

Undergraduate Program Handbook 2018

Faculty of Education and Arts

Federation University Australia

www.federation.edu.au

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Message from the Executive Dean

Welcome to the Faculty of Education and Arts, Federation University Australia. Our staff are committed to providing the best learning experience for you in a personalised environment. We hope that you enjoy your time while you are studying at University.

This handbook is to assist students enrolled in our programs; it is as up to date as we can make it at the time of printing.

It is important that you are informed about your program and the University. Most information sources are located on the University website. It is a good idea to be familiar with the content available on these sites:

Faculty of Education and Arts: <http://federation.edu.au/faculties-and-schools/faculty-of-education-and-arts>

Starting at FedUni: <http://federation.edu.au/students>

University Library: <http://federation.edu.au/library>

University Regulations: <http://federation.edu.au/staff/governance/legal/feduni-legislation>

MyStudent Centre: <http://mysc.federation.edu.au>

Important Dates: <http://federation.edu.au/students/essential-info/administration/important-dates>

I hope this handbook is of assistance to you as you move through the successive stages of your program. If you have any queries, at any stage of your program, please do not hesitate to contact your Program Leader.

I hope that your FedUni experience is a rewarding one, I wish you success with your studies.

Sincerely,

Professor John McDonald

Executive Dean, Faculty of Education and Arts

Support for Students

Study Skills and Writing Guides

These online guides aim to help students gain an understanding of university culture, and acquire the academic writing skills and critical thinking processes necessary to be successful. General guides are available for writing referencing, and assignment layout and appearance; these can be accessed here:

<http://federation.edu.au/current-students/learning-and-study/online-help-with/study-skills-and-writing-guides>

Study Skills Website

To provide students with timely information on study and writing skills, a 'one stop shop' website has been developed. This website contains information on referencing, assessment, research, critical thinking, punctuation, writing well, time management and much more. The study skills website can be accessed here:

<http://studyskills.federation.edu.au/>

Library

The library has a great range of support resources for students, which you can access at the Library website:

<https://federation.edu.au/library>

Student Connect

There are a wide range of support services provided by the Student Connect team, including counselling, disability support, health service, careers information, and the student advisory service. Find out more about what is on offer here:

<http://federation.edu.au/about-us/our-university/portfolios/student-support-and-services/student-connect>

Find out more about support for our International students here:

<http://federation.edu.au/international/life-at-feduni>

Student Advisory Service

This service is paid for by your Student Services and Amenities Fee (SSAF) and can help you with your University concerns. Please see: <https://federation.edu.au/current-students/assistance-support-and-services/student-support-services/student-advisory-service>

Student Futures (Centre for Learning Innovation and Professional Practice/CLIPP)

This department offers a range of programs to support students in navigating what can be a challenging learning environment. Programs which all students can get involved with include FedReady, student Mentors for commencing students, Peer Assisted Study Sessions (PASS), Academic Skills and Knowledge (ASK), Student Academic Leaders (SALs), Studiosity (previously known as YourTutor), Learning Skills Advisors (LSAs), Student blog and SWOTVAC (Study Without Teaching Vacation) study days. Get more info here: <https://federation.edu.au/future-students/study-at-feduni/student-support/student-futures-program>

Faculty Staff & University Contacts

Faculty Senior Team

Name	Position	Telephone	Email
Prof. John McDonald	Executive Dean	5327 9611	j.mcdonald@federation.edu.au
Ms April Hardy	Executive Assistant	5327 9612	a.hardy@federation.edu.au
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Dr Elizabeth Edmondson	Head of School, Arts, Humanities and Social Sciences	5122 6388	beth.edmondson@federation.edu.au
Dr Jeremy Smith	Deputy Head of Arts, Humanities and Social Sciences	5327 9633	js.smith@federation.edu.au
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Assoc Prof Margaret Plunkett	Associate Dean, Learning and Teaching	5122 6980	margaret.plunkett@federation.edu.au
Dr Alison Lord	Associate Dean, Student Retention and Success	5362 2702	am.lord@federation.edu.au
Prof. John McDonald	Associate Dean, Engagement	5327 9611	j.mcdonald@federation.edu.au

Faculty Program Leaders

Name	Program	Telephone	Email
Dr Alistair Harkness	HJ5 Bachelor of Criminal Justice and GCJ5 Bachelor of Arts (Crim. Jus.) (teach-out)	5122 6760	alistair.harkness@federation.edu.au
Ms Karen Felstead	TX5 Bachelor of Education (Primary & Secondary Prep–Year 10) TZ5 Bachelor of Education (Primary) TJ5 Bachelor of Education (P-6/P-10) (teach-out)	5327 6167	k.felstead@federation.edu.au
Dr Alison Lord	TG5 Bachelor of Education (Birth – Year 6)	5362 2702	am.lord@federation.edu.au
Dr Peter Sellings	TC5 Bachelor of Education Studies	5327 9554	p.sellings@federation.edu.au
Dr Anitra Goriss-Hunter	Education Joint Degrees (TA5, TF5, TL5, TO5, TR5)	5327 9326	a.goriss-hunter@federation.edu.au
Dr Xiaoli Jiang	HF5 Bachelor of International Studies & HX5 Bachelor of Arts (Int. Stud.) (teach-out)	5327 9614	x.jiang@federation.edu.au
Dr Carolyn Johnstone	HM5 Bachelor of Arts & HS5 Bachelor of Arts (Humanities and Social Sciences) (teach-out)	5327 9585	c.johnstone@federation.edu.au
Dr Tejaswini Patil Vishwanath	HC5 Bachelor of Community & Human Services	5327 6563	t.patilvishwanath@federation.edu.au
Dr Tim Harrison	HZ5 Bachelor of Social Sciences	5327 6265	t.harrison@federation.edu.au

Administrative and Technical Support

Name	Assistance	Telephone	Email
Student HQ	Enrolments, Program Planning, Fees etc.	1800 333 864	info@federation.edu.au
Service Desk	Information Technology & Systems issues	5327 9999	servicedesk@federation.edu.au

General Information

Federation University Legislation

Federation University is a self-accrediting University formed by an Act of Parliament. All our actions are regulated by legislation and this controls how we work. Students should be familiar with Academic Statutes and Regulations relating to their studies. These are the formal rules that regulate what we do. Information can be found via <http://federation.edu.au/staff/governance/legal/feduni-legislation>

Program Outline and Program Structure

For an outline of the Program you are enrolled in please go to Federation University homepage <http://federation.edu.au/> Scroll down to 'Course Finder' and search for the name of your program. Program Structures for enrolment can be found at <http://federation.edu.au/faculties-and-schools/faculty-of-education-and-arts/student-resources/new-enrolments>

Course Outlines

For an overview of the content of a specific course within a program, please visit the Faculty of Education and Arts website and navigate to Student Resources > Course Outlines: <http://federation.edu.au/faculties-and-schools/faculty-of-education-and-arts/student-resources/course-outlines2>

Program Fees

Please visit www.federation.edu.au/fees to obtain further information regarding Indicative Program Fees. Click on '2018 subject information', and search for the appropriate course code from the alphabetised list, and read more on commonwealth supported places.

Information for students about government assistance for financing tertiary study can be found at: <http://studyassist.gov.au/sites/studyassist/helppayingmyfees/csps/pages/commonwealth-supported-places>

Students are now advised of new fee invoices via email notification. Students can view or print their student fee invoice through myStudentCentre.

Enrolment Entitlements – Student ID Card:

➤ 'Accepting your Offer' page contains the link to the CaptureME portal.
Order your ID card on-line at <http://federation.edu.au/future-students/study-at-feduni/apply/domestic/accepting-your-offer>. You can also order a replacement ID card via this site. If you have any problems please contact Student HQ (1800 333 864) or email info@federation.edu.au. Your student ID card and number allow you to a login to the University's computer system and access other facilities including the Library. Students are required to present their ID card at the commencement of exams. Students can also use their student ID card to access 24hr computer labs.

Application for Credit and Recognition of Prior Learning

In certain circumstances, students may be eligible to apply for credit for previous study and/or experience. Please refer to the following policies, procedures, guidelines and forms regarding the acceptable process within the Faculty of Education and Arts. Additional resources can also be found on the general FedUni website: <https://federation.edu.au/staff/governance/quality/student-life-cycle/acceptance-and-enrolment/pathways-and-credit>

Important Dates

There are many crucial dates which students need to be aware of when it comes to their enrolment and university requirements. Please access this here: <http://federation.edu.au/current-students/essential-info/administration/important-dates>

Academic Calendar

Can be found at:

<https://federation.edu.au/current-students/essential-info/administration/important-dates>

Student Administration & Systems Information

Information Technology Services and Resources

For more information on **student printing**, accessing **computer labs**, accessing your **student email**, **changing your password**, **logging into the network and Wi-Fi** using your **student ID and password** and accessing the ITS **Service Desk portal** (ServiceNow) for IT help, please go to:

<http://federation.edu.au/current-students/assistance-support-and-services/information-technology-it-help> or call (03) 5327 9999.

Email and Office 365

Office 365 is available to all FedUni students on campus, and also available for students to download free on their PC or mobile devices. With Office 365 you get access to:

- Outlook email (with a 50GB quota) **Note: your student email is your full name followed by '@students.federation.edu.au'**. *This is your official university email account, and all university correspondence will be sent to this address. Students can also choose to **redirect their emails** to their personal email address by making adjustments in Settings > Your app settings > Mail*
 - One Drive (with a 1TB quota)
 - Outlook calendar
 - Office 365 Apps (MS Word, MS Excel, etc)
- It is your responsibility to read your emails throughout your program of study as this is a main point of contact for communication.***

myStudentCentre

myStudentCentre (mySC) is an online student administration system for Federation University Australia. mySC can be used to view and update your personal details such as your address and contact numbers, accept your offer/s, enrol in classes, view your results, download your unofficial academic transcript/results statement and pay your student fees. ***Please note that failing to update your contact details may result in you missing vital university communications.***

You can access myStudentCentre by going to the following website: <http://mysc.federation.edu.au>.

How-to guide for use of mySC:

<http://federation.edu.au/current-students/tafe-my-student-centre-mysc-assistance/how-to-use-my-student-centre#offer>

Moodle

Moodle is the University's Learning Management System (LMS) that most lecturers use for online teaching. Moodle contains teaching resources, assignments; exercises and communication tools such as chat and message boards. Students can download resources and can upload assignments and other material. **You are expected to be active on Moodle and to participate in forum discussions.** Required log-in details are your student ID and password (same as for email and mySC).

Information and help on **how to use Moodle** and other Learning Management Systems can be found at: <https://federation.edu.au/current-students/learning-and-study/online-help-with/lms>

Please note that removing yourself from a course in Moodle does **not** automatically alter your enrolment in myStudentCentre.
Contact your Course Coordinator, lecturer or Program Leader for course-specific Moodle enquiries.

Enrolment

You are responsible for organising your own enrolment and your program of study.

The Faculty of Education and Arts will provide you with information for enrolment from year to year in the form of the aforementioned program structures; you must take responsibility for planning your program. *Messages will be sent to you on the University email system (see page 8).*

Enrolment Amendments: adding, swapping or un-enrolling/withdrawing/'dropping' courses

Students wishing to alter the courses in which they are enrolled must amend their enrolment online using MyStudent Centre. Contact **Student HQ** for assistance.

Please refer to **Important Dates** and observe **Census Dates** before attempting to amend enrolment, particularly for un-enrolling/withdrawing/dropping courses from their enrolment before incurring fees or academic penalty. Students should also seek academic counselling from their course coordinator or program leader prior to modifying their enrolment. Enrolment can occur across the university calendar in accordance with current course offerings in your program: Late Summer, Semester 1, Winter, Semester 2, Spring, Early Summer.

Restricted enrolment

Restricted enrolment occurs when a student's academic progress has been deemed unsatisfactory over the course of a semester. This determination is made by the Academic Progress Committee (please see page 20 for more information on this Committee), applying the rationale that the likelihood of success will be increased if the student has a lower academic load. Students with notice of a restricted enrolment are not permitted to undertake a full academic study load for the specified period.

Over-enrolment

Students are only allowed to over-enrol if they have discussed and have evidence of permission from their Program Leader. To over-enrol you may need to seek assistance from Student HQ.

Cross-Institutional Studies

For further information regarding Cross Institutional Studies, please refer to the following university guidelines: <http://federation.edu.au/current-students/essential-info/tuition-fees-and-charges/higher-education/cross-institutional-enrolment>

Course Descriptions

Before the first two weeks of classes commencing you will be able to view a Course Description for each of the courses you enrol in, on the University Moodle website once you log in.

Students are advised to retain this course description for future reference, as the Faculty of Education and Arts does not make available additional hard copies to students.

This Course Description gives you:

1. A brief statement of purpose for each of the learning tasks outlining how each task relates to the learning objectives of the course.
2. A brief description of what you will be required to do to complete each learning task.
3. A clear statement indicating which learning tasks will be graded and the particular weightings of these graded tasks in the assessment of the course.
4. An explicit statement of the specific criteria for assessment written in a way that students can understand.
5. A statement of the due dates (and if possible estimated dates for return of work and provision of feedback to students).
6. A brief statement outlining the procedures for the submission and return of student work and for applying for extensions.

Communication with Academic staff

It is important that you keep in contact with course coordinators, program leaders, lecturers, tutors and mentors (if applicable). Generally, for course-specific queries, students should contact their tutor, lecturer or course coordinator in the first instance. For program-related enquiries, you can contact your program leader, course coordinator or Student HQ.

Telephone and Email Contact

To telephone or email staff, you can use two methods:

- Phone Student HQ on 1800 FED UNI (1800 333 864) and ask to get in contact with the appropriate person, or
- Phone the staff member direct by dialling (03) 5327 or (03) 5122 (depending on location of staff member) ---- and the 4-digit extension number, or email using the format *first.initial.surname@federation.edu.au* OR *firstname.surname@federation.edu.au*

If phone numbers or email addresses of teaching staff are not listed on Moodle, these can be found on the FedUni website by searching for the staff member's name.

Academic standards

Academic Writing

Academic work is normally written in a formal style. This style of writing requires you to present your ideas in a clear and logical manner, pay careful attention to grammar, punctuation and word usage, and observe any stylistic conventions that may exist in your subject area.

Information regarding academic writing can be found in 'The General Guide to Writing and Study Skills'. The General Guide provides general advice on reaching acceptable standards of academic work at Federation University Australia, with particular emphasis on the academic referencing styles required in undergraduate/postgraduate study. The guide can be found on the following website: <http://federation.edu.au/students/learning-and-study/on-line-help-with/study-skills-and-writing-guides>

This guide is also available for purchase from the University Bookshop.

If you are having trouble with your academic writing, Student Futures (CLIPP) are available to help you identify areas in need of improvement so you can enhance your academic work. They will assist with the presentation of academic work, specialising in: essay writing, note-taking, examination techniques, group work and presentation skills, time management, avoiding plagiarism, referencing and effective reading.

Submission of Assessable Work

It is your responsibility to ensure that assessable work reaches the lecturer concerned. You must arrange with the lecturer the procedure for submitting written work, which will be via electronic drop box. Submission details will be included in the course description. If you wish to vary the mode of submission you must arrange this with the lecturer concerned.

- 1) *Standard written assignments* (such as essays and reports) must be submitted online through Moodle. An online guide to submission can be found at the University's website at the following address: <http://federation.edu.au/staff/learning-and-teaching/clipp/elearning/elearning-hub/moodle-lms/how-to>
- 2) Submission of *hard copy non-standard assignments* will be limited to assessment such as art work and posters. Hard copy non-standard assignments should be submitted with a completed declaration/cover sheet attached. Unless your course coordinator has provided a particular form for you to complete, use one of the sheets available on Moodle.

- 3) Late submission policy: Lecturers expect you to be able to organise and manage your study load. If you are struggling to meet deadlines then approach the staff member concerned (see below).

IMPORTANT: Students are required to keep an electronic copy of all submitted work.

Applying for Extensions

The granting of an extension is a matter for the discretion of the lecturer in charge of a course. Applications for an extension must be made on the appropriate form (Assignment Extension form) at least 24 hours before a task or examination is due. Extension forms are on Moodle. Grounds for extension include illness (with provision of a medical certificate) and acute personal problems. Computer problems in themselves do not qualify as grounds for extension beyond 1 day. Information regarding the late penalty for each course is outlined in all course descriptions.

Penalties for Late Submission of Work

Work submitted late without an extension will be penalised. Please check your course description for late penalties that apply in your courses. Work submitted more than two weeks (i.e. 14 days) after the due date (*or, in the case of work for which an extension has been granted, two weeks after the negotiated extension date*) will not be assessed.

Special Consideration (including deferral of an examination)

From time to time, events occur which may affect your ability to study and complete the tasks we request of you. It is very important you let us know when you cannot fulfil the requirements of your course/s due to the following extenuating circumstances: medical reasons; loss or bereavement; hardship/trauma etc. You are required to submit an Application for Special Consideration (General) or Special Education (Deferred Examination) form to your Program Leader for approval before it can be processed by Student HQ. Please see the website for more information: <http://federation.edu.au/current-students/essential-info/administration/special-consideration>

Applying for Leave from Studies OR Withdrawal from All Studies

There are many reasons why you might feel like making changes to your study arrangements. Before you make any changes, it is important that you know all the options available to you. Please go to the following website: <http://federation.edu.au/current-students/essential-info/administration/taking-leave-or-withdrawing-from-studies>

Applications must be submitted to the Program Leader for approval before on-forwarding to HQ.

Turn-it-in: Online Assistance for Detection of Improper Referencing

Turnitin is available to students and staff to improve academic literacy and integrity by detecting accidental or deliberate use of another person's work without referencing/citation. The use of Turnitin may be compulsory depending on the course. More information can be found here: <http://federation.edu.au/staff/learning-and-teaching/clipp/elearning-hub/preventing-plagiarism2>

Plagiarism

The Faculty and the University regard as a very serious matter the action of a student who acts dishonestly or improperly (including plagiarism or cheating) in connection with his or her academic work.

Plagiarism includes the submission, without acknowledgment, of any text that is not the student's own and includes copying, in whole or part, the work of others.

Please refer to the website for detailed information on what defines plagiarism, how to avoid committing plagiarism, and the process for following the finding of a potential plagiarism case:

<https://federation.edu.au/current-students/learning-and-study/online-help-with/plagiarism>

Assessment Marking and Access to Student Grades

Assessment details will be made available to students throughout the semester. Generally all student work should be returned to students within a 2-4 week turn-around from the due date (this depends on the course and should be negotiated with the course co-ordinator and the student). This may involve access to grades via a forum post, Moodle grades or other means acceptable to both the course co-ordinator and the students.

Generally, the final assessable task/examination will not be returned to the student until after grade ratification is complete. Grade ratification involves looking at the student progression over the semester and ensuring all grades are valid and reliable. Final results for each course can be viewed online via myStudentCentre.

Assessment Categories

All results for each semester can be viewed on the publication date on *myStudent Centre* <http://mysc.federation.edu.au> by clicking on the following on the left hand side of the screen: 'Self Service > Enrolment > View my Grades'.

Grades for Courses:

HD	High Distinction	(80 - 100%)
D	Distinction	(70 - 79%)
C	Credit	(60 - 69%)
P	Pass	(50 - 59%)
S	Ungraded Pass	
MF	Marginal Fail	(40 – 49%)
F	Fail	(0 – 39%)
XF	Non-Assessed Fail	<i>(used when no assessable work has been submitted)</i>
UN	Ungraded Fail	

Incomplete Assessment Grades:

AD	Assessment deferred for up to 3 months
TD	Assessment deferred for 3 - 12 months
ZN	Supplementary assessment to be completed within 3 months

Additional Codes:	W	Withdrawn without academic penalty
	LW	Applied for late withdrawal
	TC	Transfer Credit

Please see <http://federation.edu.au/students/essential-info/administration/examinations-and-results/results/grade-point-average-gpa> for more information.

Final Grade Appeal

A student has a right of appeal against a final grade in a course. However, an appeal may only be based on specific grounds as detailed in Regulation 5.3 – Assessment: <http://federation.edu.au/about-us/our-university/portfolios/student-support-and-services/student-connect/student-advisory-service/appeals/appeal-final-grade> .

Please email educationarts.appeals@federation.edu.au

Academic Performance: Satisfactory versus Unsatisfactory

Academic Progress Committee

The Faculty of Education and Arts monitor students' progress regularly. Any student who fails 50% or more of courses in a semester, fails a practicum or fails the same course twice will be deemed to be making 'unsatisfactory progress' and will be required to discuss their progress with the Program Leader (or other designated authority).

Definitions

Satisfactory academic progress is demonstrated by the successful completion of all required assessments in each semester of the program as nominated in the curriculum document for that program. Students who progress through the program without interruption will complete in the prescribed timeframe.

Unsatisfactory academic progress is the term used when a student has demonstrated failure to satisfactorily complete a portion of their studies over a semester of study. Please refer to the website for conditions and consequences of unsatisfactory academic progress: <https://federation.edu.au/current-students/assistance-support-and-services/student-support-services/student-advisory-service/unsatisfactory-progress>

The outcome of the unsatisfactory progress may be one of the following:

- a) an exclusion from the program;
- b) suspension from the program for a specified period;
- c) restriction as to the enrolment in a particular course or courses in any subsequent teaching period;
- d) permitted to continue in the program subject to specified conditions; or
- e) permitted to continue in the program without conditions.

Academic Performance: Student Appeals

A student may appeal against the outcome of the unsatisfactory progress under paragraphs 1(2)(a) or 1(2)(b) which must be lodged in writing to the Dean within 20 working days of being notified of the outcome.

The Dean shall consider the appeal within 10 working days and may either: (a) dismiss the appeal; or uphold the appeal and reverse or amend the outcome of the unsatisfactory progress.

Students can appeal against the final decision of the **Academic Progress Committee** by submission to the **University Appeals Committee** under the University Regulations on Restriction or Exclusion: <http://federation.edu.au/students/assistance-support-and-services/student-support-services/student-advisory-service/appeals>

Please refer to the website for further information on the appeals process: <https://federation.edu.au/current-students/assistance-support-and-services/student-support-services/student-advisory-service/unsatisfactory-progress>

Graduation & Completion

Students will invited to graduate once they have completed their study as confirmed by their Faculty. The Graduations Office will automatically contact eligible students in the weeks after final grade completion. For information regarding graduation please go to: <http://federation.edu.au/current-students/essential-info/administration/graduations>

Examination Conduct

The University Handbook outlines the procedure and conduct for examinations under Statute 5.3 The Schedule Part 1.

Student Grievance Procedure

If a student is dissatisfied with a particular component of their enrolment and progression through their study at the university, they may explore the option of dealing with their issue within the Student Grievance Policy and Procedure. For more information refer to the link: <https://federation.edu.au/staff/governance/legal/grievances-and-complaints/student-grievances> or see the Student Advisory Service.

For further information and identification of the Student Grievance Officers within the Faculty, please contact the Faculty Grievance Officer Lesley Speed, (03) 5327 9759, l.speed@federation.edu.au.

Student Feedback

Student feedback is an important component of ensuring teaching quality assurance. Feedback regarding the courses and programs offered by the Faculty of Education and Arts is possible via several mechanisms. Students should generally raise concerns with staff in the following order (unless it is not appropriate): course coordinator; program leader; Deputy Heads of School, Heads of School and Executive Dean (as the last resort). Feedback will be accepted in the following forms of communications: via email, letter and personal discussion. All matters are kept confidential.

Online Student Feedback – eVALUate

eVALUate is Federation University's online survey tool for collecting Student Evaluation of Learning and Teaching for the actual teachers and the courses. Please see the website for information on how and when to access the FedUni Student Dashboard: <https://federation.edu.au/staff/business-and-communication/finance-at-feduni/seeg-services/evaluate>

Privacy and Freedom of Information Privacy

Student privacy is now protected by law. The University cannot disclose personal information to anyone without specific permission. However, a few exceptions exist, where the University is obligated to provide personal information to certain government bodies;

See the website for more information and examples:

<http://federation.edu.au/staff/governance/legal/legal-compliance/freedom-of-information>

Faculty of Education and Arts Programs Committee & Faculty Board

This Committee administers matters relating to teaching and learning in the Faculty including procedures; program review; curriculum planning, review and implementation; and quality assurance of all coursework programs. This Committee ratifies all student results and considers the recommendations about student progress made by the Faculty of Education and Arts' Academic Progress Committee. The Programs Committee welcomes feedback from students. Please see the faculty website for more information: <https://federation.edu.au/staff/faculty-board-and-committees/faculty-of-education-and-arts>

Student Representatives on Committees

The Faculty of Education and Art's Faculty Board and several committees include an elected student representative. The responsibilities of the student representative include communicating the concerns or suggestions of the group in relation to program matters. Students wishing to be considered for this role should contact their program leader and also watch their emails for Calls for Nominations for these positions.

Student Charter

https://federation.edu.au/data/assets/pdf_file/0005/205268/2015-Charter-FINAL-041114.pdf