

Cromwell College

STUDENT HANDBOOK 2022

Cromwell College
Walcott Street, St Lucia
Ph: 07 3377 1300
www.cromwell.uq.edu.au


	Rev. 01/ 2018	Issue Date 10/01/2018	Reference HBM-S03
	Cromwell College Hand Books Manual		

Table of Contents

1. Principal's Welcome	6
2. History of the College	8
2.1. Acknowledgement of Traditional Owners	8
2.2. The Founding of Cromwell College.....	8
2.3. The Name "Cromwell"	8
2.4. Cromwell Coat of Arms and Motto.....	9
2.5. Principals.....	9
3. The Community	9
3.1. The Board.....	9
3.2. The Principal	9
3.3. The Deputy Principal	9
3.4. The Dean of Students	10
3.5. Residential Staff Back Up	10
3.6. The Staff.....	10
3.7. Resident Assistants	10
3.8. Security	10
3.9. The Students' Association.....	10
4. Cromwell Events	11
4.1. Calendar of Events	11
4.1.1. Commencement Dinner	11
4.1.2. Academic Dinner	11
4.1.3. Cultural Dinner	11
4.1.4. Sports Dinner	11
4.1.5. Valedictory Dinner	11
4.1.6. Formal Dinners	11
4.1.7. College Calendar Link.....	12
4.2. Inter Collegial Competitions (ICC).....	12
4.2.1. ICC Cultural.....	12
4.2.2. ICC Sports	12
4.2.3. Cromwell Sporting Events.....	12
5. Bursaries and Prizes	12
5.1. College Prizes	12
5.1.1. The College Medal.....	12
5.1.2. Frederick North Memorial Prize	13
5.2. Academic Prizes.....	13

5.2.1.	The Cromwell College Foundation Scholarship	13
5.2.2.	Academic Awards.....	13
5.2.3.	Academic Certificates.....	14
5.3.	Bursaries/Scholarships	14
5.3.1.	Helen Begbie Memorial Bursary	14
5.3.2.	The Rev G Lindsay Lockley Fund.....	14
5.3.3.	UQ YAP Scholarship.....	15
6.	Academic and Financial Support	15
6.1.	Academic Expectations.....	15
6.2.	Information Technology Advisors	15
6.3.	Academic Mentors	15
6.4.	Tutorials and Tutors	15
6.5.	Examinations Papers	16
6.6.	Academic Breakfasts.....	16
6.7.	Academic Journal.....	16
6.8.	Special Examinations/Assessment	16
6.9.	Deferred Assessment.....	17
6.10.	Supplementary Assessment.....	18
6.11.	Viewing of Examinations.....	18
6.12.	Issuing of Academic Warnings	18
6.13.	Obligation to notify the College.....	18
6.14.	Numbers of Courses Studied.....	19
6.15.	Misconduct within the University	19
6.16.	Youth Allowance	19
7.	College Facilities	19
7.1.	College Design and Layout	19
7.2.	Disabled Access	20
7.3.	The Chapel.....	20
7.3.1.	Local Churches	20
7.4.	Late Meals Area	20
7.5.	Baggage Room/ Storing Belongings	21
7.6.	College Tools and Equipment	21
7.7.	Borrowing of College Equipment	21
7.8.	The Lion's Den	21
7.9.	Den Policy.....	22
7.10.	Kitchenettes / Common Rooms / Corridors	23
7.11.	Rooms	24
7.11.1.	Desk Chairs in Rooms.....	24
7.11.2.	Additional Furniture	25
7.11.3.	Fairy Lights	26
7.11.4.	Placing Items on Walls.....	26
7.11.5.	Safety and Security.....	26

7.12.	Services Available.....	26
7.12.1.	Telephone System	26
7.12.2.	Office Services	26
7.12.3.	Mail / Parcels.....	26
7.12.4.	Photocopier.....	26
7.12.5.	Car Parking.....	27
7.12.6.	Bike Racks.....	27
7.12.7.	Computer Room	28
7.12.8.	Linen.....	28
7.12.9.	Laundry	28
7.12.10.	Plinth	28
7.12.11.	Music Facilities	28
7.12.12.	UQ Sports Access.....	28
7.12.13.	Tennis/Basketball	28
7.12.14.	Billiards	28
7.12.15.	Nights Out	29
7.12.16.	Old Collegian's Courtyard / North and Dining Room Lawn.....	29
8.	The Ins and Outs of College	29
8.1.	Booking In.....	29
8.2.	What to Bring.....	29
8.3.	Heaters in Rooms	30
8.4.	Absence from College.....	30
8.5.	Coming Back Late at Night.....	30
8.6.	Visitors (Reporting In and Out)	30
8.7.	Fobs (Room Key).....	30
8.8.	Noise	30
8.9.	Communication – Facebook Page.....	31
8.10.	Withdrawal from College.....	31
8.11.	Termination – see Conditions of Membership	31
8.12.	Re-admission.....	31
8.12.1.	Academic Warning.....	31
8.13.	Leaving for Semester Break.....	32
8.13.1.	Semester Break Procedure.....	32
8.14.	Checking Out at the end of the year	32
8.14.1.	End of Year Procedure	32
8.15.	Visitors	33
8.16.	Dining	33
8.16.1.	Meals	33
8.16.2.	Meal Times.....	33
8.16.3.	Vacations Meals	33
8.16.4.	Seconds.....	33
8.16.5.	Used Items.....	33

8.16.6.	Crockery and Cutlery	34
8.16.7.	Footwear and Headgear	34
8.16.8.	Cut Lunches.....	34
8.16.9.	Early Breakfast	34
8.16.10.	Early or Late Meals	34
8.16.11.	Kitchen Access	34
8.16.12.	Guests and Meals.....	34
8.16.13.	Special Diets	34
8.16.14.	Supper and Drinks	34
8.16.15.	Kitchenettes	35
9.	College Fees and Other Income	35
9.1.	Foundation Fee.....	35
9.2.	Late Fees	35
9.3.	Charges for Loss or Damage	35
9.4.	Fines and Charges	36
10.	Conditions of Membership	37
10.1.	Introduction	37
10.2.	Conditions	37
10.3.	Communication with Parent/Guardian	39
10.4.	Expulsion	39
11.	General Information	39
11.1.	Access to Student Rooms by Staff	39
11.2.	Appliances.....	39
11.3.	Appropriate Behaviour.....	39
11.4.	CCTV Security System and Fire Sensors.....	40
11.5.	Conferences.....	40
11.6.	Door Locks.....	40
11.7.	Electoral Districts.....	40
11.8.	Insurance	40
11.9.	Information Technology.....	40
11.9.1.	Colleges Information Technology Group (CITG)	40
11.9.2.	Network Access/ Network Sharing	41
11.10.	Photo Permission	41
11.11.	Publications.....	41
11.12.	Parties	41
11.13.	Plants	41
11.14.	Pets.....	41
11.15.	Posters and Stickers	41
11.16.	Repairs	42
11.17.	Roof Access	42
11.18.	University Security/Safety	42
11.19.	College Security.....	42

11.20.	Streaking	42
11.21.	Transport.....	43
11.22.	Vacation Residence.....	43
12.	Managing Problems.....	43
12.1.	Assistance.....	43
12.1.1.	People who can help at College and University	43
12.1.2.	College Counsellor	44
12.1.3.	Student Services at UQ.....	44
12.1.4.	Counselling at UQ.....	44
12.1.5.	What Can You Talk About?	45
12.1.6.	Secure a Job.....	45
12.1.7.	UQ Respect – Sexual Consent and Ethical Bystander.....	46
12.1.8.	Learning	46
12.1.9.	UQ Union	47
12.2.	Health.....	47
12.2.1.	Health Service	47
12.2.2.	First Aid.....	47
12.2.3.	Sickness or Injury	47
12.2.4.	Cleaning of Vomit	48
12.2.5.	Health Information Cards	48
12.2.6.	Health Care Cards	48
12.3.	Emergency	48
12.3.1.	Fire Evacuation.....	48
	Cromwell College Code of Conduct.....	50
	Declaration	50

1. Principal's Welcome

Welcome to Cromwell College, one of ten residential colleges within the University of Queensland, St Lucia Campus. Cromwell is a home away from home for 249 students, generally ranging in age from 17 to 21. Despite demand for places at Cromwell exceeding supply each year, the College is deliberately capped as one of the smaller residential colleges within the University and is the smallest coeducational College. This is to ensure that the unique blend of adult freedom and necessary academic and pastoral support structures blend in a values based community environment. Cromwell provides a safe and nurturing base from which to embark upon or continue university study. Ask a Cromwell student the best feature of their College and they are likely to say to you things like, "strong community", "close knit - everyone knows and looks out for everyone", or "family feel." From the moment you first enter Cromwell, this sense of community and warmth of spirit is evident. These special features have become the core of Cromwell College over six decades.

Cromwell College has six resident staff who live on site to provide 24/7 support for the students. My wife Kylie and I live in the Principal's Residence, and the Deputy Principal, Mr Michael Crome and his wife Jenny, live upstairs in Steele-Craik Lodge. The Dean of Students, Ms Krishna Stanton and her husband Robin live in Campus Lodge, as does Ms Robyn Slater, our Registrar and Campus Lodge Resident Manager. Two other resident support staff, Mr Callum Breetzke and Mr Dominic Retschlag also live on site. They are both mature age university students and past students of Cromwell. All resident staff are available at any time to assist students. In addition, our Counsellor, Mrs Vicky Dawes is available by appointment. An external security guard provides a visible presence on site from 11pm until morning. Resident Assistants (RA's) live in each corridor of every Cromwell building, providing valuable pastoral care, friendship, support and advice to our students.

A comprehensive academic tutorial program operates throughout the College, in addition to that offered at the universities, with academic mentors appointed for each Faculty. In addition, Faculty breakfasts held at the College, allow our students to network with graduates already employed in their fields of study. The information technology is first rate with reliable Wi-Fi throughout.

There is a vibrant and active Cromwell College Students' Association. Formal dinners are held regularly, where all students and staff wear academic dress, and invited guest speakers inspire. There is a Chapel for peaceful retreat and several active student based Christian groups. Domestic service programs are run annually. A comprehensive inter-collegial sporting, cultural and social program operates. Cromwell College students have complementary membership of UQ Sport / Gym facilities. An international community service program operates in Zambia subject to demand. All rooms and bathrooms at Cromwell College have been refurbished and are kept in an excellent condition with a regular housekeeping and maintenance program in place. There is an impressive variety, quality and quantity of meals prepared by our own chefs; we are known for our food! In short, the facilities, support and opportunities at Cromwell College are first class.

In addition to these fully catered facilities, Cromwell College also offers two and four bedroom apartment style, independent, self-catered accommodation options through its Campus Lodge facility, located directly across the road.

In University vacation periods, Cromwell College plays host to many conferences, school tour groups and other organisations visiting Brisbane. Located close to the city centre, with full catering, housekeeping and 24/7 emergency support, our prices and superior services and facilities offered are very competitive and highly regarded by our visitors.

Cromwell has a proud and distinguished history spanning almost 70 years. Since it opened its doors to students in 1954, generations of Cromwellians have gone on from the College to represent their fields at national and international levels. The Dining Hall and Common Room walls are adorned with Honour Boards, portraits and trophies telling the story of Cromwell's rich past with new exciting chapters waiting to be written by each Cromwell student.

I am very proud to be the seventh Principal of Cromwell College. My background in schools enables me to genuinely empathise with the student pressures of Year 12 and associated university entry. I am now in a unique position where I can assist students in their transition from school to university and beyond. It is a privilege for Kylie and me to be able to serve the Cromwell community. I invite you to

peruse our website and social media pages, but the unique spirit that is “Cromwell” comes alive through a visit. Every day is Open Day, so come and meet our students and staff, tour our facilities, and feel for yourself the unique “community” that is Cromwell.

Simon Armstrong
PRINCIPAL / CHIEF EXECUTIVE

2. History of the College

2.1. Acknowledgement of Traditional Owners

Cromwell College acknowledges the traditional owners of the land on which the college is situated; the Turrbal/Jagera people.

As a sign of respect the following is acknowledged at the commencement of major functions at the college:

Cromwell College acknowledges the Traditional Owners of the land where the college now stands and pays respect to their Elders – past, present and emerging and acknowledges the important role Aboriginal and Torres Strait Islander people continue to play within the Cromwell College and UQ community.

2.2. The Founding of Cromwell College

Cromwell College was founded by the Congregational Churches of Australia in 1950 and was affiliated with The University of Queensland in the same year. It was the first residential college on the St Lucia campus taking its first students on 5th June 1954. Major extensions were completed in 1962, 1968, and 2011. It became coeducational in 1973.

Behind this short history lies a University College tradition that, in English-speaking countries, goes back to Oxford and Cambridge in the 11th and 12th centuries. This tradition saw a College as a community of scholars committed to the search for truth in their various disciplines and concerned with the intellectual, personal and professional development essential for persons giving service to society.

Cromwell College was founded to provide suitable residence, study and tutorial facilities and religious guidance for its members. Although it is church affiliated, Cromwell imposes no religious test, and membership is open to all applicants otherwise eligible, regardless of religion. The formulation of policy is the responsibility of the Board of Governors. The Principal/Chief Executive is responsible to the Board for the implementation of its policies.

<https://www.cromwell.uq.edu.au/about/history/>

2.3. The Name “Cromwell”

A tentative list of names was drawn up from historical figures with both Congregational and academic associations. As many of the names had already been used by other institutions, the list was soon shortened. Oliver Cromwell was finally chosen as the one who best met the criteria.

On the academic side, he had studied at Sidney Sussex College at the University of Cambridge and his reforming of the ancient universities, and his role in the founding of the University of Durham, were well attested. He met the church affiliation criterion, because he was a Congregational churchman for whom faith meant a personal religious commitment involving social responsibility in shire and nation. The evidence suggests that he accepted leadership reluctantly, and only under a sense of divine compulsion.

In extraordinary complex military and political conditions, Cromwell came to possess great personal power, which he sought to use for the good of all people, including persecuted people abroad. He made serious mistakes, some of which remain as blemishes on his career, but under his leadership, people gained much that is taken for granted today.

The name ‘Cromwell’ is a reminder that a person of quite modest origins, motivated by Faith and commitment to service, can achieve a great deal during the course of their life.

<https://www.cromwell.uq.edu.au/about/history/the-name-cromwell/>

2.4. Cromwell Coat of Arms and Motto

When the College was able to adopt its arms, it secured permission from the surviving head of the Cromwell family to bear Oliver Cromwell's personal arms, lion argent rampant on a field sable.

The motto is not an integral part of an achievement of arms and the College substituted for Oliver's motto (*Pax Quaeritur Bello*) one of its own choice (*Ubi Spiritus Ibi Libertas*). This motto comes from the Latin version of the Second Letter of St Paul to the Corinthians, Ch. 3 Verse 17. "Now the Lord is Spirit: and where the spirit of the Lord is, there is freedom."

<https://www.cromwell.uq.edu.au/about/history/cromwell-coat-of-arms-and-motto/>

2.5. Principals

The College has seen just 6 Principals in 60 years. Three of these (Lockley, Krohn and Begbie) together have served for 53 of those 60 years.

Rev Dr G Lindsay Lockley, MA, BD, PhD	1950 - 1969
Rev A Steele-Craik, LLB, BD	1970 - 1972
Dr J F C Roulston, BEd, MLitt, MEdAdmin, PhD	1973 - 1975
Rev Dr H Clive Krohn, BA, MA, EdD	1975 - 1995
Rev Dr H M Begbie, BA, BD, ThL, MLitt, DMin	1995 - 2010
Mr R A Switzer, M.Ed, B.Ed.St, Dip.T.MACEL,MAICD	2010 – 2021
Mr S Armstrong M.Ed., B Ed.,Dip.Teaching, MACE, AFIML, MAICD	2021 –

<https://www.cromwell.uq.edu.au/about/history/principals-of-cromwell-college/>

3. The Community

3.1. The Board

The College is governed by an honorary Board of Governors of which the Principal is an ex-officio member. Seven governors are elected by the Synod of the Uniting Church, seven by the Board, two by graduates of the College, two by the Cromwell College Students Association and one governor is appointed by the Senate of The University of Queensland. Two Life Governors maintain a continuing interest in the College. The names of the Governors are available on the website by following the link

<https://www.cromwell.uq.edu.au/about/meet-our-people/>

3.2. The Principal

The Principal is responsible to the Board of Governors for the overall running of the College and its relationships with the University and other institutions.

3.3. The Deputy Principal

The Deputy Principal is responsible to the Principal for the pastoral care and wellbeing of the students, and providing support to students through the Resident Assistant team. With the senior tutor and Academic Mentors, he provides a tutorial support program for all students according to need. The Deputy Principal is responsible for interviewing first year students, and providing follow-up for issues that emerge through that process. The Deputy Principal monitors assessment results and assists students who have not performed as well as might be expected. The Deputy Principal assists the Principal in consultation with the Students' Association over the conduct of social, sporting and cultural activities, and is responsible for student discipline.

The Deputy Principal is responsible to the Principal for all student related matters, excluding fees. He is assisted in these tasks by the Dean of Students who day to day manages pastoral care, student administration and behaviour management, and student events. The Deputy Principal has a particular focus upon academic leadership and the academic support programs of the College. The Deputy Principal acts for the Principal when required.

3.4. The Dean of Students

The Dean of Students assists the Deputy Principal by managing the day to day pastoral care, student administration and behaviour management, and student events.

3.5. Residential Staff Back Up

Staff Back Up are mature age, graduate or post graduate students who provide valuable academic and pastoral support and guidance to students.

3.6. The Staff

The College greatly values its staff team. The names and positions of College staff are listed on the College Website.

<https://www.cromwell.uq.edu.au/about/meet-our-people/>

3.7. Resident Assistants

Seventeen Resident Assistants (RAs) are appointed and remunerated to assist the Principal, Deputy Principal, Dean of Students, Staff Back Up and the Students. They are normally third year students or higher who have applied for these roles. There is one RA in each corridor and they are typically the first person a student should turn to for advice or assistance. If you have any concerns or suggestions, these should be made known to your RA. As the RA's have regular meetings with the Principal, Deputy Principal, Dean of Students and Staff Back Up, any general matters that arise from such concerns can be discussed and resolved.

<http://www.cromwell.uq.edu.au/meet-our-people.html>

3.8. Security

The College employs security to monitor the college from 11:00 pm through to 4:00am each night of the week. They regularly patrol the grounds and bottom level of corridors and will work closely with the RA on Duty should there be a need to manage students. Security have been asked to manage matters such as unacceptable noise levels, the security of buildings, suspicious behaviour on site etc. and all students are asked to comply with requests made by them.

3.9. The Students' Association

All students of the College pay a membership fee and become financial members of the Students' Association. Through elected convenors and a system of committees, the Association arranges a variety of social, cultural and sporting functions within the College in conjunction with other colleges and the Dean of Students.

Services to members include provision of a large screen projection TV, a DVD player, a billiard table, vending machine and College shop, which sells soft drinks and snacks. The Association co-operates closely with the Principal, Deputy Principal, Dean of Students, Staff Back Up and the students in helping to create and maintain a harmonious, self-disciplined community.

4. Cromwell Events

4.1. Calendar of Events

4.1.1. Commencement Dinner

At the beginning of each year, a formal Commencement Dinner is held. The Commencement Dinner is one of the major dinners of the year. It is on this occasion that we welcome the new students to the College.

4.1.2. Academic Dinners

Academic Dinners are held each semester and celebrate the academic success of students. They constitute two of the five major dinners held each year. Academic prizes and certificates are presented to students on each of these occasions.

4.1.3. Cultural Dinner

The Cultural Dinner is held annually and celebrates achievements by students in cultural activities and competitions. It is organised and run by the Cultural Convenor.

4.1.4. Sports Dinner

The Sports Dinner is held annually and celebrates achievements by students in sporting activities and competitions. It is organised and run by the Sports Convenors.

4.1.5. Valedictory Dinner

The last formal dinner for the year is the Valedictory Dinner. It is on this occasion that we farewell and honour students who have lived in College for at least three years and who are graduating or leaving. All Valedictorians sign the Valedictory Roll and the Cromwell Medal, if awarded, is also presented at the Valedictory dinner.

4.1.6. Formal Dinners

It is a great privilege to be a student at a University College and to inherit a tradition that has its beginnings in the ancient universities of Europe. Formal dinners have grown out of this tradition and are an important means of celebrating our community life. Held on a Tuesday night between 6pm and 7.30pm, once every three weeks in Semester One and every fortnight in Semester Two, these occasions are considered important and are compulsory for all students. Students with timetabled lectures or tutorials at that time must see the Dean of Students well in advance regarding their inability to attend the Formal Dinner that night. Those who need to obtain a late meal on formal dinner evenings are required to send through an apology and follow the late meals process.

Because of the importance of the Formal Dinner to the life of the community, students are asked to wear dress appropriate for the occasion. Smart business attire, including ties for men, to complement academic dress is required. Academic gowns must be worn. It is the responsibility of new students to acquire an academic gown prior to the first formal dinner of the year. Academic gowns can be purchased from <https://churchillgowns.com/au/> . Please type in Cromwell and not UQ.

Students should be seated by 5.50pm and should stand on entry of the official party. They should remain standing until the Principal says Grace. Students are expected to stand and then remain until after the Principal and his guests have left the high table and Dining Room on the conclusion of the dinner.

4.1.7 College Calendar Link

A calendar listing all events can be found at :

<https://calendar.google.com/calendar/u/0?cid=dXNscDBkcG9ldGpqcXYwbGQ0dnJxbmNxbm9AZ3JvdXAuY2FsZW5kYXluZ29vZ2xlLmNvbQ>

4.2. Inter Collegial Competitions (ICC)

Each year Cromwell competes alongside nine other residential colleges at UQ in various Inter Collegial Competition (ICC) events. These events are made up of Cultural and Sporting events. Given its size as the smallest co-educational college on campus, Cromwell consistently punches above its weight alongside the other Colleges. This is due to an incredibly high desire from within Cromwell students to participate, a fierce College pride and spirit, and consistently high numbers in supporters at all events. Competition between colleges is fun but should be kept at a healthy level. The Cromwell philosophy is for the goal of winning to never override the goals of participation and enjoyment. The precise offerings in the ICC competitions can change from year to year. Currently the following is offered:

4.2.1. ICC Cultural

The Cultural events run by the ICC include:

Art Show	Bandfest	Chess	Choralfest	
College Idol	Dancefest	Debating	One Act Play	Public Speaking

4.2.2. ICC Sports

The Sporting events run by the ICC include:

AFL	Athletics	Badminton	Basketball
Cricket	Cross Country	Hockey	Netball
Rowing	Rugby Union	Soccer	Swimming
Table Tennis	Tennis	Touch Football	Volleyball
Waterpolo	Rugby League		

There are also selected sports involving the St Lucia campus with UQ Gatton campus. Sport plays an important part in student life and as well as the ICC sport competition there are many other opportunities on campus for recreational sport competitions. This provides a good opportunity for keeping fit, finding a break from study, and enjoying each other's company.

4.2.3. Cromwell Sporting Events

No sporting activities are permitted to be run, under the name of Cromwell College, unless they are formally organised and run by UQ Sport.

5. Bursaries and Prizes

5.1. College Prizes

5.1.1. The College Medal

Selection is based on all-round achievement in several areas of activity.

- Academic – excellence in their chosen field of study

- Sporting – participation in a variety of sports in at least inter College level
 - Cultural – participation in a variety of cultural activities
 - Spiritual – willingness to support the spiritual values and beliefs of the College
 - Collegiate Life – the value of their participation in the life of the College Community
- Recipients will have given of their best, shown steady progress over the period of their program, displayed a developing common sense and a liking to be fully stretched in all their activities and have reflected the College values in their behaviour. The award is presented annually at the Valedictory Dinner by the previous winner.

5.1.2. Frederick North Memorial Prize

Presented to a student who best exhibits spiritual leadership within the College (\$300). This award is presented annually at the Valedictory dinner.

5.2. Academic Prizes

Academic prizes are awarded annually at the Academic Dinner. Cromwell College is a residence primarily for students of UQ and QUT but from time to time some students from other Universities are admitted. Prizes are designed for UQ students so they fit the faculty structure for UQ, but the Principal reserves the right to award prizes (or special prizes) to residents who attend other universities, where it is appropriate to do so.

5.2.1. The Cromwell College Foundation Scholarship

Two scholarships, each \$1000 are awarded annually for exceptional performance in any field and are awarded for “exceptional performance in any field” over 5 consecutive semesters of study.

5.2.2. Academic Awards

The following prizes are based on the academic performance of students, usually over the previous three semesters for which they must have been a resident in College.

- **The Governors Prize.** Awarded to the student in the Faculty of Health and Behavioural Sciences who achieves the highest GPA over three consecutive semesters (\$300).
- **The Old Collegians Prize.** Awarded to the student in the Faculty of Engineering, Architecture and Information Technology who achieves the highest GPA over 3 consecutive semesters (\$300).
- **The V E Hancock Memorial Prize.** Awarded to the student in the Faculty of Business, Economics and Law who achieves the highest GPA over 3 consecutive semesters. This prize was given in memory of Mr V E Hancock CMG, a foundation Governor of the College who made many generous gifts to the College (\$300).
- **The Rev Daniel Gunson Memorial Prize.** Awarded to the student in the Faculty of Natural Resources, Agriculture and Veterinary Science who achieves the highest GPA over 3 consecutive semesters (\$300)
- **The Rod McElhinney Prize.** Awarded to the student in the Faculty of Science who achieves the highest GPA over 3 consecutive semesters. The prize is donated by the McElhinney family in memory of Mr McElhinney, a former member of Cromwell (\$300).
- **Edwin Hobart Lockley Prize.** Presented to the student in the Faculty of Humanities and Social Sciences who achieves the highest GPA over 3 consecutive semesters (\$300)

- **The Cromwell College Prize.** Offered to a member of Cromwell College in the Faculty of Medicine and Biomedical Sciences who achieves the highest GPA over 3 consecutive semesters (\$300)
- **The Yvonne Rogers Memorial Prize.** Offered to the second year student who, in his or her first year at University and as a resident of the College, achieves the greatest improvement in Entry Rank on the basis of the results obtained in that students first year studies, across a full load of courses worth #16 (16 units at UQ; 96 credit points at QUT; 80 credit points at the Conservatorium). Yvonne Rogers was a Fellow of the College and she served more than twenty five years on its Board and many of its committees. Her capacity to care and her willingness to work and share in a spirit of Christian love were the hallmark of Yvonne's contributions to Cromwell (\$300).

5.2.3. Academic Certificates

Academic certificates are also awarded annually at the Academic Dinner and are divided into the following categories:

Principal's Award for High Academic Achievement - These awards are for students who achieved a Semester One GPA of between 6.00 and 6.49 in Semester One or Semester Two of the previous year.

Principals Certificate for Academic Excellence - For those students receiving a Semester One GPA, or Semester Two GPA from the previous year, of between 6.50 – 6.99.

Principal's Certificate for Straight Sevens – For those students receiving a Semester One or Semester Two of the previous year GPA of 7.00 while undertaking a full course load. Students receiving a semester one GPA of 7.00, while not undertaking a full course load, will be awarded an Academic Excellence certificate.

5.3. Bursaries/Scholarships

5.3.1. Helen Begbie Memorial Bursary

The Helen Begbie Memorial Bursary was established by the Cromwell College Foundation in March 2003 as a means to assist students from economically disadvantaged backgrounds not already enrolled, to come to Cromwell College.

The Bursary was established in memory of Mrs Helen Begbie, wife of Rev Dr. Hugh M Begbie (Principal 1995-2010). Mrs Begbie passed away from cancer on 11 December 2002.

The Board of Governors would appreciate financial support for the Fund which finances this Bursary from those families who knew of the positive impact which Helen had on the College community. Gifts from others who did not know Helen but who appreciate the significance of the Bursary would also be greatly appreciated.

5.3.2. The Rev G Lindsay Lockley Fund

Interest from this fund is available each year to assist students with temporary financial problems. It is hoped that those helped will be able to make at least an equivalent contribution once they are earning. This will ensure we may continue to help future generations of students who are in a similar financial situation.

5.3.3. UQ YAP Scholarship

Cromwell College currently offers up to three scholarships valued at \$9000 over three years per student for students from low socio economic backgrounds, recommended through the UQ Young Achievers Program.

6. Academic and Financial Support

6.1. Academic Expectations

You are preparing yourselves for your future careers, so it is important for you to plan your study program and commit yourselves to doing the best you can. The College expects that you will take this responsibility seriously. The Principal, Deputy Principal, Dean of Students, Senior Tutor, Staff Back Up and Academic Mentors are well acquainted with the operations of the University and are readily available to discuss any topic that interests or concerns you.

6.2. Information Technology Advisors

If students require assistance with IT related issues (printing, hardware or software issues, file saving and retrieving etc.) the following students have indicated that are keen to assist. These students have a particular interest in computing and between them would be able to provide some assistance with Mac's or Windows based issues.

6.3. Academic Mentors

Each year academic mentors are appointed to assist in overseeing the academic progress of students who are undertaking studies in the following Faculty areas:

Business, Economics and Law
Engineering, Architecture and Information Technology
Health and Behavioural Sciences
Humanities and Social Sciences
Science / Medicine and Biomedical Sciences

They will work closely with the Deputy Principal and Senior Tutor to provide an innovative, organized, well run and supported program that enables students to develop their personal and academic knowledge and skills so that they can achieve of their best.

Their prime focus will be to assist Freshers to settle into the rigours of academic life at the College; however, they will also be liaising with any student who needs their assistance.

6.4. Tutorials and Tutors

The College can provide academic support in the form of tutorials in the first, second and third year courses providing a need is identified and an appropriate tutor can be employed. Students are expected to be attending lectures, tutorials, workshops and practical classes and utilising any other support the university provides for a particular course. Tutorials are not a substitute for working hard, being organised and prioritising commitments.

Students experiencing difficulties can request a tutor by notifying the Senior Tutor, Deputy Principal or their respective Academic Mentor. They will then ask for a "Tutorial Request" form needs to be completed for consideration by the Deputy Principal and Senior Tutor. Tutor

vacancies are normally filled by either appointing students within the college who have previously achieved a 6 or 7 in the course, and exhibit an appropriate level of commitment and teaching ability, or by employing external tutors/ alumni. The College also has links with other Colleges at UQ and can connect students with tutorials running in other colleges if numbers are insufficient to run a tutorial at Cromwell, or an appropriate tutor can't be found. Meeting informally with other students at college doing the same course is also a valuable resource and can often resolve a problem quickly.

The Senior Tutor, Academic Mentors and RA's are asked to advise the Deputy Principal in the case of any student who is having a serious academic difficulty in order that, where possible, additional assistance may be arranged. Tutorials would normally begin to be offered from Week Three in each semester and can be found at:

<https://outlook.office365.com/owa/calendar/ff056c768999459b9551d4530c4696c4@cromwell.uq.edu.au/5dfa9837b53b48b185efd170d7685af017565939897593802186/calendar.html>

6.5. Examinations Papers

Copies of many examination papers are available on the web:

<http://www.library.uq.edu.au/exams/> . Do note that multiple-choice questions from previous years are typically not available.

6.6. Academic Breakfasts

Academic breakfasts are held regularly throughout each semester. The idea of the breakfasts is for a group of students (from a particular area of study) to meet together with an invited guest who is from the same area of study but has been in the industry/ area of work for a number of years . An opportunity to discuss their background, how they got into their industry, what are the pitfalls of their job ,the positives, best things to do to promote yourself etc. has been found to be very beneficial to the students and usually provides a number of questions. Invited guests are often Old Cromwellians who have an instant affinity with the students and provide a valuable insight into the importance of having a balanced College life. Academic breakfasts are informal affairs that run in the JCR, commencing at 8:00 am, and running for approximately 45 minutes.

6.7. Academic Journal

The College publishes 'The Ticker' which is the College's Academic Journal. The Ticker was established in 2015 to archive the many diverse and outstanding pieces of work that Cromwell students produce each semester in an internal publication. The academic work submitted can include the likes of essays, reports, manuscripts, photographs or pictures of artwork.

Pieces of work submitted by students can be submitted to the Deputy Principal at any time but need to have been assessed by their university as being of a High Distinction standard to be included in the journal.

6.8. Special Examinations/Assessment

Anyone who is affected by any event likely to alter their examination results (e.g. serious illness, accident, death of a relative) should talk to the Deputy Principal who can help by putting students in touch with appropriate Associate Deans, Directors of Studies, Heads of Schools, Lecturers or Counsellors and can make calls or write letters on their behalf. Since this area can be highly complex, however, it is unwise to assume that any action you take will be correct in all the circumstances, so you should first speak in confidence with the Deputy Principal.

6.9. Deferred Assessment

University recognises that on occasion a medical condition or other exceptional circumstances may impair your ability to attend an examination at the scheduled date and time. Depending on the circumstances, you may be eligible for a deferred examination, and be permitted to sit your **mid-semester or end of semester examinations** at a later scheduled time.

Note: Deferred examinations at UQ apply only to assessment which takes the form of an examination, whether it be written or oral, quiz or test, theory-based or practical, or online. It doesn't apply to extensions to due dates for submission of other assessment, such as individual or group assignments, literary reviews or tutorial assignments, wherein an 'Application for Extension' should be submitted. Please refer to the course profile/s for details on applying for extensions to assessment.

Deferred examinations at QUT are generally held in late June for Semester One and in early January for Semester Two.

Mid-semester examinations are those which are held during the teaching weeks of semester, either in-class or on Saturdays, and may be written examinations, orals, labs etc.

End of semester examinations are those held during the University's end of semester examination periods -

- in June for Semester 1
- in November for Semester 2, and
- in February for Summer Semester.

Further information can be obtained by following the respective links below:

Reasons for applying for a deferred examination can include such things as a medical condition, funeral, compassionate grounds jury duty and elite sport commitments. There are very **specific requirements, timelines and guidelines** that students should familiarise themselves with through the following links:

UQ <https://my.uq.edu.au/information-and-services/manage-my-program/exams-and-assessment/deferring-exam>

QUT <http://external-apps.qut.edu.au/studentservices/concession/>

GRIFFITH <https://www.griffith.edu.au/students/assessment-exams-grades/deferred-assessment>

6.10. Supplementary Assessment

In certain circumstances, students who have failed to pass a course may be able to undertake Supplementary Assessment. The relevant rules are highly specific, and anyone who fails is strongly encouraged to contact the Deputy Principal immediately after results have been released particularly if you are in your first year at university of final semester before graduating.

6.11. Viewing of Examinations

Students are strongly advised to take the opportunity to view their examinations paper/s when the opportunity arises. Apart from gaining and understanding of where you may not have answered a question correctly there is also an opportunity to check that everything has been marked and marks have been added up correctly. This can be, and has been with a number of students at Cromwell, the difference passing or not passing a course.

6.12. Issuing of Academic Warnings

It is a condition of a student's enrolment at Cromwell College that an overall GPA of 4.0, or above is achieved each semester. If a student doesn't meet this expectation an Academic Warning will be issued to the student from the College and they will need to ensure that they achieve a GPA of 4.0 or better in the semester following their Academic Warning to be considered for re-admission into the College. This point is particularly important for students entering a new academic year on an Academic Warning since by not achieving a GPA of 4.0 in Semester One they may not be permitted back in the College for Semester Two, and be required to meet fee repayments for their room until a replacement is found.

Students on an Academic Warning will have, as part of the expectations imposed on them, a requirement to regularly attend tutorials provided in courses they are studying and to meet regularly with their Academic Mentor and or the Deputy Principal.

It is imperative that any circumstance impacting on a student's ability to achieve an overall GPA of 4.0 is communicated to either the Principal or Deputy Principal and University when they arise during the semester. Students providing such information, after results have been published, are likely to have their re-admission to the College declined.

6.13. Obligation to notify the College

If students are making an application to the University for an extension on a piece of assessment, or the deferral of an examination, it is important that the Deputy Principal is made aware of the requests via an e-mail. In addition the College must be informed of any medical or personal conditions that might impact on a student's ability to settle into College and achieve academically by disclosing details on the medical form at the beginning of the year, or contacting the College when a circumstance arises. In all cases details provided will be dealt with in a sensitive and professional manner.

The information provided enables the College to adequately support students pastorally as well as with their academic pursuits. Students, for example, may be unaware of University and College support that can assist them in dealing with difficulty circumstances whether they be personal or academic. Outlining concerns following the release of poor results is a situation that should be avoided and, as indicated in the previous section, can result in a student not being re-admitted to the College.

6.14. Numbers of Courses Studied

While at College students are expected to be enrolled in a full quota of courses each semester i.e. full time study. This would normally be four courses per semester unless, as is the case in some programs, some courses are weighted. Students contemplating doing less than four courses in a semester **must** notify the Deputy Principal in writing to seek approval for doing a reduced course load prior to withdrawing from courses.

6.15. Misconduct within the University

The University encourages all students to be honest in their academic lives. It also takes a very dim view of all forms of misconduct, including cheating. If you have any doubt whatsoever about your obligations, please speak with the Deputy Principal.

6.16. Youth Allowance

This may be available to many students. The UQ Union has a very helpful Centrelink Advice and Advocacy Officer who can be contacted at the Student Help On Campus (SHOC) Centre via phone (07) 3346 3400, email shoc@uqu.com.au or website at www.uqu.com.au

Commonwealth Learning Scholarships and Accommodation Scholarships are available. For these, and for UQ's significant range of Equity and Merit Scholarships, refer to <http://www.uq.edu.au/study/scholarships/>

7. College Facilities

7.1. College Design and Layout

There are residential wings within the College. The female students are generally located on the second or third floors, and the male students on the ground floors. All students are provided with a single study-bedroom and shared bathrooms, and there are some deluxe ensuited rooms. Building access is available to all residents via their keys, however, external doors are locked electronically at 6pm each night but can be exited at all times in case of emergency.

- **North Building** was opened in 1954 and is named after the Rev F North, Principal of Queensland Congregational Theological College 1917-1927. Males occupy the ground floor and females the top floor.
- **Thatcher Wing** was opened in 1954 and is named after Rev Dr G W Thatcher, a former Warden of Camden Theological College, Sydney. Males occupy the ground floor and females the top floor.
- **Dowling Wing** was opened in 1962 and is named after Rev F V Dowling, Congregational Minister in Western Australia, New South Wales, Tasmania and Queensland, 1898-1930 and President of the Congregational Union of Australia and New Zealand, 1927-1929. Males occupy the bottom and middle floors, with females on the top floor.
- **Hancock Building** was completed in 1968 and is named after Mr V E Hancock CMG, the original benefactor of the College and late husband of the College's first Life Governor, Mrs M M Hancock OBE. The Hancock building is "L" shaped and each floor is divided into two wings affectionately named Han and Cock. Males live on the ground floors, with females on the middle and top floors.
- **Steele-Craik Lodge**, named after the second Principal of the College the Rev A Steele-Craik, was designed as the Deputy Principal's Residence, but for many years when that position did not exist, it functioned as a wing of the College. The top floor is now the residence of the

Deputy Principal and his family. Male or female students can occupy the ground floor in the air-conditioned, deluxe ensuited rooms.

- **The G. Lindsay Lockley Wing**, previously the Domestic Wing and then Carmody Wing, was completely rebuilt internally in 1984 and renamed after the first Principal of the College, the Rev Dr G L Lockley. Male or female students can occupy the second and third floors in the air-conditioned, deluxe ensuited rooms, whilst the ground floor is standard rooms.
- **Begbie Building** was opened in 2011 and is named after Rev Dr H M Begbie, Principal of the College between 1995 and 2010. This building contains three floors, each with four, four bedroom areas (quads), and a two bedroom area (duo). Each area shares its own bathroom. The configuration allows the same gender to be in each duo or quad, but with the flexibility for a floor to be mixed gender.

7.2. Disabled Access

Wheel chair access is provided to the following areas:

- Main entrance
- Dining Room
- Junior Common Room (JCR)
- Toilets near the JCR
- Elevators in the Begbie building provide access to all levels
- Laundry near Begbie

Some of this access is indirect but effective. There is currently no access to the upper levels of older buildings or the administration building and fire doors may pose difficulties depending on the level of disability. Presently there is a process in place to allocate rooms to disabled persons, such that safe access is provided.

7.3. The Chapel

The Chapel is available for private prayer, reflection and for music practice. At regular times interested students voluntarily gather for an informal service of worship or a Christian study group/discussion. This is open to other Colleges and all visitors are welcome.

7.3.1. Local Churches

For those who wish to attend a local church, some are:

- Anglican, Central Avenue, St Lucia, 38708887
- Baptist, 36 Morrow Street, Taringa, 3870 1406
- Roman Catholic, 87 Central Avenue, St Lucia, 3371 5860
- Uniting Church, 7 Hawken Drive, St Lucia (corner of Swann Road) 3870 2621
- Other religious groups have contacts on Campus. See <http://www.uq.edu.au/chaplaincy>

7.4. Late Meals Area

There is a late meals area designated for the allocation of meals to students who are unable to attend during regular meal times. The late meals room has a coffee machine, toaster, microwave and fridge. Students that have requested a late meal can find their meal named and in the late meals fridge.

7.5. Baggage Room/ Storing Belongings

The College provides the use of the baggage room for storage of students' property, if they wish to assume the full risk of such self-storage. A number of storage containers are available from the College for students to use for this purpose. Access to the storage room during the semester is limited during the week. All items located in the storage room must be clearly labelled and checked in or out by either the Dean of Students or a member of the Administration staff.

Students' rooms will be used by visitors during the mid-year break and at the end of semester for conferences. The College will require students to empty their rooms at these times. Students may also store belongings in any lockable cupboard in their room, or under their bed during the mid-year break. Again they must assume all risk for belongings left in the room.

Personal items should not be stored in any other location around the College without permission from the Dean of Students.

7.6. College Tools and Equipment

Students are prohibited from using power tools and equipment, normally used by the Maintenance staff and kept in a lockable area, such as mowers, whipper-snippers, drills and saws. A number of vacuum cleaners stored in cupboards in buildings may be used to clean up mess in corridors or common rooms. These can be accessed by contacting the Duty RA or RA.

7.7. Borrowing of College Equipment

College equipment can't be removed from the grounds of the college without arrangements having been made through the office first. Should students want to borrow or move furniture on site from areas such as the Tutorial Room, Gifford Room, Chapel, JCR, Den and Dining Room then approval should be sought first. Of prime importance will be the appropriate care of the furniture and its return within an appropriate timeframe.

7.8. The Lion's Den

The Lion's Den is a recreational room used by the students and provided for by the Cromwell College Students' Association. It has several facilities including:

- A large screen projection television
- Lounges
- DVD player for playing movies and music

Following use the Lion's Den must be cleaned and tidied. This is particularly important following any major event. It is a general expectation that if the Lion's Den is used on an evening it needs to be cleaned and made presentable no later than 8:00 am the next morning.

7.9. Den Policy

1. Introduction

The Lion's Den is an important part of the culture of Cromwell College. The College and the Students' Association have shared the cost of providing the facilities in this room, and it is one of the responsibilities of the Vice-President of the Students' Association to ensure that The Lion's Den is maintained in a suitable condition.

2. Policy

It is a great place to meet fellow residents and to entertain guests from time to time. Because it is a common area, it needs to be used in such a way that all residents have reasonable access to it and it should not be a focus for undue noise and disruption of nearby residents.

All residents are welcome to use The Lion's Den to socialise. It is the main access area for the 'Shop'. If people returning late at night wish to talk, it is the Lion's Den they should go to rather than a common room. College rules in relation to noise, mess and damage still apply.

Just as the College is not a hotel or a club, so The Lion's Den is not a bar. A few friends enjoying a **quiet drink or two** – literally understood – will usually be regarded as an appropriate use of the Lion's Den. Moreover, provided a written request is made to the Dean of Students or Deputy Principal with sufficient notice – typically two full working days will suffice – it is usually possible for a group of residents with a common purpose, such as celebrating a birthday, to organise a small-scale function in The Lion's Den. The proposal must outline:

- Who the principal organiser is
- Numbers of persons present, both Cromwellians and guests
- Timing of the event (commencement and conclusion) and
- Clean-up: an individual must be named in the proposal and he or she will be responsible for ensuring that the Lion's Den is left in a reasonably clean and tidy fashion at the end of the function. It is **desirable** that the clean-up occur at the end of the function, but it must be completed before 8am the next day. This is the responsibility of the nominated individual.

It should be noted that any event where there will be more than twenty (20) people in attendance, and alcohol will be consumed, will require an EMP and approval by the Dean of Students before proceeding.

The regular use of the Den for pre-drinking, prior to Thursday and Sunday nights out, doesn't require a weekly EMP. Expectations for these nights are noted below:

- The Den can be used between the hours of 7:00 pm – 9:00 pm on Thursday and Sunday nights
- RA's are to encourage their corridors to go to the Den by 8:30 pm
- The Den isn't to be used between the hours of 1:00 am and 7:00am unless permission has been sort from the Dean of Students or Deputy Principal.
- Students are not permitted to bring bottles of spirits or goon bags to the Den. It is preferred that mixed drinks brought to the den are in their original container, however; students may bring their own mixed drinks as long as they have been mixed in appropriate proportions.
- The Social Convenors need to remind students of the need to vacate the Den by 9:00pm at regular intervals after 8:30 pm to ensure students are ready to depart.
- All students need to depart the Den no later than 9:00 pm if heading out. Buses will regularly be provided on a Thursday night to assist in moving students to social destinations as a group, however; if no buses are provided the Den still needs to be vacated by 9:00 pm.
- Bins are to be provided by the Social Convenors, or a nominated person, near the departure points for buses on Walcott Street to ensure no litter is left near the college. Bins then need to be returned to their location by a nominated person or the RA on duty

Please Note: This policy should be read in conjunction with the most recent addition of the College's Alcohol Policy.

7.10. Kitchenettes / Common Rooms / Corridors

Kitchenettes and Common Rooms must be left in a satisfactory state by 8:00 am each morning. In particular common rooms should be tidied and any rubbish placed in bins provided. Kitchenettes should be cleared of meal containers and food and surfaces wiped down.

Students are encouraged to have their meals in the dining room or on the deck rather than the common room or in their rooms. Crockery and cutlery from the dining room is not to be taken back to a student's room. Take away containers are available from kitchen staff for meals that need to be consumed outside the designated eating areas. A feature of Cromwell is its community spirit which isn't being promoted if people eat by themselves or in isolated groups.

Corridors should be kept in an acceptable condition. The storage of bikes, suitcases, cricket bags, golf clubs, boxes etc. in corridors, or under stairwells is prohibited because it is unsightly and a workplace health and safety hazard. Such items will need to be stored in the Bunker or luggage room. Punching bags and chin up bars are not to be used in rooms or corridors.

Untidy kitchenettes and common rooms, apart from being unhygienic and un-sightly, impact the ability of a variety of people at the College to perform their jobs including kitchen, maintenance, administrative and cleaning staff.

There will be NO recycling in the common rooms or corridor areas in 2022. Corridors can use the Red Frogs bins or organise to store recycling in the Bunker.

7.11. Rooms

Students are allocated accommodation in carpeted, single bed-sitting rooms. Each room is equipped with a ceiling fan, small fridge, bed, desk, chair, desk lamp, waste paper basket, wardrobe, bookcase, mattress, mattress protector, 2 sheets, 1 pillow, security shutter/screens, phone and fibre-optic IT connection (room ports are activated via request through the following link <https://www.citg.uq.edu.au/port-activation/>).

Students should check that all these items are in the room and in good condition when they arrive, as they will be held responsible for loss or damage when they leave. The College reserves the right to conduct maintenance and room checks at any reasonable time. Linen is provided by the College and is laundered weekly. College linen is not to be removed from the room.

Students must keep their rooms clean and tidy and care for their furniture. Students are responsible for their room and contents. Damages to a student's room will be the responsibility of the student assigned to that room. Any costs associated with damage will be charged to their account, unless another person accepts responsibility and pays for the damage. Maintenance problems should be reported to the Resident Assistant on Duty if repair is urgent, or written in the Maintenance Book available in the office foyer for non-urgent matters.

Students take all responsibility for securing posters to paintwork in their room. The college supplies a pin board and recommends that these are used for the hanging of posters rather than attaching posters to painted walls. The student remains responsible for any paint damage that occurs and any repainting required. For reasons of safety, naked flames and other burning devices are not to be in students rooms.

To comply with health and safety rules and keep your rooms in good condition, the following must be adhered to:

- Dirty clothing cannot be on the floor.
- Wet washing cannot be left hanging in your room.
- Keep the bottom of the bed clear to allow housekeeping staff to make your bed each week.
- Cromwell owned bedding is to remain in your room and cannot be taken outside.
- Soiled bed linen and protectors are the responsibility of the student and must be cleaned and refitted.
- Remove toiletries from shower/toilet area to allow cleaning.
- Clothes Racks if used must not obstruct hallways or stairwell access for WPHS reasons

Returning students are invited to give the Deputy Principal their preferences for rooms by the due date. It is Cromwell policy to integrate beginning and returning students. Whilst every attempt is made to balance room requests with College requirements, please note that for operational or pastoral reasons, room changes may be enforced upon any student at any time throughout the year. This may as a last resort, involve a student moving to a higher priced room. In this instance the moving student will be required to cover the higher cost of the room.

7.11.1. Desk Chairs in Rooms

The condition of the desk chair in a student's room is the responsibility of the student allocated to the room. Chairs are checked during the break at the end and middle of the year to ensure, they are in an acceptable condition and are labelled with respective room numbers. Students can be expected to be charged for the replacement of chairs if they are damaged due to what is deemed as inappropriate use.

7.11.2. Additional Furniture

Students are not permitted to introduce additional furniture into their room or corridor without permission. Furniture from roadside collections shouldn't be brought into the College.

7.11.3. Fairy Lights

Any corridor wanting fairy lights to be hung in their corridor must ensure this is done through their RA liaising with Maintenance Staff. This is to ensure WPHS and Fire Regulation expectations are met. No fairy lights or LED's are to be placed in rooms.

7.11.4. Placing Items on Walls

Items, such as posters and photos can be placed on walls in rooms as long as Blu Tac is used. No other item means of securing items is permitted.

7.11.5. Safety and Security

Unfortunately, all Colleges have periodic problems with thieves entering. Lock your doors and shutters when you are absent, and request any outsider found in the College to identify themselves. Do not try to force a stranger out. Report them immediately to a Resident Assistant, Staff Back Up, or other staff member.

Failing this, if necessary, call UQ Security (07 3365 3333).

For security and privacy reasons students are not permitted to enter another student's room when they are absent unless there is an emergency. Any damage or disruption to a student's room by another student will jeopardised a student's position at the College.

7.12. Services Available

7.12.1. Telephone System

Phones are located in each corridor which can be used to contact the Duty RA or UQ Security

7.12.2. Office Services

During office hours, the College can assist with change for dryers, payment for printing quota, and postage of mail.

7.12.3. Mail / Parcels

Students post is delivered to the main reception of Cromwell College. Letters may be placed in the student mail boxes located outside the JCR or in the secure post dispenser unit outside the main administration block. Packages will be placed in the secure post dispenser. These can be collected at any time during the week or on the weekend.

Once an item is placed in the dispenser students will be notified automatically with an e-mail and message to their phone.

During work hours office staff are responsible for the collection and placement of items in the postal dispenser. Outside office hours both on a weekday and on a weekend, the RA on Duty may distribute postal items if required.

The College will re-address mail for members who have left College for one month, but not thereafter.

7.12.4. Photocopier

A photocopier/printer is located in the computer room and is available 24 hours per day.

7.12.5. Car Parking

Limited parking is available in the student car park, accessed from Hood Street, and in Walcott Street. The small visitors parking area through the boom gate and adjacent to the Office is not available to students.

Vehicles may be parked on the bitumen at the rear of the Hancock building as well as the lower sealed area immediately adjacent to this.

- A fee of \$480 per year is charged for parking at Cromwell. Students wishing to apply for a car park need to complete the current year's car space application form, when it is issued, and forward it to the Business Manager, Mr. Jason March j.march@cromwell.uq.edu.au for initial processing. No other supporting documentation is required.
- On acknowledging receipt of your application you will have up to five business days to make payment. If payment isn't received within the five days then the application will be placed at the end of the current list of applications.
- Once payment is confirmed you will receive a letter noting your application has been accepted as well as receiving a "car park conditions" document.
- A GOGET car is available for hire and is parked at the end of the Administration carpark. Details regarding how to book the car and cost can be obtained at administration.
- RA's who wish to apply for a carpark may see the Business Manager to have their payment incorporated into their package for next year
- There are no half yearly arrangements
- Parking will be permitted during the period a student is contracted to be a resident at the college.
- The car park is managed by the Dean of Students throughout the year.
- Vehicles must be parked observing all line markings and signs, and must never be driven or parked on lawns.

All cars must display a parking permit allocated by the Dean of Students. Students who allow other students or guests' cars to access the Cromwell car park or prohibited areas without permits may lose or have their own parking permit suspended. Unauthorised vehicles in the carpark may be clamped or towed at the owner's expense.

There are a number of alternatives for car parking around the college and at UQ. Information regarding parking can be found at www.pf.uq.edu.au/parking/

7.12.6. Bike Racks

Bicycle racks are provided in the bike shed at the rear of Hancock building which is secured by a fob that students receive on registering their bike at the office. **Students are also required to secure their bikes to the bike rack in the shed for added security.** The bike shed is the only area for storing bicycles. For security and workplace health and safety reasons they must not be stored in the corridors or student rooms. When students leave the College it is important they remember to collect their bike. Bikes of students who have left the College will be donated to a charity early in the New Year if not collected. Bike registration needs to be renewed annually.

7.12.7. Computer Room

Personal computers with a multi-function printer/copier are located in the computer room and are available to members of the College. Food and drinks are prohibited in this area.

7.12.8. Linen

The College provides and launders bed linen supplied which is made up of 2 bed sheets and 1 pillow case. Students are expected to provide their own doonas, blankets, and bath towels. These items are the responsibility of the student to launder. The College can supply extra blankets if required. Students are asked to consult the Dean of Students for these requests. College blankets, bedspreads and linen must not be removed from the room. Loss or damage caused by doing so will require either full replacement by the resident, or in the case of bedding that has become dirty, the cost of dry cleaning or washing.

7.12.9. Laundry

Laundry facilities, including industrial washing machines and dryers, are available for students to do their own personal laundry. Clothes lines are available under Begbie for natural drying. Clothes racks should not be brought to college as they are not permitted due to fire and health and safety requirements.

7.12.10. Plinth

A plinth is available for physiotherapy students.

7.12.11. Music Facilities

The College provides pianos for music students and other interested persons. These are located in The Chapel, the Sir Ernest Savage Junior Common Room (JCR) and the Computer Room. There is also a baby grand in The Dining Room. Students wishing to use either the Dining Room piano or the Chapel piano should see the Admin office for the key.

7.12.12. UQ Sports Access

The College has negotiated an agreement with UQ Sport under which students have a "Lifestyle Passport" included in their Cromwell College fees. The "Lifestyle Passport" has been designed specifically for Cromwell College students. Specific details can be obtained from the College but in summary, the agreement provides for Cromwell students to have access to the UQ Fitness Centre and to the UQ Aquatic Centre free of charge.

7.12.13. Tennis/Basketball

The College tennis court is available to all students. Access is available by obtaining the combination code for the lock. Please see someone at the office or RA on duty after hours. The court can be used at night. Lights are on a timer and will automatically cut off at 9:45 pm.

7.12.14. Billiards

There is a full-size billiard table available in the Sir Ernest Savage Junior Common Room (JCR). Students need to take care of the equipment provided and let reception or the Deputy Principal know if cue tips are needed.

7.12.15. Nights Out

On night's when the students regularly head out socially, such as Thursday or Sunday's., students are expected to leave the College no later than 9:00pm. This is to assist those on duty to provide an appropriate atmosphere for those who aren't going out and have academic work to complete.

7.12.16. Old Collegian's Courtyard / North and Dining Room Lawn

The Old Collegian's courtyard, and lawn area between the North Building and Dining Room are not to be used for ball games. Students wishing to play ball games on site should use the volleyball court area outside the Den.

8. The Ins and Outs of College

8.1. Booking In

First year residents should book into College on the date advised in the Orientation ("O") Week Package which will be sent to students upon their confirmation of an offer. The staff and Resident Assistants will be available to welcome you and show you to your rooms. Other College residents should return the weekend prior to the commencement of lectures. Returning students are not permitted to arrive during College O-Week unless they are officially in the week's activities, are a Resident Assistant, or have permission from the Dean of Students to do so. Orientation Week is a deliberately challenging week (physically and mentally) where new students are introduced to the University and the College program.

At Cromwell College, the senior students themselves mandate that Orientation Week be totally alcohol free until Closed Bunker on the Saturday night, (when those over 18 may choose to have a drink following the College Alcohol Policy), so that genuine rather than artificial bonds can be formed amongst new students and between them and the student leaders.

The Orientation Week program will push you to your comfort zone and perhaps a little past it in good spirit, to challenge and to break down the barriers, but, the philosophy remains "participation by choice" at all times. Detailed information about O Week will be forwarded to new students in due course.

8.2. What to Bring

You have to provide

- your own bath towels
- doona and or blankets that comply with health and safety regulations

You are advised to bring

- your own pillow (if preferred)
- a personal computer/laptop

You may also bring

- radio/CD/DVD player. Please do not bring large systems. Keep the volume down and note the 11pm noise curfew. Better still, bring a set of headphones.

Do not bring;

- Large sound systems – since they will contravene our Noise Policy
- Blow heaters, free standing air conditioners and fans as they are not permitted.
- Cooking appliances such as toasters or kettles. These are supplied in approved areas.

8.3. Heaters in Rooms

The College will supply 1000W Oil heaters to students on request at no extra charge. Bar heaters are not allowed under the College insurance policy

8.4. Absence from College

If you intend to be away from College overnight or longer, you must let your Resident Assistant know in advance.

8.5. Coming Back Late at Night

You are free to come and go as you please, provided you do not disturb the neighbours or other students and you ensure the door to your building is closed, if the College has already been secured. Building exit doors are programmed to close at 6pm and to be accessible only to residents by their keys between then and 6.30am.

8.6. Visitors (Reporting In and Out)

It is a WPHS requirement for students to check any visitors in and out of the college. This can be done at the office during office hours and by completing the visitors book located in the foyer of the Chapel of an evening. The RA on Duty, Staff Back Up and Security will assist in managing this process outside of office hours.

8.7. Fobs (Room Key)

At the commencement of each term, students will be asked to sign for their digital fob. Should you lose your fob, a replacement will be issued on payment of \$25 per fob. All other keys issued for short term use (e.g. Chapel, baggage room etc.) must be signed out and must be returned to the office immediately after use. Failure to return such keys on time will incur a \$25 replacement fee. Lost Resident Assistant keys will be charged at \$100.

8.8. Noise

The College, as primarily an academic institution, does not tolerate loud noise between 11pm and 6.30am on any night. Despite the various social activities that enrich and draw together the Cromwell community, maturity and responsibility are required, along with respect for fellow students and staff.

The “no noise after 11pm” rule is a clear cut one, respected by the students. Significant penalties apply for breaches.

The College has developed a good relationship with its neighbours over many years. Given that there are just under 3000 College students in ten Colleges on campus, it is important that Cromwell students are considerate when moving about the St Lucia area, particularly late at night. The most direct route from Cromwell to the St Lucia Village Shops and Cafes is from Walcott Street via Boomerang Street. Boomerang Street houses many elderly people and some families with babies. Noise must be low in this area and no litter left along this route.

8.9. Communication – Facebook Page

In addition to e-mails, Crommie Connect was been established to assist in the promotion of timely communication within the Cromwell College community. Posts are made to inform students of important information concerning daily routine, upcoming events, student issues and opportunities, surveys and policy updates. Students will be asked to join the Facebook Group on their arrival at the College.

8.10. Withdrawal from College

When applicants accept an offer of a place in College, they sign a contract. This contract is either for one semester (exchange residents only) or, for the majority of residents, for two semesters. The offer of a place in College is made on the basis that the agreed contractual arrangement is fulfilled on the part of the resident. Leaving College before the due date is a breach of contract. Because no bond is charged, the fees (except for semester only exchange residents) are weighted so that a higher portion of the total annual fee is paid in first semester than the second semester. While permission is given to full year residents to pay fees by semester, a resident remains legally obligated for all prescribed fees for the remainder of the year for which an offer has been accepted. If the Principal does not pursue payment of second semester fees, the following will normally apply.

- If a resident contracted for the full academic year leaves at the end of first semester without prior agreement, there will be no refund of the fees credited towards semester two.
- If the resident leaves before the end of semester one and their room cannot be filled, there will be no refund of fees for semester one or those credited to semester two.
- If the resident leaves during semester one or two and the College is able to replace them, the departing resident will be responsible for all fees up to the date the new resident enters College.
- If the resident leaves during semester two, but before the end of that semester, there will be no refund of fees.

8.11. Termination – see Conditions of Membership

8.12. Re-admission

Membership is on an annual basis and readmission to residence is a decision made by the Principal on the basis of each student's academic performance and behaviour. In general terms, a student will be readmitted provided they make all reasonable efforts to succeed academically and behave in ways consistent with the 'Conditions of Membership'.

8.12.1. Academic Warning

Students who achieve a semester GPA of below 4.0 will receive an Academic Warning from the College and be required to meet with the Deputy Principal to determine how they can be best supported academically. This might include regular meetings with their Academic Mentor, compulsory attendance at tutorials, counselling to address program or course issues and /or personal issues.

In particular, students who experience academic failure and receive counselling by the Deputy Principal, but who demonstrably fail to take appropriate action after such counselling and thus fail a second time, are unlikely to be offered re-admission.

It is of utmost importance that students inform the Deputy Principal of any circumstances that might be impacting on their academic performance during the semester. This provides an opportunity to address issues as they arise and to make use of University provisions such as assessment extensions and deferred examinations.

8.13. Leaving for Semester Break

No fees are paid for the July vacation period, conferences and external bookings can be made during this time. As rooms may be used by visitors during semester break, students will be required to empty and clean their room for conference use. Lockable or under-bed storage may be used during this time, with residents assuming responsibility for any damage to or loss of their stored property. The Baggage Room is also available for storage, and in this case again, the College assumes no responsibility for possessions left in College.

8.13.1. Semester Break Procedure

Before departure, all students are responsible for:

- Settlement of outstanding accounts
- Removing all rubbish, sealing it in bags and removing the bags to the bins at ground level or taking them directly to the skip if staff request residents to do so.
- Leaving the room in the condition in which it was found at the beginning of the year on entry to the College, each resident is required to complete and to return to the College in a timely manner a Room Condition Report. This document will be used to assess any change to their room's condition and any consequential costs.
- Leaving bed linen neatly on the bed
- Closing and locking window shutters.
- Turning off lights and fans.
- Ensuring fridge is empty, clean and left running. Do not attempt to defrost. Defrosting will be done by staff.
- Hand in keys to staff.
- Checking out as per College Policy.

8.14. Checking Out at the end of the year

8.14.1. End of Year Procedure

Before departure, all students are responsible for:

- Settlement of all outstanding accounts.
- Removing all their personal belongings from their rooms. On request returning students may store their belongings in the Baggage Room.
- Removing all posters from walls and ceilings.
- Removing all drawing pins from their notice boards.
- Removing all rubbish, sealing it in bags and removing the bags to the bins at ground level or taking them directly to the skip if staff request residents to do so.
- Cleaning the room and leaving it in the condition in which it was found at the beginning of the year.
- Leaving the bed and bed linen in a tidy state.
- Ensuring fridge is empty, clean and left running. Do not attempt to defrost. Defrosting will be done by staff.
- Closing and locking windows and shutters.
- Turning off lights and fans.
- Hand in keys to staff.
- Checking out as per College Policy.

8.15. Visitors

If you wish to have a guest visit your room, you must first introduce them to the Resident Assistant on Duty. Residents may not have friends stay over in their College rooms due to fire regulations and the existing bedding facilities. If you wish to stay with a visitor over-night, it is best that this be arranged at their home. Please advise your Resident Assistant if you will be away from the college.

8.16. Dining

8.16.1. Meals

The College provides three meals daily. Bread, fruit, milk and a variety of condiments are available in the Late Meals area for out of hour's snacks. During SWOTVAC and exam periods, special treats are provided and the drinks area in the dining room is open for extended periods of time.

8.16.2. Meal Times

Breakfast

- Continental 7am – 9.30am
- Cooked Meal 7.30am – 9.30am
- Dining room closes 10am

Lunch

- Meals served 12pm – 1.30pm
- Dining room closes 2pm

Dinner

- Meals served 5.30pm – 6.30pm
- Dining room closes 7pm

There are occasionally variations to these times, approved in advance by the College, due to special College events, and all students are advised.

8.16.3. Vacations Meals

During vacation periods, meal types and times will be determined by the requirements of any conference program or other activity within the College. Residents will be advised in advance of any alterations to standard arrangements.

8.16.4. Seconds

Seconds are available, but students arriving for their first serving have priority over those requesting seconds. The Executive Chef, Resident Assistant on Duty and Duty Staff will monitor this at each meal and advise accordingly.

8.16.5. Used Items

As a matter of respect students should clean up after themselves. Therefore dirty plates, crockery and cutlery, along with any condiments used must be returned to the correct place and not left on the tables.

8.16.6. Crockery and Cutlery

The College provides crockery and cutlery for use in the Dining Room only. Students should eat in the Dining Room or the outside tables on the deck. Due to health and safety requirements, food items, dining hall crockery, cutlery, mugs and glasses cannot be taken away from the Dining Room and into buildings and rooms. These items must remain in the Dining Room at all times.

8.16.7. Footwear and Headgear

For workplace health and safety reasons, footwear must be worn at all times in the Dining Room and Kitchen/Servery areas. It is College convention that all caps/hats are removed on entry to the Dining Room.

8.16.8. Cut Lunches

A cut lunch may be prepared by a student who is unable to return to College for lunch on any weekday due to timetabled academic lectures/tutorials. These are to be prepared from 7am to 9am. There is no extra charge for this facility, but there are some limitations on quantity regarding packet drinks.

8.16.9. Early Breakfast

Early breakfast may be obtained for students with timetabled lectures and tutorials that make the normal breakfast time impracticable. Hot breakfasts are not available before 7am. Please see the Deputy Principal at least one day beforehand to make arrangements.

8.16.10. Early or Late Meals

Early or late meals may be obtained by any students whose lecture/tutorial timetable keeps them from attending at the scheduled time. Students will be required to enter their name in the Late Meal Book supplied by The Executive Chef each day on which an early or late meal is required. These meals are placed in the fridge in the late meals area. Late lunches should be ordered by end of breakfast, 9.30am and late dinners by end of lunch, 1.30pm, with the exception of late dinners on Formal Dinner evenings. (See "Formal Dinners").

8.16.11. Kitchen Access

Kitchen access past the servery area is not permitted with the exception of those students employed as kitchen staff.

8.16.12. Guests and Meals

Guests of students are welcome to attend meals, but they must buy a meal ticket from the College Office during business hours, and hand it to the Catering Attendants before the meal is taken. The cost is \$10 per meal.

8.16.13. Special Diets

Vegetarian and gluten-free meals are provided. If there are other special requirements, the College is happy to assist, however proof of dietary requirements, such as a doctor's certificate, may be requested.

8.16.14. Supper and Drinks

The drinks area in the Dining Room is open during meals times every day. Water, cordial, hot chocolate, teas and coffee are available. The late meals area, which includes hot and cold drinks, is available for students after hours, and will be stocked with a reasonable quantity of

milk and bread and spreads for students' use for supper. The late meals area is to be kept clean.

8.16.15. Kitchenettes

Kitchenettes in each residential corridor can be used for students to make their own tea or coffee. Jugs are provided. The kitchenettes are to be kept clean and tidy, and the Residents Assistant will design and monitor a roster to ensure that this occurs.

9. College Fees and Other Income

The only source of College income is resident fees. These must cover the annual operating expenses of the College and make prudent contributions to strategic initiatives. Standard fees cover 35 weeks. The fees are set annually by the Board of Governors and the College is entitled to charge the full year in advance. This is generally arranged as payment by semester, in advance, for students' resident in Australia or with a proven payment record. As no bond is charged, the College will protect its interests by charging a higher portion of the annual fee in semester one than in semester two. There are 17 non-semester weeks each year when students are not living in the College. As costs still have to be met, conference income is important and is actively sought.

Youth allowance residents are normally permitted to pay fortnightly in advance. Their fee schedule will also be weighted towards semester one. Paying this way is a privilege reserved for those in financial need. It adds a cost burden to the College community and should not be abused. Youth Allowance recipients must seek the approval of the Business Manager, in advance of the first due date, and pay as per the scheduled dates.

Consideration will also be given to applicants from non-Youth Allowance residents who are experiencing severe financial difficulty. Special arrangements must be requested in writing in advance of due dates and addressed to the Principal. The request must include all reasons and relevant financial details. Such details will be confidential except that the Principal may seek advice from the Treasurer of the Board of Governors and from the College Business Manager.

9.1. Foundation Fee

A fee is paid to the foundation by first year students in first semester of their first year. This will provide income for the Foundation as it seeks to service scholarships and developments in the College, and subsidise the receiving of the College magazine COCA News after they leave College. The fee is currently \$300.

Other income is generated from investments and donations by ex-Collegians, parents and others to the tax-deductible Cromwell College Foundation. This was launched in 1988 and is crucial for the future development of the College.

9.2. Late Fees

Cromwell College reserves the right to charge interest of 10% on outstanding balances, or may at the discretion of the Principal, exclude students from college until the account is current.

9.3. Charges for Loss or Damage

No bond is charged. Any loss or damage, beyond fair wear and tear, will be paid for in the following manner:

- Loss or damage in relation to an individual's room will be paid for by the student of that room. Students are responsible for the behaviour of visitors to their rooms.
- Loss or damage outside the room will be paid for by:
- The individual responsible if he or she can be identified.

- The group responsible if they can be identified
- The Cromwell College Students' Association if no individual or group can be identified, or if a departing resident defaults on their obligation in relation to loss of or damage to property.

9.4. Fines and Charges

The following fines and charges may be imposed by the College:

1. The fire alarm system is automatic. Fire alarms are sent through to Queensland Fire and Rescue Service which is obligated to respond. The call-out charge is in the vicinity of \$1220 plus GST. This cost and any associated fees must therefore be borne by student/s that causes the cost to be incurred.
2. Use of the fire hose (except in case of a fire or with the authorisation of the Deputy Principal or Dean of Students) will incur the cost to rectify the issue, along with a fine of \$100.
3. Use of fire extinguishers (other than in case of a fire) will incur the cost of refilling plus the cost of repairing any other damage caused. Given the seriousness of this act (which renders the safety equipment non-functional) suspension and/or a fine are also likely. (Unauthorised use of firefighting or protection equipment is an offence against the Queensland Fire and Rescue Service Act and can lead to heavy fines, currently 50 penalty units, i.e. \$5,000 or jail terms of up to 6 months under section 147 of the Act.)

NB: Under no circumstances should fire extinguishers be pointed at people. The gas or powder used to extinguish a fire can be harmful if ingested or breathed in and fire extinguishers work under high pressure.

4. Various charges may be imposed at the end of each semester for rooms damaged or for failure to comply with end-of-semester procedures.
5. Willful student damage requiring maintenance staff to repair the damage will be charged out at \$50.00 per hour plus the cost of materials required to fix the damage.
6. The Principal reserves the right to impose fines for other misdemeanours. This would normally, though not exclusively, occur only after a warning had been given.

10. Conditions of Membership

10.1. Introduction

Cromwell College was founded by the Congregational Churches of Australia and is now linked with the Uniting Church of Australia. It was the desire of the founders of Cromwell College that spiritual life be fostered in the context of a College life based on “complete freedom, governed only by the mature acceptance of certain social and moral responsibilities”. Throughout its existence, the College has endeavoured to follow this principle.

The College accepts that, as adults, members have the freedom to hold beliefs and values that they believe to be true, and that these may differ from the beliefs and values of others in the community. The College believes that this freedom is real but limited by “social and moral responsibilities”.

There are two basic principles:

- That all College members have a right to be respected and appreciated, and that consequently harassment or intimidation is unacceptable.
- That all College members are responsible adults and must be prepared to accept the consequences of their actions (and indeed their beliefs).

10.2. Conditions

1. College membership is a privilege available to only a limited number of University students and those who wish to hold it must therefore give evidence of academic ability and maturity of character.
2. With the exception of semester exchange students, the offer of a place is a contract for a full academic year in residence. While the College grants residents the privilege of paying fees in two instalments with due dates being prior to the commencement of each semester, the resident is obligated for a full year's fees. Any breach of this contract will have financial consequences. (See “College Fees” for further details.) As an incentive to maintain the contract the fees will be weighted towards semester one. Students will not be able to obtain keys and move in unless full payment has been made or a formal payment plan is signed.

When applicants accept an offer of a place in College, they sign a contract. This contract is either for one semester (exchange residents only) or, as for the majority of residents, for two. The offer of a place in College is made on the basis that the agreed contractual arrangement is fulfilled on the part of the resident. Leaving College before the due date is a breach of contract. As indicated above, a cost for breaching the contract is built into the fee structure with a higher proportion of the total annual fee being paid in first semester than in the second semester.

It is important to note that the contract is between the College and the resident. All communication regarding fees etc. will be sent to the resident, please add an accounts contact on the Schedule of Fee form if you wish your parents to receive fee information as well.

3. When College residents vacate their rooms and leave College before the end of semester, but without breaching their contract, the College may charge a temporary occupant for use of those rooms without issuing any refund of the unused portion of fees paid by the departing resident.
4. The Principal has the right to terminate membership of the College, or impose lesser penalties, for unacceptable behaviour. In the case of termination or suspension, fees are not refundable. In the case of termination, a member has the right to lodge an appeal to the Board. This appeal must be in writing and addressed to the Secretary of the Board

within 14 days of the date of the letter advising of the termination. The resident may be supported by another member of the College at any appearance before the Board.

5. Unacceptable behaviour, which impinges on the freedom and rights of others, includes but is not limited to:
 - illegal or unlawful acts;
 - physical violence or coercion which demeans the dignity of another;
 - harassment, including sexual harassment, as defined by law or by reference to the two principles outlined above;
 - damage to College property or the property of others;
 - disturbing the privacy and peace of others with undue noise;
 - being under the influence of illegal drugs;
 - drunkenness;
 - self-harm or threatened self-harm.
6. Should such unacceptable behaviour occur, it should be noted that;
 - the Police will be called to deal with any criminal activity;
 - the Police will be called to deal with illegal activity, such as underage drinking;
 - the imposition of a penalty by a court of law or by the University does not preclude the imposition of an additional penalty by the College;
 - damage to College property must be paid for in full by the person or persons responsible. The Cromwell College Students' Association will be invoiced for damage or loss of College property that cannot be attributed to an individual or group;
 - drunkenness will not be accepted as an excuse or as a mitigating circumstance.
7. Conditions/guidelines in this 'Handbook' must be followed.
8. Permission is granted for the Principal and the Deputy Principal to have access to assessment results, and for your results and progress to be made available to the Student Advisors and Resident Assistants. This information will be treated as private and confidential by all of the above parties.
9. Membership of the College is on an annual basis and re-admission to membership is dependent on:
 - Finalisation of accounts before going out of residence each semester.
 - Application on the appropriate form by the due date.
 - Payment of all fees before entering College unless prior arrangement is made with the Business Manager and approved by the Principal.
 - Signing of the Guarantee, and the declaration in the Handbook including the Alcohol and Drugs Policy.
 - Satisfactory behaviour throughout the year.
 - Maintaining a full time academic load.
 - Satisfactory academic progress evidenced by an immediate previous semester Grade Point Average of 4.0 or higher.
 - Advising the Deputy Principal in writing immediately if there is a change to your University enrolment status or program.
 - A student receiving a semester GPA of greater than 4.0 over two consecutive semesters.
 - Students receiving a GPA of less than 4.0 will receive a warning letter from the College, a copy of this will be sent to Parents.
10. Cromwell College is a smoke free environment. Smoking is therefore not permitted anywhere within the Cromwell College precinct. This includes the use of electronic cigarettes, vapour pens or other devices.

10.3. Communication with Parent/Guardian

Regardless of the age of a student (under 18 or 18+), the College reserves the right to communicate with parents. This may include forwarding to a student's parent/guardian copies of any correspondence that it deems appropriate. This may include but is not limited to details of significant disciplinary matters, academic warnings and any other matters involving the student. In cases of physical and / or mental health issues, the Principal may at his discretion put pastoral care above privacy concerns and inform parents of serious situations regardless of the age of the student. By enrolling at the College, the student 18+ accepts that his/her parent/guardian may receive such information from the College, and the student gives unreserved permission for the College to communicate in this way with their parent/guardian.

10.4. Expulsion

Any student who is expelled from Cromwell College, or because of the situation withdraws their enrolment instead of being expelled, is not permitted to be present on the Cromwell College site until their year group and the year group immediately below them have left. For example if a student was expelled or withdrew as above in 2021, they would not be permitted to be on the Cromwell site until 2023.

11. General Information

11.1. Access to Student Rooms by Staff

Your study bedroom is your own private area. However, for administrative, maintenance, safety and legal reasons, Cromwell College reserves the right for staff and student leaders to enter any room at any reasonable time it is felt necessary to do so. The locks on all doors can be read and provide a record of who has accessed which rooms and when.

11.2. Appliances

Please note that the fire warning system does not permit cooking appliances to be used in the rooms. They can be used in kitchenettes only.

Students are reminded that bar radiators are not allowed under the College's Insurance Policy.

It is the student's responsibility to ensure that all electrical appliances brought into the College are safe and comply with electrical regulations. 'Appliances' includes any item that can be connected to a power supply (including extension leads, power boards and dual adaptors).

11.3. Appropriate Behaviour

While the behaviour of Collegians at Inter-collegiate events is governed by the Regulations of the Inter-Collegiate Council (ICC), Cromwell College expects that all its residents will demonstrate appropriately high standards of behaviour whether they are onsite or outside the College.

In many cases, the University may take action in addition to, or in place of, any action taken by the College. Being a College resident in no way shields you from the consequences of wrong doing.

11.4. CCTV Security System and Fire Sensors

Cromwell College takes safety and security very seriously. The college has numerous CCTV cameras installed in communal areas for the purpose of protecting our students, our staff and our property. Interfering with security equipment is regarded as a most serious act as it compromises safety and security. Any person who interferes in any way with CCTV cameras at Cromwell College or covers fire sensors in or outside their room will place their membership of the college in jeopardy. The likely outcome would be suspension or expulsion.

11.5. Conferences

Conferences are very important for the College (see *College Fees*) and students must be prepared to vacate their room at the end of semester one to make way for them.

11.6. Door Locks

Each wing has a least one external door fitted with an electronic lock. The external doors to the wings lock automatically at 6pm and access to other buildings is secured each evening by the Resident Assistant on Duty at 11pm.

The door keys are plastic fobs which are coded for individual room's and can also be coded for car park access. Steele Craik Lodge student rooms require metal keys for access. The security system of the college requires students to shut doors to personal space. Failure to do so will compromise the security of their belongings.

11.7. Electoral Districts

- Commonwealth Division of Ryan
- State Division of Indooroopilly
- Local Ward of Toowong

11.8. Insurance

The College takes no responsibility for loss or damage to residents' goods. You are advised to take out adequate insurance. Please note that your insurance may be null and void if you leave your room unlocked.

11.9. Information Technology

11.9.1. Colleges Information Technology Group (CITG)

Students are required to comply with State and Federal laws and University regulations, policies and statutes in regard to the use of computers, including software and any other matters that come under the broader understanding of the term "information technology". Cromwell College is a founding member of the Colleges' Information Technology Group In (CITG), an entity owned by a number of UQ colleges that provides information technology services to the member colleges and their residents. Residents are bound by the requirements outlined below in the Network Access/Sharing Policy, as amended from time to time by CITG. N.B. By signing the Enrolment/Readmission form you are also agreeing to the terms and conditions of this policy.

11.9.2. Network Access/ Network Sharing

The following policy sets out the requirements for the proper and responsible use of the CITG/College computing and network resources, effective protection of individual users, equitable access, and proper management of these resources. These guidelines are intended to supplement, not replace existing laws, regulations, agreements, policies, and contracts, which currently apply to these services.

Although the peer-to-peer file sharing is not prohibited, it can be used for the illegal downloading and distribution of audio, video, software and other files. Downloading or distributing material without permission of the copyright holder is a violation of federal and state law, even if it is not for profit. The penalties can be significant, including imprisonment and fines. Our refusal to censor access in no way condones violations of copyright or intellectual property laws.

With regard to peer-to-peer file sharing users should adhere to the “Three P’s” principal, of not sharing/downloading items that fall into the categories of:

- Plagiarism – copying of another person’s work is a clear violation of University property.
- Pornography – due to its size, the network is a broadcast medium, and as such the sharing of pornography is illegal.
- Piracy – sharing and copying of copyright material is illegal under federal legislation.

Copies of the current version of this and other IT related policies will remain available via the Resnet web site and a copy of the CITG Information Technology Policy can be found in the **Cromwell College Policy and Procedures Document**.

11.10. Photo Permission

On accepting a place in College residents accept that any photographs taken of College activities and its students may be used for print and/or electronic publication.

11.11. Publications

Anything bearing the Cromwell crest, logo or name, must be approved by the Deputy Principal or Dean of Students and then the Principal before being ordered/printed/distributed.

11.12. Parties

No parties can occur within the College area.

11.13. Plants

No real plants are permitted in student rooms due to ongoing maintenance issues related to water damage to shelving and sills.

11.14. Pets

No pets are permitted in the area where there is student accommodation. This includes fish.

11.15. Posters and Stickers

Students like to decorate their rooms with posters. These should not be offensive to other students, to college staff or to conference guests who may enter or use the room. Posters

are restricted to the students own study/bedroom area. They are not to be placed in common areas of the college. The use of posters is at the residents own risk. All students are responsible for making good any damage to paintwork caused by posters in their rooms. Damage includes that incurred by using any adhesive product including bluetac and sticky tape. In other words, in putting posters on the paintwork, the resident takes full responsibility for damage incurred. Stickers do great damage to paint work and the resident will be fully responsible for any damage caused by stickers. This would be organised by the College and charged at a cost to the student for any materials and labour.

11.16. Repairs

Please record items requiring maintenance in the book located in the front office foyer. For urgent matters after hours, contact the Resident Assistant on Duty.

11.17. Roof Access

Some may see degrees of difference regarding the appropriateness or otherwise of roof access. For example, being on the roof of the HM Begbie Building on a wet night as one extreme, and retrieving a ball from the top of the covered walkway near the office as another. To be clear, should a ball or similar land on a roof, then the Maintenance Manager (during business hours) must be contacted. After hours, Staff Back Up must be contacted.

To be clear, no roof access is permitted by Cromwell students on any roof at any time.

In the very unlikely case of any Cromwell student disregarding this information, then the likely consequence will be suspension from the College for a period of time. Roof access is incredibly dangerous and is therefore not permitted.

11.18. University Security/Safety

The University campus and St Lucia area are not totally safe at night, especially for women. Women should therefore not walk alone. Ask someone to accompany you or use the free University Security Bus which stops at the entrance to College. Note that there are a number of security emergency points around the campus, and UniSafe Escorts are also available to help. If there should be an intruder, ring Police and/or Security. Inform the Duty Resident Assistant, Staff back up and/or the Principal immediately.

11.19. College Security

Security is present at the College from Monday through to Sunday between the hours of 11:00 pm to 4:00 am. The prime reason for having security is to assist in managing the safety and well-being of students and staff at the College. Security will work with the duty RA and Senior Staff to assist in managing issues associated with noise, unwanted visitors, potential vandalism, intoxicated students and poor student behaviour. During the evening security will be based in the administration building; however, will be patrolling the grounds of the college regularly

11.20. Streaking

Students are not permitted to streak outside of College buildings, along corridors or in association with any event or activity associated with the College.

11.21. Transport

Train, ferry and bus information is available from the Trans link website www.Translink.com.au . Taxis (Yellow Cabs) may be called from your room by dialling 500, this is a free call. There is also a phone outside the main Admin office that can be dialled to call a Yellow Cab. For your own safety, when boarding a taxi, call a friend and inform them of the taxi number, and your expected time of arrival back at College.

11.22. Vacation Residence

Vacation residence is normally available, subject to staffing and conference needs. When this accommodation is available, a Collegian may stay at the weekly or daily student rate and must pay within one week of receipt of invoice. It may be necessary for student to move to another room.

12. Managing Problems

Cromwell College is set up as a community of scholars and is constituted to provide a context of support and pastoral care. The Principal, Deputy Principal, Dean of Students and Staff Back Up have had significant experience in counselling and pastoral care of emerging adults. They are willing to assist at any time of the day or night.

The College also provides a strong friendship base and many small problems are solved simply by talking to your friends. Sometimes problems may seem too big, or to last a long time or to be too personal. Often we think that we are the only ones with problems. It is very important that you seek timely help.

Common problems that may cause stress or anxiety include:

- Relationships
- Sexuality
- Depression
- Drinking
- Grief and loss
- Drug abuse
- Eating disorders
- Academic difficulties
- Loneliness/homesickness

12.1. Assistance

12.1.1. People who can help at College and University

The following is a list of people who may be able to assist with any issues that you are experiencing.

- Your Resident Assistant
- The Principal
- The Deputy Principal
- The Dean of Students
- The Resident Staff Back Up
- The Senior Tutor
- College Counsellor
- A University Chaplain
- Health Services at the University
- Student Services at the University
- A Student Administration Officer in your School or Faculty
- Current Cromwell staff member

12.1.2. College Counsellor

Dr Vicky Dawes joined us part time as Student Counsellor at Cromwell College in 2017. Vicky graduated from the University of Birmingham and worked for ten years in Medicine, prior to training in Counselling in the highly regarded Master of Counselling program at UQ. She concurrently works as a UQ Counsellor and in her private practice, and is the author of numerous publications and conference presentations.

The role of Counsellor is to serve Cromwell students who seek pastoral support beyond what can be offered by the current structures within the College. It is not envisaged that the role cuts across existing structures. For example, a sensitive and confidential pastoral issue might be best discussed with the Counsellor, but issues with course, subject selection or minor pastoral concerns would be handled through the normal College structures. Students in pastoral need would be able to book two to three appointments (free of charge and paid for by Cromwell) with Vicky. If further professional support is sought, then the student will be referred by Vicky to an external professional for ongoing support at their own expense. The average number of consultations per student at UQ Counselling is 2 to 3 and both Cromwell and Vicky feel that this is a reasonable number to offer Cromwell students free of charge.

Vicky currently sees students on two evenings per week. All appointments with Vicky are made directly with her and not through Cromwell and are conducted in the Principal's office.

Appointments can be made by contacting Vicki at cromwellcounsellor@gmail.com.

For Semester One 2021 Vicky will be available at the following times:

Mondays 12.30pm and 1.30pm (on site)

Thursdays 9.30am and 10.30am (on site)

There will be availability for online Zoom sessions on Wednesdays and Fridays in the daytime (subject to availability). Students may also contact her directly if none of the above times work and they would like an online zoom session in the evening.

12.1.3. Student Services at UQ

The mission of Student Services is to enable you to make the most of your educational opportunities, to produce academic work that reflects your true potential and to attain your learning, career and life goals. Staff from Student Services assist enrolled students of The University of Queensland with a wide range of needs and inquiries related to personal, careers, welfare and learning issues. In particular, they run an excellent series of drop-in workshops called "Lift Your Academic Performance". (Residents who are enrolled at another institution can expect to find comparable services available there. Please speak with the Deputy Principal if you are experiencing difficulties in finding the best person to help you.)

Location and Operating Hours can be found by following the above link to the student services website.

<http://www.uq.edu.au/student-services>

12.1.4. Counselling at UQ

This is a free service for all currently enrolled students of The University of Queensland and similar services would be available at other universities students are attending. Counselling is available to assist those who may be facing crisis situations, adjustment difficulties or problems in living that are impacting upon their ability to cope with their studies at University.

The Student Services Counselling program provides:

- Somewhere to talk about problems ranging from everyday problems to those that are seriously affecting your ability to function;
- A safe place to let off steam;
- An opportunity to generate solutions to your problems;
- Somebody who will listen to you;

Counselling is not about:

- Performing miracles;
- Performing quick fixes;
- Telling you what to do;
- Making moral judgements; or
- Putting you in a scary or formal situation.

If you are not sure whether you may need counselling, consider whether you have been experiencing:

- Thoughts of pulling out of University;
- A sense that something is wrong;
- Physical signs of emotional stress;
- Sleep problems;
- Concentration problems;
- Feelings that are new or that worry you; or
- Thoughts about harming yourself.

Talking with someone who is not so close to the problem situation may help you to:

- See it more clearly
- Understand your feelings about it; and
- Discover solutions.

A counsellor will help by listening without judgement, by offering new perspectives, and by working with you on strategies that are right for you.

If you need further help from an outside agency, they can help you find the right assistance.

<http://www.uq.edu.au/student-services/Counselling>

12.1.5. What Can You Talk About?

ANYTHING!

Here are some of the things people talk about when they visit a counsellor:

Adjustment Issues	Family Issues	Procrastination
Alcohol	Friendships	Relationships
Anxiety	Gay and Lesbian Issues	Self-esteem
Assault	Grief and loss	Sex and sexuality
Confidence	Harassment	Sexual abuse
Cultural Issues	Identity	Stress
Depression	Loneliness	Study problems
Drugs	Personal Stuff	Suicidal thoughts
Exam anxiety	Physical abuse	

12.1.6. Secure a Job

<https://my.uq.edu.au/information-and-services/careers-and-employability>

This is a gateway for all students to develop their career management skills. A wide range of assistance is available for students to obtain their career and employment goals. The team can assist you with:

- The job search process and getting that job through employment preparation workshops.
- Fact sheets and resources for career planning, job search, application process and interview.
- Employer seminars and events.

- Careers counselling to help you make informed decisions about career direction and related program and course choices.
- Understanding your interests, values and abilities and how these relate to career choice.
- Exploring possible graduate employment options.
- A dedicated online jobs board: UQ CareerHub <https://www.careerhub.uq.edu.au> which gives access to a comprehensive range of articles and fact sheets on career planning and job search related and employment preparation topics.
- Career Planning Information – choose to take charge of your own career.
- Information on Employment Preparation Workshops and Employer Presentations.
- Graduate employment programs and positions.
- Vacation employment and internship opportunities.
- Pre-graduate employment and work experience.

The UQ Careers Fair is an annual event that brings together university students and major employers from across the country. For students, the UQ Careers Fair provides an opportunity for them to interact with industry, business and government sector employers who wish to promote their undergraduate/graduate programs.

12.1.7. UQ Respect – Sexual Consent and Ethical Bystander

At Cromwell we treat each other with respect, dignity and care. Each one of us must play a role in ensuring our College is a safe and respectful place for all members of our community. This means learning about respect and sexual consent, calling out inappropriate and harmful behaviour if you see it, and knowing where to seek help.

Make sure you have completed the online module, UQ Respect: Sexual Consent, Ethical By-standing, and Compassionate Response. You can access it via Blackboard using this link:

https://learn.uq.edu.au/webapps/blackboard/content/listContent.jsp?course_id=11416_1&content_id=2921103_1&mode=reset

If you are a survivor of sexual misconduct, support is available via the Sexual Misconduct Support Unit (SMSU) or speak to our First Responder – Michael Crome (Deputy Principal) or any other staff member you feel comfortable talking to.

12.1.8. Learning

This service helps students in developing appropriate and effective approaches to:

- Learning
- Reading, researching and note-taking
- Academic writing
- Exam preparation
- Learning in small groups
- Time and activity management
- Seeking and receiving feedback
- Establishing and maintaining positive working relationships with supervisors

The staff conduct:

- Individual consultations
- Online support for distance students
- Group work
- Workshops open to all students
- Workshops conducted in individual schools of the University, either as a part of courses for credit or additional sessions
- Academic preparation courses for specific groups of students (e.g. domestic, international, undergraduate, postgraduate, distance, UQ Link, scholarship).
- Developing websites for specific groups of students (undergraduate, international, distance, PhD).

Student Services also provides specialised assistance for students with disabilities, for International students and for those who need advice on budget and finances.

The Learning Advisers at Student Services will also help you when you:

- Apply for special examinations/assessment
- Prepare appeals
- Need to discuss matters if you find yourself in conflict with academic teachers and/or supervisors

<http://www.uq.edu.au/student-services/learning>

12.1.9. UQ Union

The UQ Union has an extensive range of student support and services:

- Welfare, Employment, Legal , Gender and Sexuality, Education and Postgraduate.
- More details can be found at: <http://www.uqu.com.au>

12.2. Health

12.2.1. Health Service

The University Health Service provides free up-to-date information on keeping healthy, including advice about vaccinations. Brochures are available on a wide range of topics. The Health Service website includes links to other sources of health information. Health care and advice, assistance with work and study problems, and referrals to specialists are provided, and consultations are bulk billed. <http://www.uq.edu.au/healthservice>

12.2.2. First Aid

For first aid, contact the Resident Assistant on Duty. All Resident Assistants have first aid training. For emergency situations, ring University Security on 3365 3333 and then contact the Resident Assistant on Duty who will notify staff. It is expected that students will keep their own supply of basic items such as Band-Aids and mild pain-relief medication.

12.2.3. Sickness or Injury

Where a member's illness or injury necessitates calling University Security or hospitalisation, the Resident Assistant on Duty must be notified immediately. The Resident Assistant must then inform the Dean of Students .

- The University Health Service is located in the Gordon Greenwood Building. It is open from 8am to 5pm Monday to Friday during semester (last appointment 4.30pm). Phone 3365 6210.
- The Taringa 7 Day Medical Practice may be contacted on 3870 7239.
- The Indooroopilly Day & Night Medical Centre may be contacted on 3878 3733.
- The Wesley Private Hospital has an emergency centre. The clinic has EFTPOS facilities and accepts most credit cards. Phone 32327333.

Always take with you your Medicare card or evidence of OHSC (Overseas Student Health Cover).

12.2.4. Cleaning of Vomit

To ensure vomit is cleaned up in a hygienic and safe manner, the college cleaners should be notified to attend. They will then ensure the spill is managed appropriately and the area sanitised. If the circumstances leading to the spill is due to the excessive consumption of alcohol then students will be charged a cleaning fee of \$100. Should a student not accept responsibility for a spill within 48 hours the Students' Association will be charged \$250. RA's may have a vomit pack that can be used to contain the spill but aren't responsible for cleaning it up.

12.2.5. Health Information Cards

The College collects health information from each student each year. This information is confidential but must be filled out. It includes details of next of kin, medical problems of which the College needs to be aware of and medications etc. The information is important in case of emergency.

12.2.6. Health Care Cards

If you qualify under an income test or receive Youth Allowance, you may be eligible for a Health Care Card issued by the Commonwealth Government. This card helps with doctor's bills, gives you free treatment at dental hospitals and subsidised prescriptions. For more information, call Centrelink on 136150.

12.3. Emergency

- Emergency Police/Fire/Ambulance: 0-000
- University Security Emergency Number: 3365 3333
- University Security General enquiries Number 3365 1234
- Resident Assistant on Duty mobile: 0419 028 605
- Principal mobile: 0400 851 961
- Deputy Principal mobile: 0449 274 340
- Dean of Students mobile: 0410 560 789
- Indooroopilly Police: 3878 5077

12.3.1. Fire Evacuation

GENERAL INSTRUCTIONS IN CASE OF A FIRE

If you hear the fire alarm:

1. Evacuate the building while alerting others by calling "fire". If safe to do so, close windows and doors before leaving.
2. Gather at the assembly points.
3. Follow instructions of the fire crew.

Assembly Points:

1. Grass area between The Chapel and Walcott Street
2. Hancock car park.

Appointed Roles:

1. The Resident Assistant (RA) is responsible for their corridor. Their task is to ensure safe and orderly evacuation.
2. The Duty RA will be responsible for coordinating the whole College until emergency services or staff arrives.
The Principal, Deputy Principal, Dean of Students and Staff Back Up all reside on site. The staff member on duty will assume responsibility supported by the duty RA.

Role of the RA's

1. The Duty RA is responsible for meeting the Fire Brigade at the main fire panel (main office) and directing them to the source of the fire. This will almost certainly be done in conjunction with staff from both Cromwell College and UQ Security who will attend as soon as the alarm sounds.
2. As far as their own safety permits, it is the responsibility of the RA to check that all rooms in their corridor are evacuated.
3. Once the rooms are clear, the RA's are to report to the assembly areas and wait further instructions from the Fire Brigade.
4. One RA from the affected building, if safe to do so, will stay at the Fire Panel of that building to help direct Emergency services.
5. University Security personnel will attend the site prior to arrival of the Fire Brigade. As they are well trained in fire procedures, residents and visitors must obey their directions

Cromwell College Code of Conduct

At all times when associated with the College, all Cromwell students are expected to:

- uphold the mission and values of the College;
- take all necessary steps to ensure their mental, physical and emotional health including seeking appropriate help and support when required;
- observe all the laws of the State of Queensland and the Commonwealth of Australia
- observe all the policies and procedures of the College;
- contribute positively to the wellbeing and development of the College and particularly of the student resident community;
- endeavour to establish and maintain good relationships with all members of the College community including staff and voluntary workers;
- behave with personal integrity and honesty , accepting the consequences of their own actions and practising ethical and responsible behaviour in their dealings with others;
- ensure that their conduct will enhance the reputation and protect the integrity of the College both internally and externally;
- meet financial commitments to the College according to the chosen payment plan schedule as outlined in the contract;
- never engage in any inappropriate conduct such as discrimination, bullying, harassment, vilification, victimisation, excessive alcohol intoxication, use of prohibited drugs and/or misuse of prescribed medications , vandalism or abuse of any kind;
- seek the express and timely written permission from the Principal before using the College's name, crest or logos;
- care for the College environment and facilities by acting responsibly and sustainably in relation to buildings , furniture, equipment, grounds and energy and water services
- take responsibility for keeping their room clean and tidy and cleaning up after using common areas; and
- leave their rooms in a clean and tidy condition at the end of the contract period with all College property and equipment present and in good condition;

Declaration

I _____ have read and understood the **Cromwell College Policy and Procedures 2022** document, Conditions of Membership and Code Of Conduct, as outlined in the **2022 Student Handbook**, and agree to bound by them. I understand that there are serious penalties, possibly cancellation of my membership of the College, for breaches.

Please remember: To update your semester address details to Cromwell College with your mySI-net account on the University of Queensland website (for University of Queensland students only).

Signed: _____

Date: _____

This page needs to signed and dated and then returned to the respective staff member below:

Ms Robyn Slater r.slater@cromwell.uq.edu.au