject.** The Course Structures have a list of the pre-requisites and co-requisites for each subject, for students to follow.

For advice on keeping on track with Course Progression, speak with your local Student Success Adviser (see *Course Progression*) or academic staff member (see *Making an Appointment with an Academic*), or submit a ticket to Student Success via the Help Hub ([Help Hub](#) > Student Success > Submit Ticket).

## Failure of Academic Progression

Endeavour monitors the progress of students in their studies and has systems in place to promote the early detection of students who are making poor or unsatisfactory progress and are therefore at risk of exclusion from their chosen course of study. The occasional or infrequent failure of a subject by a student is not cause for undue concern, however Endeavour seeks to identify students who have demonstrated a persistent pattern of failure.

Please review the *Support for Students at Risk Policy - Higher Education* available from the College website ([endeavour.edu.au](http://endeavour.edu.au) > Current Students > Policies and Procedures).

## Unsatisfactory Academic Progress

Poor academic performance is defined as:

- failure to pass 50% or more of the study load in the current enrolment period, or
- failing the same subject 2 or more times, or
- having a GPA of less than 3.00.

Any student who meets these conditions may be 'at risk' of non-progression and non-completion, although there are other conditions which help determine the 'at risk' status. If a student fails to pass over 50% of their study load in a teaching period, a probation 'PRB' sanction will be applied.

- Students with a PRB sanction are prevented from re-enrolling and required to complete a consultation with a Student Success Adviser to support the next steps in managing and planning their studies for success.

Please refer to the *Support for Students at Risk Policy - Higher Education* available from the College website. ([endeavour.edu.au](http://endeavour.edu.au) > Current Students > Policies and Procedures.)



## Multiple Failure of Subjects

Multiple failure of a subject is defined as failing the same subject, or equivalent subject, on three separate occasions. Any student who fails the same subject or a subject deemed equivalent by the College twice, may be 'at risk' of non-progression and non-completion, although there are other conditions which help determine the 'at risk' status.

If a student has failed 50% or more of their subjects in a teaching period a probation 'PRB' sanction will be applied, and a student will be prevented from re-enrolling and is required to complete a consultation with a Student Success Adviser to support an intervention plan to support a passing grade for the subject.

- If failure of a single subject does occur on three separate occasions, the student may be excluded from study at the College for a maximum period of twelve months.

For further information, refer to the *Academic Progression Policy - Higher Education* and *Support for Students at Risk Policy - Higher Education* available from the College website ([endeavour.edu.au](http://endeavour.edu.au) > Current Students > Policies and Procedures).

## Probationary Enrolment

The College may offer to place students on probationary enrolment in place of exclusion. In the case of a student at risk of losing their good academic standing, the student will be offered support and a series of interventions to support an improvement of academic standing, including but not limited to:

- reduced study load to adapt studies to support passing grades
- required consultations with Academic Supervisors and Student Success Advisers, and if required, the relevant academic Head of Department for assistance with study planning
- contacting and referral to Australian Counselling Service (ACS) for wellbeing support.
- referral to the 24-hour Studiosity online study support
- completion of the essential health science or essential academic skills modules
- other support recommendations from the Academic Supervisor or Student Success Adviser.

A student who passes less than 50% of the subjects attempted in the period of probationary enrolment may be excluded from study at the College for a period of up to twelve months. The student has the right of appeal as per the *Complaints and Appeals Policy - Domestic - Higher Education* available from the College website. ([endeavour.edu.au](http://endeavour.edu.au) > Current Students > Policies and Procedures.)

## Appeal Against Probation

A student may appeal against being placed on probation on the grounds that exceptional or compassionate circumstances have been the cause of the student's poor academic performance. Such an appeal is made to the Director of Education through the *Special Consideration Policy - Higher Education*.

## Educational Pathways

As Australia's largest provider of natural medicine education in Australia, and with a national campus footprint, the College has a role to provide students with educational pathways to lifelong study.

Students regularly enquire with the College to seek an educational pathway for previously attained qualifications or recognition of professional experience. Listed below are some common examples of education pathway enquiries.

- A student completes selected subjects or units (but has withdrawn from the course) at another institution and wishes to be granted credit for comparable subjects when enrolling with the College.
- A student completes a qualification at another institution and is seeking credit for comparable subjects when enrolling with the College.
- A prospective student has been working for many years in a particular industry or practice area and is seeking recognition for their experience when enrolling into a course offered by the College.
- A prospective student completes a qualification at another University or institution many years ago and wishes to update their skills by enrolling in another qualification with the College.
- A student wishes to complete further study with the College to extend their skills or learning after completion of one of the College's other courses.

## Recognition of Prior Learning (RPL)

Assessors of the application for credit will consider the range of learning types and comparability of previous learning to the required subject/s or unit/s. Types of learning which may support RPL include:

- **Formal Learning** - includes learning achieved as part of a recognised AQF level course or qualification (or its equivalent in the case of international study). Formal study may include VET or Higher Education study including non-award completion of a subject, Unit/s of Competency, Undergraduate Certificates, Certificates I – IV, Diplomas, Advanced Diplomas, Associate Degrees, Bachelor Degrees, Bachelor Honours Degrees, Graduate Certificates, Graduate Diplomas, Masters Degrees, or Doctoral Degrees.
- **Informal Learning** - includes learning achieved as part of a non-AQF course or qualification. Informal study may include any non-AQF structured course of study in which you gained and can evidence your learning. This may include unaccredited courses, professional development courses, or other types of structured learning.
- **Non-formal Learning** - includes professional or paraprofessional experience which is not part of a course or qualification. Non-formal learning may include workplace experience or other life experiences or learning which occurs outside of a structured course of study.

See the College's website for further information ([endeavour.edu.au](https://endeavour.edu.au) > Future Students > Credit Recognition).

## Minimum Study Amounts

Credit provided into a qualification may be limited to ensure course learning outcomes are not compromised.

For external credits (inclusive of formal, informal and non-formal learning), advanced standing into an award will be calculated as a percentage of the total credit points within the course, and will maximally be:

- VET Courses: 100%
- Undergraduate Certificates: 50%
- Higher Education Diplomas: 50%
- 3-year Bachelor Degrees: 66% (i.e. minimum of 1 year study remaining)
- 4-year Bachelor Degrees: 75% (i.e. minimum of 1 year of study remaining).

Credit will not be limited for internal credit applications for students where:

- the student has not been conferred an award
- the enrolment was in nested qualifications or course suites, or
- the application of credit limits would require a student to re-complete the same or equivalent subject/s to those that they have previously completed at Endeavour.

Additionally, the College:

- will not confer credit for non-formal learning for more than 25% of any higher education award
- will only confer credit for higher education clinical subjects based on clear evidence of an **equivalent level of formal learning**.

## When to apply for an Educational Pathway

Applications for recognition of prior learning should be made **at least 20 days prior to census date** of the relevant subject to permit processing, decision-making and communication of the outcome to the student, as RPL applications cannot be approved for an enrolled subject past the census date. In general, students are advised to make an advanced standing application as part of their Admissions process.

## Successful Applications

All successful recognition of prior learning applications will be recorded on a student's transcript. Credits will be described as 'Exempt' for the relevant subject, or 'Elective Credit' in the case of an unspecified elective credit. Within Vocational Education and Training (VET) courses 'Exempt' will indicate completion of the identical Unit of Competency within another award or Registered Training Organisation (RTO), and 'RPL' will indicate Recognition of Prior Learning based on an assessment of equivalent learning.

## Unsuccessful Applications

The student will be provided with a response stating the grounds on which the advanced standing for the subject was not approved.

If the student is not satisfied with the outcome of an unsuccessful application, they may appeal the decision as per the process outlined in the *Complaints and Appeals Policy - Domestic - HE*.

Any further information on Educational Pathways can be located in the *Recognition of Prior Learning Policy - HE and VET* available from the College website ([endeavour.edu.au](http://endeavour.edu.au) > Current Students > Policies and Procedures).

## Attendance

The College encourages 100% attendance for all classes. **Any subject-specific attendance requirements are clearly stated in the Subject Outline (SO)**, along with the consequences of not meeting those requirements. It is the student's responsibility to be aware of the attendance requirements for each subject.

Students are to attend the subjects and classes that they enrolled into at the start of a teaching period. A student is not permitted to attend a class that they have not been enrolled into, the student will be asked to leave the classroom of any subject where they are not on the class roll and cannot produce an acceptance notice as proof of enrolment.

Students will only be permitted to change class days and / or times after the start of the teaching period in exceptional circumstances. Requests to change a class are to be made via an Application for Special Consideration and will be considered on a case-by-case basis. All applications must be supported by appropriate evidence. Applications will only be approved in exceptional situations and where the class change does not lead to resourcing, work health and safety (WHS) or other impacts.

Any further information on Attendance Requirements can be located in the *Attendance Policy - Higher Education* available from the College website ([endeavour.edu.au](http://endeavour.edu.au) > Current Students > Policies and Procedures).

## Theory Classes

The college encourages 100% attendance of theory classes and students are to refer to the subject outline for attendance requirements.

Any further information on support of students that do not attend class is outlined in the Support for Students At Risk Policy – HE available from the College website ([endeavour.edu.au](http://endeavour.edu.au) > Current Students > Policies and Procedures).

## Practical Classes

Students are required to attend at least 80% of their practical skills sessions. Students who do not attend 80% of practical skills sessions will be asked to repeat the subject to ensure they have sufficient practical experience. **Practical classes are clearly identified in the Subject Outline.**

## Clinical Practicum / Observation Classes

Clinic and pre-clinical subjects have a 100% attendance requirement. The attendance and participation required in clinics includes students being able to actively engage in client consultations and treatments.

Students can miss up to the equivalent of two full weeks of scheduled clinic sessions *for limited reasons and with relevant supporting documentation* as detailed in the *Attendance Policy - Higher Education*. **Students must make up all missed clinic sessions to receive a passing grade for the subject.** Students who have missed more than the equivalent of 2 weeks' worth of classes will be unable to meet the subject requirements and will need to withdraw from the subject (if prior to census) or will be awarded a F (fail) grade. In exceptional circumstances the Director of Education, in consultation with the relevant academic Head of Department, may approve additional clinic make ups.

Students should make every attempt to make up any missed sessions before the end of the clinic block. If making up the clinic sessions in the following block is unavoidable, students must arrange to make them up by Week 3 of the following clinic block. This allows for grade submission by the end of Week 3: prior to census date. If the student fails to make up the missed sessions by Week 3 of the following clinic block, then the grade of Clinic Make-Up will be changed to a Fail. In that event, the student will be withdrawn prior to census from any other subjects for which that subject is a pre-requisite.

## Absences

Students who have failed to attend a compulsory class or clinic must apply to seek a waiver from attendance or permission for a clinic make-up. Applications are made via the appropriate form in the Student Portal > Forms > Attendance waiver & clinic make up and **must be made within 3 days** of the missed class or clinic and be supported by documentary evidence.

For support resources refer to the [Student Hub](#) > training resources > Special Consideration and Academic Appeals

Any further information on attendance can be located in the [Attendance Policy - Higher Education](#) and the [Special Consideration Policy - Higher Education](#) available from the College website ([endeavour.edu.au](https://endeavour.edu.au) > Current Students > Policies and Procedures).

## Late Attendance

Students who are more than 10 minutes late for class may not be admitted, at the discretion of the Lecturer / Clinic Supervisor. Where only part of a class is attended, students will be marked present for only that portion of class. Partial absences will be tallied towards total absences.

For clinics, missing any part of a clinic session shall be considered an absence.

## Calendars and Public Holidays

Endeavour will be closed on all **National** Public Holidays. Classes may be held on other Public Holidays (State and local), but this will vary on a campus-by-campus basis. Please refer to the published College On Campus (Higher Education) calendar for dates that the College will remain open, and classes and clinics will run.

For ease of access, Calendars are published to these student platforms:

- College website ([endeavour.edu.au](https://endeavour.edu.au) > Current Students > Re-enrolment or Timetable FAQs)
- LMS ([LMS](#) > Calendars)
- [Student Hub](#) > Re-enrol.

## Clinical Practicums

*“Display professional conduct at all times while undertaking study, clinical practicum and other educational exchanges”.*

Students in their final teaching periods of study complete their clinical practice in College-based professional natural medicine clinics, the Endeavour Wellness Clinic. All Bachelor of Health Science courses at Endeavour College incorporate theoretical and practical aspects of natural health care to ensure the highest calibre of graduates.

Bachelor of Health Science students complete hundreds of hours of clinical practice throughout their degree course. Working as student practitioners in a fully operational public clinic, students gain practical experience in communication, case taking, health assessment, clinic and client management and work health and safety.

Endeavour Wellness Clinic also builds the students' understanding of State legislation in relation to infection control, risk and hazard identification, risk management and first aid techniques. Students are trained in the business side of running a practice, gaining experience in reception, record keeping and follow up with clients.

The clinics are open to the public and treat more than 29,000 clients each year. They are staffed by senior students who treat clients, whilst under the supervision of qualified practitioners who have their own practices (known at the College as Clinic Supervisors). This valuable, on-site clinical experience gives students the chance to develop their clinical skills whilst having the support of their experienced supervisors.

Before students enter the clinic, they are required to familiarise themselves with the *Clinic Handbook*, which outlines the conduct and responsibilities of Students in the Clinic, and the requirements and operations of a clinic practice.

Further to starting the practical clinic subjects, students must have a valid First Aid Certificate. CPR is optional.

Please refer to the *Clinic Handbook* available from the LMS ([LMS](#) > Key Information > Endeavour Wellness Clinics Student Handbook).

## Delivery Modes Defined

Endeavour College offers a variety of learning options – online, on-campus, livestream, clinic or blended; offering the student flexibility and study / home life balance. Refer to individual subject outlines for details on how each subject is managed. All subject outlines are available in the LMS, per subject, and via the [College website](#).

Our subjects are delivered in a mix of synchronous (live) and asynchronous (not live) modes of learning. These delivery modes are *defined* as follows:

### Online

*Subjects that are offered 'online' are asynchronous and delivered via recorded lectures with accompanying slides or via adaptive learning modules. These subjects are self-paced in that students can study the content whenever it suits them.*

It is important that students have a weekly study plan to stay on top of weekly subject content as specific due dates still apply to assessment items.

Online subjects offer students flexibility of starting study at various points throughout the year (up to 12 offerings of some subjects). Available online subjects are listed on the College website. A schedule of



online subjects and their offerings can also be accessed on the College website ([endeavour.edu.au](http://endeavour.edu.au) > Current Students > Re-enrolment) or through Student Support.

## On campus

*Subjects that are offered 'on campus' are synchronous and delivered in a classroom on one or more of the College's campuses around Australia. The Lecturer will teach in person in the classroom and local students are expected to attend in person at the campus.*

Attend live classes at specific timetabled times throughout the week. Supported by online study materials.

## Livestream

*Subjects that are offered via 'livestream' are synchronous and delivered on the internet through a live video feed (e.g. Zoom). The Lecturer may deliver the class from one of the College's campuses, but students are required to attend via livestream only. Students enrolled in livestream classes but wanting to attend campus are encouraged to use the College's Virtual Classrooms which are set up for this purpose. International students enrolled in livestream classes are required to attend campus and use the Virtual Classrooms.*

Attend live classes virtually at specific timetabled times throughout the week. Supported by online study materials. Livestream subjects offer students flexibility of starting study at various points throughout the year (from two to four offerings of some subjects per year). Available livestream subjects are listed on the College website. A schedule of livestream subjects and their offerings can also be accessed on the College website ([endeavour.edu.au](http://endeavour.edu.au) > Current Students > Re-enrolment) or through Student Support.

## Blended

*Subjects offered in 'blended' mode will be delivered through use of two of the College's standard modes of delivery (Livestream, On Campus, Online as defined above). The format of delivery of each subject is outlined on the Subject Outline and will usually involve at least 1 hour per week in one mode, and at least 2 hours per week in another mode.*

*Some blended subjects are offered in two shorter intensive periods in the different modes such as 7 weeks on campus and the remaining 6 weeks of the teaching period livestream.*

## Classes

Classes are taught by subject matter experts who bring their own clinical expertise to help provide context to therapeutic subjects.

## Practical Classes

To support learning, students attend practical classes where they are expected to practice interviewing techniques, examination and treatment procedures **on each other** under the supervision of qualified instructors. This is conducted with respect for privacy, cultural and religious differences.

## Practicum / Teaching Clinics

Students gain significant clinical experience at each campuses' Endeavour Wellness Clinic under the supervision of qualified practitioners. In the clinics, students have the opportunity to develop and hone all skills required for professional clinical practice (and to run a successful clinic after graduation), including client assessment and management, client recruitment and continuity of care dispensary management and provide the full spectrum of naturopathic clinical care.

## Online Learning

Our mission for online learning at Endeavour is to provide an alternative, flexible learning option to students. Studying online provides a new way to deliver education in more flexible and innovative ways.

**Please note:** Staff cannot confirm percentages of study allowed to be studied online for accreditation purposes with various professional associations, as each have their own different requirements. Please direct questions to your chosen association directly.

## Endeavour LMS (Learning Management System)

Endeavour LMS is the online learning platform for students at Endeavour College. **The LMS is not simply for students enrolled in online subjects;** rather, **every subject** is supported by online learning materials on the LMS.

Here, students can access learning materials and assessments for every subject, are able to [book one-on-one consultations](#) with their Academic and Student Support and Success teams via the Help > Consultations tab, access study skills guides and handbooks, and link to the library and other helpful resource pages.

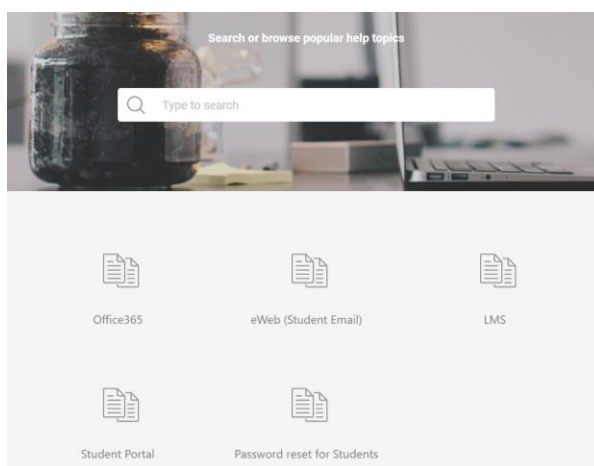
The LMS also hosts a library of information and extensive Study Skills Guides for students both starting out and well into their courses.

## Requesting Assistance from the LMS Help Desk

The Educational Technologies Services team, often referred to as “EdTech” manages the LMS and its associated help desk. The help desk operates during normal business hours of Monday to Friday 8.30am to 5.00pm AEST. Students are encouraged to submit a ticket at any time, and these will be responded to as soon as possible.

➤ [Help Hub](#) > Systems Support > Submit Ticket

Outside of these hours, review and [search the popular help topics](#), or click the LMS icon to answer common queries:



[Student Hub](#) also has several support resources that may assist outside business hours.

## Textbooks and Clinic Uniforms

Textbooks and other hard copy learning materials are also prescribed and / or recommended to accompany all study and support subject learning outcomes - these are listed in each subject's Subject Outline.

- the prescribed text books can be purchased online via a number of recommended retailers such as [Booktopia](#), [Amazon Books](#), [China Books](#).
- Students have access to databases and eBooks and refer to the library website on how to use ebooks.
- Equipment for practical subjects can be purchased online via a number of recommended retailers such as [School Locker](#), with a range of medical equipment and kit options.
- Clinic uniforms can be purchased via your local clinic, we recommend you purchase these prior to the start of clinic, connect with your clinic team on campus or with [Wellness Clinic](#).

## Assessments

While some subjects require mid-semester and final exams, assessments may also comprise quizzes, essays, practical / clinical skills demonstration and tutorial participation. All students, regardless of delivery mode, are required to sit written examinations online using Respondus software, or in special circumstances under approved external supervision (as per the *Examination Policy - Higher Education*). See [Assessments](#) and [Examinations](#) sections.

## Student Portal

The Student Portal is essentially a “Virtual Front Desk” for the College, where students can access important information and self-manage their studies, including the below.

- Update personal details and contact information
- Submit a USI
- Apply for FEE-HELP
- View and pay financial accounts
- Plan and Manage studies by enrolling and withdrawing from subjects
- Re-enrol into next subjects and then register or de-register for classes
- Review course overview and subject progressions
- Submit Forms
- Submit Access and Equity applications
- View final grades and results
- View GPA
- Submit special consideration and academic appeals
- Submit complaint and appeal applications
- Submit refunds and remissions applications
- Request assistance and provide feedback (redirects to [Help Hub](#)).

For Student Portal navigation information review the video and written resources in the [Student Hub](#). The Hub is also accessible via the LMS ([LMS](#) > Student Systems > Student Hub).

The [Student Portal](#) can be accessed directly, or:

- via the link on the College website ([endeavour.edu.au](#) > Students > Portal).
- Via the LMS ([LMS](#) > Student Systems > Student Portal).

For help with any technical Student Portal issues, students can submit a ticket via the Help Hub ([Help Hub](#) > Systems Support > Submit Ticket).

# Examinations

## Final Examinations

Examinations play an integral part in assessing the skills and knowledge attained by students as a result of studying a particular subject. The College conducts a range of examination types and expects students to be aware of the associated requirements of those examinations. Further details are below.

Final Examination Timetables will be published via the LMS under the relevant subject link at least six (6) weeks prior to the commencement of the examination period. Examination Timetables will be available via the Connections tab on the Subject News Noticeboard.

It is each student's responsibility, whether on campus or online, to be equipped with the necessary tools for exams or quizzes (including textbooks, dictionaries, notes, software packages etc., where approved), and to ensure that they plan for adequate, uninterrupted time to complete the exams at the nominated time.

Subject Administrators / Lecturers will advise students prior to the exam of any specific exam instructions. e.g. if the exam is open book, what material/s will be allowed for that exam.

## Conduct of an Examination

In keeping with the [Assessment Policy - Higher Education](#), students are encouraged to attend and complete all examinations in order to attain a final grade that fully represents the student's total knowledge of the subject and to provide the greatest chance for academic success.

All written examinations will be undertaken using Respondus LockDown Browser, during the advertised examination period. Examinations will be open in the LMS for a scheduled period and once started must be completed within the required timeframe. **It is the student's responsibility to ensure that they plan for adequate and uninterrupted time to complete each examination.** All online examinations must be commenced during the scheduled window of time, with the examination submitted in the LMS using the "Submit" button prior to the advertised close times. Online examination sessions will close at the advertised closing time and all attempts still in progress will be automatically submitted at that time.

**For example:** *If the closing time for a 2 hr and 10 min exam is 3:00 pm, it is recommended students commence the exam before 12:40 pm to be allocated the full 2 hours and 10 minutes. This also allows for time to complete the student ID check via the online proctoring system, Respondus LockDown Browser. If a student was to commence the exam at 2:00 pm, they would have only 1 hour to complete the exam.*

It is the student's responsibility to ensure that they plan for adequate and uninterrupted time to complete the Respondus examinations.

Each examination duration is advertised via the Subject Outline and Examination cover page within the Examination link. Students will be provided ten (10) minutes reading time in addition to the advertised exam duration. Reading time is included in the overall exam time and although the College recommends students use this time to plan and map out answers before commencing the exam, they are permitted to commence the exam straight away.

Online quizzes and mid-semester exams must be completed and submitted through the LMS within the stated window of time in which they are offered; quizzes and mid-semester exam sessions will close at the advertised closing time and all attempts still in progress will be automatically submitted at that time.

In certain situations, students may apply for deferral of an examination if there are circumstances that significantly hamper their ability to attend at the scheduled examination time. Applications should be made **no later than 3 days prior** to the scheduled examination date and submitted via the Special Consideration form (Student Portal > Special Consideration and Academic Appeals > Special Consideration > Select Deferral of examination or quiz). All applications must be supported by suitable supporting evidence.

## Examination Clashes

On rare occasions, a student may have two or more exams scheduled at the same time. This is an examination clash, and an alternate time (or times) will be organised to allow all examinations to be completed. Students with exams that clash with classes / clinics are not considered for clash examination. Attendance at examinations must be prioritised over any other clashing clinic or class attendance.

Any student requesting a deferred or clash examination due to clinic attendance requirements will be denied. Attendance at examinations must be prioritised over any other clashing clinic or class attendance and students must follow the make-up requirements for the missed clinic or class rather than miss the examination.

**On Campus** If two (2) or more exams are scheduled at the same time, students can apply for a consideration of an alternative exam time by completing and submitting the Clash of Exam Notification (Form) by the date advertised on the campus Examination Timetable. Any forms received after this date will not be considered eligible for an alternative exam time. The National Examination Coordinator determines which subjects will be rescheduled and which will remain. The clash exams will still be held within the two week examination period.

**Online** If two (2) or more exams are scheduled at the same time, this will be identified by the National Examination Coordinator through the monthly examination scheduling process and students will be notified via email of the revised final examination timetable. Students are not required to fill out any paperwork in this case. The National Examination Coordinator determines which subjects will be rescheduled, and which will remain.

Students can submit an examination clash notification and contact examinations via the Help Hub ([Help Hub](#) > Examinations Assistance > Submit Ticket).

**No email notifications are sent to students individually regarding their online examinations unless a clash exam has been noted. Students will find all examination dates and times posted in the Subject News of the relevant subject (Connections tab), on the LMS.**

## Examination / Assessment Attendance

Students must attend examinations / assessment on the day and at the set time according to the examination timetable which is published by the College at least two weeks prior to exam period. Any student unable to attend examinations must apply for special consideration according to the process outlined in the [Examination Policy - Higher Education](#) and / or [Special Consideration Policy - Higher Education](#) available from the College website ([endeavour.edu.au](http://endeavour.edu.au) > Current Students > Policies and Procedures).

Attendance at examinations should be prioritised over any other clashing clinic or class attendance. The examination timetable is published mid-semester so that students have time to make alternate arrangements if necessary (e.g. for work, travel, other commitments). **Incorrectly reading or misunderstanding the examination timetable will not be accepted as a reason for failure to attend an examination.**

College issued Student ID cards provide proof of enrolment and are used as identification for purposes for admission to examinations (both on campus practical assessments or examinations) and online via Respondus LockDown Browser.

A student who fails to attend an examination with no satisfactory explanation receives no mark for the examination unless they have applied for and been granted a deferred examination. (Refer [Deferred Examination Applications](#) section.)

## Online Learning Subjects - Final Exams

**Online Exam Training Module** - All students are required to complete the Online Exam Training Module on the LMS to ensure training and understanding of academic integrity issues and detection when using Respondus LockDown Browser. Completion of this module will give students an Online Exams Badge. *Students will not be able to access the exam if they have not received this badge.*

**Closed Book Examinations** - Students must not use unauthorised dictionaries, make any phone calls, consult with anyone, or use textbooks or any other written reference materials during a closed book examination. Similarly, mobile phones or any other type of electronic device including laptop computers (separate to the device the exam is being completed on), iPads, tablets, smart watches, electronic dictionaries and digital pen cameras are not permitted to be used during an open book or a closed book exam.

**Open Book Examinations** - If an examination is identified as an Open Book Examination, students may utilise hardcopy reference material, including handwritten notes, hardcopy dictionaries and textbooks with any annotations. The Lecturer will advise students in the last week of lectures before the exam what hardcopy material will be allowed for that exam. No electronic devices will be allowed in an open book the examination.

It is each student's responsibility, whether on campus or online, to be equipped with the necessary tools for exams or quizzes (including textbooks, dictionaries, notes, software packages etc.), and lack of preparation or equipment will not be accepted as reason for deferral of examination. The use of electronic devices including iPads, tablet computers, electronic dictionaries, smart watches and digital pen cameras are not permitted during an exam at any time, be it an open book or a closed book exam.

### Use of Approved Materials – Open and Closed Book Examinations

Unless identified as an Open Book Examination, students will not be permitted to take any written material into an examination. This includes any written material on electronic devices, paper, or any other written material (including notes written on body parts or clothing). Students are permitted to use a blank piece of paper and pen, during an online exam, to assist with responding to questions.

Translation dictionaries to be used in an examination by an approved ESL student must be presented to the Timetabling and Examination department one week prior to the examination. Presentation should be done by emailing a photo of the cover of the dictionary to the Timetabling and Examination department.

Any other approved items to be taken into an examination will be outlined by the Lecturer prior to the examination period (e.g. simple calculators (not scientific) or approved medical equipment).

All approved materials should be clearly visible during the environment check. If they are not, students will be flagged as at risk of academic misconduct and may be investigated as per the [Academic Integrity Policy - Higher Education](#). If students are identified as having used unauthorised written material during an examination, they will be referred under the [Academic Integrity Policy - Higher Education](#).

Students are not permitted to have a mobile phone on their person at any stage during an exam. If a student requires a mobile phone to be accessible in case of emergency or medical condition, they should notify the Timetabling and Examination department no later than seven (7) days prior to the scheduled exam. A simple calculator is accessible at the top of the screen in the Respondus LockDown Browser.

Final examinations for those students studying in an Online teaching period are held in the examinations period for the cohort. This is a two (2) week period, commencing week 16, as published within the Student Calendar (Online study). (See [Calendars and Public Holidays](#) section.)

Final Examination Timetables will be published via the LMS under the relevant subject link at least six (6) weeks prior to the commencement of the examination period. Examination Timetables will be available via the Connections tab on the Subject News Noticeboard.



Final Examinations are conducted online, via the LMS, using the Respondus LockDown Browser and Monitor.

It is each student's responsibility, whether on campus or online, to be equipped with the necessary tools for exams or quizzes (including textbooks, dictionaries, notes, software packages etc, where approved), and to ensure that they plan for adequate, uninterrupted time to complete the online exams at the scheduled time.

## External Exams and Invigilation

The College does not conduct supervised **written** examinations on campus.

Students who are unable, or do not wish, to use the Respondus software can apply to have their examination invigilated by an external invigilator.

Students applying to sit an examination with an external invigilator must submit a form via the Student Portal > Forms > External Examination Application at least one (1) month prior to the final exam period.

These applications will be assessed on a case by case basis by the College and students will be notified of the approval or otherwise within 10 working days. External invigilation can be overseen by a qualified medical practitioner, librarian, or professional (e.g. lawyer, banker), or professional examination invigilator (e.g. exam centre or at another higher education institution).

- External invigilation cannot be overseen by a family member, friend or work colleague.
- External Examinations are to be sat on the same day and time as the online exam time as advertised on The Loop, in the LMS.
- External exams are to be sat on the same day and time as advertised on the Subject News Noticeboard and on the Subject News per subject in the LMS.
- External invigilators must agree to undertake this role in a voluntary capacity with no expectation of payment of any kind. The exception to this is if a student chooses to engage a professional examination invigilator (e.g. at an exam centre or another higher education institution), in which case the student will be responsible for any payments or outgoings to the invigilator.
- The College will not, under any circumstances, accept or pay any remittance advices for external examination invigilation. Regardless of the method of engagement by the student, the invigilator, and the conditions under which the examinations are completed, must be approved by the College.
- At the time of the examination, the invigilator will ensure that the student completes the exam under examination conditions, ensuring that the student does not consult any reference or course materials during the examination and that the student completes the exam at the stipulated time.

## Deferred Examination Applications

In certain situations, students may apply for deferral of an examination if there are circumstances that significantly hamper their ability to attend at the scheduled examination time.

Applications should be made no later than 3 days prior to the scheduled examination date and submitted via the Special Consideration form ([Student Portal](#) > Special Consideration and Academic Appeals > Special Consideration).

All applications must be supported by suitable supporting evidence.

**Misadventure during an examination** Students who experience misadventure or extenuating circumstances during an examination, for example being acutely unwell during an examination, may seek a resit of that assessment item via an Application for Special Consideration.

Only a single resit will be approved. Applications should be made no later than 3 days after the scheduled examination date and submitted via the Special Consideration form ([Student Portal](#) > Special Consideration

and Academic Appeals > Special Consideration). All applications **must** be supported by suitable supporting evidence.

Where a student has circumstances which may impact their ability to sit an examination in the next deferred examination period, the Director of Education may approve that the student sits the deferred or resit examination in a later examination period.

It is important to note, the following are **not** considered grounds for examination deferral, however special circumstances may apply and will be reviewed on a case by case basis.

- a. Other study commitments (Inc. clinic or class attendance)
- b. Work commitments
- c. Holiday arrangements (including overseas travel and school holidays)
- d. Social and leisure events or personal commitments (including weddings)
- e. Misreading the examination timetable
- f. Forgetfulness.

Refer to the [Special Consideration Policy - Higher Education](#) for further information regarding grounds for deferral or re-sit of examinations and requirements for supporting evidence and the [Examinations Policy - Higher Education](#).

Specific questions regarding examinations can be addressed by your subject Lecturer and for examination support you can submit an enquiry via the via the Help Hub ([Help Hub](#) > Examinations Assistance > Submit Ticket).

## Assessment

*“Actively engage as diligent learners and participate in all teaching and learning activities including submission of all assessments in a timely manner”.*

Assessment is the process of gathering and analysing information in order to guide and make judgements about student’s learning in relation to curriculum goals. Assessment tasks are designed to indicate progress towards the desired learning outcomes of a particular subject and course; the assessment grade is a measure of the extent to which the learning outcomes of a subject have been achieved. Assessment items are an integral part of the learning process which can enhance the overall learning experience and contribute to student achievement.

For more information please refer to the [Assessment Policy - Higher Education](#) available from the College website ([endeavour.edu.au](http://endeavour.edu.au) > Current Students > Policies and Procedures).

## Grading System

Assessment items for a particular subject are assigned weightings, and marks for each item are aggregated into a grade that reflects the student’s achievement in meeting the learning outcomes for the subject. The method of weighting and aggregation is explicit in the Subject Outline.

The College follows a standard 7 point grading system that is common in Australia for assigning a subject grade. This system is as follows:

Grade	Description	Grade Point	Percentage range
HD	High Distinction	7	85 - 100%
D	Distinction	6	75 - 84%
C	Credit	5	65 - 74%
P	Pass	4	50 - 64%
SP	Pass following supplementary assessment	4	≥ 50% for supplementary assessment
F	Fail	0	49% or less*
TF	Technical Fail	0	N/A
WF	Withdrawal with Failure	0	N/A
^FNS	Failure no assessments submitted	0	0

The above table applies to all students in teaching periods commencing from **6 March 2023**.

\*From 2023, subject results are presented without decimals with results rounded to the nearest percentage, hence 49.5 is rounded to 50% whereas 49.4 will be rounded to 49%.

^FNS grade applied from January 2024.

## Grade Point Average

A grade point average (GPA) on a scale of 0-7 is calculated once the student has completed all subjects for a course, and it is recorded on the course transcript.  $GPA = \frac{\text{Sum of (subject grade point X subject credit points)}}{\text{Total credit points attempted}}$  Advanced Standing credit obtained via Recognition of Prior Learning, Credit Transfer, or Informal or Formal Articulation, does not contribute to the GPA. Please refer to the [Recognition of Prior Learning Policy - HE and VET](#).

Students can view their GPA via the [Student Portal](#) > My Overview > Course work Summary.

## Grade Calculation for Clinical Subjects

In clinical subjects that are composed of multiple clinic shifts and / or clinical workshops, each component will be separately assessed by the relevant Clinic Supervisor and marks will be averaged to create the final grade.

For further details please refer to the [Assessment Policy - Higher Education](#) available on the College website ([endeavour.edu.au](http://endeavour.edu.au) > Current Students > Policies and Procedures.)

## Student Integrity - Academic Dishonesty and Plagiarism

The College is committed to academic integrity, honesty and high standards of ethical behaviour. Students will be provided with appropriate training and support on enrolment to ensure academic integrity is maintained throughout their studies, and further support will be available at any time throughout their enrolment via a range of mechanisms. Staff will also be provided with appropriate training and be expected to model appropriate behaviours to demonstrate adherence to principles of academic integrity in their scholarly and teaching activities.

Breaches of academic integrity in any form are unacceptable and allegations of such will be treated seriously by the College in alignment with the [Student Code of Conduct - Higher Education](#) or [Employee and Contractor Code of Conduct](#), as relevant.

Consequences that may apply to students involved in any form of academic misconduct (including plagiarism) are set out in the [Academic Integrity and Student Misconduct Procedure](#) (Outcomes and

Penalties section). Staff instances of academic misconduct are dealt with under the relevant employment conditions.

For further details refer to the *Academic Integrity Policy - HE* available on the College website ([endeavour.edu.au](http://endeavour.edu.au) > Current Students > Policies and Procedures).

## Detection of Plagiarism - Turnitin Software

The College uses electronic text matching software (Turnitin©) to analyse the content of assessment items and provide a report on the originality of the material in relation to previously submitted assignments and published material, including Internet sources.

- Students and staff will have access to the Turnitin Originality Report for each assessment item where Turnitin is in use.
- Students may also choose to submit a draft of their assessment via Turnitin as a means of checking their work for originality prior to final submission.
- Markers will assess all Turnitin reports, and assessment of the Originality Report may result in an allegation of plagiarism being put forward under the *Academic Integrity and Student Misconduct Procedure*.
- Staff may also become aware of potential instances of plagiarism by means other than Turnitin including but not limited to, comparisons with other students' work, and comparisons with published or non-published work not identified by Turnitin.

If an academic identifies potential forms of plagiarism outside of the Turnitin software, the same reporting procedure will be used as for suspected plagiarism identified via use of Turnitin.

Investigations of alleged plagiarism can be initiated by academic staff at any time, regardless of the Turnitin similarity score; it is a tool to assist staff with identifying possible cases of plagiarism but not the sole tool used.

For complete information regarding the handling of incidences of academic misconduct, please refer to the *Academic Integrity and Student Misconduct Procedure*.

Further information on the use of the software is available in the *Academic Integrity Policy - Higher Education* available from the College website ([endeavour.edu.au](http://endeavour.edu.au) > Current Students > Policies and Procedures).

## Assessment Extensions

In certain situations, students may apply for an extension of time of up to two (2) weeks over the original due date of the assessment item or deferral of an examination. Please refer to the *Special Consideration Policy - Higher Education* for grounds for special consideration and additional requirements for special consideration.

Students registered with the Access and Equity Program may have assessment extensions, increase of examination time or other considerations approved as part of their Reasonable Adjustment Plan (RAP). Details are provided in the *Disability Policy* and *Reasonable Adjustment Policy*.

Special consideration is an equity measure to ensure that the assessment of students takes into account serious short term, adverse and unforeseen circumstances that impact negatively on a student's ability to complete an assessment task or other circumstances that may impact completion of studies.

This policy applies to cases requiring special consideration due to unforeseen or exceptional circumstances which are beyond the control of the student and / or for which there was no opportunity to prepare in advance whereby a student, for reasons beyond their control, may be:

- unfairly disadvantaged or suffering from affected performance when attempting assessment items; and / or
- unfairly disadvantaged by normal application of the College's policies (including academic policies relating to assessment and attendance).

In assessment of applications, the College must be satisfied that a student's circumstances are beyond their control (i.e. if a situation occurred which a reasonable person would consider is not due to the student's action or inaction, either direct or indirect, and for which the person is not responsible).

Any application for special consideration of circumstances outside of normal College policy should be made using the Special Consideration Application that is submitted via the Student Portal and all applications should include the relevant documentation to support the application. All applications for special consideration related to medical reasons must include the *Student Medical Certificate Form* signed by an appropriate qualified medical professional as part of the supporting documentation.

## Eligibility

To be eligible for special consideration, the student must provide evidence of circumstances that:

- prevent them from meeting a deadline for assessment work
- prevent them from submitting an assessment activity by the due date
- prevent them from attending a required practical learning activity, clinical class, or other activity, and/or
- significantly impair their performance in an assessment task or an examination (request for resit).

## Ineligibility

The following circumstances are not appropriate or eligible for special consideration:

- foreseeable events or circumstances that can be anticipated or planned for
- circumstances that are considered within a student's control
- discretionary activities such as travel plans or social events
- a student's decision to take an enrolment overload, and/or
- a student's inability to manage and adapt their study load and plan for assessments and final examination periods.

## Application

Applications for special consideration are only considered for events that:

- are of short-term impact
- are outside the control of the student
- can be substantiated by official verifiable documentation, and
- have had a significant impact on the student's ability to complete an assessment task, impacts an examination (request for resit) or meet an attendance requirement.

Applications will only be considered during the teaching period in which the subject is being studied and no applications will be accepted after result release. Students seeking consideration after the end of the teaching period must apply for review of subject grade.

For support, students can also connect directly with the Lecturer, book a consultation with an Academic Supervisor via the LMS (see *Make an Appointment with an Academic* section) or submit a ticket via the Help Hub ([Help Hub](#) > Academic Assistance > Submit Ticket).

Please see the *Special Consideration Policy - Higher Education* available from the College website ([endeavour.edu.au](http://endeavour.edu.au) > Current Students > Policies and Procedures).

For support resources on submission refer to the Student Hub > training resources > Special Consideration and Academic Appeals.

# CAMPUS LIFE

## The Place to Meet: Student Breakout Areas

The six national campuses are the heart of our College. Located across the country, each one has a different vibe reflecting the culture of each city. Fostering a social environment is important in upholding the Endeavour values, particularly creating spaces for innovation, respect and caring for our students.

Each campus boasts a student break-out area; a place to socialise with other students and to form life-long friendships. Enjoy these spaces as a place to relax, study, meet with friends and eat and learn together.

## Student Support Counters

Your local Student Support counter is your go-to area for any questions you might have throughout your studies, and are available Monday to Friday, 9am to 4pm.

Visit your Student Support counter to:

- schedule a consultation with a Student Support Officer or Student Success Adviser
- meet your Support Officer for a one-on-one consultation
- seek clarification on a College policy
- connect with assistance on the Student Hub resources
- get help with your timetable and seek course progression advice
- pick up your Student ID card
- pick up your access card
- support a campus tour and or orientation into the digital resources available at the college.

## Identification Cards

Student ID cards provide proof of enrolment and are used as identification for purposes such as admission to examinations, transport concessions and access to sensitive areas such as student clinics.

To get a student ID card, please visit [help.endeavour.edu.au](http://help.endeavour.edu.au) and submit a Facilities Ticket with the following information:

- a copy of photo ID (Passport, driver's licence, etc.)
- a photo of you (head and shoulders) against a white background
- your home campus
- your student ID number.

If you reside **50km or more from a campus** and are unable to attend a campus in person to collect a Student ID card, please notify the team at time of logging your ticket.

Student ID cards are issued free of charge to all correctly enrolled students at the commencement of their study. Student ID cards must be produced on request and remain the property of the College.

## Safe Campus

Endeavour College is committed to providing a safe learning and campus environment and has an enduring commitment to the work health and safety of its workers, students and visitors. The College is also committed to the preservation of its environment from pollution and degradation through the application of environmentally friendly policies and practices.



The College's work health and safety (WHS) policies and procedures are driven not only by our commitment to fulfill statutory and regulatory obligations, but also by the desire to establish and maintain a safe environment for all. Our people are our strength, and their safety is of paramount importance to us.

The College has a range of policies which directly relate to your wellbeing and safety on campus. For a full list of policies please refer to the College website ([endeavour.edu.au](https://endeavour.edu.au) > Current Students > Policies and Procedures).

Students are recommended to connect with a Student Support Officer, Academic Staff member or submit feedback through the Help Hub ([Help Hub](#) > Provide Feedback > Submit Ticket). For all sensitive matters, a confidential email address is provided via [safecampus@endeavour.edu.au](mailto:safecampus@endeavour.edu.au).

As a student you must take reasonable care of your own health and safety and ensure that you connect with a Student Support Officer on campus if you require support. All campuses have trained Designated Workplace First Aid Officers (DWFAO) on site and will be able to offer immediate support and contact an external third party if required.

## Campus Access

The College issues campus access cards / fobs for students to access campus. Once on campus, connect with your local Student Support team to arrange access cards / fobs.

- **Adelaide**, you will need to get your Student ID card configured. To do so, please drop off your student ID card to your Student Support Officer. If it is your first time on campus or you're yet to configure your access card, you can ring the doorbell and speak with the Student Support team who will let you in.
- **Brisbane**, you will need to visit Student Support with your Student ID and complete an application form. Submit the form via a Help Hub ticket to Facilities ([Help Hub](#) > Facilities > Submit Ticket). When the fob is available for collection from Student Support, confirmation will be emailed to your eweb address.
- **Gold Coast**, you will need to visit Student Support with your Student ID and complete an application form. Submit the form via a Help Hub ticket to Facilities ([Help Hub](#) > Facilities > Submit Ticket). When the fob is available for collection from Student Support, confirmation will be emailed to your eweb address.
- **Melbourne** you will need to visit Student Support with your Student ID and complete an application form. Submit the form via a Help Hub ticket to Facilities ([Help Hub](#) > Facilities > Submit Ticket). When the fob is available for collection from Student Support, confirmation will be emailed to your eweb address.
- **Perth**, you will need to visit Student Support with your Student ID and complete an application form. Submit the form via a Help Hub ticket to Facilities ([Help Hub](#) > Facilities > Submit Ticket). When the fob is available for collection from Student Support, confirmation will be emailed to your eweb address.
- **Sydney**, no access card is needed.

## Library Services

Endeavour offers one of the largest and most comprehensive natural medicine print and digital library collections in the Southern Hemisphere, providing a specialist information centre for students, staff and researchers at all Endeavour College campuses.

The campus libraries have books and periodicals for browsing / reference, computers, Wi-Fi and printing facilities. The Library website and library catalogues provide access to most digital resources. The catalogue allows discovery of our print and digital resources. The e-resources Discovery Service provides a search service interrogating multiple databases. There are numerous health and general online databases, eBooks, video streams, animations and 3D anatomical model applications that can be accessed online. LibGuides are subject-specific webpages containing information, resources and assignment help maintained by academic staff.

LibGuides ([endeavour.libguides.com](http://endeavour.libguides.com)) contains information on how to contact your local campus or you can email [library.online@endeavour.edu.au](mailto:library.online@endeavour.edu.au). Further Library supports can also be accessed via the [Library website](#).

Please note this is a reference library only and borrowing services are not available.

## Campus Libraries

### Opening Hours

All libraries are accessible from 8am – 4pm, Monday to Friday. Further access to the Library varies from campus to campus. If in doubt, ask your local Student Support Officer. There are reduced hours on **State Public Holidays** which will be advertised beforehand.

### Conditions of Use

Campus libraries are shared zones which accommodate a number of simultaneous activities. Staff expect all users to behave with respect and courtesy towards other users.

- Quiet talking is allowed as long as it does not disturb other users.
- Mobile phones must be set to silent or turned off when using the libraries.
- Consumption of food in libraries is not permitted. Bottled water and drinks in closed containers are permitted. Littering and bringing hot food into the libraries will not be tolerated.
- Personal property must not be left unattended. The College cannot be held responsible for loss or damage.
- Students using library PCs or the Wi-Fi, when doing assignments or online exams, do so at their own risk.

Anyone behaving in an unacceptable way may be asked to leave the library. Anyone who damages library property or resources will be required to compensate for the damage and their access to the library may be limited or revoked.

For further information relating to the Library, please refer to the [Library Policy](#) available at: <https://www.endeavour.edu.au/current-students/policies-and-procedures/>

## Endeavour Wellness Clinic

An Endeavour Wellness Clinic is open on each campus nationally, to the public and students. Our clinics are staffed by senior students who treat public clients under the supervision of qualified practitioners (known as Clinic Supervisors).

Each Endeavour Wellness Clinic provides quality care to all clients at an affordable rate; clients receive the treatment they need, and our student practitioners receive valuable clinical experience. The six Clinics are located on each of our campuses nationally.

All Endeavour students holding a current (College) Student ID card are eligible to receive 10 free treatments per year across all the Clinic service options and a special concession price for additional treatments.

For further information, please visit the [Endeavour Wellness Clinic website](#).

## Work Health and Safety Procedures

Endeavour College has an enduring commitment to the health and safety of our staff, students, contractors, clinic clients and visitors to the campuses.

The College's health and safety management system has been developed in line with legislative requirements, previous audit reports, recommendations made by independent consultants and through internal consultation processes. The policies and procedures that form part of this system, provide general and, in some cases, specific guidelines to assist all stakeholders to meet their work health and safety obligations under the applicable Work Health and Safety legislation.

In accordance with all State health and safety legislation, all staff and students at Endeavour College have health and safety responsibilities. Each student must take reasonable care of their own health and safety and the health and safety of others by following the information provided in the [Health, Safety and Environment Policy](#) available from the College website ([endeavour.edu.au](http://endeavour.edu.au) > Current Students > Policies and Procedures).

The 'health and safety responsibilities' of natural therapists are taught in detail in their respective subjects but when attending student clinic practicum, students need to be aware of the specific responsibilities and risks involved. For more detail please refer to the [Clinic Handbook](#) available from the College website ([endeavour.edu.au](http://endeavour.edu.au) > Current Students > Policies and Procedures) and the LMS ([LMS](#) > Key Information tab).

The College strongly believes that all workplace injuries and industry related diseases are preventable and that striving continuously to improve our health and safety performance is fundamental to our business success.

**Note:** Appropriate and covered footwear should be always worn on Campus. Refer to Subject Outlines for subject specific requirements.

## Drug, Alcohol and Smoke Free Workplace

In recognition that the consumption of alcohol, drugs or other substance abuse by workers and students may impair their ability to perform tasks correctly and/or in a safe manner; the College has adopted a **zero tolerance** approach.

No students are to attend the College campuses whilst under the influence of alcohol or other drugs. All enrolled students are strictly prohibited from any involvement in student public clinics (on campus or external) when under the influence of alcohol or other drugs.

All Colleges are non-smoking venues (inclusive of vapes and electronic cigarettes), and students are expected to comply with all relevant laws regarding smoking in and around non-smoking buildings.

Endeavour maintains a smoke and vape free workplace. Regardless of the (lesser) State legislative restrictions on required distance from a building entry, Endeavour has adopted a policy that smoking / vaping is not permitted within 5 metres of any entrance to College premises.

Please refer to the *Alcohol and Other Drugs Policy - HE* for further information available from the College website ([endeavour.edu.au](https://endeavour.edu.au) > Current Students > Policies and Procedures).

## Children on Campus

Children (including mature minors) are permitted on campus only under the supervision of parents / caregivers and in the following circumstances:

- when receiving treatment in clinics and
- in the library, clinic, car-parking areas, campus cafes, campus reception areas
- Nursing mothers with infants (refer to the Support for Nursing Mothers' section of the *Children on Campus Policy*).

Children are not permitted in classrooms under any circumstances. Refer to *Children on Campus Policy* available from the College website ([endeavour.edu.au](https://endeavour.edu.au) > Current Students > Policies and Procedures).

# TO GRADUATION AND BEYOND

## Graduation

At the completion of each student's journey comes the culmination of their time at the College - Graduation. In a celebration of the academic success and personal triumphs of each Graduand and to honour their hard work during the completion of their Degree, Endeavour invites each eligible Graduand to participate in their local Graduation Ceremony.

## Completion of Course – Eligibility to Graduate

All undergraduate students who have fulfilled all academic and administrative course requirements are eligible to graduate and the student's course status will change from 'potentially complete' to 'completed pass'. On confirmation of the 'completed pass' status, a Completion Letter and official Academic Record (Transcript) will be provided to confirm the student has completed the requirements of the course. The student's eligibility to graduate will then be assessed by the Office of Student Records.

- Students must complete and update all their personal details, including Unique Student Identifier (see *Unique Student Identifier Policy* and *Unique Student Identifier Policy – International*) via the Student Portal > My Details tile.
- Failure to pay in full any outstanding fees or charges owing to the College or meet other eligibility requirements outlined below will result in the student being sanctioned, which may include withholding of academic record and / or conferral of award.

All eligible students will be conferred their qualification at the next meeting of the Academic Council after their completion date and will become eligible to attend the next graduation ceremony after that date.

## Eligibility to Graduate criteria

The below criteria must be met for a student to be confirmed as eligible to graduate:

1. All academic and administrative course requirements have been fulfilled;
2. Where relevant, all practical and clinical course requirements have been met, and a minimum of a Pass grade (Bachelor award) has been achieved for all required subjects;
3. No financial debt is owed to the College;
4. The student has provided their Unique Student Identifier to the College;
5. There is no current suspension, exclusion or expulsion penalty on the student's record;
6. There are no outstanding claims against the student; and
7. The student has not already graduated from the award or course.

## Conferral

The Academic Council formally confers those students eligible to graduate at each meeting. The Chair of the Academic Council signs off as acknowledgement.

For any further information on the protocols and procedures for graduation, please refer to the *Graduation Policy* available from the College website ([endeavour.edu.au](https://endeavour.edu.au) > Current Students > Policies and Procedures).

## Graduation Ceremonies

Endeavour loves celebrating its graduating students and enjoys putting on a special event to mark the end of many years of study and the beginning of new careers and adventures. Official graduation ceremonies are held by the College annually in each State. Only students, who have notified the Office of Student Records of their intention to graduate, and meet all eligibility requirements, may take part in a graduation ceremony. Ceremonies are hosted at various venues and in a format deemed suitable by the College. Students attending their respective ceremony are expected to comply with graduation protocols. The College reserves the right to refuse a student's participation in the ceremony program or refuse entry to the ceremony event.

See the Student Hub ([Student Hub](#) > FAQs > General support > What is the process for graduation) and the College website for FAQs regarding graduation ([endeavour.edu.au](#) > Current Students > Graduations). Alternatively, questions regarding graduation can be sent to [graduation@endeavour.edu.au](mailto:graduation@endeavour.edu.au)

For any further information on the protocols and procedures for graduation, please refer to the [Graduation Policy](#) available from the College website ([endeavour.edu.au](#) > Current Students > Policies and Procedures).

## Alumni of the College

*“To be provided with the opportunity to continue to be involved in Alumni and College events after graduation”.*

Endeavour graduates enjoy more than just great career prospects and good memories. As Endeavour alumni, our former students are part of a network of approximately 25,000 alumni living and working across the world.

As an Endeavour Alumni you will receive industry news and updates, invitations to industry events, information about career opportunities and stories of other graduate successes, receive Alumni newsletters, information about professional development and further study. When finished studying at Endeavour College, all students become a valued member of the alumni community.

Endeavour's alumni community is diverse and inspiring. Not only is our community filled with successful practitioners and lifelong learners, but Endeavour alumni are also leaders in Natural Medicine research, education, and product innovation. Endeavour College is proud of its alumni community and encourages students to remain in touch and share their achievements with us in the coming years. To keep connecting to Industry events visit the College website <https://www.endeavour.edu.au/> Events > Industry events.

## Endeavour Blog

The College's Wellspring Blog is a leading health and wellness blog dedicated to sharing useful, uplifting and thought provoking opinions and insights from a select team of writers. The Blog can be reached via the College website ([endeavour.edu.au](#) > Wellspring Blog).



## Professional Associations

*“To be actively involved in continuous improvement, and professional development that reflects current regulatory and association requirements”.*

Endeavour College makes every effort to ensure that its courses are accredited or approved by all relevant, major professional associations and encourages its students and graduates to make an informed decision about membership benefits before applying for professional association membership.

Endeavour College provides an equal opportunity for all professional associations that accredit or approve Endeavour's courses to provide information about their association to Endeavour College students and graduates. This information is made available to students and graduates by way of the campus libraries, trade shows, and other College-authorised events.

Endeavour administrative and academic staff, including sessional teachers, will not promote or recommend any professional association over another to students or graduates through administration or in the classroom or clinic.

The professional associations are listed on the College website ([endeavour.edu.au](https://endeavour.edu.au) > Careers Service > Professional Associations) and within the Course Brochures for each degree.

*Please note that the Bachelor of Health Science (Nutritional and Dietetic Medicine) does not meet the professional accreditation requirements of the Dietitians Association of Australia (DAA) for graduates to practice as a Dietician.*

ADELAIDE	BRISBANE	GOLD COAST	MELBOURNE	PERTH	SYDNEY
88 Currie St Adelaide SA 5000	G/F Transport House 230 Brunswick St Fortitude Valley, QLD 4006	Lvl 1, 121 Scarborough St Southport QLD 4215	Lvl 2, 368 Elizabeth St Melbourne VIC 3000	Lvl 1, 170 Wellington St East Perth WA 6004	Lvl 7, 815/825 George St Haymarket NSW 2000
<b>P</b> +618 7201 4100	<b>P</b> +617 3253 9501	<b>P</b> +61 7 5634 8410	<b>P</b> +61 3 9655 9400	<b>P</b> +618 9225 2900	<b>P</b> +61 2 8204 7700