

USC Central

CONTINUING STUDENTS GUIDE



University of the
Sunshine Coast
The best of both worlds



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This guide has been compiled to assist you to complete your enrolment at USC

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Introduction

How to use this Guide

The **USCCentral Continuing Students Guide** is a step by step instruction guide to assist continuing students to manage their program in [USCCentral](#). You can open this guide and **save, print** or open in a **new window** or **tab** and read as you go. The web version is available at www.usc.edu.au/USCCentralguide.

About Student Administration

Where do I go? Who do I ask? What do I do? Ask us at Student Administration...

Student Administration is responsible for all student administration matters within the University. We are committed to exceptional customer service and are able to assist you with student administration inquiries or refer you to other USC services to make sure that your inquiry is resolved.

As a USC student you are responsible for self-managing your continued enrolment in your program via [USCCentral](#). This means you need to ensure all your details are up to date, including your personal/contact details, and that all aspects of your program and course enrolment are correct.

Our friendly staff can assist you with matters relating to:

- applying to study at USC
- scholarship and bursary applications
- assistance with managing your online enrolment using [USCCentral](#)
- credit transfer, change of program, re-enrolling and taking a break from study
- advice on study costs and tuition fees, HECS-HELP, SA-HELP, FEE-HELP and OS-HELP
- centrally scheduled examinations
- release of final grades in [USCCentral](#)
- information on academic progression
- applying for official documentation relating to your enrolment and academic record
- obtaining your Student ID Card
- purchase a Translink *go card*
- information on graduation

Contact Student Administration for further information:

Visit us at: Student Central, Ground Floor, Building C

Phone: +61 7 5430 2890

Fax: +61 7 5430 2882

Email:

- Enrolments and academic progression: studentadministration@usc.edu.au
- Tertiary Preparation Pathway: information@usc.edu.au
- Scholarships: scholarships@usc.edu.au
- Student fees: fees@usc.edu.au
- Graduation: graduation@usc.edu.au
- General enquiries: studentadministration@usc.edu.au
- USCCentral: usccentral@usc.edu.au

Our opening hours are:

Monday–Thursday: 8.30am – 5.00pm

Friday: 8.30am – 4.30pm

Cashier opening hours are:

Cash Payments (maximum \$50): 8.30am – 3.30pm

EFTPOS/Credit Cards: 8.30am – 4.00pm

go cards: 8.30am – 3.45pm

About USCCentral

The **USCCentral New Students Guide** is a step by step instruction guide to assist new students to manage their program in [USCCentral](#).

[USCCentral](#) is one of the most important online services students need to become familiar with. [USCCentral](#) is used to (but not limited to):

- Edit contact, personal, and emergency details
- View open enrolment dates
- Access study plan
- Add and drop courses
- Swap courses and classes
- View and print current timetable
- View eCAF, eSAF and eCAN
- Generate fees invoice
- Check examinations schedule
- Check final grades (results)
- Print unofficial transcript (academic record)
- Program withdrawal

About your USC student email

For information on USC student email go to www.usc.edu.au/Step6

Each student has a Student USC email account which the university uses to communicate with you. You are required to check your Student USC Mail account at least once a week for official correspondence and information. You can only access your USC Mail **after you have** responded to you offer.

- Go to www.usc.edu.au click Student USC Mail. This will take you to *Outlook* Live.
- In the Windows Live ID field enter the email address provided in your USC letter of offer and enter your password. **Note:** The initial password should be changed after you have enrolled.

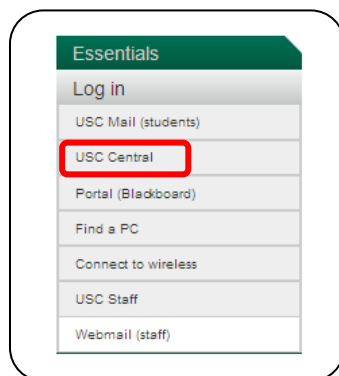
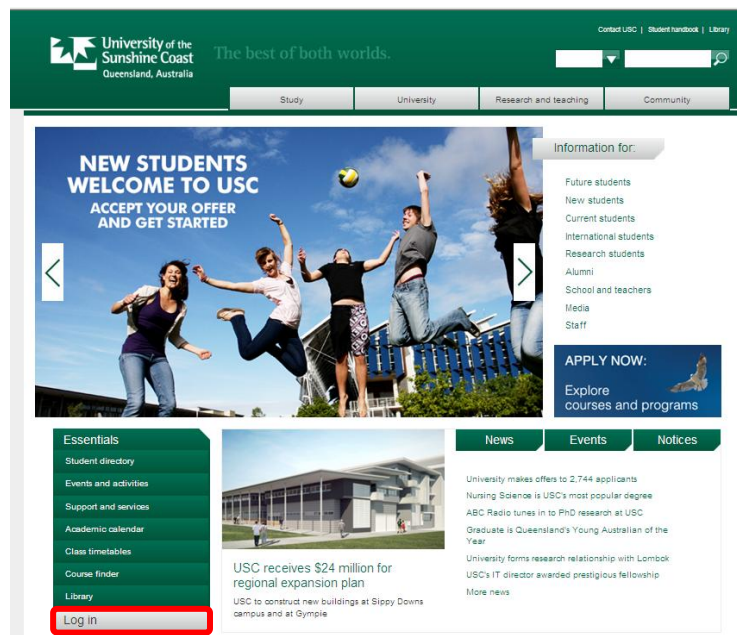
SECTION 1

How to Login to USCCentral

For information on USC online services go to www.usc.edu.au/Step1

Step 1

- Open your internet browser and navigate to the USC homepage www.usc.edu.au
- Place your cursor on the **Log in** and a **drop down menu** will appear, click **USCCentral** and follow the link to <https://usccentral.usc.edu.au>



Step 2

1. Enter your USC **Username** and initial **Password**
2. Click **Sign In**



Sign in to USCCentral

By logging into this system you acknowledge that you have read, and agree to abide by, the [Usage Policy](#)

Username:

Password:

Sign In

1

2

Manage Your Password

- [Forgotten your password](#)
- [Change your password](#)

Experiencing difficulties?
Please contact the [IT Service Desk](#).



Compulsory To-Do Items

Each semester and/or session that you enrol you will be required to complete **Compulsory To-Do Items** before you can move to the USCCentral Student Centre and enrol.

Compulsory To-Do Items

Displayed below are items that are required to be completed before you can progress to the student centre. These items are required before you complete your enrolment.

Confirm Contact Details Enrolment Declaration	Complete Now Complete Now
---	--

Step 1 Confirm Contact Details

1. Please read through the tasks and follow the instructions.
2. Click **Accept**

This task requires you check that your contact details are correct.

If your details are incorrect please change before you move to the next task.

At times the University will need to make contact with you (other than via your USC email), therefore it is important that you promptly update any changes to your contact details in USCCentral.

Addresses

View, add, change or delete an address.

Address Type	Address	
Mail	<input type="text"/>	edit
Permanent	<input type="text"/>	edit

[ADD A NEW ADDRESS](#)

Phone Numbers

Enter your phone numbers below.

If multiple phone numbers are entered, specify your primary contact number by selecting the preferred checkbox.

*Phone Type	*Telephone	Ext	Preferred	
Other	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	delete
Permanent	<input type="text"/>	<input type="text"/>	<input checked="" type="checkbox"/>	delete

[ADD A PHONE NUMBER](#)

* Required Field

Step 2

1. Please read the **Privacy Statement** and **Enrolment Declaration**
2. Tick the box
3. Click **Accept**

Compulsory To-Do Items

Displayed below are items that are required to be completed before you can progress to the student centre. These items are required before you complete your enrolment.

Enrolment Declaration

Complete Now

Privacy Statement

The University of the Sunshine Coast (University) collects and uses personal information about its students, staff and others in order to operate effectively, in compliance with the Information Privacy Act 2009 (Qld) (IP Act).

"Personal information" means information that identifies you or by which your identity can be reasonably determined, such as your name, email address or telephone number.

Personal information held by the University is collected and managed in a responsible, secure manner, and will not be released to third parties without your consent, unless required by law. Where possible the University collects your personal information directly from you. Sometimes personal information may be collected about you from other sources. Examples of where the University may obtain personal information about you from another source are: tertiary institutions, QTAC and equivalent interstate or overseas bodies.

Any personal information which the University collects about you will be used and disclosed by the University for purposes including, but not limited to the following:

- so that the University can provide you with services;
- in the ordinary course of the University's operations, functions, activities or administration during your enrolment or on graduation from the University. This may involve disclosure to, and use by, our agents and contractors for purposes including invitation to participate in research or surveys or for Alumni purposes;
- where the University suspects that you are in breach of any University statutes, policies, guidelines and rules or any other agreement you have with the University; or
- in order to alert you to any changes or alterations in the University's service that affect you.

You can request access to your personal information held by the University. You can also request amendment of your own personal information if you believe that the information is inaccurate, incomplete, out of date or misleading.

For more information about access to your personal information, contact the Right to Information and Privacy Coordinator, University of the Sunshine Coast - ML19, Maroochydore DC 4558 or email RTI@usc.edu.au.

Information on how the University manages personal information can be found in our [Information Privacy Policy](#).

Enrolment Declaration

In consideration of my enrolment at the University, and the provision of teaching services, education resources and student administration and services:

- Familiarising myself and abiding by the [University statutes, policies, guidelines and rules](#).
- Managing all aspects of my enrolment at the University, ensuring all program and course requirements and deadlines are met.
- Accepting liability for all University tuition fees, student contribution fees or other fees or charges as applicable to my enrolment at the University.
- Generating my student fee invoice in USCCentral and ensuring full payment by the due date.
- Promptly notifying the University of any changes to my personal details and I acknowledge that I am liable for any matter arising out of a failure to notify the University of such changes.
- Reading my student email on a regular basis as this is the University's primary method of communication and accepting responsibility for any outcomes of not reading information sent to me.
- Acting in accordance with all lawful instruction of officers of the University.
- Familiarising myself and abiding by the University's Intellectual Property Policy in connection with my studies at the University, which is available at: <http://www.usc.edu.au/IPPolicy>
- Ensuring that all information that I have provided to the University, or will provide to the University during the course of my enrolment, including my personal information, whether directly or from other institutions is, to the best of my knowledge, up to date, complete and correct. I understand that falsification of records or details about myself may result in the University taking action to cancel my enrolment, rescind my award or impose other sanctions in accordance with University policies.

I authorise the University to:

- Collect, use and disclose my personal information in compliance with the IP Act and Privacy Statement above.
- Provide information, including my personal information, where applicable, to Commonwealth and State agencies and to the ESOS Assurance Fund pursuant to the University's obligations under the Education Services for Overseas Students Act (2000) and the National Code.
- Disclose and transfer personal information to an entity outside Australia to enable the entity to provide services to me and the University. The University uses a number of cloud based (information delivered over the internet) services that are hosted in secure facilities by entities outside Australia.
- Scan, copy, record or use any work I submit for assessment for the purposes of identifying plagiarism and any other academic misconduct.
- Publish details, upon graduation, of my qualifications, which will become a matter of public record.
- Record, use or archive images taken of me on campus. The University engages photographers to capture unidentifiable images of campus life at the University. You agree that images of you (as part of a crowd) might be recorded and used (and subsequently archived) for inclusion in University print and electronic publications for promotional and educational purposes. For identifiable images, your express permission will be sought. If you have concerns about your image being used please contact comms@usc.edu.au.

By clicking on this check box I have read, understood and agree to the terms and conditions of this enrolment declaration.



2

Accept

3

NOTE: If you click the **Accept** link without ticking the box, the red message box will be displayed and you cannot move to the Student Centre to enrol. You can click the **Back** link to move back to step 2, to click the Box and **Accept**.

You have chosen not to accept the terms and conditions of the Enrolment Declaration.

You cannot complete your enrolment until you accept the declaration. You can use the Back button below, to review this declaration. If have any questions regarding items in the declaration then please contact Student Administration.

- Visit us at Student Central, Ground Floor, Building C
- Phone: +61 7 5430 2890
- Fax: +61 7 5430 2882
- Email: studentadministration@usc.edu.au

[Back](#)

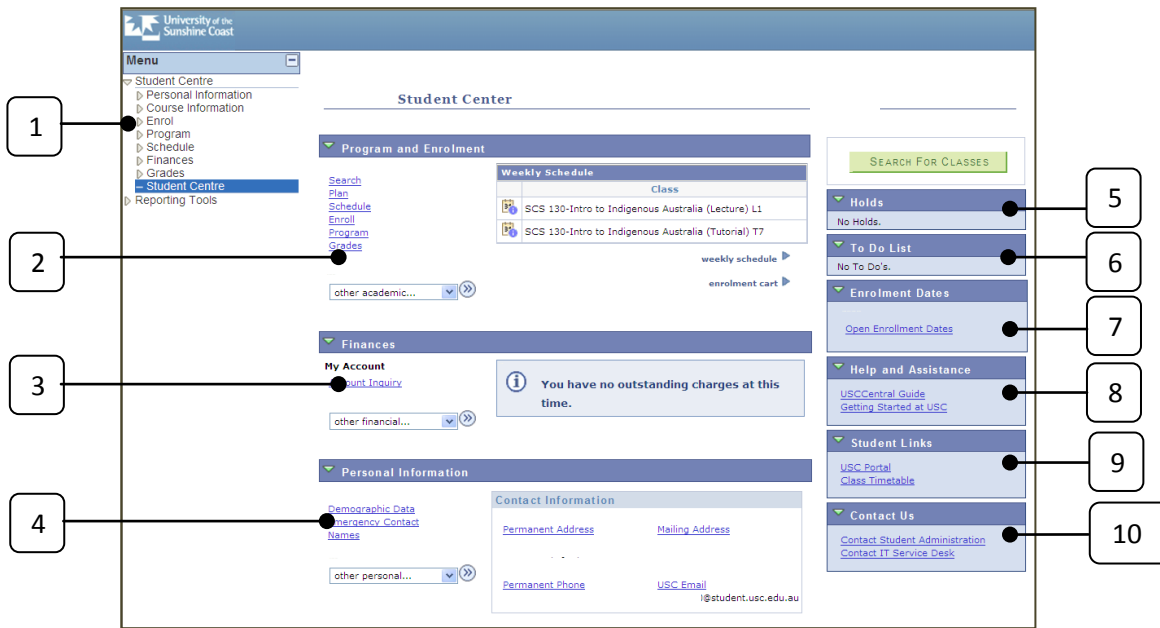
SECTION 3

Getting around USCCentral

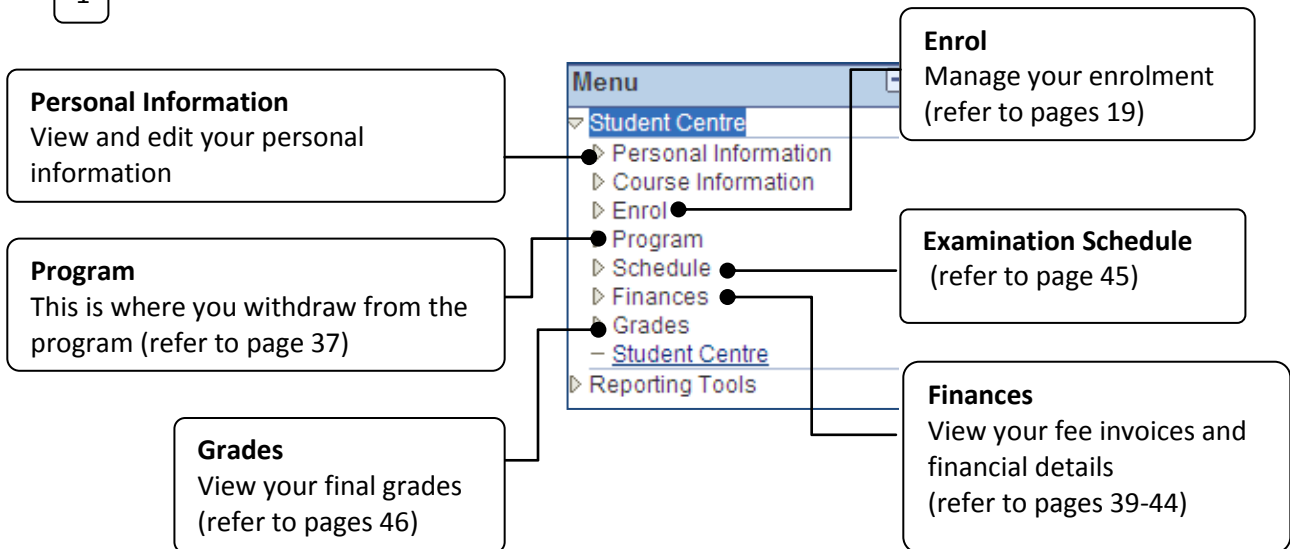
USCCentral Student Centre

After you have accepted your offer you have access to the Student Centre homepage in [USCCentral](#). This section will provide you with details on how to get around [USCCentral](#).

When you login to [USCCentral](#) this is the first page that you will see.



1 Menu



2 Program and Enrolment

The screenshot shows the 'Program and Enrolment' section. On the left, there are links for 'Search', 'Plan', 'Schedule', 'Enroll', 'Program', and 'Grades'. Below these is a search box containing 'other academic...'. The main area is titled 'Weekly Schedule' and contains a table with the following rows:

Class	
ACC 210-Financial Accounting (Lecture) L1	
ACC 210-Financial Accounting (Tutorial) T1	
IBS 220-Cross-Cultural Management (Lecture) L1	
IBS 220-Cross-Cultural Management (Tutorial) T4	
IBS 221-Trade & Finance in Global Econ (Lecture) L1	
IBS 221-Trade & Finance in Global Econ (Tutorial) T1	

At the bottom right of the table, there are two links: 'weekly schedule' and 'enrolment cart'.

List of courses currently enrolled (this will be blank if you are not enrolled)

Access to **weekly schedule** (refer to page 28)

Access to **enrolment cart** (refer to pages 26-27)

3 Finances (fees)

The screenshot shows the 'Finances' section. On the left, there are links for 'My Account' and 'Account Inquiry'. Below these is a search box containing 'other financial...'. The main area is titled 'Account Summary' and contains the following information:

You owe 1,816.00.

■ Due Now	0.00
■ Future Due	1,816.00

Below the table, it states: 'Currency used is Australian Dollar.'

View your fee charges on your account

4 Personal Information

View and edit your mailing and permanent address*, telephone number, emergency contacts and your names**

***International Students** cannot change their permanent address on [USCCentral](#). A change of address form is available from Student Administration.

** Only preferred name can be changed on [USCCentral](#).

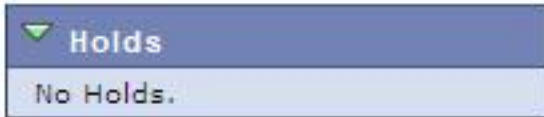
The screenshot shows the 'Personal Information' section. On the left, there are links for 'Demographic Data', 'Emergency Contact', and 'Names'. Below these is a search box containing 'other personal...'. The main area is titled 'Contact Information' and contains the following information:

Permanent Address	Mailing Address
123 Demonstration Drive Sippy Downs, QLD, 4556	123 Demonstration Drive Sippy Downs, QLD, 4556
Permanent Phone	USC Email
None	

5 Holds

You can view the detail of **Holds** here. A student may have a hold imposed on their record for failure to pay by the **due date**:

- tuition fees
- library fines
- student loan repayments
- field trips payments
- or other invoiced amounts



A **hold** on your record means that you will not be able to enrol and/or see grades for your courses. To have the student hold removed; you must pay all of your overdue fees and charges and advise the University that you have made the payment.

6 To Do List

Reminders generated here for you to action. For example, you have not provided a Tax File Number (TFN).



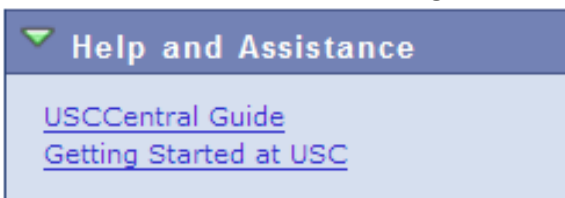
7 Enrolment Dates

Link to access important enrolment dates.



8 Help and Assistance

Link to **USCCentral Guide** and **Getting Started at USC** pages.



9 Student Links

You can access [USC Portal \(Blackboard\)](#) and the [Class Timetable](#) for the current study period. Class Timetable also available at: www.usc.edu.au/timetables



10 Contact Us

Contact pages of **Student Administration** and **IT Service Desk**



Changing your password

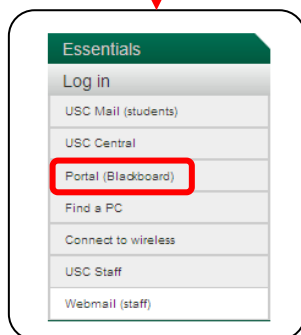
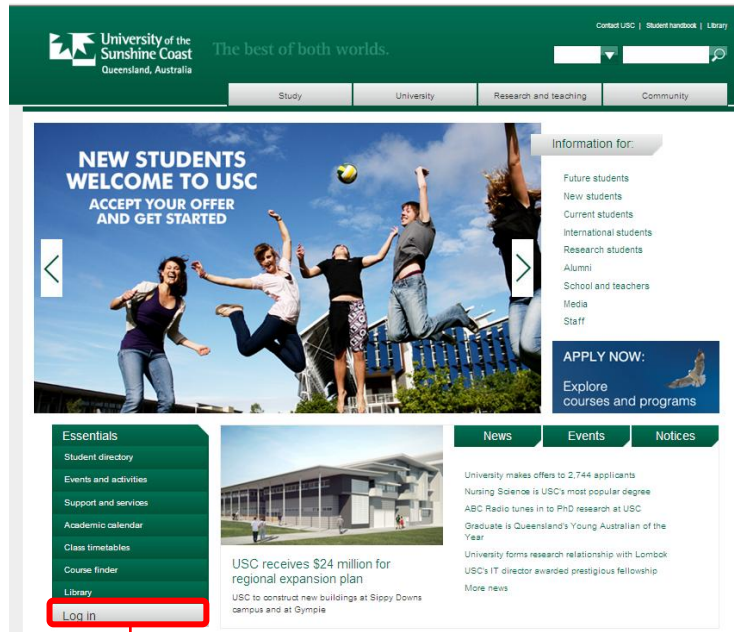


IMPORTANT

- It is recommended to change your password regularly in [USC Portal \(Blackboard\)](#).
- You cannot change your initial password until you are enrolled in courses.

Step 1

1. Open your internet browser and navigate to the USC homepage www.usc.edu.au
2. Hover over on **Log in**, click on [Portal \(Blackboard\)](#) or the direct link <https://online.usc.edu.au>



Step 2

Click **Change your password?** and follow the detailed instructions.

Welcome to the USC Portal

Username:
Password:

[Forgotten your password?](#)
[Change your password?](#)
[Return to the USC Website](#)

For assistance logging in, contact the IT Service Desk
Students: studenthelp@usc.edu.au or Phone: +61 7 5459 4455 Staff: itservicedesk@usc.edu.au or Phone: +61 7 5430 1237

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CRICOS Provider No. 01595D | Updated: 4 Jul 2011



Tip

If you have forgotten your password, you can reset it by clicking **Forgotten your password?**

Step 3

Enter your **Username** and **Password** then click **Login**.

University of the Sunshine Coast
Queensland, Australia

Web Systems Login

Login Links

Username:
Password:

[Copyright Conditions Notice](#)
[Help and Frequently Asked Questions](#)
[Policies and Rules](#)
[News and Status Info](#)
[Getting Online with Blackboard](#)
[Remote Access](#)
[Contact Us](#)
[USC Website](#)

[Web Browser Test](#)
Check your browser's compatibility with USC web systems.

Step 4

Enter your **Username** and **Password** once again and click **Login** and follow the detailed instructions to change your password.

University of the Sunshine Coast
Queensland, Australia

Identity Manager

Username: Password:
[Forgot Password?](#)



Tip

Allow 10 minutes for your new password to synchronize to **all** University systems.



NEED HELP?

For help with your **Username** and **Password**, contact IT Service Desk for assistance:

- **Email:** StudentITHelp@usc.edu.au
- **Phone:** +61 7 5459 4455
- **In person:** Library Information Desk, First floor, Library

SECTION 4

Plan Your Study

For information on planning your study go to www.usc.edu.au/Step3

How to find your Study Plan

- Plan your study before you enrol. Your Study Plan is available in [USCCentral](#).
- In the [USCCentral](#) Menu click **Enrol** then **Study Plan**. Click **Study Plan** located to the right of your program of study.
- If you are intending to apply or have a received credit transfer from previous studies see the Faculty Program Advisor for your updated study plan.
- **International students only:** if you have a received credit transfer refer to the study plan provided with your USC offer letter.

The screenshot shows the USCCentral interface. On the left, the 'Menu' is expanded to 'Enrol', where 'Study Plan' is highlighted. An arrow points from 'Study Plan' in the menu to the 'Study Plan' page. The page has tabs for 'Search', 'Plan', 'Schedule', 'Enroll', 'Program', and 'Grades'. Below the tabs, there are buttons for 'study plan', 'add', 'drop', 'swap', and 'enrollment dates'. The 'Study Plan' section contains the text: 'You can use the Study Plan to plan a program of study. Click the link below to view your study plan (link opens in a new window).' Below this, a program is listed: 'Bachelor of Business/Bachelor of Commerce (Accounting)'. A red box highlights the 'Study Plan' link next to the program name. A callout box points to the program name with the text 'Your program of study'. Another callout box points to the 'Study Plan' link with the text 'Click Study Plan - your study plan will open in a new tab'.

Your Study Plan

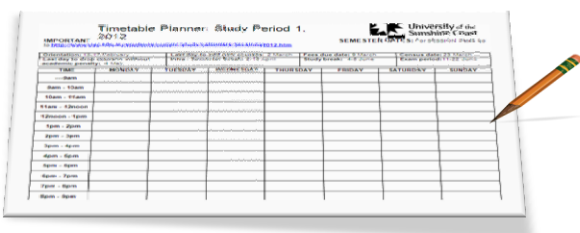
Download the Study Planner at: www.usc.edu.au/Step3 and record your program of study. Planning your program of study will enable you to:

- monitor your progress through your degree program
- plan your majors and minors (refer to your study plan)
- check course availability and pre-requisite and co-requisite study requirements
- plan your future enrolment and facilitate discussions of that plan with your Faculty Program Advisor
- check your eligibility to graduate

Plan your timetable prior to enrolling

Download your Timetable Planner at: www.usc.edu.au/Step3

Timetable Planner



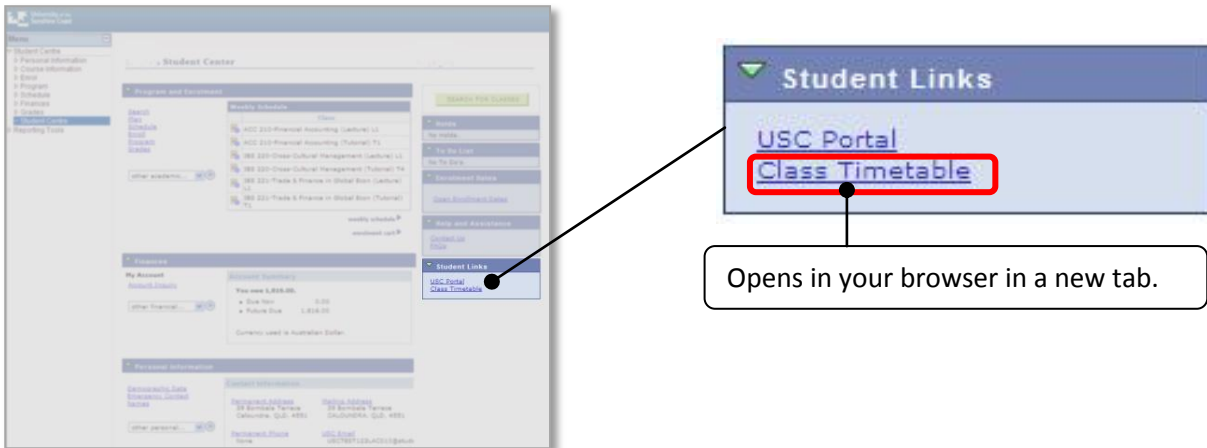
How to access the Class Timetable

Step 1

The timetable with course, class schedules, venues and class number is available by either directly accessing USC website at: www.usc.edu.au/timetables or via [USCCentral](#) Student Centre homepage.

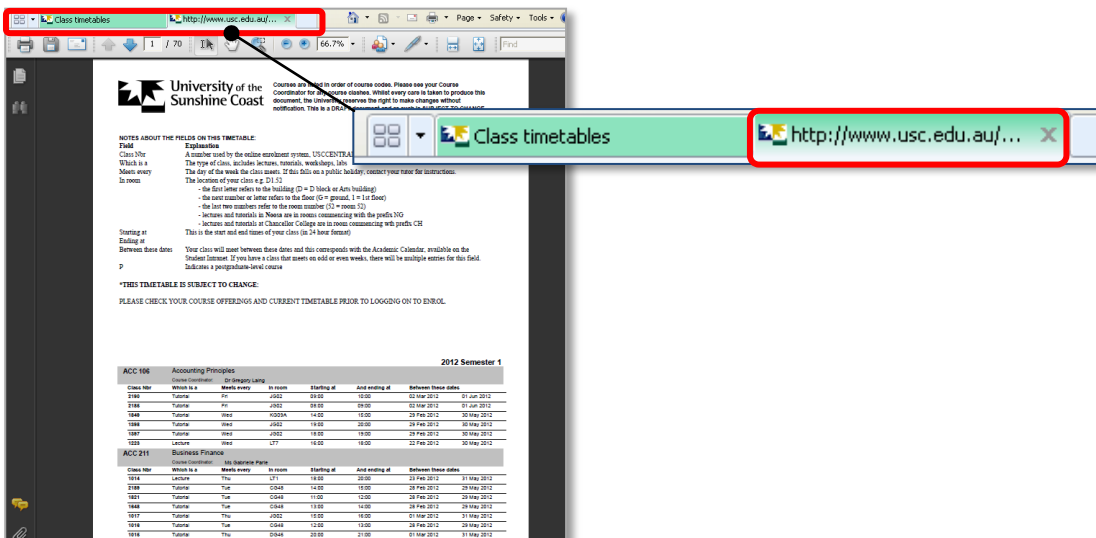
Step 2

In [USCCentral](#) Menu, Student Links click on [Class Timetable](#).



Step 3

The Class Timetable opens above your browser window in a new tab. Scroll down the page to find your class timetable.



Step 4

- Find the course that you wish to enrol in. Choose a suitable class and record **class number** and **preferred class times** on your Timetable Planner.
- It is recommended to identify alternatives in case classes are full by the time that you enrol. **Classes will fill quickly and are filled on a first-in, first-served basis.**
- Enrol as soon as you have finished your planning.

Example: you are enrolling into **CMN102**. You must select a **Tutorial** and a **Lecture**.

CMN 102		Communication Theory and Practice					
		Course Coordinator: Dr Gregory Nash					
Class Nbr	Which is a	Meets every	In room	Starting at	And ending at	Between these dates	
2498	Tutorial	Mon	CG50	12:00	14:00	27 Feb 2012	28 May 2012
2214	Tutorial	Tue	CG49	08:00	10:00	28 Feb 2012	29 May 2012
2025	Tutorial	Mon	CG50	18:00	20:00	27 Feb 2012	28 May 2012
2024	Tutorial	Thu	CG49	18:00	20:00	01 Mar 2012	31 May 2012
1919	Tutorial	Tue	CG49	10:00	12:00	28 Feb 2012	29 May 2012
1902	Tutorial	Wed	C141	14:00	16:00	29 Feb 2012	30 May 2012
1898	Tutorial	Wed	KG48A	10:00	12:00	29 Feb 2012	30 May 2012
1897	Tutorial	Wed	KG48A	08:00	10:00	29 Feb 2012	30 May 2012
1061	Tutorial	Mon	CG50	16:00	18:00	27 Feb 2012	28 May 2012
1059	Tutorial	Mon	CG50	14:00	16:00	27 Feb 2012	28 May 2012
1057	Tutorial	Wed	C141	16:00	18:00	29 Feb 2012	30 May 2012
1056	Tutorial	Thu	CG49	16:00	18:00	01 Mar 2012	31 May 2012
1055	Tutorial	Thu	CG49	14:00	16:00	01 Mar 2012	31 May 2012
1054	Lecture	Mon	LT1	11:00	12:00	20 Feb 2012	28 May 2012

Tutorial

Lecture

Timetable Planner: Study Period 1, 2012		University of the Sunshine Coast					
TIME	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
9am - 10am							
10am - 11am							
11am - 12noon	CMN102 Lecture Room: LT1 Class no. 1054						
12noon - 1pm							
1pm - 2pm							
2pm - 3pm				CMN102 Tutorial Room: CG49 Class no. 1055			
3pm - 4pm				↓			
4pm - 5pm							

SECTION 5

Enrol In Courses

For information on enrolling in courses go to www.usc.edu.au/Step4

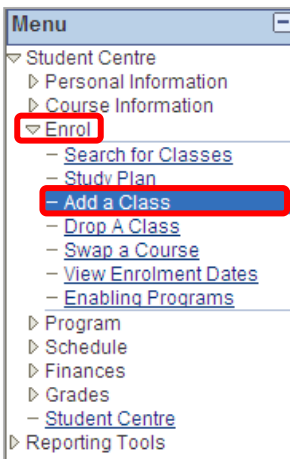


If you experience problems with enrolling:

- Refer to Common Enrolment Problems on page 50; and/or
- contact Student Administration details on page 4.

Step 1

1. Have your Timetable Planner with you when enrolling to avoid timetable clashes and to identify alternatives, in case classes are full by the time that you enrol.
2. In [USCCentral Menu](#), click **Enrol** and then **Add a Class**



Step 2

1. Select the **Term** you wish to enrol into by clicking in the circle.
Note: Postgraduate students may have more than one term listed, select the term in which you are commencing (refer to your offer letter) and follow the steps.
2. Click **CONTINUE** button

1

Select a term then click Continue.			
	Term	Career	Institution
<input checked="" type="radio"/>	2012 Semester 1	Undergraduate	Uni of the Sunshine Coast
<input type="radio"/>	2012 Session 3	Undergraduate	Uni of the Sunshine Coast
<input type="radio"/>	2012 Session 5	Undergraduate	Uni of the Sunshine Coast

CONTINUE

2

Step 3

Click **search for classes** button

Add to Cart:
Enter Class Number
from timetable

2011 Session 11 Shopping Cart

Your enrollment shopping cart is empty.

OR

Search for Classes

Class Search

Step 4

For this example, you are enrolling into CMN102 (classes are listed on your Timetable Planner). This course requires you to select both a lecture and a tutorial.

1. Type **CMN** in **Course Subject**
2. Type **102** in **Course Number**
3. Click **SEARCH**

The screenshot shows the 'Class Search Criteria' form. It has a blue header bar with the title 'Class Search Criteria'. Below the header, there are three main sections: 'Course Subject', 'Course Number', and 'Course Career'. The 'Course Subject' section has a green 'select subject' button and a text input field containing 'CMN'. Below this is a note: 'Use alpha characters from course code eg. ACC for Accounting'. The 'Course Number' section has a dropdown menu set to 'is exactly' and a text input field containing '102'. Below this is a note: 'Use numerical value e.g. 106'. The 'Course Career' section has a dropdown menu and a checked checkbox labeled 'Show Open Classes Only'. Below these sections is a green bar with a right-pointing arrow and the text 'Additional Search Criteria'. At the bottom left is a blue link 'Return to Add Classes'. At the bottom right are two buttons: 'CLEAR CRITERIA' and 'SEARCH'. Red callout boxes with numbers 1, 2, and 3 point to the 'CMN' input, the '102' input, and the 'SEARCH' button respectively.

Tip

If you wish to view both open and closed classes, uncheck this box before clicking **SEARCH** button.

Step 5

Scroll down the page and all available classes will be displayed.

1. Refer to your Timetable Planner.
 - In the example on page 16 the following classes were chosen:
 - Tutorial class number 1055, scheduled on Thursdays at 2pm-4pm
 - Lecture class number 1054, scheduled on Mondays at 11am-12pm
2. Select your tutorial class **first** and ensure that the class numbers schedule matches your Timetable Planner.

Note: Some courses may vary in the type of classes. For example, some courses may not have a Tutorial however, have a Workshop, and/or Laboratory scheduled.

Section codes:

- LEC = Lecture
- TUT = Tutorial
- WKS = Workshop
- LAB = Laboratory
- ONL = Online

Status

- Class is **Open**, you can select this class.
- Class is **Closed** you cannot select this class.

The **Lecture(s)** will always appear first in this window

In this example Tutorial class number 1055

Section	Status	select class
L1-LEC(1054)	<input checked="" type="checkbox"/>	<input type="button" value="select class"/>
T11-TUT(1055)	<input checked="" type="checkbox"/>	<input type="button" value="select class"/>
T12-TUT(1056)	<input checked="" type="checkbox"/>	<input type="button" value="select class"/>

Days & Times	Room	Coordinator	Meeting Dates
Mo 11:00AM - 12:00PM	LT1 Lecture Theatre 1- Bldg K	Gregory Nash	20/02/2012 - 28/05/2012

Days & Times	Room	Coordinator	Meeting Dates
Th 2:00PM - 4:00PM	CG.49 Tutorial Room	Gregory Nash	01/03/2012 - 31/05/2012

Days & Times	Room	Coordinator	Meeting Dates
Th 4:00PM - 6:00PM	CG.49 Tutorial Room	Gregory Nash	01/03/2012 - 31/05/2012

Step 6

Available Lecture(s) will be displayed. **Note:** There may only be one lecture scheduled as in the example below.

1. Select the lecture that you wish to attend by clicking in the circle.
2. Click the **NEXT** button

CMN 102 - Comn Theory and Practice

Tutorial selected: Section 111
Th 2:00PM - 4:00PM 01/03/2012 - 31/05/2012 CG.49 Tutorial Room

Open Closed

Select Lecture section (Required):

Class Nbr	Class Notes	Schedule	Room	Coordinator	Status
<input checked="" type="radio"/> 1054		Mo 11:00AM - 12:00PM 20/02/2012 - 28/05/2012	LT1 Lecture Theatre 1- Bldg K	G. Nash	<input checked="" type="radio"/>

View All Sections | First 1 of 1 Last

CANCEL NEXT

The tutorial that you selected in Step 5 will be displayed here.

NOTE: If the course requires multiple classes (e.g. **Laboratory**, **Tutorial** and/or **Workshop**) the window in Step 6 will be displayed after you click the **NEXT** button. Check your Timetable Planner for your required classes.

Step 7

1. Check the details are correct and click **NEXT** and go to **Step 8**
2. If the details are **not correct** click **CANCEL**

CMN 102 - Comn Theory and Practice

Class Preferences

CMN 102-L1	Lecture	<input checked="" type="radio"/> Open	Grading	Graded
CMN 102-T11	Tutorial	<input checked="" type="radio"/> Open	Units	12.00
Session	Regular Academic Session		Program	BBus/BCommerce (Accounting)
Career	Undergraduate			

CANCEL NEXT


3. If you clicked **CANCEL** due to incorrect details the following message will be displayed.
4. Click **CANCEL** to return to **Step 3** to start your selection again. Or click **OK** to return to **Step 7**.

Add Classes

You have unsaved data for this transaction. Click OK to go back, or cancel to discard your changes.

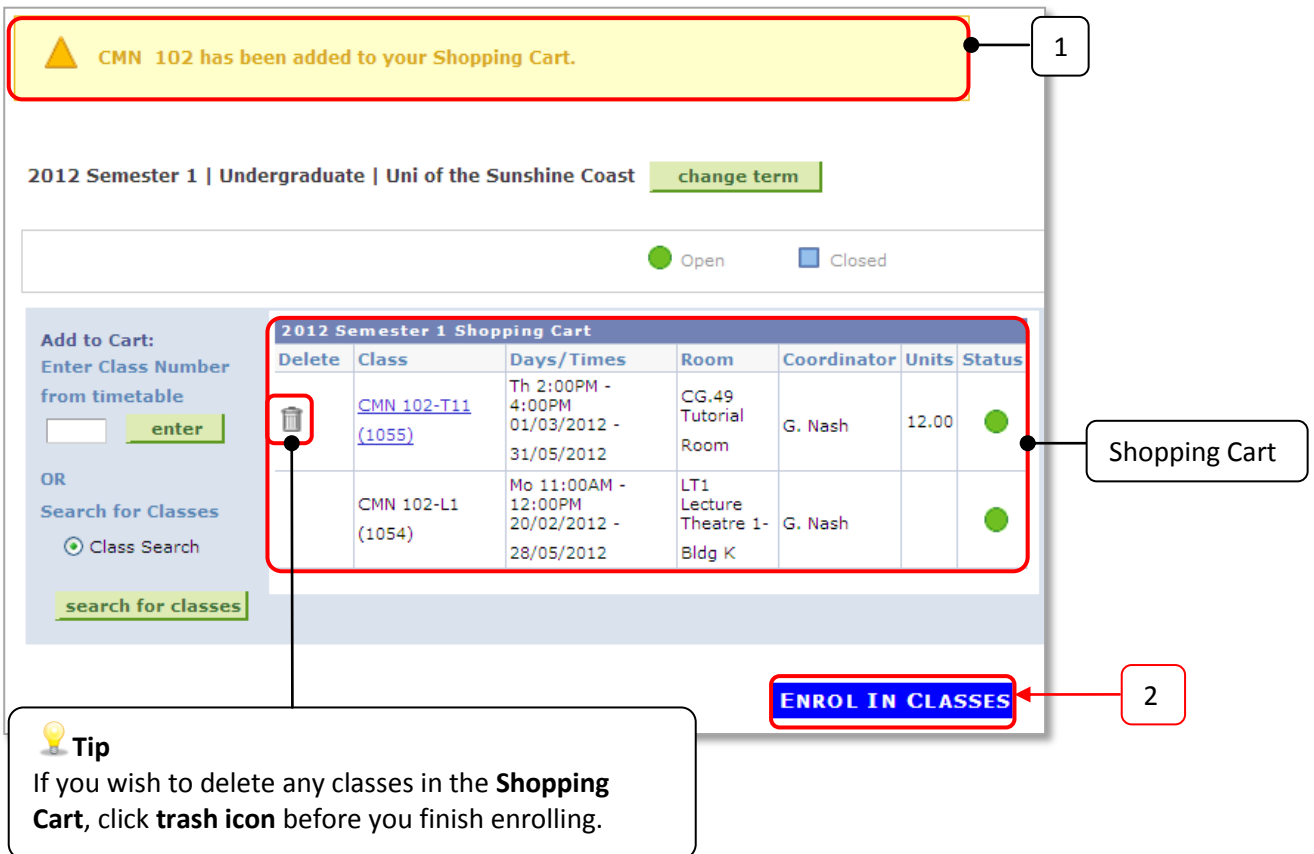
OK Cancel

Step 8




1. The message in yellow  displays that CMN102 has been added to the **Shopping Cart** (Note: also referred to as **Enrolment Cart**).
2. Click on **ENROL IN CLASSES** button to proceed to **finish enrolling**.

Note: We do not recommend that you click the **search for classes** button to add other course classes. For example:

- If you click **search for classes** to add COR111 into the **Shopping Cart**, the CMN102 classes that you selected may become full while you are adding COR111 therefore you miss out on these classes.
- While the CMN102 classes are in your **Shopping Cart** you have **not** yet finished your enrolment until you click the **FINISH ENROLLING** button in **Step 9**.




The screenshot shows the '2012 Semester 1 Shopping Cart' interface. At the top, a yellow message box with a warning icon states 'CMN 102 has been added to your Shopping Cart.' Below this, the user is logged in as '2012 Semester 1 | Undergraduate | Uni of the Sunshine Coast'. The shopping cart table contains two items:

Delete	Class	Days/Times	Room	Coordinator	Units	Status
	CMN 102-T11 (1055)	Th 2:00PM - 4:00PM 01/03/2012 - 31/05/2012	CG.49 Tutorial Room	G. Nash	12.00	
	CMN 102-L1 (1054)	Mo 11:00AM - 12:00PM 20/02/2012 - 28/05/2012	LT1 Lecture Theatre 1- Bldg K	G. Nash		

At the bottom right, a blue button labeled 'ENROL IN CLASSES' is highlighted. A tip box on the left provides instructions on deleting items from the cart.

Tip
If you wish to delete any classes in the **Shopping Cart**, click **trash icon** before you finish enrolling.


Step 9



1. Check that the classes:
 - that you **selected** are listed below; and
 - the status is still  **open**.
2. Click the **FINISH ENROLLING** button to complete your enrolment.

Class	Description	Days/Times	Room	Coordinator	Units	Status
CMN 102-T11 (1055)	Comn Theory and Practice (Tutorial)	Th 2:00PM - 4:00PM 01/03/2012 - 31/05/2012	CG.49 Tutorial Room	G. Nash	12.00	
CMN 102-L1 (1054)	Comn Theory and Practice (Lecture)	Mo 11:00AM - 12:00PM 20/02/2012 - 28/05/2012	LT1 Lecture Theatre 1- Bldg K	G. Nash		

Step 10

Check your enrolment **Status**.

Class	Message	Status
CMN 102	Success: This class has been added to your schedule.	

-  Success: enrolled
-  Error: unable to add class

Tip

If you receive an error message:

- Refer to **Common Enrolment Problems** on page 50; and/or
- Contact Student Administration (Refer to page 4).

How to access to your Shopping Cart (Enrolment Cart)



IMPORTANT

If you did not finish enrolling and have classes in the **Shopping Cart**, please be aware that the classes may no longer be available. It is highly recommended that you follow Steps 1-10 on pages 19-25. However, if the circumstances arise that you need to return to your **Shopping Cart** to complete your enrolment or to trash unwanted class selections, follow the steps below.

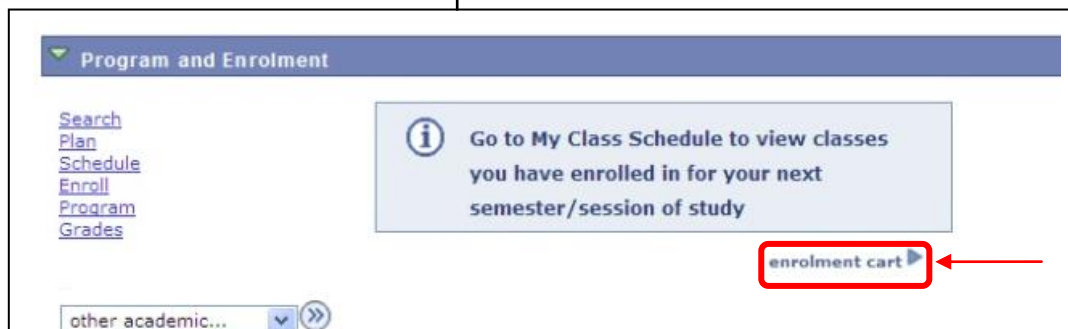
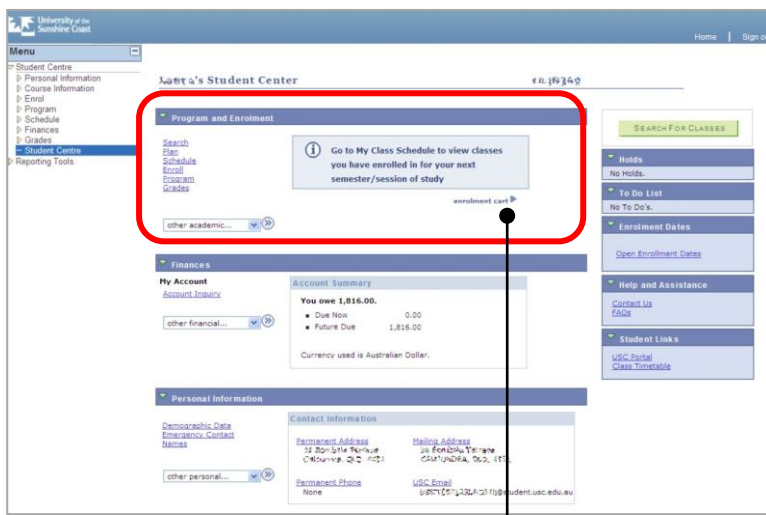
Step 1

In [USCCentral](#) Menu, click [Student Centre](#)



Step 2

You will be at the homepage of [USCCentral](#). Under **Program and Enrolment**, click [enrolment cart](#) link.



Step 3

1. Select the **Term** you wish to enrol into by clicking in the circle.
2. Click **CONTINUE** button.

Select a term then click Continue.

Term	Career	Institution
2012 Semester 1	Undergraduate	Uni of the Sunshine Coast

1

CONTINUE

2

Step 4

Your **Shopping Cart** will be displayed.

1. Tick the **select class box**
2. Click the **delete** button to trash unwanted class selections, or
3. Click the **ENROL** button to finish enrolling from this page and follow **Step 9** on page 25.

Add to Cart:
Enter Class Number from timetable
 enter

OR
Search for Classes
Class Search
search for classes

2012 Semester 1 Shopping Cart

Select	Class	Days/Times	Room	Coordinator	Units	Status
<input checked="" type="checkbox"/>	CMN 102-T11 (1055)	Th 2:00PM - 4:00PM 01/03/2012 - 31/05/2012	CG.49 Tutorial Room	G. Nash	12.00	●
<input type="checkbox"/>	CMN 102-L1 (1054)	Mo 11:00AM - 12:00PM 20/02/2012 - 28/05/2012	LT1 Lecture Theatre 1- Bldg K	G. Nash		●

1

for selected: delete ENROL

2

3

Accessing your Class Schedule (Timetable)

Once you have completed enrolling into courses, you can view your class schedule in [USCCentral](#). The classes that you enrolled in are displayed on the **Student Centre** homepage.

The screenshot shows the 'Student Centre' menu on the left with 'Student Centre' highlighted. The main content area is titled 'Program and Enrolment' and contains a 'Weekly Schedule' table. The table lists several classes, including ACC 210-Financial Accounting and IBS 220-Cross-Cultural Management. A red box highlights the 'weekly schedule' link at the bottom right of the page.

Click **weekly schedule** to view My Class Schedule.

Choose a view option: Select Display Option

The screenshot shows the 'My Class Schedule' page. At the top, there are radio buttons for 'List View' and 'Weekly Calendar View', with 'Weekly Calendar View' selected. Below this are navigation buttons for '<< previous week' and 'next week >>'. A search bar allows filtering by week (28/11/2011), start time (8:00AM), and end time (9:00PM). The main part of the page is a grid showing class times from 8:00AM to 6:00PM across days from Monday to Sunday. A red box highlights the navigation buttons.

To check your weekly class schedule click **next week** or **previous week**



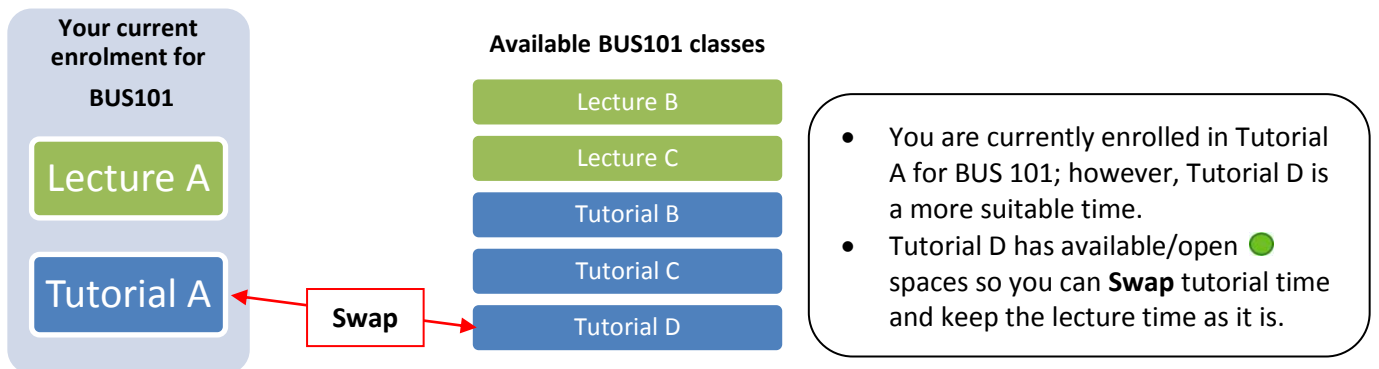
Changing Your Enrolment

After you enrolled in courses, you can change your enrolment by swapping, dropping or adding classes and courses.

Swap a class (course)

If you have already enrolled in classes but wish to change the class schedule, you can **swap** your current class (Lecture, Tutorial, Workshop or Lab) to another open class.

For example:



The advantage of using the **Swap** function is that you do not lose your place in Lecture A and Tutorial A if for some reason swapping was not successful.



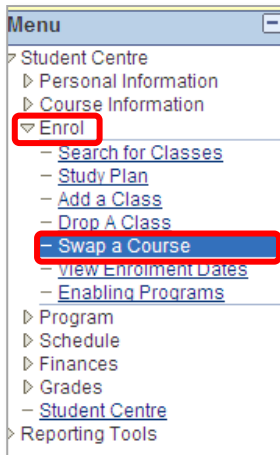
IMPORTANT

- Check the dates on the Academic Calendar at www.usc.edu.au/calendars for the last day to swap classes or courses.
- Check your **USC Student email** for important date notices.

How to swap a class (course)

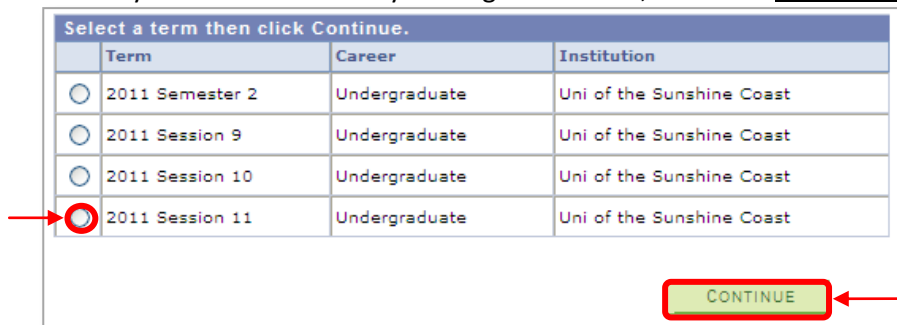
Step 1

In **USCCentral Menu**, click **Enrol** and **Swap a Course**.



Step 2

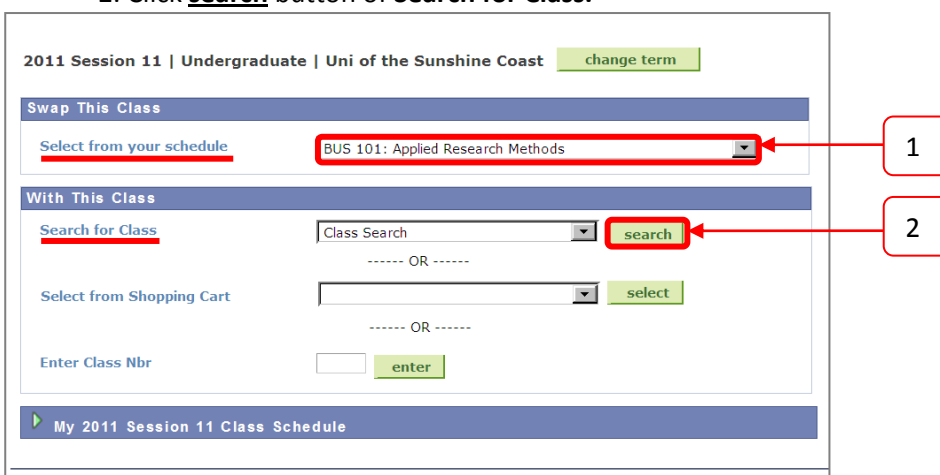
Select the **Term** you wish to enrol in by clicking in the circle, then click **CONTINUE**.



Step 3

Select a class to swap from the drop down arrow. For example, swap **BUS101** tutorial classes.

1. Select **BUS101** from **Select from your schedule**
2. Click **search** button of **Search for Class**.



Step 4

Search for the class to swap to.

Swap a Class 1

Enter Search Criteria

Uni of the Sunshine Coast | 2011 Session 11

Select at least 2 search criteria. Click Search to view your search results.

Class Search Criteria

Course Subject General Business **1. Type BUS in Course Subject**

Use alpha characters from course code eg. ACC for Accounting

Course Number **2. Type 101 in Course Number**

Course Career Use numerical value e.g. 106

Show Open Classes Only

Use Additional Search Criteria to narrow your search results.

[▶ Additional Search Criteria](#)

[Return to Swap a Class](#) **3. Click SEARCH**

Step 5

Scroll down for open tutorial classes (Status ●). Find the class you wish to swap to and click **select class**. In this example Tutorial 3 is selected.

Note: Lecture

Section [L1-LEC\(1005\)](#) Status ●

Session Sum Sess A

Days & Times	Room	Coordinator	Meeting Dates
We 1:00PM - 3:00PM	LT6 Lecture Theatre 6-Bldg K	Lilliemay Cheung	30/11/2011 - 14/12/2011

Section [T1-TUT\(1071\)](#) Status ●

Session Sum Sess A

Days & Times	Room	Coordinator	Meeting Dates
We 11:00AM - 12:00PM	CG.50 Tutorial Room	Lilliemay Cheung	30/11/2011 - 14/12/2011

Section [T3-TUT\(1073\)](#) Status ● **3. Click select class**

Session Sum Sess A

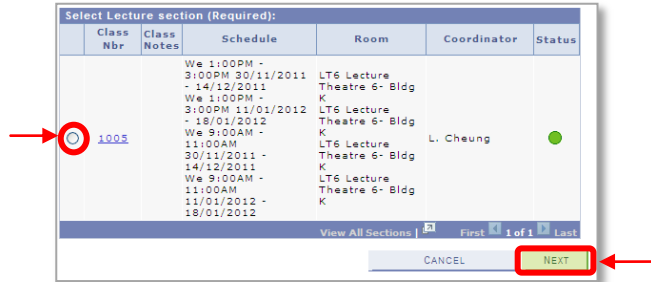
Days & Times	Room	Coordinator	Meeting Dates
We 12:00PM - 1:00PM	CG.50 Tutorial Room	Lilliemay Cheung	30/11/2011 - 14/12/2011

Note: Tutorial

Step 6

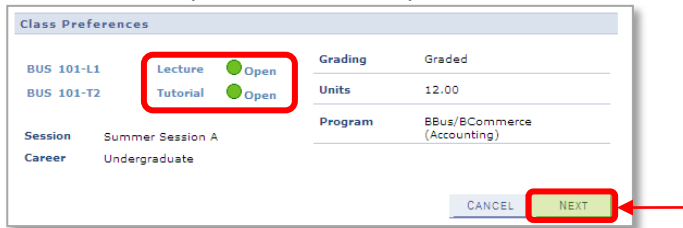
Available Lectures will be displayed.

Select the Lecture you have already enrolled in as you are only swapping a tutorial class, then click **NEXT**.



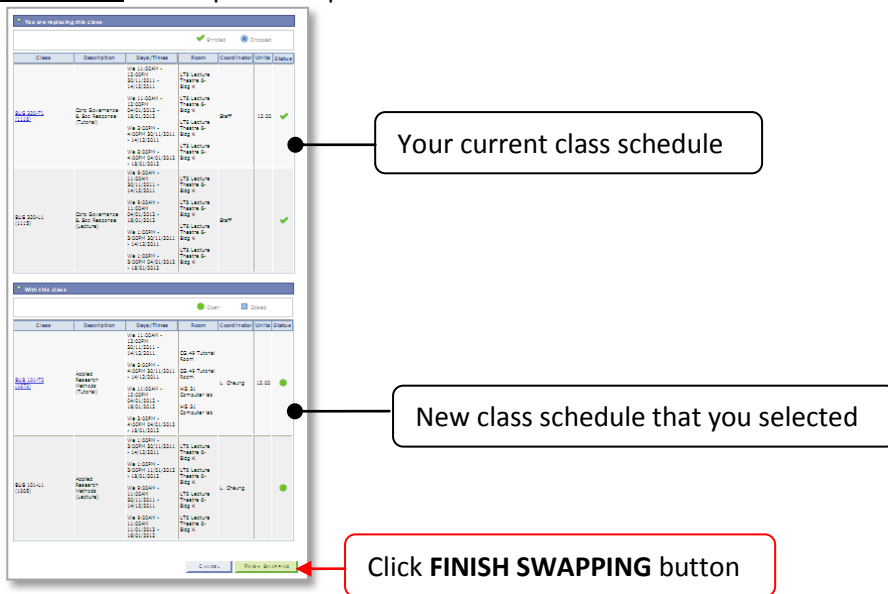
Step 7

Ensure that classes that you selected are open and click **NEXT**.



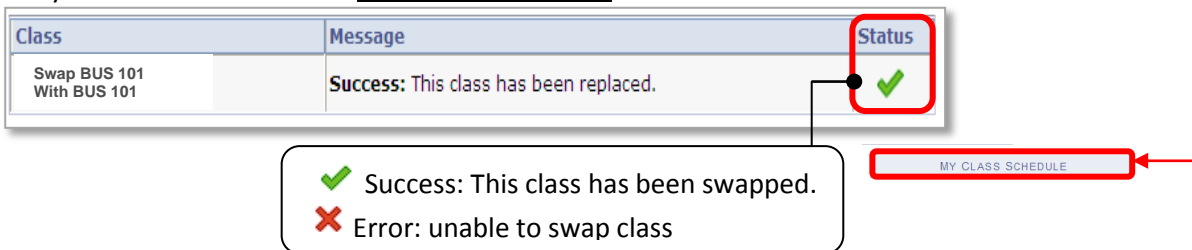
Step 8

Your current and new class schedule will be displayed. Ensure that classes do not clash and click **FINISH SWAPPING** to complete the process.



Step 9

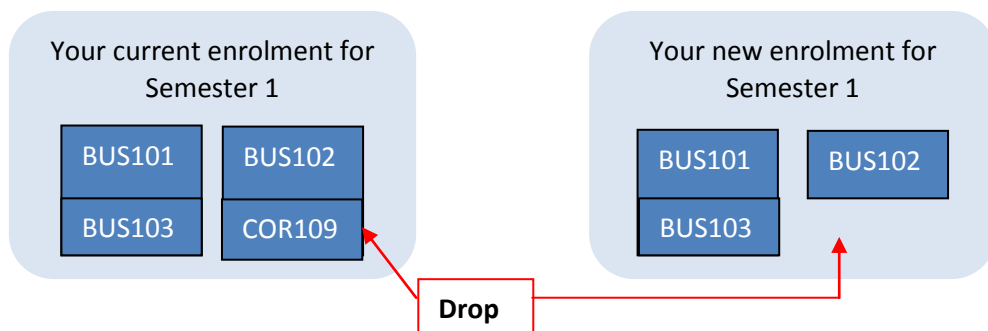
Check the **Status** that the class has been swapped successfully. To view your class schedule for all of the courses that you have enrolled in click **MY CLASS SCHEDULE**.



Drop a Course

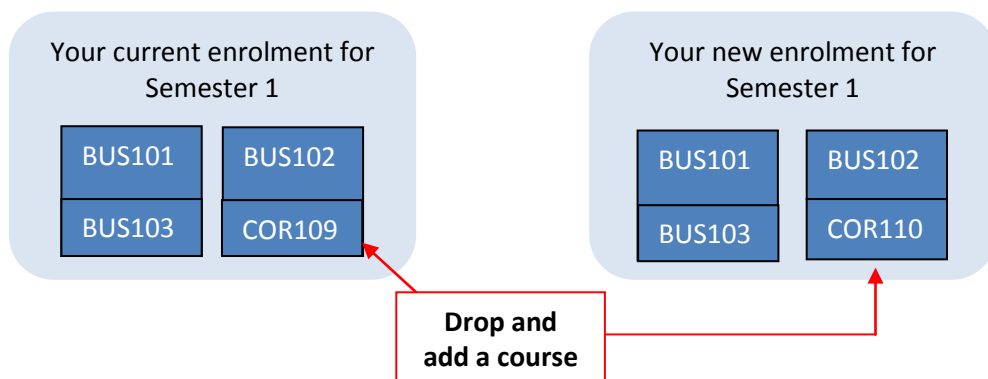
If you decide to reduce your enrolment load, you can **drop** courses. For example, you are currently enrolled in four courses but want to reduce your load to three courses by **Dropping** COR109.

For example:



Drop and Add a Course

You may decide to drop a course and replace it with another. For example, you are currently enrolled in four courses but want to **Drop** COR109 and **Add** COR110. If you wish to add a course after dropping a course refer to Section 5, page 19.



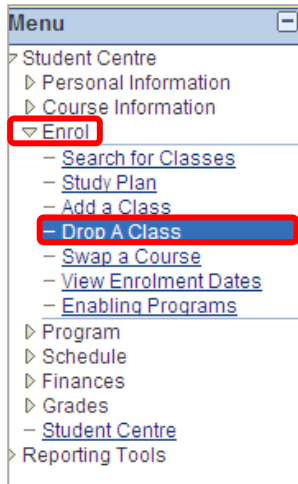
IMPORTANT

- Check the dates on the Academic Calendar at www.usc.edu.au/calendars for the last day to drop classes or courses.
- Refer to the USC Student Fees, Charges and Refund Procedures at: www.usc.edu.au/FeeProcedures
- Check your **USC Student email** for important date notices.

How to drop a course

Step 1

In **USCCentral Menu**, click **Enrol** then **Drop A Class**.



Step 2

Select the **Term** by clicking in the circle, then click **CONTINUE**.

Select a term then click Continue.			
Term	Career	Institution	
<input checked="" type="radio"/> 2011 Semester 2	Undergraduate	Uni of the Sunshine Coast	
<input type="radio"/> 2011 Session 9	Undergraduate	Uni of the Sunshine Coast	
<input type="radio"/> 2011 Session 10	Undergraduate	Uni of the Sunshine Coast	
<input type="radio"/> 2011 Session 11	Undergraduate	Uni of the Sunshine Coast	

Step 3

Select the class you wish to **drop** and click **DROP SELECTED CLASSES**.

Select	Class	Description	Days/Times	Room	Coordinator	Units	Statu
<input type="checkbox"/>	BUS 102-T2 (1060)	Economics for Business (Tutorial)	Tu 12:00PM - 1:00PM 29/11/2011 - 13/12/2011 Tu 12:00PM - 1:00PM 03/01/2012 - 17/01/2012 Tu 4:00PM - 5:00PM 29/11/2011 - 13/12/2011 Tu 4:00PM - 5:00PM 03/01/2012 - 17/01/2012	CG.50 Tutorial Room CG.50 Tutorial Room CG.50 Tutorial Room	W. Alexander	12.00	✓
<input type="checkbox"/>	BUS 102-L1 (1007)	Economics for Business (Lecture)	Tu 9:00AM - 11:00AM 29/11/2011 - 13/12/2011 Tu 9:00AM - 11:00AM 03/01/2012 - 17/01/2012 Tu 1:00PM - 3:00PM 29/11/2011 - 13/12/2011 Tu 1:00PM - 3:00PM 03/01/2012 - 17/01/2012	LT8 Lecture Theatre 8- Bldg K LT8 Lecture Theatre 8- Bldg K LT8 Lecture Theatre 8- Bldg K	W. Alexander		✓

Step 4

Check the details are correct and click **FINISH DROPPING**.

Class	Description	Days/Times	Room	Coordinator	Units	Status
BUS 102-T2 (1060)	Economics for Business (Tutorial)	Tu 12:00PM - 1:00PM 29/11/2011 - 13/12/2011	CG.50 Tutorial Room	W. Alexander	12.00	✓
		Tu 12:00PM - 1:00PM 03/01/2012 - 17/01/2012	CG.50 Tutorial Room			
		Tu 4:00PM - 5:00PM 29/11/2011 - 13/12/2011	CG.50 Tutorial Room			
		Tu 4:00PM - 5:00PM 03/01/2012 - 17/01/2012	CG.50 Tutorial Room			
BUS 102-L1 (1007)	Economics for Business (Lecture)	Tu 9:00AM - 11:00AM 29/11/2011 - 13/12/2011	LT8 Lecture Theatre 8-Bldg K	W. Alexander		✓
		Tu 9:00AM - 11:00AM 03/01/2012 - 17/01/2012	LT8 Lecture Theatre 8-Bldg K			
		Tu 1:00PM - 3:00PM 29/11/2011 - 13/12/2011	LT8 Lecture Theatre 8-Bldg K			
		Tu 1:00PM - 3:00PM 03/01/2012 - 17/01/2012	LT8 Lecture Theatre 8-Bldg K			

CANCEL PREVIOUS **FINISH DROPPING**

Step 5

Check the **Status** that the course has been dropped/removed successfully.

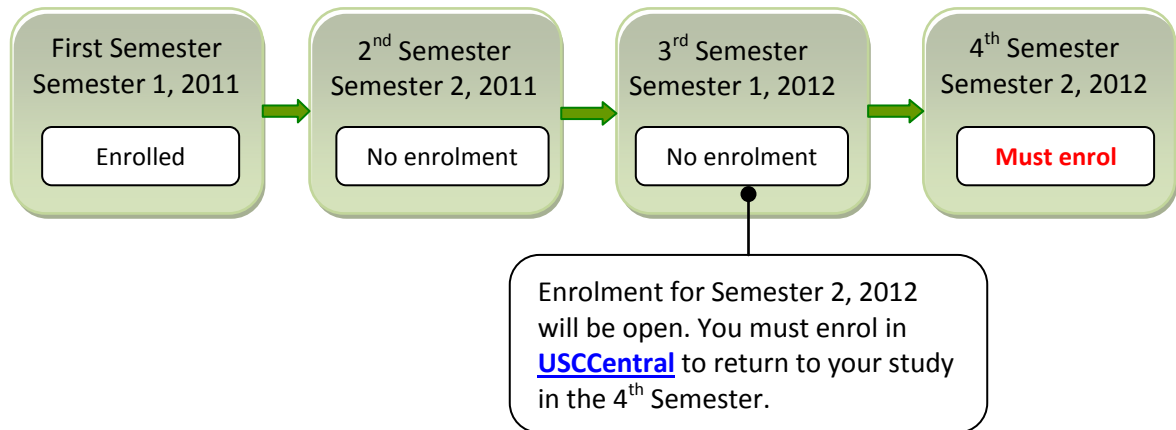
Class	Message	Status
BUS 102	Success: This class has been removed from your schedule.	✓

- ✓ Success: this class has been dropped/removed
- ✗ Error: unable to drop class

Taking a break from study

If you have completed at least one study period, you can take **up to one year off** by not enrolling. To return to your study, simply enrol in courses in [USCCentral](#) one or two study periods after your break.

For example: You are taking two study period breaks



IMPORTANT

- If you **do not** enrol in a third consecutive study period, your enrolment will be cancelled and you will be required to reapply for admission as a new student.
- Taking a break from study does not apply to **International Students** on a Student Visa. **International Students** on a student visa will only receive approval for a suspension of study under limited circumstances. For more information contact USC International Student Services at:
 - Tel: +61 7 5430 2843
 - Email: AskUSCI@usc.edu.au

How to withdraw from your program

If you would like to withdraw from all courses in your program and cancel your enrolment with the University, you need to withdraw from the program in [USCCentral](#). Before withdrawing you are strongly encouraged to seek academic advice from the Faculty and personal support and assistance from Student Services.

Student Services:

Visit them at: Student Central, Ground Floor, Building C

Phone: +61 7 5430 1226

Email: studentservices@usc.edu.au

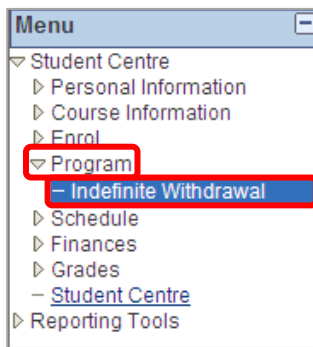


IMPORTANT

- Check the Academic Calendar at www.usc.edu.au/calendars for the last day for cancelling courses or withdrawing from study without incurring financial and/or academic penalties.
- Refer to the USC Student Fees, Charges and Refund Procedures at: www.usc.edu.au/FeeProcedures
- Check your **USC Student email** for important date notices.

Step 1

In [USCCentral](#) Menu, click **Program** then **Indefinite Withdrawal**.



Step 2

From the drop down menu **Select a reason for withdrawing** and provide **additional comments**. Once you provide a reason for withdrawing, the **Continue** button will appear and click.

BU355 Bachelor of Business/Bachelor Census Date 26/08/2011

This form allows you to apply to withdraw completely from your program. Please read the [University Policies and Procedures](#) regarding indefinite withdrawal before submitting your request.

An indefinite withdrawal will have implications you may not be aware of in regard to your academic record, length of Degree, and financial requirements. To ensure indefinite withdrawal is in your best interests it is recommended that you speak with staff in [Student Services](#) prior to taking this action.

If you wish to make changes to your enrolment, such as dropping a course, please do so using the options under the Enrol Menu.

*Please select a reason for withdrawing:

To help us plan for the future, we would appreciate knowing any further details as to why you have decided to indefinitely withdraw from the university:

Step 3

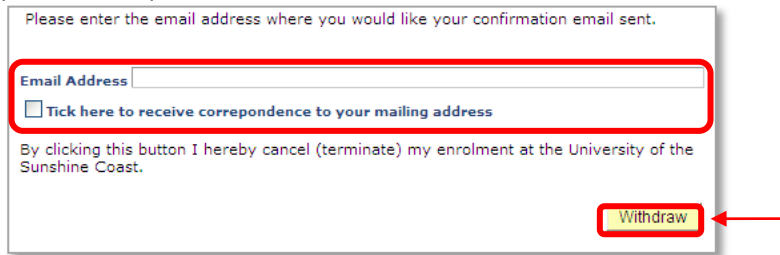
Enter your email address where you would like your withdrawal confirmation sent. Click **Withdraw** button to complete the request.

Please enter the email address where you would like your confirmation email sent.

Email Address

Tick here to receive correspondence to your mailing address

By clicking this button I hereby cancel (terminate) my enrolment at the University of the Sunshine Coast.



Step 4

If your request is successful, the message below will be displayed.

Your application to indefinitely withdraw from studies at University of the Sunshine Coast has been successful.



Managing Your Finances (Fees)

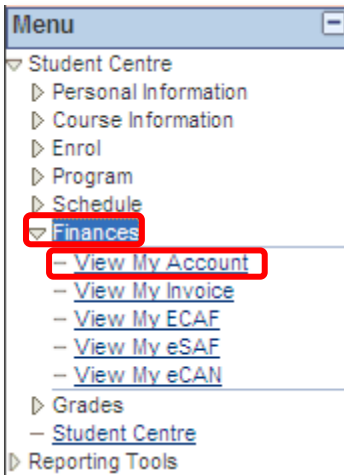
For information on managing your fees go to www.usc.edu.au/Step5

How to view your financial (fees) account

- Your finances can be viewed in [USCCentral](#) Student Centre homepage.
- Follow the three steps below to view your account and fees due date via the **Menu**.

Step 1

In [USCCentral](#) Menu, click **Finances** then **View My Account**.



Step 2

Your account summary will be displayed. To check your due date, click **Charges Due** link.

The 'Account Summary' page displays the following information:

You owe 1,816.00. For the breakdown, access [Charges Due](#)

■ Due Now	0.00
■ Future Due	1,816.00

Term	Outstanding Charges & Deposits	Total Due
2011 Session 11	1,816.00	1,816.00
Total	1,816.00	1,816.00

Currency used is Australian Dollar.

Step 3

Your fee **Due Date** will be displayed.

The 'Charges Due' page displays the following information:

Following is a Running Totals summary by due date of the charges and deposits that you owe. Review the Details by Due Date table to see the specific charges.

Due Date	Due Amount	Running Total
09/12/2011	1,816.00	1,816.00

Currency used is Australian Dollar.

[Details by Due Date](#)

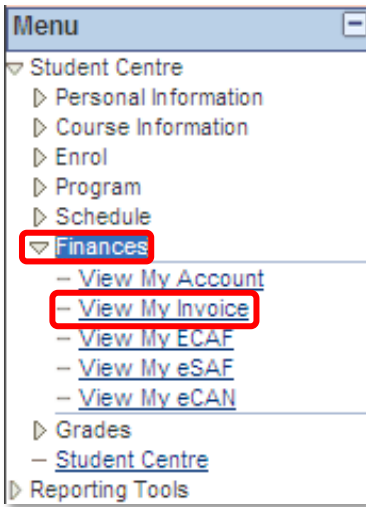
Currency used is Australian Dollar.

How to view and generate your fee invoice

Your invoice details the fees owed to the university. This invoice will contain both tuition and non-tuition charges.

Step 1

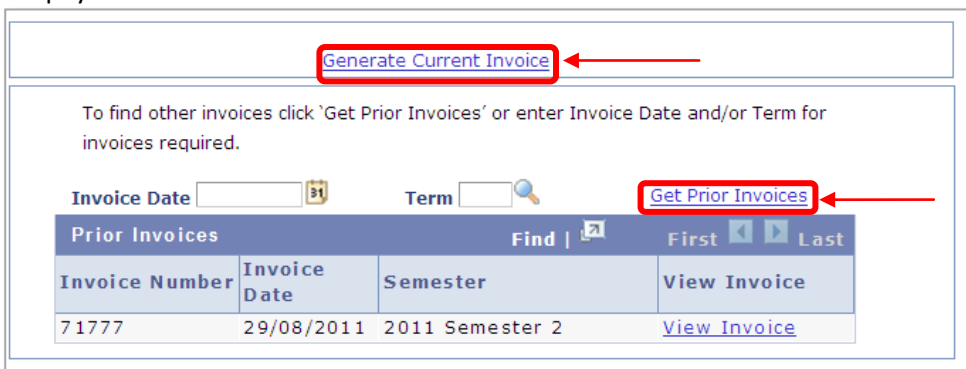
In **USCCentral Menu** click **Finance** then **View My Invoice**.



Step 2

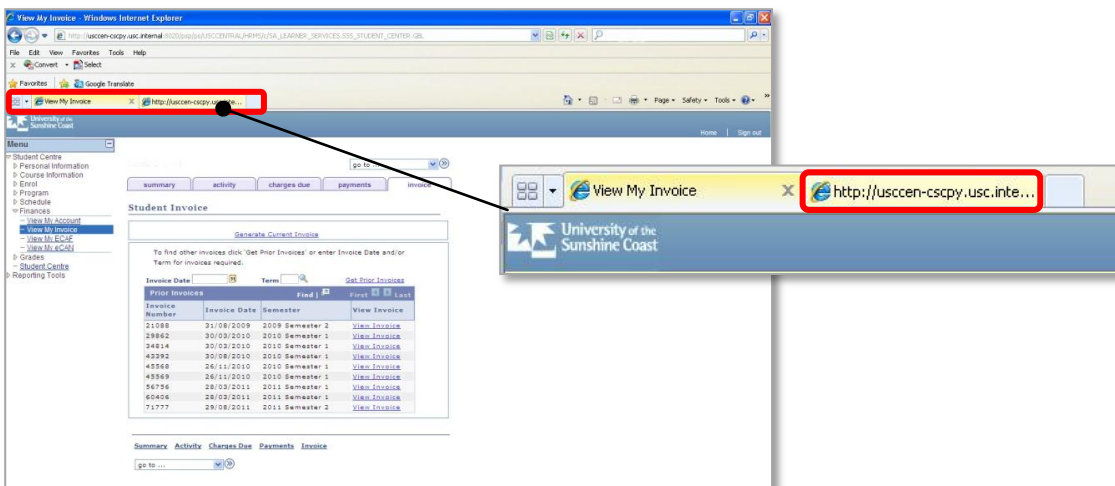
Click **Generate Current Invoice** link. If you wish to view previous invoices, click **Get Prior Invoices**.

Note: Invoices are updated regularly in **Prior Invoices**, for example, when program and/or courses are changed and payments are made etc.



Step 3

The invoice will be displayed in a **new tab**.



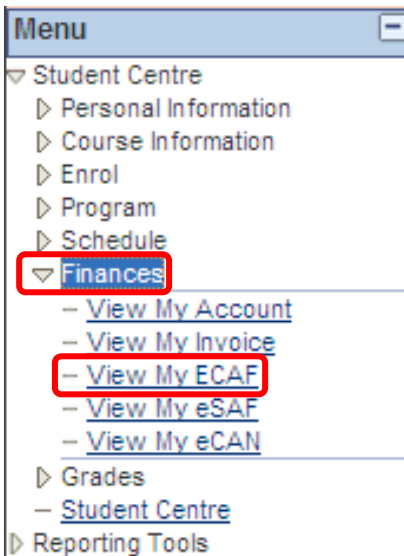
How to view your completed eCAF

Note: this section is not relevant to **International Students**.

You can view a history of the electronic Commonwealth Assistance Forms (eCAF) you have completed.

Step 1

In [USCCentral](#) Menu, click **Finances** then **View My ECAF**.



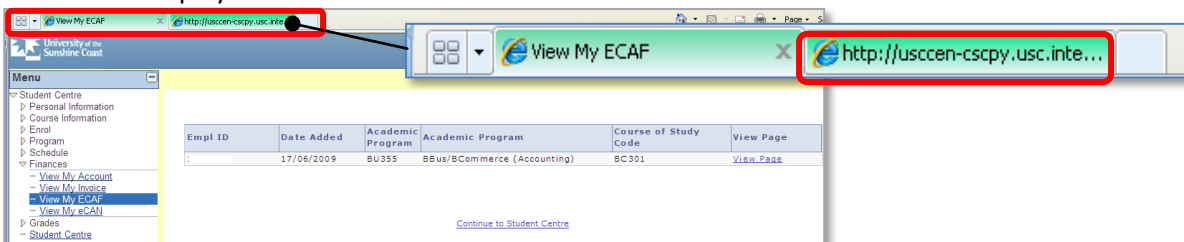
Step 2

Click **View Page** link.

Empl ID	Date Added	Academic Program	Academic Program	Course of Study Code	View Page
	17/06/2009	BU355	BBus/BCommerce (Accounting)	BC301	View Page

Step 3

eCAF will be displayed in a new tab.



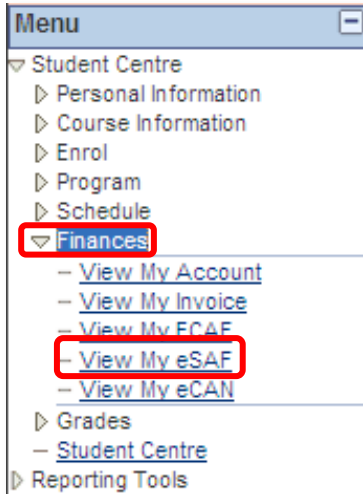
How to view your completed eSAF

Note: this section is not relevant to **International Students**.

You can view a history of the electronic Student Amenities Fee Form (eSAF) you have completed.

Step 1

In [USCCentral](#) Menu, click **Finances** then **View My eSAF**.



Step 2

Click **View Page** link.

Empl ID	Date Added	Academic Program	Academic Program	Course of Study Code	View Page
	20/01/2012	BU301	Bachelor of Business	BU301	View Page

Step 3

eSAF will be displayed in a new tab.

A screenshot of the USCCentral web application interface. The browser window shows a new tab titled 'View My eSAF' with the URL 'https://usccentral-csuat.usc...'. The main page content includes the 'Finances' menu on the left, the table from Step 2, and a 'Continue to Student Centre' link. The 'View My eSAF' option in the menu is highlighted with a blue bar.

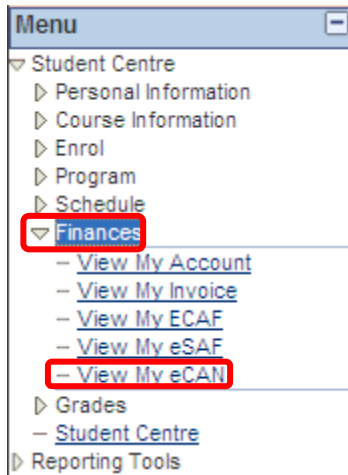
How to access eCAN

Note: this section is not relevant to **International Students**.

You can view your electronic Commonwealth Assistance Notice (eCAN) after the current Semester and/or Session census date. An email will be sent to your student email advising when your eCAN is available.

Step 1

In **USCCentral Menu**, click **Finances** and then **View My eCAN**.



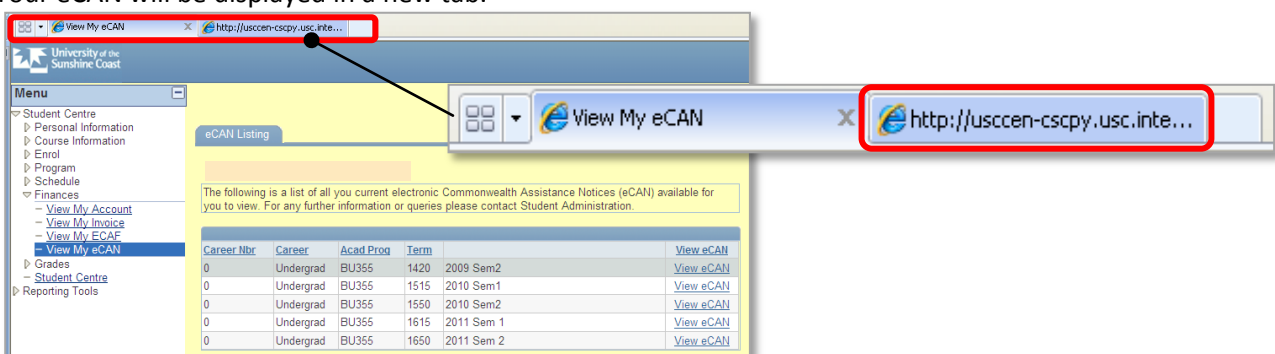
Step 2

Click **View eCAN** link to view your current and/or previous semester or session eCANs.

Career Nbr	Career	Acad Prog	Term	View eCAN
0	Undergrad	BU355	1420 2009 Sem2	View eCAN
0	Undergrad	BU355	1515 2010 Sem1	View eCAN
0	Undergrad	BU355	1550 2010 Sem2	View eCAN
0	Undergrad	BU355	1615 2011 Sem 1	View eCAN
0	Undergrad	BU355	1650 2011 Sem 2	View eCAN

Step 3

Your eCAN will be displayed in a new tab.



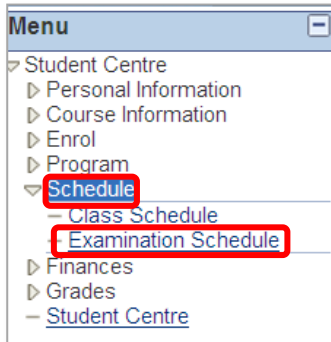


Examination Schedule

Follow the two steps to view your centrally scheduled examination timetable which includes the time and venue.

Step 1

In **USCCentral** Menu click **Schedule** then **Examination Schedule**.



Step 2

Your examination timetable will be displayed.

Examination Details				
Exam Date	Course	Title	Schedule	Venue
Wednesday, November 16, 2011	ACC210	Financial Accounting	8:30AM - 10:40AM	Sports Stadium
Monday, November 21, 2011	IBS221	Trade & Finance in Global Econ	8:30AM - 10:40AM	Sports Stadium



Tip

- Examination timetable is normally released in Week 8. If you cannot view your examination timetable after Week 8, please contact Student Administration.
- **NOTE:** You are strongly encouraged to carefully read the following documents for important information regarding examinations:

<http://www.usc.edu.au/University/AbouttheUniversity/Governance/Policies/Assessment.htm#Examinations>

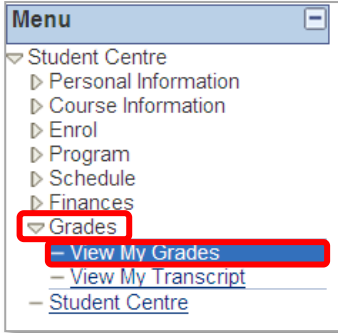


Grades (Results)

Follow the three steps to view your final grade (results).

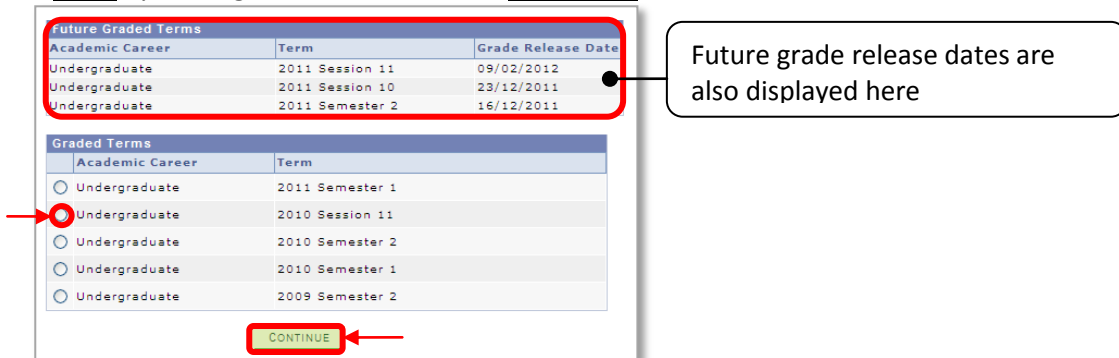
Step 1

In [USCCentral](#) Menu click Grades then View My Grades.



Step 2

Select the **Term** by clicking in the circle and click **CONTINUE**.



Step 3

Your grades will be displayed.

A screenshot of the 'View My Grades' page. It shows a table of grades for the 2011 Semester 1. There are 'change term' and 'print view' buttons.

Subject	Catalog Number	Class Title	Mark	Grade	Program Code	Program Name
ACC	211	Business Finance	62	Pass	BU355	BB/BC(Acc)
COR	110	Innovation	63	Pass	BU355	BB/BC(Acc)
ACC	311	Taxation Law and Practice	72	Credit	BU355	BB/BC(Acc)

SECTION 10

Unofficial Transcript

Follow the steps to view your unofficial transcript.

Note: The **unofficial transcript** can be used as proof of enrolment to Centrelink.

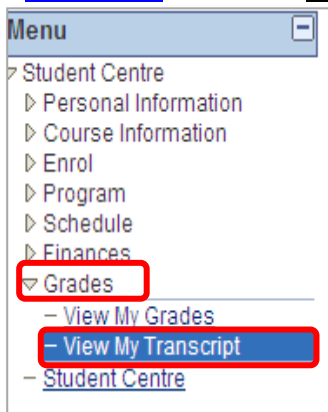


IMPORTANT

- If you require an **Official Academic Transcript**, complete the form, pay the fee and submit to Student Administration.
- For more information on Official Academic Transcript and request form:
<http://www.usc.edu.au/students/current/study/AcademicRecord/>

Step 1

In **USCCentral Menu** click **Grades** then **View My Transcript**.



Step 2

Select from **Report Type** drop down menu choose **Academic Record** and click **view report** button.

Note: The **unofficial transcript** can be used as proof of enrolment to Centrelink.

Choose an institution and report type and press View Report

****this process may take a few minutes to complete. please do not press any other buttons or links while processing is taking place****

Academic Institution: Uni of the Sunshine Coast

Report Type: Academic Record

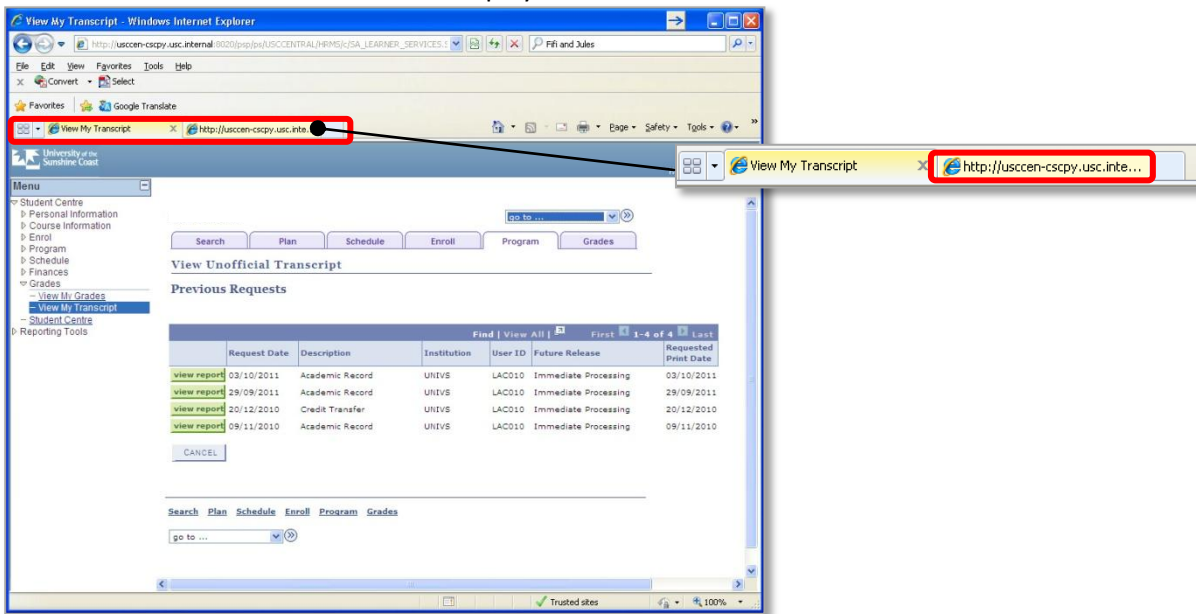
view report

Information For Students
This is an unofficial transcript for your information, and can be used as proof of enrolment to Centrelink, if needed.

VIEW ALL REQUESTED REPORTS

Step 3

The unofficial academic record will be displayed in a **new tab**.



Tip

If the unofficial academic record does not appear on your screen:

- check that you have popup blockers turned off in your internet browser settings; and/or
- if you are using unsupported software on a Mac PC you may need to install Mozilla or FireFox which is available for download free on the internet.

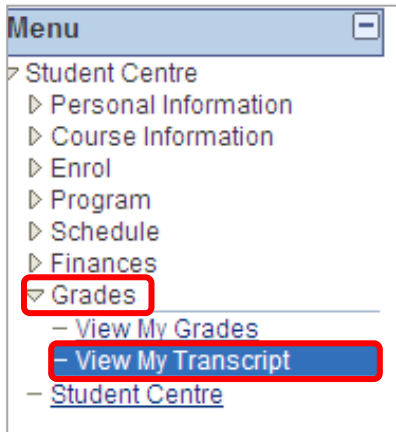
SECTION 11

Credit Transfer Record

If you have applied for a credit transfer record, you can view the outcome in [USCCentral](#) by following the four steps below.

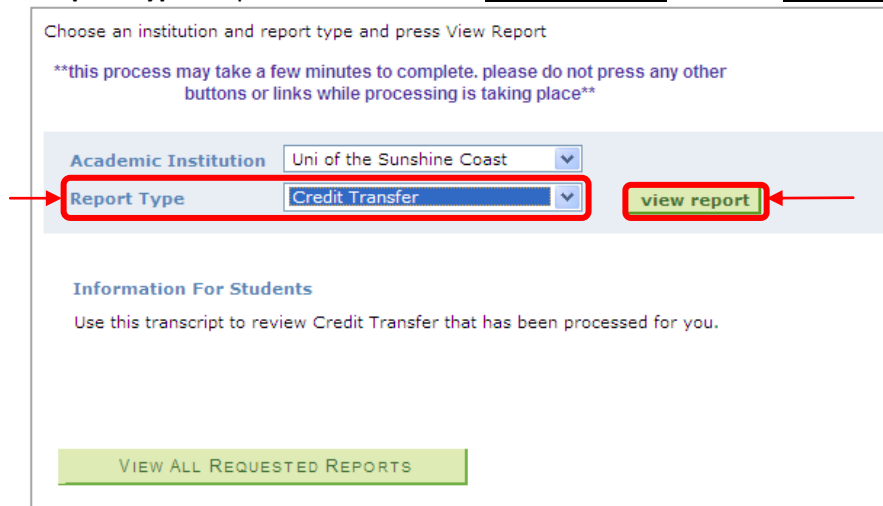
Step 1

In [USCCentral](#) Menu click **Grades** then **View My Transcript**.



Step 2

From the **Report Type** drop down menu select **Credit Transfer** and click **view report** button.



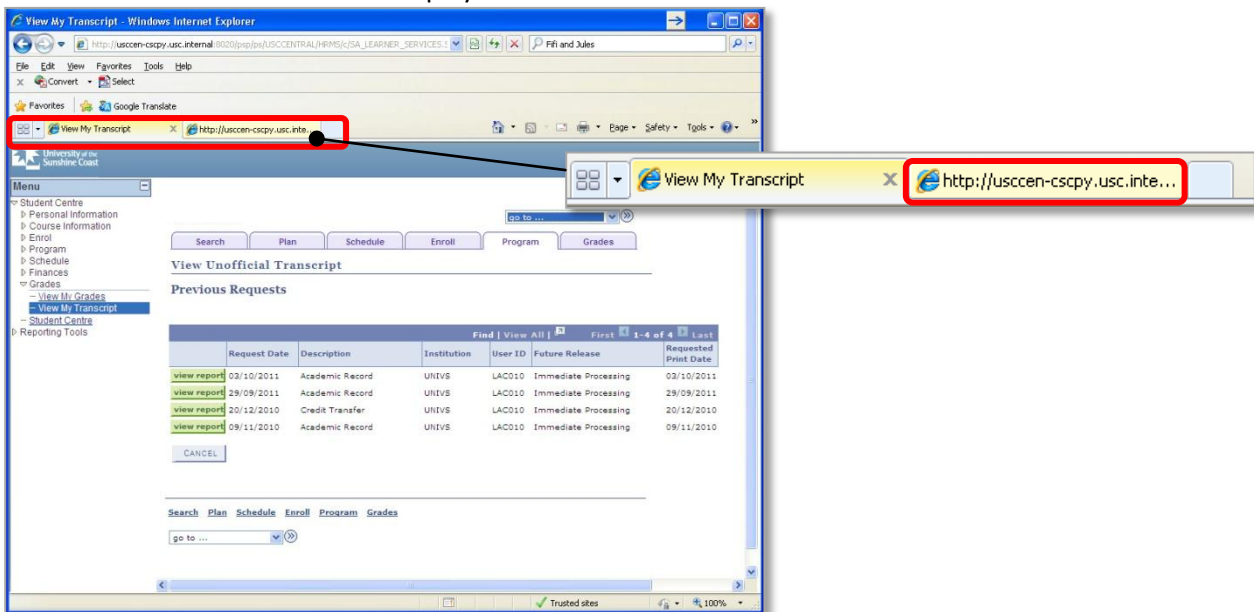
A screenshot of the USCCentral web application showing the 'Report Type' selection screen. The screen displays a form with the following elements:

- A header: 'Choose an institution and report type and press View Report'
- A warning: '**this process may take a few minutes to complete. please do not press any other buttons or links while processing is taking place**'
- A dropdown menu for 'Academic Institution' with 'Uni of the Sunshine Coast' selected.
- A dropdown menu for 'Report Type' with 'Credit Transfer' selected.
- A green button labeled 'view report'.
- A section titled 'Information For Students' with the text: 'Use this transcript to review Credit Transfer that has been processed for you.'
- A green button labeled 'VIEW ALL REQUESTED REPORTS'.

Red arrows point to the 'Report Type' dropdown menu and the 'view report' button.

Step 3

The credit transfer record will be displayed in a **new tab**.



Tip

If your credit transfer record does not appear on your screen:

- check that you have popup blockers turned off in your internet browser settings; and/or
- if you are using unsupported software on a Mac PC you may need to install Mozilla or FireFox which is available for download free on the internet.


SECTION 12

Common Enrolment Problems

Below are some of the more common errors encountered in [USCCentral](#) when you enrolling into courses. If you need help with using [USCCentral](#) contact Student Administration staff for assistance:

- Email: usccentral@usc.edu.au
- Phone: +61 7 5430 2890
- In person: Client Services, Student Central, Ground floor, Building C

1) Class Number XXXX is Closed, the following symbol is displayed

Please choose another time as there are no more places are left in that class. Check for classes (Tutorials, Lectures etc.) that are open with the following symbol . Do not wait too long as classes **will fill quickly** and are **filled on a first-in, first-served basis**.

2) Unable to add a class

The requisites may not have been met. You are trying to enrol in a course for which there is a pre-requisite that you have yet to complete successfully. Check the class description for a list of enrolment requirements. Contact your Faculty Office if you require further assistance.

3) You cannot add a class due to a time conflict with another class

The class that you attempted to enrol in, clashes with another class in which you are **already** enrolled. Check your Timetable and choose another time for the course in which you are trying to enrol, or the one with which it clashes, before contacting your Faculty Office.


4) Instructor consent required

You must obtain formal approval from the Course Coordinator to enrol in the course. Contact your Faculty Office for advice.

5) You have a hold on your record.

The hold on your record must be removed before a transaction can be processed. (Refer to page 12)

6) You try to enrol in classes, and the following message pops up.

 You do not have access to enrollment at this time.

Enrolment is not open yet. Check your USC email for advice on open enrolments dates and [USCCentral](#), Student Centre and Open enrolment dates. If enrolment is open please contact Student Administration (refer to page 4) for assistance.

7) The following messages are displayed:

- Available seats are reserved
- Reserved seat requirement not met
- Available seats are subject to reserve capacity requirements

The class is reserved for students enrolled in a particular program, major or minor. Refer to the timetable notes on the class you are trying to add. Choose another class time.