



FREQUENTLY ASKED QUESTIONS

FOR NEW ENDEAVOUR STUDENTS

Getting Access

Q: Where do I get my Student ID card?

Just visit your campus library with photo identification to obtain your Student ID card. You'll have your photo taken and the card will be issued on the spot at the Brisbane, Sydney and Melbourne campuses; Gold Coast, Adelaide and Perth Student IDs have a 7 day turnaround. You need to have your Student ID with you at all times when on campus.

Q: Where do I go to get my textbooks?

Each subject includes prescribed and recommended readings which support your classroom and online learning. Pick up your booklist and purchase your textbooks from either the Wellspring Bookstore at your campus or online at endeavourbookstore.com.au.

Q Where are Endeavour's bookstores?

On campus you will find Wellspring Bookstores in Brisbane, Melbourne and Sydney or online for all campuses.

Q: If I am studying at a campus without a bookstore, how do I get my books delivered to me?

You can choose Free Campus Delivery when shopping online, or select the flat rate shipping option for deliveries to your door. Find us online at endeavourbookstore.com.au.

Q: It will be really important to feel comfortable in the library and know my way around it well. How do I get comfortable with the Endeavour library?

You won't just get 'sshshushed'... Endeavour College Library staff really get a thrill out of helping students succeed. Make it your second home on campus and go there for study support, wireless access and printing, assignment research and referencing, student computers, database access and more!

Visit the Endeavour Library's mobile friendly online services at mobile.endeavour.edu.au/library.

- › Ask questions & find answers through FAQs and the Virtual Librarian
- › Find Referencing help and a copy of the "APA

Referencing Guidelines"

- › Search the Library catalogue and access e-books and online journal databases
- › Book online one-2-one time with a librarian
- › Book a study room online

Visit the campus libraries at:

Adelaide Library

88 Currie St, Adelaide SA 5000

✉ Adelaide.Library@endeavour.edu.au

Brisbane Library

Level 3, 269 Wickham St, Fortitude Valley QLD 4006

✉ Brisbane.Library@endeavour.edu.au

Gold Coast Library

105 Scarborough St, Southport QLD 4215

✉ GoldCoast.Library@endeavour.edu.au

Perth Library

170 Wellington St, East Perth WA 6004

✉ Perth.Library@endeavour.edu.au

Melbourne Library

Level 1, 368 Elizabeth St, Melbourne VIC 3000

✉ Melbourne.Library@endeavour.edu.au

Sydney Library

Level 2, 815 George St, Sydney NSW 2000

✉ Sydney.Library@endeavour.edu.au

Q: I might be studying online subjects or just prefer to access the library virtually. Can I do that with Endeavour?

The Library webpage is your one-stop spot for getting started on research-based assignments. Information and help are at your fingertips.

Check the LibGuides subject guides for e-books and resources related to specific subjects. Use the catalogue search box to find both print books AND full text articles.

And if you're still stuck then click on Research and Referencing and contact the Virtual Librarian.

Getting Information About My Course

Q: How do I know when things happen relating to my course?

Keep a copy of the 2017 College Calendar close to hand. You'll see key dates like study breaks, assessment blocks and study terms. You will also find information within your calendar tab on the Learning Management System (LMS).

Q: How do I get to know the detail of my course structure and content?

Read your Subject Outlines (on the LMS or Endeavour website) and look out for a range of fun, interactive special activities in the first four weeks of semester which will allow you to get to know your course (and the Endeavour community) better.

We'll be running activities like...

- › Tea Taster Workshop – Therapeutic Benefits of Tea
- › Nutrition Kitchen – Simple, Fresh and Nutritious Food
- › Meet, Greet and Eat with your classmates

Also, come to Orientation Week and get the detail from lecturers and practitioners who are involved in your course.

Become really familiar with the Endeavour website because it holds an amazing amount of information for you as well as your Student Portal and LMS.

Q: Can I come to Orientation Week if I am studying mainly online subjects?

You are most welcome to come to Orientation Week whether you are studying face to face on campus or online. It is a great time to begin to feel connected with your lecturers and other students.

Getting Support as a Student

Q: Who should I talk to for help?

If you would like face to face help, talk to a Student Adviser. They are all eager and waiting to help you with all of your study-related questions.

They are across it all from Orientation to Graduation, and can help you with:

- › Re-enrolment and course advice
- › Course progression
- › Access & Equity
- › Other support services

Visit reception on campus or call 1300 462 887.

You can also get in touch by requesting assistance via the Student Portal or by email at:

Adelaide.studentservices@endeavour.edu.au
Brisbane.studentservices@endeavour.edu.au
Goldcoast.studentservices@endeavour.edu.au
Melbourne.studentservices@endeavour.edu.au
Perth.studentservices@endeavour.edu.au
Sydney.studentservices@endeavour.edu.au

If there is something they don't know in detail they will know who to put you in touch with to get the answer. We're here to help!

Q: What sort of support services does Endeavour offer me as a student?

We offer easy access for you to participate in our Student Assistance Program, Access and Equity Program and Careers Service. Talk to Students Services about them or check out information on our website about how they work.

Q: So what are those services about?

Student Assistance Program (SAP)

- › SAP is a free, confidential and independent counselling service provided by registered and qualified Psychologists or Social Workers. This service is provided free to Endeavour Students.
- › You can access this free service 24/7 hours a day on 1800 33 62 07.
- › If you are feeling overwhelmed and just need someone to talk to then you may access this program

Access and Equity Program

The Access and Equity Program exists to:

- › assist students with a disability or health condition
- › enable the equal participation of every student
- › increase social inclusion
- › advocate for individual student's rights

Find more information at endeavour.edu.au.

Getting Into Campus Life

Q: How do I get into campus life and feel a part of what happens at Endeavour?

The Student Code of Conduct aims to foster Endeavour values and encourage active engagement between the College and the student body within the contexts of professional practice, teaching and learning, research and the life of the College community. Want to read more? Visit endeavour.edu.au.

Q: Are there special benefits just for students of Endeavour?

Certainly are!

Wellspring Bookstore

Endeavour students receive 10% off recommended retail prices in Wellspring Bookstore.

Careers Service

- › If you need help getting ready for an interview, or a part-time job while you study ask for advice from our Careers Service. You can also get help with understanding where your natural health career could lead you.
- › The Career Service assists Current Students with job applications and job search strategies through a variety of employment preparation resources, weekly careers drop-in sessions and access to an online industry jobs board.
- › **Download** the new *Health+Wellness Careers Viewbook* online at careers.endeavour.edu.au where you can read a mix of short career stories from graduates and students who are doing what they love.

Wellnation Clinic, try a treatment for as low as \$10

Endeavour College students pay reduced rates for all Wellnation Clinic treatment types. Why not try a treatment this week and see a Student Practitioner in action?

- › Naturopathy \$10
- › Nutrition \$10
- › Homeopathy \$15
- › Acupuncture \$15
- › Tui Na \$15
- › Myotherapy \$20
- › Seated Massage \$10
- › Relaxation Massage \$20
- › Remedial Massage \$20

Check treatment availability at wellnationclinics.com.au or call 1300 859 785.

In-clinic Dispensary

15% off all purchases for Endeavour Students.

Endeavour Students on Social Media

Many of our students and alumni connect and engage on social media.

Follow the main Endeavour page – facebook.com/endeavourcollegeofnaturalhealth for updates and trends in the health and wellness space.

For local happenings and campus information, you can follow your local campus page:

Adelaide	facebook.com/endeavourcollege.adelaide	Melbourne	facebook.com/endeavourcollege.melbourne
Brisbane	facebook.com/endeavourcollege.brisbane	Perth	facebook.com/endeavourcollege.perth
Gold Coast	facebook.com/endeavourcollege.goldcoast	Sydney	facebook.com/endeavourcollege.sydney

You'll find us on Instagram too at instagram.com/endeavourcollege

Be sure to tag us in any photos and posts relating to your studies or life on campus. We love to see what you're up to.

Getting Answers to the Questions Not Always Asked – but always wondered about!

Q: How will I be taught?

Your classes might be for theory, practical or clinic subjects. There will always be a variety of teaching methods and learning resources used.

Q: Do the teachers read off the slides?

Reading off slides is not a recognised teaching method. Endeavour utilises Power Point slides to ensure nationally consistent delivery of knowledge and skills. These Power Point slides make great revision material prior to your assessments and will be uploaded onto your LMS for you to review. Slides are a baseline and your industry experienced lecturer or supervisor will add to this material from their great store of experience. Just remember there is always a feedback button on your Student Portal for you to communicate any concerns you might have.

Q: What should I bring on day one?

Bring your books, stationery items and lunch, or money to buy your food and drink. You can access filtered water on campus and use the student kitchen and breakout areas, including refrigerators and microwaves.

Q: Can I use my own device on campus?

Yes, absolutely. Free wi-fi is available at every campus. The password will change from time to time and you only need to check with Student Services at Reception or with your Library personnel to get the password. You can access your course materials and online subjects via Endeavour's Learning Management System (LMS) on your smartphone, tablet or laptop whether you are on campus, at home, or on the bus or train.

Q: Can I eat in class?

You may eat non-messy snacks in class and water would have to be the preferred drink option. Drink containers that are not likely to break if knocked over or dropped are recommended.

Q: Do I need to bring my textbooks?

Bring them on day one and discuss with your lecturer if you need to bring them each time or if they are to be used primarily for work outside of class eg, library or at home.

Q: How many people in my class?

The number of students in your class will vary based on the type of class – practical, theory or clinic – the time of your class and optimal teaching numbers that are recommended by our senior academic team.

Q: Where do I go day one?

You can look up your room numbers prior to your first day on campus via the Student Portal and go straight to that room or there will be room schedules of classes at reception and other prime locations throughout the College.

Q: Do I need to attend all my classes?

Within the information about your subjects on the LMS you can access the relevant Subject Outlines. The Subject Outlines will clearly state if there are attendance requirements for that subject.

Q: Where do I hand in assignments?

Most assignments are uploaded soft copy onto the LMS. Some however are handed in to the lecturer personally. You will be advised which are not required to be uploaded to the LMS.

Q: Is there parking on campus?

There is parking nearby to all Endeavour campuses, often with a special rate for our students depending on the offers of the owners of car parks. Some street parking may be available. All campuses are located with good access to public transport. Ask your Student Services team about bike rack possibilities on your campus.

Q: Can I shower on campus if I ride a bike?

Please ask your local Student Services team about the availability of showers on site. Some campus facilities have access and others don't depending on what has been provided within the campus building. You might find showers nearby also at gyms and pools.

Q: What type of footwear is appropriate?

We don't stipulate types of footwear, but ask that you be mindful as to your and others' safety and the environs of the campus when choosing your footwear for College. When you are in Clinic and dealing with clients there will be an expectation as to how you present yourself and your Clinic Manager and supervisors will discuss this with you during clinic specific orientations.

Q: Anything else I should consider as needs for my course?

When you review your Subject Outlines you will find a list of what you need to provide and bring with you to class. It is important that you carefully prepare for these classes, usually called practical classes. For example, practical classes in Acupuncture and Myotherapy require you to bring towels to class so that you are able to participate in the class. Quantities and sizes are listed on your Subject Outlines. Some classes will require you bring a stethoscope. Items like this make a difference to your learning outcomes in the sessions when they are used.

For example:

From first practical non-needling class in Year 1 Semester 1 Acupuncture

Special resource requirements:

- › Two bath-sheet sized towels per student (clinic towels must not be used)
- › One hand towel (for face cradle)
- › Chinagraph pencil or non-toxic water based marker

Special resources outlined to students from first practical needling class in Year 2 Semester 1 Acupuncture CMAC211 Subject Outline as below

Special resource requirements:

- › Two bath-sheet sized towels per student (clinic towels must not be used)
- › Endeavour College approved Acupuncture Kit
- › WHS compliant footwear must be worn in this class when practising acupuncture

In Myotherapy, Year 1 Semester 2 subject MSTA121, as below

Special resource requirements:

- › 2 bath-sheet towels per student (Clinic towels must not be used)
- › Attire that allows effective palpation while acting as a student model

Q: Who do I tell if I am running late – do I need to advise anyone?

If you are late for a clinic subject you must phone in and advise of your new arrival time. You may be required to attend a clinic make up session. Discuss with your supervisor immediately when you arrive. Specific details around this process are found in the Clinic Handbook.

Some other practical and theory subjects also have an attendance requirement. Discuss with your lecturer when you arrive as a non-attendance on the class roll may affect your overall subject grade.

Q: How will I know if my FEE-HELP is complete?

After you have applied for FEE-HELP via the Student Portal and have provided your certified copy of your citizenship you will be allocated a CHES number. Once you have a CHES number your fees will be automatically allocated a FEE-HELP loan at census date, each intake.

You are able to view your CAN (Commonwealth Assistance Notice) via the Student Portal after each census date. It is your responsibility to ensure that you have completed your application for FEE-HELP prior to your first census date, as discussed during your enrolment with the College. Incomplete applications or non-submission of proof of citizenship will result in fees needing to be paid upfront.