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Welcome

Welcome to Open Universities Australia (OUA) at Murdoch University. We wish you every success with your study.

No doubt, having enrolled in Open Universities Australia you are very keen to start studying. However, we would like to inject a note of caution at this point. You should now carefully look at your personal situation and evaluate your educational commitment. Please refer to the section on planning and budgeting in this booklet.

Remember, while you are studying an OUA unit offered by Murdoch University, you must abide by Murdoch's regulations. These can be found in Murdoch University's Handbook. A copy of our Handbook can be found in the Reserve Collection of most Australian University libraries and OUA Melbourne as well as on the Internet at http://handbook.murdoch.edu.au/

Contact

For any queries you have regarding your study at Murdoch University, contact the Open Universities Australia Liaison Team at Murdoch University on 1300 687 3624 or http://www.murdoch.edu.au/goto/MyMurdoch and click on the MyAnswers tab.

Change of Registration

After your initial registration you may need to make amendments to your enrolment. The changes should be made through OUA unless otherwise indicated.

Swapping units in your Study Program

If you wish to change units or study periods before the close of enrolment, you must notify Open Universities Australia. Late swaps may be requested up to three working days after the Close of enrolment. Please refer to the OUA Handbook or website for further information. www.open.edu.au
<table>
<thead>
<tr>
<th>OUA Census Date</th>
<th>The OUA Census Date is the end of <strong>Week 3</strong>. Please refer to the OUA Handbook or website for further information. <a href="http://www.open.edu.au">www.open.edu.au</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>Withdrawing from a Unit</td>
<td>If you decide to withdraw from a unit, your withdrawal request must be submitted to OUA in writing using the Online Enquiry Form on the OUA website. OUA will advise your academic provider of your withdrawal. <strong>For Murdoch University the final date for withdrawal without academic penalty is Sunday of Week 6.</strong>  You are not required to advise your academic provider of your intention to withdraw from a unit.</td>
</tr>
</tbody>
</table>
| Financial Penalties | You may incur a financial penalty for withdrawal, depending on the date that OUA receives your withdrawal request. All important dates are on the OUA Academic Calendar on the OUA website. Should you withdraw –  
- **Before the close of enrolment date:** no penalties apply.  
- **Between the close of enrolment and the census date:** financial penalties apply and you are eligible for a refund of your unit fees or remission (cancellation) of your FEE-HELP debt.  
- **After the Census Date:** No refund of unit fees applicable unless you can demonstrate special circumstances. Academic penalties may apply.  
- **Special Circumstances:** Information concerning special circumstances can be found on the OUA website. Students should make themselves familiar with OUA’s withdrawal policy as soon as possible. Full information is available on the OUA website. From the OUA Homepage (www.open.edu.au) click on the link “Changing your Study”. |
| Deferring your study | Students **cannot** defer study through Open Universities Australia. If you are experiencing problems with your study load during the Study Period, please contact the OUA Liaison Office at Murdoch University.  
Email: [http://www.murdoch.edu.au/goto/MyMurdoch](http://www.murdoch.edu.au/goto/MyMurdoch)  
Phone: 1300 687 3624 |
**Change of address**

It is important that you keep OUA and Murdoch University informed of any change of postal address. Please notify OUA Melbourne and Murdoch University of the change.

You can amend your address by accessing your student record via MyInfo.

All mail will be sent to the address that Murdoch University receives from OUA Melbourne. If mail is returned unclaimed no further mail will be forwarded to you until your new address is known.

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**Unit materials**

**Unit Study Package**

Your initial unit mailing generally includes a welcome letter, cover letter, *Unit Information/Learning Guide*, examination and other related information to assist with your study. You will find your Murdoch Student No. (also known as Murdoch ID.) in your welcome letter, together with information on how to set your password to gain access to the Learning Management System (LMS), MyInfo and the Library. **Fully online units will not contain a Learning Guide as this will be available for you online.**

Read the *Learning Guide* carefully and note any deadlines. Order your textbooks if you have not already done so.

Set your Murdoch password by going to [http://www.murdoch.edu.au/students/oua](http://www.murdoch.edu.au/students/oua) and follow the prompts on the “New Students …..walk this way” icon.

Login to your unit website via “My Units” and familiarise yourself with its features eg *Frequently Asked Questions*.

Look over any accompanying unit materials and, using the information provided in the *Learning Guide*, begin any preliminary reading.

Draw up a personal study plan to pace yourself and organise how and when you are going to use the learning resources available to you. Your *Study Guide* will provide you with information on how to do this.
A list of the required texts for your unit is in your Learning Guide. You should obtain your textbooks as soon as possible. OUA has arranged for Unibooks to provide a mail order service for all OUA students, though the textbooks may be purchased from other bookstores or a copy may be found in a library. Contact details for Unibooks are as follows:

- Telephone: 1 800 447 313
- Facsimile: 08 8223 4876
- Email: open@unibooks.com.au
- Website: www.unibooks.com.au

Unit Readers for some Murdoch units can be ordered directly from the Murdoch University Bookshop. To order Readers online go to: http://bookshop.murdoch.edu.au

Students may prefer to download these Readings via the Murdoch University Library ECMS system. A link to this system can be found on your unit website or the following link:

http://library.murdoch.edu.au/Our-services/OUA-students/

Time: Planning and budgeting

As an Open Universities student, your study time is not structured as it would be if you were studying on campus at a university. You will need to know how to allocate your time between study and other commitments. Here are a few notes and tips to help you plan your time effectively.

<table>
<thead>
<tr>
<th>Hours of study per unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Every student has a different pace of study and must gear study time to personal circumstances. In general an OUA student can expect to spend between eight to ten hours per week on each unit of study. If you have been away from study for an extended period you may find that you will need to devote additional time to your studies. When planning your overall workload for a study period allow for 'just in case' time, school holiday demands and occasional breaks from study when you are 'stale'.</td>
</tr>
</tbody>
</table>

It is advisable to integrate regular study time into your everyday life. It is also advisable to make other people
aware that this is your study time and you are not to be disturbed. You should find a place where you can study effectively and comfortably. The space where you read and write should have adequate lighting and be comfortable. When problems arise, take time to remind yourself of the reasons why you are studying. If this is your first attempt at tertiary study allow yourself a 'settling-in' time.

Unseen costs

In order to succeed with your Open Universities study you need to be strongly motivated to stay with your units in the face of the many daily strains that are likely to happen.

Based on past observations, OUA/Murdoch University staff have identified a number of pressures that affect the ability of some students to handle study at a distance. You may need to be aware of and prepared for some of those pressures.

- The ordinary and extraordinary stresses of job and/or family, particularly the responsibilities associated with children (if you are working and/or have children).
- The high personal expectations some students are inclined to demand of themselves.
- The desire for perfection.
- Feelings of inadequacy and lack of confidence after being away from formal study for a number of years.
- Difficulties with your level of work in the absence of opportunities to compare yourself with other students.
- Your feeling that friends (or family) frequently are not interested in your study and resent the time you devote to it.

Balancing your commitment

You should weigh up carefully your capacity to handle not only outside demands but the pressures of your expectations about studying externally. It is essential that you gain the support of your family because the required commitment to study will inevitably affect family life.

The extent of cooperation and understanding from one's employer and/or possible seasonal variations in work are
other factors that should be taken into consideration.

Remember also that your study time may encroach on your social life and other recreational activities.

You should aim to balance out the time required for each obligation or commitment.

To help you calculate the spare time you have in a week fill in the following table.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your work (including travel to and from)</td>
<td>hours</td>
</tr>
<tr>
<td>Family commitments</td>
<td>hours</td>
</tr>
<tr>
<td>Domestic duties</td>
<td>hours</td>
</tr>
<tr>
<td>Sports</td>
<td>hours</td>
</tr>
<tr>
<td>Hobbies</td>
<td>hours</td>
</tr>
<tr>
<td>Meetings</td>
<td>hours</td>
</tr>
<tr>
<td>Visits</td>
<td>hours</td>
</tr>
<tr>
<td>Socialising</td>
<td>hours</td>
</tr>
<tr>
<td>Sleeping</td>
<td>hours</td>
</tr>
<tr>
<td>Other</td>
<td>hours</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td>hours</td>
</tr>
</tbody>
</table>

How much time do you have left over for study? Will you have to cut down on some things? Which ones?

### Preparation

From the beginning of your enrolment you should familiarise yourself with the essential dates and deadlines. Awareness of these will minimise unnecessary anxiety at a later stage.

### Reduce stress

To reduce stress and anxiety you should plan your study activities in a deliberate and ordered way rather than rush at them or run the risk of forgetting a critical deadline.

It is important to be able to put aside adequate time for study and to establish a systematic and organised approach. People work in different ways. Some might be able to read with full concentration with children playing in the living room. However, most people need a quiet place free from distractions. Work out your level of concentration in a realistic way.

### Learning skills

As you proceed with your study, you will become increasingly aware of the importance of skills such as reading, comprehension, problem solving, language
usage, and the ability to analyse critically to discover basic principles and underlying themes. A useful source of information on these aspects of study is *A Guide to Learning Independently* by Marshall & Rowland.

**Quick Skills Modules**

OUA’s Quick Skills Modules are designed to help students build the skills they need to succeed with university study. Each module is designed to help develop strategies and techniques to be an efficient and effective student.

To learn more about the Quick Skills Modules visit [www.open.edu.au](http://www.open.edu.au) and click on the “Preparatory” link.

**Financial commitment**

There is a financial commitment with study, be it on-campus or off campus. Financial costs that could be incurred during your study are:

- textbooks
- stationery
- postage
- phone calls
- travel
- software
- student guild fees

Remember to include these costs in your budget.

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**Course work and assignments**

The number of assignments or other required course work projects, their form and when and how they should be submitted, will vary for each unit. Details of all the required course work are listed in the relevant unit *Unit Information/Learning Guide*.

The unit *Learning Guide* has a section outlining the due dates for each assignment. Please note these dates and set aside enough study time so you can meet the deadlines. It is a good idea to pin up a copy of these dates so nothing is forgotten or you can use the Calendar tool in your LMS website for important reminders. At Murdoch University, assignments must be received at the University or uploaded to the unit website, in the case of online units, by the due date.
Keep a copy of your assignments

When submitting your assignments, whether by post, email, uploading to website or fax, remember to keep a copy. It is not impossible for things to go astray in the mail so you should always keep a copy of any assignment or communication you send to us.

Files

If you are asked to submit an assignment in hard copy, please do not put it in a file. The file will not be returned, as they do not fit into our standard envelopes.

Submitting assignments

Students are required to ensure they submit their assignment in the form requested in their unit information. It is usual that students who are enrolled in online units will be required to upload their assignments using the assignment tool on their unit website. Instructions on how to do this will appear on the unit website. Assignments not submitted in the form requested may not be accepted.

If your unit permits mailed/emailed or faxed assignments, please read the following information carefully:

Mailed Assignments:
The mailing address for OUA assignments is as follows:

OUA Liaison Team
The Student Centre
Murdoch University
90 South Street
MURDOCH WA 6150

Faxed Assignments:
The Student Centre has a dedicated fax especially for the submission of assignments. The number is (08) 9360 6491. When sending in assignments by fax please use black biro or type your assignments. Assignments should be on white A4 paper (number each page) and please remember to include the number of pages of your assignment on the front sheet.

Please clearly mark that it is an OUA assignment and include a contact telephone number in case of any transmission problems.

Please do not fax your assignment twice. It is preferable that you check with the OUA Liaison Team if you have reason to believe there has been a
transmission problem.

If you send your assignment in by fax do not send the original by mail.

Emailed Assignments:
Send emailed assignments to -

oua.assignments@murdoch.edu.au

Emailed assignments will be printed, sent to your tutor for marking and returned to you by mail.

It is preferable for emailed assignments to be as a .doc or pdf document. Your assignment will be acknowledged when it has been successfully printed. Should we encounter any problems, you will be contacted.

NB: Please DO NOT send multiple copies of assignments e.g. email and then follow up with a hard copy in the mail.

Assignment attachments
Assignment attachments (or cover sheets) are to be used each time you submit an assignment. These sheets are usually included in your course materials and on the LMS website. If you are submitting your assignment by email you will require an electronic version which can be downloaded from your unit website or if the unit you are studying does not have an electronic cover sheet on its website, you may obtain a generic version by going to http://external.murdoch.edu.au

NB: OUA students are not to send their assignments to the External Studies Office but to follow the instructions in their unit materials.

When completing an assignment attachment by hand, please write clearly, using a dark ink ballpoint pen. If completing on your computer, you can sign your electronic cover sheet by using italics.

Extensions
Circumstances can arise that will prevent you from submitting your assignment on the due date. You can ask for an extension of time to avoid any assessment penalty.

You must request an assignment extension from your tutor. Refer to your unit website for contact details for your tutor. Alternatively you can contact the OUA
Liaison Team by email oua.assignments@murdoch.edu.au Your email will then be forwarded to your tutor for consideration.

**Assignment turn-around time**

Tutors are requested to return assignments to students within three weeks of receiving them whether by hardcopy or uploaded. If you have not received an assignment back within four weeks after you despatched it/uploaded it (allow extra time for postal delivery if Perth mail takes a long time to reach you), let the OUA Office know by email to oua.assignments@murdoch.edu.au

This will help our staff pick up the odd case where an assignment has been lost in the post or been missed by a tutor when downloading assignments for marking.

*Don't forget to keep a copy of your assignment just in case this happens.*

**Postage**

The postage of all items to OUA Murdoch is your responsibility. Please ensure that you affix enough stamps to cover the postage whenever you send material to OUA at Murdoch University. The University does not accept any responsibility for any unpaid postage costs.

**Assignment receipt acknowledgement**

If you wish to receive confirmation by post that your mailed assignment has been received, please attach to your assignment a stamped self-addressed envelope. *If there is insufficient, or no postage, on the envelope it will NOT be returned.*
Assessment and examinations

Details of the University's policy on assessment can be accessed at the following link:

Assessment methods

Units are assessed according to the following grading system:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Description</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>HD</td>
<td>High Distinction</td>
<td>80-100%</td>
</tr>
<tr>
<td>D</td>
<td>Distinction</td>
<td>70-79%</td>
</tr>
<tr>
<td>C</td>
<td>Credit</td>
<td>60-69%</td>
</tr>
<tr>
<td>P</td>
<td>Pass</td>
<td>50-59%</td>
</tr>
<tr>
<td>UP</td>
<td>Ungraded Pass</td>
<td>50% or above</td>
</tr>
<tr>
<td>N</td>
<td>Fail</td>
<td>Below 50%</td>
</tr>
<tr>
<td>DNS</td>
<td>Fail</td>
<td></td>
</tr>
</tbody>
</table>
| S     | Supplementary Assessment | 45-49% | The award of the grade of S shall be at the discretion of the Unit Coordinator except where clause 11.8 applies.

Examinations

If your unit requires an invigilated Final Examination this will normally be held in the week following the end of the Study period. Your examination will be arranged by the OUA Exams Unit, across a network of exam venues worldwide. To learn more about the OUA Exam Service and what you will need to do to select your exam venue, please read the extensive FAQs found on the OUA Exam Services website at www.open.edu.au/exams

It is a student’s responsibility to ensure he/she fully understands the examination process and reads all the information available on the OUA Exam Services website. Should you have any queries concerning your examination please address them to the following:

03 9902 6891
exams@open.edu.au
www.open.edu.au/exams
Deferred assessment

In cases of extenuating personal circumstances, such as serious personal illness, bereavement, defence force commitments etc. that means you cannot undertake your scheduled exam, you may be eligible for a deferred assessment. Please refer to the following link for further information:


If an application is made on the grounds of illness, you will need to substantiate your case and this must include a medical certificate. This certificate should state the nature and duration of the illness and the extent to which it affected your studies.

Deferred assessments will be held in the next OUA examination period.

Please email your deferred assessment application to: OUA@murdoch.edu.au

Alternative Assessment Arrangements (AAA)

Students with a disability or special medical condition that prevents them sitting an examination under normal conditions may be eligible for alternative examination arrangements. Medical evidence will need to be supplied. This information will be processed by Murdoch University’s Equity Office. An Officer will telephone you to discuss your alternative assessment supports. PLEASE DO NOT CONTACT THE EQUITY OFFICE DIRECT.

Students, who have indicated on their registration form to OUA, that they have a disability and will require assistance, will be sent a letter explaining how to apply for alternative examination arrangements and supports. This information should be forwarded to:

OUA Liaison Team
The Student Centre
Murdoch University
90 South Street
MURDOCH. WA 6150

Email: oua@murdoch.edu.au

When this information has been processed, details will be forwarded to the OUA Exam Service and arrangements put in place for the examination
<table>
<thead>
<tr>
<th>Cheating</th>
<th>Students found cheating or with unauthorised material during an examination may receive a fail mark for either the examination or the entire unit.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Failed units</td>
<td>If you fail a unit and wish to repeat it, you will normally be given only one further attempt to complete the unit satisfactorily. You will need to re-enrol in the unit with Open Universities Australia and pay the associated fees.</td>
</tr>
<tr>
<td>Final Results</td>
<td>You can view your final results through MyInfo when all grades have been finalised. This can take up to 8 weeks. You will be notified by email that your grade has been finalised. Should you wish an academic transcript of your Murdoch unit, you may obtain the appropriate form at <a href="http://www.murdoch.edu.au/index/students_admin">http://www.murdoch.edu.au/index/students_admin</a>. Alternatively, you can obtain an official transcript direct from OUA. Please visit their website for further details/ <a href="http://www.open.edu.au">http://www.open.edu.au</a>.</td>
</tr>
<tr>
<td>Appeals</td>
<td>Students who are dissatisfied with a university decision may be eligible to appeal this decision. For further details on appeals please visit the following link: <a href="http://www.murdoch.edu.au/vco/secretariat/appeals">http://www.murdoch.edu.au/vco/secretariat/appeals</a>.</td>
</tr>
<tr>
<td>Application for Credit</td>
<td>Students wishing to apply for credit for prior learning are required to request the appropriate form from the OUA Liaison Team at Murdoch University on <a href="mailto:OUA@murdoch.edu.au">OUA@murdoch.edu.au</a>.</td>
</tr>
<tr>
<td>Registering for a Murdoch Degree</td>
<td>Students are not required to Register for a Murdoch Undergraduate Degree until they have commenced their final year of study and do intend to graduate. They should contact the OUA Liaison Team for the appropriate form on <a href="mailto:OUA@murdoch.edu.au">OUA@murdoch.edu.au</a>.</td>
</tr>
</tbody>
</table>
Support services

**Student Support Services**

OUA has put in place many student support services including:

- Student networking
- Online student contact list
- Career Advice
- Student Counselling
- Complaints management

To find out more go to the following link:


Most OUA/Murdoch units incorporate online discussion groups on their websites. Access details are provided in the unit materials.

**Learning Network Centres**

There is a network of telecentres and learning centres in Western Australia and other parts of Australia. Many can offer students alternative methods of distance learning using the latest educational technology. Most operate on a membership system.

**Murdoch University Library services**

Murdoch University Library provides free library services for all OUA units taught by Murdoch University. Visit the Library’s website, the gateway to all Library collections http://library.murdoch.edu.au/Our-services/OUA-students/

- Access Library resources online, including readings on eReserve
- Request books and photocopies to be supplied to you by post
- Request journal articles and book chapters for access from your desk top
- Find online Library training packages
- Contact Library staff for help

Library website: http://library.murdoch.edu.au/Our-services/OUA-students/

Email Ask A Librarian: libhelp@murdoch.edu.au

Chat with Online Librarian: http://wwwlib.murdoch.edu.au/help/ask/

Telephone enquiries: 08 9360 2563
Using Other Libraries

While Murdoch University provides full library services for the Murdoch units you are enrolled in, you may also wish to use another library closer to home. Please contact them for details about the services available and any fees (which will be your responsibility).

Murdoch Id/Library Card

OUA students do not require a Murdoch ID/Library card unless they plan to borrow in person from Murdoch Library. Please visit http://library.murdoch.edu.au/Our-services/OUA-students/ for further information.

Information technology

Help

Should you require technical assistance at any time please refer to the IT website at http://www.murdoch.edu.au/itservicedesk/

Tel: (08) 9360 2000

Re-enrolling with OUA

What you should do

Take care in completing your registration form.

Read the instructions on the form carefully and check that the units you are enrolling in are offered in the relevant study periods.

Overloads

The number of units you take depends upon the amount of time which you have available for study, and the extent of your experience with external study.

If you are new to tertiary study and are enrolling with OUA for the first time, it is suggested you register for only one unit per study period until you become more experienced.

If you have any concerns about your registration, contact a student adviser at OUA Melbourne at

Online: www.open.edu.au/ContactUs
Phone: 1300 36 36 52
<table>
<thead>
<tr>
<th><strong>Important contacts</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OUA Melbourne</strong></td>
</tr>
<tr>
<td>Online</td>
</tr>
<tr>
<td>Crisis Support</td>
</tr>
<tr>
<td>Counselling</td>
</tr>
<tr>
<td><strong>OUA Murdoch University</strong></td>
</tr>
</tbody>
</table>
| OUA Liaison Team       | Tel: 1300 687 3624  
Fax: 08 9360 6491  
| Murdoch Bookshop       | (08) 9360 2540  
| Address for assignments| OUA Liaison Team  
The Student Centre  
Murdoch University  
90 South Street  
MURDOCH WA 6150 |
| Fax for assignments    | (08) 9360 6491 |
| Email address for assignments | oua.assignments@murdoch.edu.au |
| **Murdoch University Library** |
| Telephone              | (08) 9360 2563 |
| Library website        | [http://library.murdoch.edu.au/Our-services/OUA-students/libhelp@murdoch.edu.au](http://library.murdoch.edu.au/Our-services/OUA-students/libhelp@murdoch.edu.au) |
| Email Ask a Librarian  | [libhelp@murdoch.edu.au](mailto:libhelp@murdoch.edu.au) |
| **Unibooks**           |
| Telephone              | 1 800 447 313  
(08) 8223 4876 |
| Fax                    | open@unibooks.com.au |
References

Open Universities Australia Website (2011)  
www.open.edu.au

Open Universities Australia Handbook (2011)

Murdoch University Website (2011)  
www.murdoch.edu.au
## Important Dates

### DATES AND DEADLINES 2011

#### Study Periods

<table>
<thead>
<tr>
<th>Close of enrolment</th>
<th>Start</th>
<th>Census Date*</th>
<th>End</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Phone</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Study Period 1 (SP1)</td>
<td>11 February 2011</td>
<td>28 February 2011</td>
<td>21 March 2011</td>
</tr>
<tr>
<td>Study Period 2 (SP2)</td>
<td>13 May 2011</td>
<td>30 May 2011</td>
<td>20 June 2011</td>
</tr>
<tr>
<td>Study Period 3 (SP3)</td>
<td>12 August 2011</td>
<td>29 August 2011</td>
<td>19 September 2011</td>
</tr>
<tr>
<td>Study Period 4 (SP4)</td>
<td>11 November 2011</td>
<td>28 November 2011</td>
<td>19 December 2011</td>
</tr>
<tr>
<td><strong>Online</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Invigilated exams are conducted in the fortnight following the end of the Study Period.

#### Sessions

<table>
<thead>
<tr>
<th>Close of enrolment</th>
<th>Start</th>
<th>Census Date*</th>
<th>End</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Phone</strong></td>
<td></td>
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<tr>
<td>Session 1 (SESS1)</td>
<td>11 February 2011</td>
<td>28 February 2011</td>
<td>24 March 2011</td>
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<td>Session 2 (SESS2)</td>
<td>1 July 2011</td>
<td>18 July 2011</td>
<td>11 August 2011</td>
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<td>Session 3 (SESS3)</td>
<td>28 October 2011</td>
<td>14 November 2011</td>
<td>8 December 2011</td>
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<td><strong>Online</strong></td>
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Invigilated exams are conducted within three weeks following the end of the Session.

* Census Date

The deadline date after which students are liable for their Commonwealth assistance FEE-HELP loans. After the Census Date students cannot receive a refund or a remission of their debt unless they can demonstrate Special Circumstances.

For further information visit www.open.edu.au