



ENDEAVOUR
College of
Natural Health

FAQs for new

Endeavour Students



endeavour.edu.au

Getting Access

Q: Where do I get my Student ID card?

To get a student card please email library.online@endeavour.edu.au with the following information:

- › A copy of photo ID (license, passport)
- › A photo of you against a white background
- › Your home campus

You will be contacted by your campus librarian when your ID card is ready for collection on campus.

You need to have your Student ID with you at all times when on campus. Students are required to bring and show their Student ID card to all examinations (or other Photo ID such as driver's license or passport if Student ID card is not available).

Q: Where do I go to get my textbooks?

Each subject includes prescribed and recommended readings which support your classroom and online learning. Purchase your textbooks online at endeavourbookstore.com.au. Textbook lists are online.

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 'sshhhushed'... 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!

- › 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

G/F Transport House, 230 Brunswick St
Fortitude Valley, Brisbane, 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 7, 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 the green chat symbol to 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 College Calendars (on campus, online and clinic) close to hand. You'll see key dates like non-teaching weeks, assessment blocks and study terms.

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 connect with your local academics via the loop or LMS

Attend orientation events and explore the Virtual Orientation Module on the LMS.

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.

Getting support as a student

Q: Who should I talk to for help?

You can book a consultation with any of our support teams via the **LMS (help > consultations)**. Consultations include:

- › Student Services (general inquiries)
- › Student Success (course progression and re-enrolment support)
- › Student Wellbeing (access & equity program, wellbeing and study strategies and specialised support options for individual circumstances)
- › Academic Support (general study and academic support or subject specific questions)

You can also submit enquiries via help.endeavour.edu.au or contact student services on **1300 462 887 (option 2)**.

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

We offer easy access for you to participate in our Access & Equity Program, TalkCampus, Studiosity 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?

TalkCampus app

- › Get instant support for your mental health any time of day or night through the TalkCampus app. Student life can be incredibly tough. At TalkCampus we're here for the moments when you just need a friend. Talk anonymously to students around the world going through the exact same struggles you are any time of day or night. This is a safe place where you can talk anonymously about anything and get support for your mental health and whatever is on your mind. Download the app from students.talkcampus.io/endeavour-college

Access and Equity Program

The Access and Equity Program exists to:

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

For more info, contact the Access & Equity Team via help.endeavour.edu.au (Help > Student Services > Access & Equity).

Studiosity

To support students in their studies, we provide personalised study help, anytime of day or night and even on weekends with the help of Studiosity. This is a free service for all Endeavour students and allows students to receive detailed, personalised feedback in less than 24 hours, or the opportunity to chat live with a Subject Specialist to work through a study problem right away. You can access Studiosity through the LMS (LMS > Help > Studiosity).

Careers Service

Endeavour's Careers team assists students in identifying their values, career goals and the actions they need to take while studying to give them the best chance of achieving a successful career upon graduation. One-on-one consultations are available with a Careers Coordinator to discuss career planning and advice. Students also have access to the Endeavour Careers Jobs Board, Industry Events Board, educational careers webinars, business masterclasses and employment preparation resources.

For more information visit endeavour.edu.au/careers-service, contact careers@endeavour.edu.au or book a consultation via the LMS.

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?

It is recommended that you attend all classes, as you are here to learn and become a subject matter expert and professional in your chosen discipline. 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.

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.

Getting into campus life

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

Student life at the Campus should be an active, harmonious, ethical and positive experience centred on Academic learning, research and professional and personal growth. We encourage you to attend our many student events. Each month offers a different topic from tea blending and fermenting to skincare and candle making. These are fantastic opportunities to come on campus, learn a new activity and make some new friends. For upcoming events visit endeavour.edu.au/events.

Endeavour Wellness Clinic, try a treatment for as low as \$15

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

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

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

In-clinic Dispensary

15% off all purchases for Endeavour Students.

Endeavour students on

Social Media

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.

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

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