Your partner
to attract and support students in regional WA

GUC SERVICES GUIDE
www.guc.edu.au
GUC is an independent, not-for-profit, incorporated body, supporting university courses in Geraldton, WA, on behalf of universities throughout Australia. GUC’s mission is to provide opportunity for all with a range of high quality, supported university programs to build regional capacity.

The GUC is not a university, nor a campus of a university. The higher education awards for the programs supported at the campus are offered and conferred by GUC’s university partners.

GUC is governed by a regionally based board committed to meeting the demands of the Mid West community and working in close partnership with universities that share our values.

In forming these partnerships the GUC operates under three guiding principles:

**3 Guiding Principles**

- To utilise the best possible technology for high quality online experiences, ALWAYS accompanied by local face-to-face support
- To ensure that the programs delivered to students at the GUC provide equity in terms of quality, services and value for money
- And importantly, that the agreements with our university partners be mutually beneficial

The GUC is raising aspiration in, and with, the community, celebrating university learning and our students’ achievements.

**SUPPORTED DISTANCE EDUCATION**

The GUC tertiary education model is one of supported distance education. The GUC approach brings students into universities’ distance cohorts, utilising their online platforms without significantly adding to their costs, as it is GUC that provides:

**GUC Provides**

- Marketing and recruitment of students
- Administrative and pastoral support
- Access to facilities including study spaces, IT, some library resources, and where appropriate industry based facilities for practical placements
- Academic tutors providing face to face academic support to students in every course, every week

This approach sees students not only entering our partners’ programs, but succeeding through to graduation and employment in the regions.

It’s how we aim to fulfil our vision to be the first choice for regional students seeking a university education.
GOODWILL & NETWORKS

- GUC has excellent relationships with schools; TAFE; business and industry; local, State and Federal governments; agencies; students and the community
- Strong governance and management structures provide a solid foundation for any partnership
- Liaison with industry and community keeps GUC abreast of educational needs of the region

MARKETING & RECRUITMENT

- GUC Website with student, course and university partner information, including course links
- First point of contact for university enquiries
- Shop front for supported university programs
- Display and provision of course information
- Building aspiration through media stories and photos, social media and advertising
- Open days, school visits and community information

APPLICATIONS & ENROLMENT

- Direction and support for prospective students on courses and academic pathways
- Liaison with schools, TAFE, partner universities and other educational institutions to provide accurate information to prospective and enrolled students
- Advice and assistance on application processes and subsequent enrolment
- Liaison with university partners to assist student enquiries
- Assistance with credit transfers and articulation arrangements
ADMINISTRATION

- Ongoing assistance to students with program planning and enrolments
- Ensuring payments, withdrawals, leave of absence, cross institutional applications, etc are correct
- Comprehensive database of student information and study plans
- Administrative and practical assistance for academic staff
- Scheduling GUC tutorials, facilities and equipment
- Publishing daily timetables
- Bookshop ordering service for students and staff
- Administration of closed reserve library for students

STUDENT SUPPORT SERVICES

- First point for advice and assistance for any student enquiry
- Liaison with university partners to enact accessibility/disability plans
- Referral for counselling where required
- Advice and referral for Centrelink and housing issues

ABORIGINAL STUDENT SUPPORT

- Dedicated officer for one-on-one support
- Coordination of local tutors for Indigenous Tutorial Assistance Scheme
- Integrated support services with partner universities
- Assistance with accessing scholarships
- Outreach programs to encourage Aboriginal participation in university

IT SUPPORT

- Provision, maintenance and upkeep of all IT and telephony installations at the GUC
- Maintenance and security of administrative and student networks
- Liaison with university partners for appropriate software and hardware requirements
- Provision of student laptops, printer and scanner
- Wireless internet access throughout
GUC Services

ACADEMIC STAFF RECRUITMENT AND SUPERVISION

- Sourcing and interviewing suitable candidates for academic tutorials
- Provision of CVs and certified qualifications for university partners’ endorsement
- Arranging of contracts and payroll provisions
- Scheduling academic staff for weekly tutorials or intensive tuition blocks
- Conducting staff induction sessions on GUC processes and university partners’ online platforms
- Community of Practice to build academic networks and teaching skills
- Provision of materials to facilitate teaching and learning

STUDENT AMENITIES

- Student lounge including vending machine, fridge, microwave, kettle, dishwasher, lounges, tables & chairs, student notice board
- Dedicated study areas and closed reserve library
- Student Courtyards including outdoor furniture and BBQ

FACILITIES & EQUIPMENT

- All office equipment including computers, printer, photocopier, scanner, cameras
- Offices for administrative and academic staff
- Closed reserve library for students
- Classrooms: 5 x 30 seaters (2 interconnecting to seat 120 theatre style)
- Seminar Rooms: 4 x 15 seaters
- Each classroom contains:
  - Student desks and chairs
  - Lectern
  - Whiteboard
  - Screen
  - Display board
  - Projector and speakers
  - Internet access
- Fully equipped bar and kitchen facilities
- Stage and PA
- Quality laboratories and simulation centres are hired external to the GUC where required
EXAMINATION CENTRE

- Examination invigilation and processing for students enrolled in degree courses supported by the GUC
- These services are also available on a fee-for-service basis for other external students not covered under a supported university partnership

STUDENT ORIENTATION (SEMESTERS 1 AND 2)

- GUC orientation:
  - Tour of GUC facilities and introduction to centre's policies, procedures, roles and responsibilities
  - Hollomby Foundation scholarship information
  - Networking and social opportunities for students
- Specific orientation to relevant university partner
  - Program requirements
  - Timetables
  - Understanding parent university online platforms, administrative requirements and support services
- Workshops to develop student skills and understanding including:
  - Academic writing and referencing
  - Using online library
  - Critical reading

GRADUATION

- Celebrating success of students graduating from university partners at GUC
- GUC coordinates and caters for the event in liaison with university partners
- VIPS invitations and briefings for university partner representatives
- Graduation Programs
  - Rehearsals with graduands and MC
  - Regalia for graduands and staff
  - Secures Testamurs for presentation

SCHOLARSHIPS & AWARDS

Through the support of the Hollomby Foundation, scholarships and prizes are provided to support GUC students each year.

- GUC negotiates financial support for regional scholarships with local businesses, agencies, government, industry and individuals
- Administration of scholarship application and selection processes
- Celebrating benefactors and scholarship award winners through publicity and acknowledgement at graduation
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