



CHC
Higher Education

STUDENT HANDBOOK 2017

**Christian Heritage College
Student Handbook 2017**

Published by:

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Information in this publication was correct at time of printing: July 2017
Version 3

NB: All CHC policy statements, information sheets and forms referred to in this Handbook are available on the [CHC website](#).

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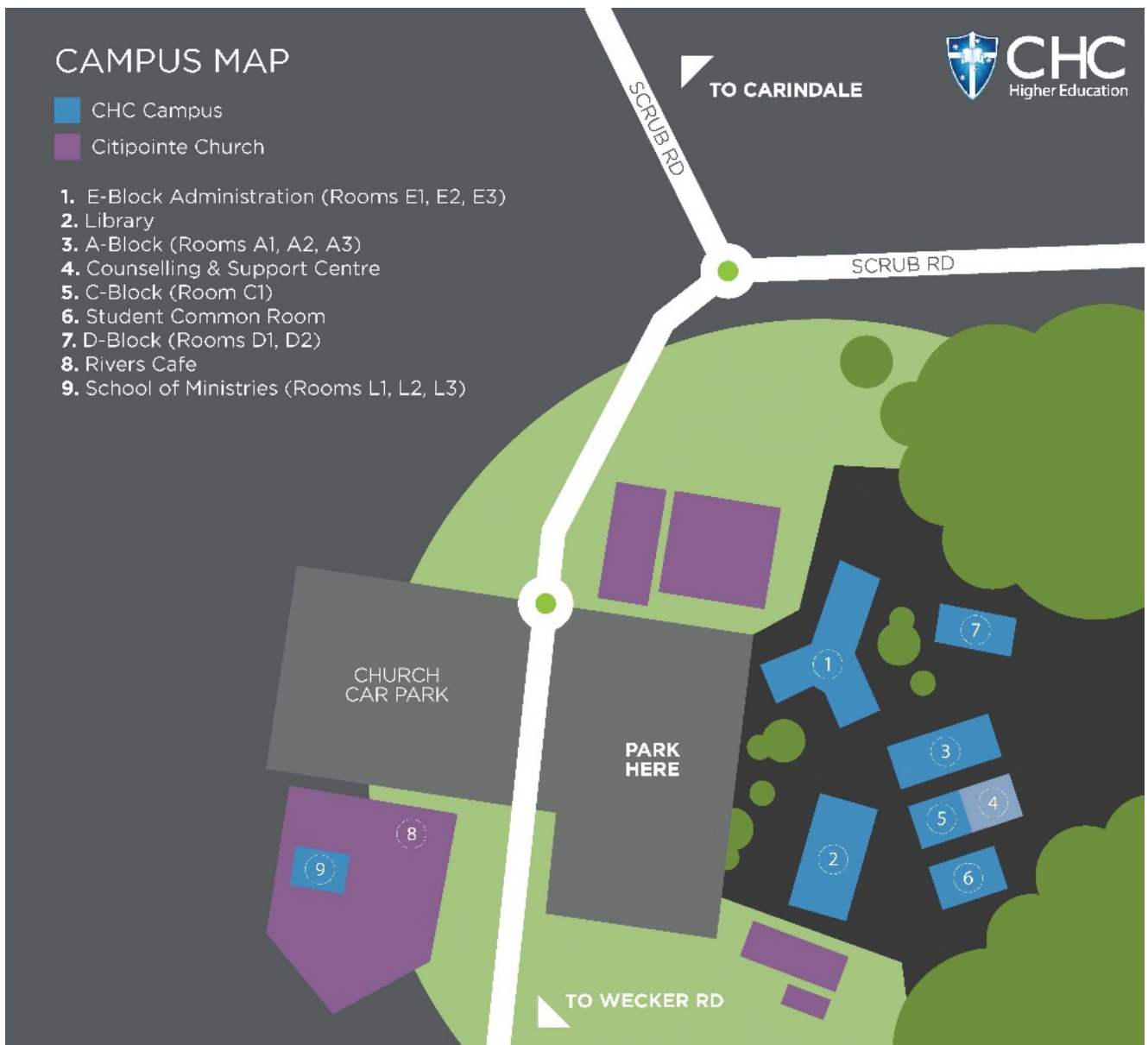
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Campus Map



Section 1: Introduction

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Welcome to Christian Heritage College (CHC). If you are new to CHC, we are delighted to have you enrolled with us. To those who are returning, thank you for continuing to study with us. To everyone, we appreciate your desire to study at a Christian institution, and we pray that we can help you to progress personally and professionally.

CHC is interested in seeing you grow academically, professionally and spiritually, and this Handbook provides information about services and advice that can help facilitate this growth while you study. It also contains procedural information to help you understand how CHC functions, and things you need to know regarding your enrolment and studies.

1.1 About CHC

CHC is the result of the vision of Christian Outreach Centre (now [International Network of Churches](#)) for Christian higher education in Australia. This desire led to the establishment of CHC in 1986.

CHC is committed to the development of programs, based on a Christian worldview and philosophy, which will meet the needs of both the Christian community and society in general. We wish to establish and foster an ethos and standard of Christian scholarship within a caring Christian environment. CHC endeavours to fulfil this by providing high quality graduates who possess a strong Christian commitment to God's call upon their lives, excellence in Christian scholarship and the integration of their Christian faith with their professional lives.

1.2 Strategic Plan – *Towards 2020: Raising the Standard*

The [Towards 2020: Raising the Standard](#) Strategic Plan builds upon the outstanding contributions of previous strategic planning initiatives undertaken at CHC. From this firm foundation, this plan's strategic thrust can be encapsulated across three key areas:

- strengthening culture;
- promoting excellence; and
- expanding influence.

These key areas assist in the plan's re-visioning, re-casting and re-affirming of a range of core strategic priorities and projects that collaboratively have been identified as important milestones to ensure the long term success and development of CHC as a premier Christian higher education provider.

1.3 Mission statement

The mission statement of CHC is:

Transforming people to transform their world.

CHC's courses will equip you to affect the world *within* as well as the world *around* you. A vital concept embedded in all CHC programs is transformation (Romans 12: 1-2) – the notion that we can be transformed by the power of Christ working in us, and that we can transform our world and the worlds of others as we become skilled in the gifts we have been given.

1.4 Core values

Bible based

CHC values the Bible as the inspired Word of God and the final referent in which we find the foundations for a Christian life and worldview. CHC is committed to the exploration of faith-learning perspectives across each of our discipline areas.

Christ centred

CHC understands that our identity is in Christ, in whom we live and move and have our being. He has pre-eminence in ALL things. An understanding of His love and His truth informs all our scholarship, learning, service and relationships.

Community oriented

CHC is committed to the cultivation and celebration of authentic relationships founded upon Christ's commands and expressed through vibrant community. CHC celebrates the rich diversity and inherent worth of every person as a carrier of the *Imago Dei* (the image of God) and our desire is to encourage, support and develop human flourishing and service across our community.

Scholarly focussed

Our faith calls us to seek understanding through scholarship infused with biblical principles and marked by a commitment to academic excellence. Our scholarship is an act of worship in which we seek to honour and glorify God through all our scholarly pursuits including teaching, learning, thinking and research.

Truth seeking

We believe that all truth is God's truth and are active in discovering and revealing truth in each of our discipline areas. CHC, through its staff and students, seeks to cultivate both a love for truth and a desire to earnestly search for truth.

1.5 Policy statements

The policy statements that guide the provision of education services to students at CHC aim to embody the Christian principles of respect, fairness and transparency. All policy statements referred to in this Handbook are available on the [Policies](#) page of the CHC website.

1.6 CHC calendar 2017

The information provided below is correct at the time of publication. Please check the [Calendar](#) on the CHC website on a regular basis as dates are subject to change.

SEMESTER 1, 2017 (2017S1)						WINTER SEMESTER, 2017 (2017WS) ⁽⁴⁾					
COMMENCING	CHC WEEK	BUSINESS CHRISTIAN STUDIES SOCIAL SCIENCES	EDUCATION ⁽¹⁾	MINISTRIES	MILLIS INSTITUTE	COMMENCING	CHC WEEK	BUSINESS CHRISTIAN STUDIES SOCIAL SCIENCES	EDUCATION	MINISTRIES	MILLIS INSTITUTE
20 February	0	2017S1 Orientation	2017S1 Orientation	2017S1 Orientation	2017S1 Orientation	5 June	1 ☉				
27 February	1					12 June	2 ★				
6 March	2 ☉					19 June	3 ☐				
13 March	3					26 June	4				
20 March	4 ★					3 July	5				
27 March	5 ☩†					10 July	6				
3 April	6					17 July		2017S1 Def/Supp exams 2017S2 Orientation	2017S1 Def/Supp exams 2017S2 Orientation	2017S1 Def/Supp exams 2017S2 Orientation	2017S1 Def/Supp exams 2017S2 Orientation
10 April	7 ①			Easter Break ⁽³⁾							
17 April ⁽²⁾	8 ②	Easter Break	Easter Break	Easter Break ⁽³⁾	Easter Break						
24 April	9 ③☐										
1 May	10 ④										
8 May	11										
15 May	12										
22 May	13										
29 May	14				Study Week						
5 June	15	Study Week									
12 June	16	Exam Week	Study Week	Study Week							
19 June	17	Exam Week	Exam Week	Exam Week							

Important Dates: ☉ Last day for adding units: 2017S1 - **Friday 10 March**; 2017WS - **Friday, 9 June** ★ Census date (Last day for dropping units without financial penalty): 2017S1 - **Wednesday 22 March**; 2017WS - **Monday, 12 June**

☐ Last day for dropping units without academic penalty: 2017S1 - **Friday 28 April**; 2017WS - **Friday 23 June**

Public Holidays: ① Good Friday: Friday 14 April ② Easter Monday: Monday 17 April ③ ANZAC Day: Tuesday 25 April ④ Labour Day: Monday 1 May **CHC Events:** ☩† School of Ministries Graduation (2016 graduands): Sunday 26 March

Notes: (1) Students in initial teacher education courses are to consult the calendar contained in the *School of Education, Humanities and Business – Education courses handbook* for the dates that apply to PEP units and Study/Exam Weeks.

(2) Universities Australia common vacation week (3) The School of Ministries has a two-week Easter break. (4) 2017WS is available to Millis Institute students only. Not available to commencing students.

SEMESTER 2, 2017 (2017S2)						SEMESTER 3, 2017 (2017S3) ⁽⁸⁾					
COMMENCING	CHC WEEK	BUSINESS CHRISTIAN STUDIES SOCIAL SCIENCES	EDUCATION ⁽⁵⁾	MINISTRIES	MILLIS INSTITUTE	COMMENCING	CHC WEEK	BUSINESS CHRISTIAN STUDIES SOCIAL SCIENCES	EDUCATION	MINISTRIES	MILLIS INSTITUTE
17 July	0	2017S1 Def/Supp exams 2017S2 Orientation	2017S1 Def/Supp exams 2017S2 Orientation	2017S1 Def/Supp exams 2017S2 Orientation	2017S1 Def/Supp exams 2017S2 Orientation	20 November	1				
24 July	1					27 November	2				
31 July	2	⊗ Ⓜ				4 December	3				
7 August	3					11 December	4	★ ✈	2017S2 Def/Supp exams	2017S2 Def/Supp exams	2017S2 Def/Supp exams
14 August	4	Ⓜ ★				18 December	5				
21 August	5					25 December ⁽⁹⁾	6	Ⓜ Ⓜ	Summer Break	Summer Break	Summer Break
28 August	6					1 January	6	Ⓜ Ⓜ			
4 September	7					8 January	7				
11 September	8	Ⓜ				15 January	8				
18 September	9					22 January	9	Ⓜ			
25 September ⁽⁶⁾		Spring Break	Spring Break	Spring Break ⁽⁷⁾	Spring Break	29 January	10				
2 October	10	Ⓜ		Spring Break ⁽⁷⁾		5 February	11				
9 October	11					12 February	12				
16 October	12					19 February	13	Exam Week	Exam Week	Exam Week	Exam Week
23 October	13										
30 October	14	Study Week		Study Week							
6 November	15	Exam Week	Study Week	Study Week	Exam Week						
13 November	16	Exam Week	Exam Week	Exam Week	Exam Week						

Important Dates: ⊗ Last day for adding units: 2017S2 - **Friday 4 August**; 2017S3 - **Friday 1 December** ★ Census date (Last day for dropping units without financial penalty): 2017S2 - **Thursday 17 August**; 2017S3 - **Monday 11 December**

Ⓜ Last day for dropping units without academic penalty: 2017S2 - **Friday 15 September**; 2017S3 - **Friday 5 January**

Ⓜ Brisbane Exhibition: Wednesday 16 August Ⓜ Queen's Birthday: Monday 2 October Ⓜ Christmas Day: Monday 25 December Ⓜ Boxing Day: Tuesday 26 December Ⓜ New Year's Day: Monday 1 January Ⓜ Australia Day: Friday 26 January

CHC Events: Ⓜ Open Day: Saturday 5 August ✈ Graduation (2016 graduands - not School of Ministries): Friday, 15 December

Notes: (5) Students in initial teacher education courses are to consult the calendar contained in the *School of Education, Humanities and Business – Education courses handbook* for the dates that apply to PEP units and Study/Exam Weeks.

(6) Universities Australia common vacation weeks (7) The School of Ministries has a two-week Easter break. (8) 2017S3 is a non-compulsory study period with a limited range of units on offer. Not available to commencing students.

(9) CHC closed Monday 25 December - Monday 2 January (inclusive)

1.7 Important dates 2017

The information provided below is correct at the time of publication. Please check the [Important Dates](#) on the CHC website on a regular basis as dates are subject to change.

Semester 1, 2017 last day of Early Bird payment (QTAC applications)	30 September 2016
Semester 1, 2017 unit selection on-time submission	20 January
Semester 1, 2017 close of applications	18 February
Semester 1, 2017 orientation program for commencing students	22-24 February
Semester 1, 2017 commences	27 February
Semester 1, 2017 last day for adding units	10 March
Semester 1, 2017 last day for dropping units without financial penalty	22 March ¹
School of Ministries graduation ceremony (2016 graduands)	26 March
Semester 1, 2017 mid-semester Break	17-21 April
Semester 1, 2017 last day for dropping units without academic penalty	28 April
On-time date for application to graduate - mid-year conferral	1 May
Winter Semester, 2017 unit selection on-time submission ²	15 May
Semester 2, 2017 close of on-time applications ³	19 May
Winter Semester, 2017 commences	5 June
Winter Semester, 2017 last day for adding units	9 June
Winter Semester, 2017 last day for dropping units without financial penalty	12 June ¹
Semester 1, 2017 exam period	12-23 June
End of Semester 1, 2017	23 June
Winter Semester, 2017 last day for dropping units without academic penalty	23 June
Semester 2, 2017 unit selection on-time submission	30 June
Semester 1, 2017 results released	10 July
Semester 2, 2017 close of applications	14 July
End of Winter Semester, 2017	14 July

Semester 1, 2017 deferred and supplementary exam period	17-21 July
Semester 2, 2017 orientation program for commencing students	20 July
Winter Semester, 2017 results released	25 July
Semester 2, 2017 commences	24 July
Applications for 2018 open	1 August
Semester 2, 2017 last day for adding units	4 August
Open Day	5 August
Semester 2, 2017 last day for dropping units without financial penalty	17 August ¹
On-time date for application to graduate - end-of-year conferral	1 September
Semester 2, 2017 last day for dropping units without academic penalty	15 September
Semester 2, 2017 mid-semester Break	25-29 September
Semester 1, 2018 last day of Early Bird payment (QTAC applications)	30 September
Semester 3, 2017 unit selection on-time submission ⁴	27 October
Semester 2, 2017 exam period	6-17 November
End of Semester 2, 2017	17 November
Semester 3, 2017 commences	20 November
Semester 3, 2017 last day for adding units	1 December
Semester 2, 2017 results released	4 December
Semester 3, 2017 last day for dropping units without financial penalty	11 December ¹
Semester 2, 2017 deferred and supplementary exam period	11-15 December
CHC graduation ceremony (2016 graduands) (not School of Ministries)	15 December
Semester 3, 2017 last day for dropping units without academic penalty	5 January 2018
End of Semester 3, 2017	23 February 2018
Semester 3, 2017 results released	12 March 2018

¹ Semester Census dates.

² Winter Semester is available to Millis Institute students only. Not available to commencing students.

³ Due date to apply and to submit documentation for major offer round.

⁴ Semester 3 is not available to commencing students.

Section 2: Administrative Matters – Domestic Students

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- 2.2 Full fee places
- 2.3 Commonwealth supported places
- 2.4 Tuition fees and student contribution amounts
- 2.5 Higher Education Loan Program (HELP)
- 2.6 Courses and units
- 2.7 Equivalent Full Time Student Load (EFTSL)
- 2.8 Census dates
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- 2.10 Commonwealth Higher Education Student Support Number (CHESSN)
- 2.11 Accessing your student assistance record
- 2.12 Code of Conduct
- 2.13 Course Assurance and Tuition Assurance arrangements for domestic students
- 2.14 Grievance policies for domestic students

Further information regarding most of the topics in this section can be found on the Australian government's *Study Assist* website (www.studyassist.gov.au). CHC advises all students to become familiar with this website.

2.1 Classification of students

The Australian government's *Higher Education Support Act (HESA) 2003* (Cth) classifies students as **domestic students** or **overseas students**.

Domestic students are Australian citizens, New Zealand citizens (including a diplomatic or consular representative of New Zealand, a member of staff of such a representative or spouse or dependent relative of such a representative), or holders of a permanent visa. CHC can offer domestic students a *full fee place* or a *Commonwealth supported place* depending upon the course of enrolment and availability of places.

All other students are considered to be **overseas students**. For information regarding Administrative Matters and Enrolment Matters, overseas students should refer to Sections 3 and 5 of this Handbook.

2.2 Full fee places

Domestic students who are enrolled at CHC are enrolled in **full fee places**. This applies to all domestic students at CHC except those who are enrolled in initial teacher education courses.

2.3 Commonwealth supported places

A **Commonwealth supported place (CSP)** is a higher education place for which the Australian government provides the majority of the cost of a student's education. CHC offers Commonwealth supported places in initial teacher education courses only.

2.4 Tuition fees and student contribution amounts

For domestic students in full fee places

If you are a domestic student in a full fee place, you pay **tuition fees** as set by CHC.

For students in Commonwealth supported places

If you are in a Commonwealth supported place, you pay a **student contribution amount** as set by CHC up to a maximum that is determined by the Australian government. Different student contribution amounts apply to units depending upon the fields of education into which the units are classified, as determined by the Australian government.

For information regarding tuition fees and student contribution amounts, see the [Fees and Charges](#) information sheet.

2.5 Higher Education Loan Program (HELP)

Domestic students who meet citizenship requirements (see Section 6.1.2) have access to the *Higher Education Loan Program (HELP)* to assist in paying either their tuition fees or their student contribution amount. These are income-contingent loans and are known as **FEE-HELP** and **HECS-HELP**.

Domestic students in full fee places who meet citizenship requirements are eligible for **FEE-HELP** assistance to defer payment of all or part of their tuition fees.

Commonwealth supported students who meet citizenship requirements are eligible for **HECS-HELP** assistance to defer payment of all or part of their student contribution amount.

For further information, see the booklets, *FEE-HELP Information 2017* and *Information for Commonwealth Supported Students 2017*, the [Financial Information](#) page on the CHC website, and the [Study Assist](#) website.

Commonwealth supported students also have access to **OS-HELP**, which is intended to assist eligible students to undertake part of their course of study overseas and can be used for expenses such as airfares, accommodation and other travel or study expenses. HECS-HELP and FEE-HELP loans are available only if the overseas portion of study is covered by a formal exchange agreement between the student's Australian provider and the overseas provider, whereas OS-HELP loans are available regardless of whether or not the overseas study is covered by a formal agreement.

For further information, see CHC Policy: [OS-HELP](#) and the [Study Assist](#) website. Applications for OS-HELP are to be made using the [OS-HELP Debt Confirmation](#) form. This is a password-protected form; if you wish to complete an OS-HELP application, please contact CHC Student Administration at sadmin@chc.edu.au.

2.6 Courses and units

At CHC, students enrol in a **course** which is the complete award with which a student graduates upon the completion of the requirements for that course. Courses consist of **units**, which are individual components of a course which are usually one **semester** in length.

The academic year is divided into two compulsory semesters, each of 16 weeks (excluding holidays): Semester 1 runs from February/March to June, and Semester 2 from July to November.

CHC also offers two non-standard, non-compulsory teaching periods in the academic year that have fewer teaching weeks than Semesters 1 or 2 and in which a limited range of units is available in intensive or external modes. These are Winter Semester and Semester 3. Winter Semester (June-July) is available only to students who are enrolled in the accelerated track of the Bachelor of Arts in the Liberal Arts, while Semester 3 (November-February) is available to students in a larger number of courses.

At CHC, each unit carries a weighting of 10 credit points (10cp) unless otherwise indicated. Each 10 credit point unit normally has an EFTSL value of 0.125 (see Section 2.7) and a minimum semester workload of **150 hours**. This includes aspects such as scheduled contact time, personal study, preparation of assessment tasks and examinations (as applicable). Unit outlines include a breakdown of these aspects as they apply to each unit.

2.7 Equivalent Full Time Student Load (EFTSL)

Equivalent Full Time Student Load, or 'EFTSL', is a measure of the annual study load of a student who is enrolled in a course on a full time basis. This means that each unit you undertake has an **EFTSL value** attached to it which indicates its value in relation to a normal full time study load. A normal full time study load over one year in any given course is equivalent to a value of '1.0'.

Each unit in which you enrol in an academic year has an EFTSL value which is related to the number of units that constitutes a normal full time study load in your course, and is an equal fraction of '1.0', as follows:

- for all courses *except* the Graduate Diploma in Education (Secondary), a normal full time study load for one year is eight units, with each of those units having an EFTSL value of one-eighth of 1.0, which 0.125;
- for the Graduate Diploma in Education (Secondary), a normal full time study load for one year is ten units, with each of those units having an EFTSL value of one-tenth of 1.0, which 0.1.

Students who undertake the accelerated program within the Bachelor of Arts in the Liberal Arts enrol in an above-normal study load of five units in each of Semesters 1 and 2 and two units in Winter Semester. The units in the accelerated program retain their EFTSL value of 0.125, meaning that students undertake an annual study load of 1.5 EFTSL, thereby completing the course in two, rather than three, academic years.

For further information, see the [EFTSL Values for Units of Study](#) information sheet.

2.8 Census dates

What is the census date?

The census date is the date in a semester by which your enrolment details for that semester must be finalised.

CHC sets a census date for each unit of study offered in a calendar year. Information for units which have a census date between 1 January and 30 June (Semester 1 and Winter Semester) are published in October of the year prior to those units being offering, while information for units which have a census date between 1 July and 31 December (Semesters 2 and 3) are published in April of the same year in which those units are offered.

You should be aware of the census dates for your units by consulting the [Census Dates](#) information sheet, as you are responsible for meeting the requirements of CHC's census date deadlines. You must check that all enrolment and payment details are correct on or before the census date for each unit.

Please note that census dates apply to **all** units, including intensives, practicum and internship units, being offered in a particular semester.

The census dates for 2017 are:

- Semester 1, 2017 - Wednesday, 22 March 2017
- Winter Semester, 2017 - Monday, 12 June 2017
- Semester 2, 2017 - Thursday, 17 August 2017
- Semester 3, 2017 - Monday, 11 December 2017

Importance of the census date

The census date is important because it is the **deadline** for a range of essential aspects of your enrolment.

For domestic students in full fee places

By the close of business on census date, you must have:

- finalised your enrolment with CHC;
- paid all or part of your tuition fees **and/or** submitted a completed *Request for FEE-HELP* form if you wish to defer all or part of your tuition fees⁵; and
- provided your Tax File Number (TFN) if you have requested a FEE-HELP loan⁵.

If you remain enrolled in a unit at the close of business on census date you will:

- be liable for the balance of any part of your tuition fees which have not been paid upfront; and
- incur a FEE-HELP debt, if you have requested a loan for your tuition fees for that unit⁵.

For students in Commonwealth supported places

By the close of business on census date, you must have:

- finalised your enrolment with CHC;
- submitted a completed *Request for Commonwealth support and HECS-HELP* form;
- paid all or part of your student contribution amount; and
- provided your Tax File Number (TFN) if you have requested a HECS-HELP loan⁵.

If you remain enrolled in a unit at the close of business on census date you will:

- be liable for the balance of any part of your student contribution amount which has not been paid for that unit; and
- incur a HECS-HELP debt, if you have requested a loan for your student contribution amount for that unit⁵.

For all students

You must have a TFN by the census date of the first semester in which you request access to HELP. If you do not have an existing TFN, you must apply immediately to the Australian Taxation Office (ATO).

Please note that the following restrictions apply, according to Australian government legislation:

- Students are not permitted to submit HELP request forms after the census date for a semester.
- CHC is able to accept payments from students prior to the census date for a semester only. After the census date, all payments must be made directly to the ATO.

⁵ Eligible students only.

Census date and your enrolment

The following table outlines the impact of missing the census date.

If, by the census date, you do not ...	Then ...
<ul style="list-style-type: none">complete your enrolment requirements	CHC may cancel your enrolment.
<ul style="list-style-type: none">complete your <i>Request for FEE-HELP</i> form and not have paid your tuition fees in full	CHC may cancel your enrolment.
<ul style="list-style-type: none">submit your Tax File Number (TFN) and your <i>Request for FEE-HELP</i> form, ormake a full upfront payment of your tuition fees	CHC may cancel your enrolment as a full fee paying student.
<ul style="list-style-type: none">complete your <i>Request for Commonwealth support and HECS-HELP</i> form	CHC must cancel your enrolment as a Commonwealth supported student.
<ul style="list-style-type: none">submit your Tax File Number (TFN), ormake a full upfront payment of your student contribution	CHC must cancel your enrolment as a Commonwealth supported student.

Census date and your HELP debt

If you have requested a FEE-HELP loan for your tuition fees or a HECS-HELP loan for your student contribution amount, you will incur a debt on the census date for the balance of any part of your tuition fees or student contribution amount which have not been paid upfront.

You will not incur a HELP debt if you formally withdraw on or before the census date. Please note that the date of withdrawal is the date on which written notification is received by CHC.

Requesting a remittance of monies paid

If, after the census date for a semester, you discontinue your enrolment in a unit and wish to request a remittance of monies paid for that unit, either as tuition fees or student contribution amount, you are to submit your request in writing to CHC outlining the reasons for your request and including any information and/or documentation which is relevant to your request.

In making decisions regarding such requests, CHC must abide by the Australian government legislation regarding the remittance of monies, under which students must meet three tests:

- the condition was not in evidence prior to the census date for a semester; and
- the impact of the condition was not known; and
- the condition was beyond your control.

For further information, see CHC Policy: [Grievance Policy and Procedures for Domestic Students – Re-crediting ‘HELP’ Debt and Review of Decisions](#).

2.9 Commonwealth Assistance Notice (CAN)

CHC must issue a Commonwealth Assistance Notice (CAN) to all students enrolled in a unit of study who have sought FEE-HELP and/or HECS-HELP assistance, and/or who are Commonwealth supported for that unit. Commonwealth Assistance Notices are dispatched no later than 28 days after the census date in a semester.

For domestic students in full fee places

If you have applied for FEE-HELP assistance, your CAN will include information on:

- the tuition fees for your unit(s);
- the amount of any upfront payments you have made;
- the units of study for which you have received FEE-HELP; and
- the loan fee for undergraduate units of study.

For students in Commonwealth supported places

If you are in a Commonwealth supported place, your CAN will include information on:

- the units of study for which you have received Commonwealth assistance;
- your student contribution amounts;
- the amount of any upfront payments you have made; and
- your HECS-HELP assistance.

Checking your CAN

It is your responsibility to ensure the accuracy of the information contained in the CAN that is sent to you each semester.

If you believe that any information in a CAN you have received is incorrect, you are to provide a written application to CHC asking for the relevant CAN to be corrected. Your application should identify the information in the relevant CAN that you believe is not correct, and specify why you believe it is not correct. Your application must be submitted to CHC **within 14 days** of the date of the dispatch as noted on your CAN.

If you do not submit a written request for the accuracy of the information in the CAN to be reviewed, you will incur the debt for the units noted in the CAN.

2.10 Commonwealth Higher Education Student Support Number (CHESSN)

What is a Commonwealth Higher Education Student Support Number (CHESSN)?

A Commonwealth Higher Education Student Support Number (CHESSN) is a unique identifier that all higher education providers, including CHC, must use in communications with the Australian government concerning a person who:

- is enrolled, or seeking to enrol, in a unit of study with any higher education provider in Australia;
- has indicated that he or she is seeking to access FEE-HELP or HECS-HELP for the unit, or is a Commonwealth supported student for the unit.

This CHESSN will remain linked to you for the remainder of your academic life and, after that, for the purposes identified below.

What is the CHESSN used for?

The CHESSN is used to manage the:

- Higher Education Loan Program (HELP); and
- Commonwealth Scholarships.

The CHESSN is limited in its use to monitoring Commonwealth Assistance to eligible higher education students, including the provision of data to the Tax Office regarding HELP debts.

2.11 Accessing your student assistance record

You can use your CHESSN to log in to the [My Uni Assist](#) area of the [Study Assist](#) website. The following information is contained in this area (as applicable):

- available FEE-HELP assistance;
- use of FEE-HELP assistance;
- remaining FEE-HELP assistance;
- FEE-HELP debt reported to the Australian Taxation Office (ATO);
- FEE-HELP assistance, loan fees and total debts incurred for each unit that has incurred a FEE-HELP debt;
- total HECS-HELP debt;
- HECS-HELP debts and discounts incurred for each Commonwealth supported unit;
- remission of any HELP debt due to special circumstances;
- SA-HELP debt reported to the Australian Taxation Office (ATO)⁶.

It is important that you are familiar with the information that is available within this portal, and with the need to provide CHC with up-to-date personal details. Information regarding the collection and use of your personal details, and how to change your personal details, can be found on the [Study Assist](#) website.

2.12 Code of Conduct

In accordance with its foundation on Christian principles, CHC is concerned to maintain the highest levels of personal and professional, moral and ethical conduct. Further, CHC aims to create a constructive environment for academic achievement, for Christian community and for personal growth. The Scriptures establish basic principles of behaviour and respect, and the basis for dealings among members of the CHC community should be one of mutual respect. The CHC [Code of Conduct](#) aims to engender a commitment to these values.

The CHC [Code of Conduct](#) encourages all members of the CHC community to recognise the potential of each individual for personal growth and transformation, and acknowledge, with grace, the varied life journeys of individuals. It promotes academic integrity and seeks to allow reasonable freedom for students to pursue study and research and to participate in community life at CHC, as well as respect the property of CHC, the wider Citipointe campus and members of the CHC community. The CHC [Code of Conduct](#) also provides clear guidelines regarding the grounds on which any suspension or cancellation of enrolment at CHC may occur.

2.13 Course Assurance and Tuition Assurance arrangements for domestic students

Under the provisions of the *Higher Education Support Act 2003* (Cth), CHC is required to provide domestic students with Course Assurance and Tuition Assurance arrangements. The objective of such arrangements is to afford protection to students in the event CHC ceases to be able to provide a course of study.

Course Assurance arrangements

If CHC ceases to be able to provide a course of study, students enrolled in that course are able to enrol in a similar course of study with another higher education provider and receive full credit towards the same or a comparable qualification from the second provider for any successfully completed units of study undertaken as part of that course of study.

CHC has established Course Assurance arrangements with Avondale College of Higher Education.

⁶ CHC previously charged the Student Services and Amenities (SA) Fee, for which students may have a HELP debt. CHC will not charge this fee in 2017.

Tuition Assurance arrangements

If CHC ceases to be able to provide a course of study, students enrolled in that course are able, if necessary, to receive a payment equivalent to any student contribution amount (for students in Commonwealth supported places) or tuition fees (for domestic students in full fee places) paid for any undelivered unit of study. A refund need not be paid to a student where CHC, with the agreement of the student, transfers to another provider the student's contribution amount or tuition fees for any uncompleted units of study in order for the student to complete study with that provider.

CHC has established Tuition Assurance arrangements through Christian Outreach Centre Australia and is administered by Council of Private Higher Education (COPHE).

2.14 Grievance policies for domestic students

In accordance with its foundation on Christian principles, CHC is concerned to maintain the highest levels of student confidence in the quality and integrity of CHC's courses and administrative practices.

Because people are important, people's grievances are especially important. Students are entitled to justice in all their interactions with CHC. In addition, unresolved grievances prevent students from gaining the full benefit from the course in their learning and growth.

Separate grievance policies exist for domestic students, depending upon the nature of the grievance:

- [*Grievance Policy and Procedures for Domestic Students – Academic Grievances*](#)

Academic grievances concern issues such as transfer of credit, student assessment, academic grades and other course-related matters.

- [*Grievance Policy and Procedures for Domestic Students – Non-Academic Grievances*](#)

Non-academic grievances concern administrative matters such as institutional practices, financial issues, resources, marketing, physical access for students with disabilities to facilities and services, and other issues covered by CHC's *Code of Practice*. The non-academic grievance procedures are available to current CHC students and to those seeking admission to CHC.

- [*Grievance Policy and Procedures for Domestic Students – Re-crediting 'HELP' Debt and Review of Decisions*](#)

If a student does not complete the requirements of a unit due to special circumstances, they can apply to have their HELP balance remitted. The legislation which governs re-crediting and remittance requires that these circumstances were beyond the student's control, did not make their full impact until after the census date for the unit, and made it impracticable for the student to complete the unit requirements.

Section 3: Administrative Matters – Overseas Students

- 3.1 Classification of students
- 3.2 The ESOS Act (2000) (Cth)
- 3.3 Overseas student tuition fees
- 3.4 Courses and units
- 3.5 Completion within the expected duration of study
- 3.6 Equivalent Full Time Student Load (EFTSL)
- 3.7 Study loads
- 3.8 Modes of study
- 3.9 Census dates
- 3.10 Satisfactory course progress
- 3.11 Code of Conduct
- 3.12 Tuition Protection Service (TPS)
- 3.13 Grievance policy for overseas students

Further information regarding most of the topics in this section can be found on the Australian government's *Study Assist* website (www.studyassist.gov.au). CHC advises all students to become familiar with this website.

3.1 Classification of students

The Australian government's *Higher Education Support Act (HESA) 2003* (Cth) classifies students as **domestic students** or **overseas students**.

Domestic students are Australian citizens, New Zealand citizens (including a diplomatic or consular representative of New Zealand, a member of the staff of such a representative or the spouse or dependent relative of such a representative), or holders of a permanent visa.

All other students are considered to be **overseas students**.

Overseas students who come to Australia for the purpose of undertaking a course of study do so under the provisions of a **student visa** issued by the Department of Immigration and Border Protection of the Australian government. Student visas are a type of temporary visa and, as with holders of all types of temporary visas, overseas students must observe the conditions of their visa. These conditions are outlined in legislation such as the *Education Services for Overseas Students (ESOS) Act* (Cth) and the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007* (the National Code) which is established under the ESOS Act.

There may be circumstances when individuals who are in Australia on other types of temporary visas, such as Business visas or Spousal visas, may wish to apply to undertake a course of study. In this case, the Department of Immigration and Border Protection should be consulted for advice regarding whether the conditions of the particular visa held by an individual include the right to study. If the right to study is allowed and an application for admission is approved, the student is classified as an overseas student and pays overseas student tuition fees but is not subject to the conditions of the ESOS Act (2000) or the National Code (2007).

The information included in this section applies to overseas students who are studying under the provisions of a **student visa**.

3.2 The ESOS Act (2000) (Cth)

The Tertiary Education Quality and Standards Agency (TEQSA) regulates the education and training sector's involvement with overseas students studying in Australia on student visas. It does this through the *Education Services for Overseas Students (ESOS) Act (2000) (Cth)* which protects the interests of these students. The legislation mandates a nationally consistent approach to registering education providers so that the quality of the tuition, and associated services offered to students, remains high. The professionalism and integrity of the industry is further maintained by the ESOS legislation's interface with immigration law. This imposes visa related reporting requirements on both students and providers. A description of the ESOS legislative framework is available on the website of the Australian Department of Education and Training at <https://internationaleducation.gov.au/Regulatory-Information/Pages/Regulatoryinformation.aspx>

CHC is registered with TEQSA to provide higher education courses to overseas students and complies with the *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007* (the National Code). CHC is included on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) (<http://cricos.education.gov.au/>), which is managed by the Department of Education and Training of the Australian government.

3.3 Overseas student tuition fees

If you are an overseas student, you pay **tuition fees** as set by CHC. These fees are determined in accordance with guidelines set by the Australian government. Overseas students should be aware that tuition fees are subject to annual increase and that the revised annual fee will apply to all overseas students who are currently enrolled at CHC, not to commencing students only.

Overseas students are not eligible for FEE-HELP, HECS-HELP or OS-HELP assistance and are to pay their tuition fees upfront on a semester-by-semester basis, following the payment of the specified fees as part of the enrolment process.

For information regarding tuition fees and all additional fees and charges, see the [Fees and Charges](#) information sheet.

3.4 Courses and units

At CHC, students enrol in a **course** which is the complete award with which a student graduates upon the completion of the requirements for that course. Courses consist of **units**, which are individual components of a course which are usually one **semester** in length.

The academic year is divided into two compulsory semesters, each of 16 weeks (excluding holidays): Semester 1 runs from February/March to June, and Semester 2 from July to November. CHC also offers two non-standard, non-compulsory teaching periods in the academic year that have fewer teaching weeks than Semesters 1 or 2 and in which a limited range of units is available in intensive or external modes. These are Winter Semester and Semester 3. Winter Semester (June-July) is available only to students who are enrolled in the accelerated track of the Bachelor of Arts in the Liberal Arts, while Semester 3 (November-February) is available for a larger number of courses.

At CHC, each unit carries a weighting of 10 credit points (10cp) unless otherwise indicated. Each 10 credit point unit has an EFTSL value of 0.125 (see Section 3.6 below) and has a minimum semester workload of **150 hours**. This includes aspects such as scheduled contact time, personal study, preparation of assessment tasks and examinations (as applicable). Unit outlines include a breakdown of these aspects as they apply to each unit.

3.5 Completion within the expected duration of study

Each course at CHC has an **expected duration of study** based upon the number of units required to complete the course and the full time study load in each semester associated with that course (compulsory study periods only). For example, a course that requires 24 units for completion with a full time study load of four units per semester (compulsory study periods only) will have an expected duration of study of six semesters, or three years.

The expected duration of study of a course is used to determine the **course end date** which is specified on your Confirmation of Enrolment (CoE).

CHC is able to extend the expected duration of your course in a limited number of circumstances only. These include:

- compassionate or compelling circumstances (for example, illness where a medical certificate states that you are unable to attend classes or if CHC is unable to provide a prerequisite unit); or
- CHC has implemented its intervention strategy for students who are at risk of failing to meet satisfactory academic progress requirements (see *Satisfactory Course Progress* below); or
- an approved leave of absence has been granted due to compassionate or compelling circumstances, or CHC has suspended your enrolment due to misconduct.

Where any of these circumstances result in the expected duration of your course being increased, CHC will notify the Department of Education and Training of this extension and will issue you with a new Confirmation of Enrolment (CoE) that indicates a revised expected course end date. Please note that any such change to your expected course end date will require you to apply to the Department of Immigration and Border Protection for a new student visa.

3.6 Equivalent Full Time Student Load (EFTSL)

Equivalent Full Time Student Load, or '**EFTSL**', is a measure of the annual study load of a student who is enrolled in a course on a full time basis. This means that each unit you undertake has an **EFTSL value** attached to it which indicates its value in relation to a normal full time study load. A normal full time study load over one year in any given course is equivalent to a value of '1.0'.

Each unit in which you enrol in an academic year has an EFTSL value which is related to the number of units that constitutes a normal full time study load in your course, and is an equal fraction of '1.0', as follows:

- for all courses *except* the Graduate Diploma in Education (Secondary), a normal full time study load for one year is eight units, with each of those units having an EFTSL value of one-eighth of 1.0, which 0.125;
- for the Graduate Diploma in Education (Secondary), a normal full time study load for one year is ten units, with each of those units having an EFTSL value of one-tenth of 1.0, which 0.1.

For further information, see the [EFTSL Values for Units of Study](#) information sheet.

3.7 Study loads

Australian student visa conditions require that overseas students maintain a study load which results in the completion of their course within the expected duration of study. Overseas students will normally need to undertake a standard full time study load in each semester (compulsory study periods only) in order to complete their course within this timeframe.

Student visa conditions do allow some flexibility in study programs by permitting students to vary study loads across semesters – that is, to undertake a *normal*, *reduced* or *increased* study load in each study period – as long as you complete your course by the course end date specified on your Confirmation of Enrolment (CoE).

In advising you of a study program to ensure that you complete your course within the expected duration of study, CHC will assume that you will undertake a standard full time load in each semester (compulsory study periods only) as applicable to your course.

Any variations you wish to make to your study load are to be discussed with and approved by your Course Coordinator as early as possible after your enrolment to ensure that you are able to undertake the remaining units in your course in such a way that your course end date is not affected – for example, by enrolling in Semester 3, or by enrolling in an increased or a reduced study load in Semesters 1 and/or 2. In proposing any such variations to your study program, you should be aware that not all units are offered in each study period, and that the schedule of units may not facilitate a variation to your study load.

3.8 Modes of study (see also Section 9.3)

Overseas students must generally undertake units in the *internal* mode for which classes are conducted oncampus in a face-to-face context and scheduled weekly across the semester.

Overseas students may also enrol in internal mode units that are offered as intensives, in which the contact hours for the semester are condensed into a number of whole days. These may be scheduled together as consecutive days, or as a series of one-, two- or three-day sessions at various points during the semester, and may be held both at weekends and during holiday periods.

CHC requires that, with regard to Semesters 1 and 2, overseas students enrol in a *minimum* of one internal unit for which classes are scheduled weekly across the semester. Variations to this may be allowed for reasons of course progression and/or completion, and are able to be granted by the Registrar (or their delegate) only.

All arrangements regarding units that are offered in the internal mode are advertised prior to the beginning of the semester in which they are being offered, in the CHC *Timetable and Intensives Schedule*.

Australian student visa conditions also allow overseas students to undertake up to 25% of their **total** course in the external mode. Overseas students are not permitted to enrol exclusively in external mode units in Semesters 1 and 2, but may study entirely by external mode in Semester 3.

If you wish to undertake units in the external mode, you will need to consult your Course Coordinator for information regarding which of the units in your course are available in this mode. You will also need to consult CHC Student Administration to ensure that you do not exceed the maximum number of units that you are able to undertake in the external mode.

If you reach the final semester of your course and have one unit complete and wish to remain in Australia for this unit, you must undertake it in the internal mode, unless it is undertaken in Semester 3. If this final semester is either Semester 1 or Semester 2, and the unit is available in the external mode, you may ask CHC to cancel your Confirmation of Enrolment (CoE) and return to your home country to complete the unit.

3.9 Census dates

What is the census date?

The census date is the date in a semester by which your enrolment details for that semester must be finalised.

CHC sets a census date for each unit of study offered in a calendar year. Information for units which have a census date between 1 January and 30 June (Semester 1 and Winter Semester) are published in October of the year prior to those units being offering, while information for units which have a census date between 1 July and 31 December (Semesters 2 and 3) are published in April of the same year in which those units are offered.

You should be aware of the census dates for your units by consulting the [Census Dates](#) information sheet, as you are responsible for meeting the requirements of CHC's census date deadlines. You must check that all enrolment and payment details are correct on or before the census date for each unit. Please note that census dates apply to **all** units, including intensives, practicum and internship units, being offered in a particular semester.

The census dates for 2017 are:

- Semester 1, 2017 - Wednesday, 22 March 2017
- Winter Semester, 2017 - Monday, 12 June 2017
- Semester 2, 2017 - Thursday, 17 August 2017
- Semester 3, 2017 - Monday, 11 December 2017

Importance of the census date

The census date is important because it is the **deadline** for a range of essential aspects of your enrolment.

By the close of business on census date, you must have:

- finalised your enrolment with CHC; and
- paid your tuition fees upfront.

If you do not complete your enrolment requirements and have made full payment of your tuition fees by the census date, CHC may cancel your enrolment.

Requesting a refund of monies paid

If, after the census date for a semester, you discontinue your enrolment in a unit(s) or course(s) and wish to apply for a refund of monies paid, you are to submit a written request to CHC that outlines the reasons for your request and includes any information and/or documentation which is relevant to your request. A full statement regarding this process is available in CHC Policy: [Refunds for Overseas Students](#).

3.10 Satisfactory course progress

It is a condition of your student visa that you maintain satisfactory course progress.

Under the provisions of CHC Policy: [Review of Academic Progress for Overseas Students](#), if you fail two or more units in a semester, or if you fail the same unit more than once, you will be identified as being at risk of failing to maintain satisfactory course progress, and a Review of Academic Progress (RAP) will be implemented.

The aim of the RAP as an intervention strategy is to assist you to identify the reasons for you being at risk of failing to maintain satisfactory course progress and to develop an Action Plan to avoid its repetition. This intervention strategy may include reducing your study load to assist you to achieve satisfactory course progress. In the case that this intervention strategy results in an extension to your course end date, CHC will notify the Department of Education and Training of this extension and will issue you with a new Confirmation of Enrolment (CoE) which indicates the revised course end date. In such a case, you will need to contact the Department of Immigration and Border Protection (DIBP) regarding the status of your student visa.

If, following this intervention strategy, you again fail two or more units in a semester or fail a further unit more than once, you will be deemed as failing to maintain satisfactory course progress. At this point, CHC will notify you in writing that it intends to report you to the Department of Education and Training for failing to maintain satisfactory course progress and to cancel your enrolment. You will then have 20 working days in which to formally request a review of this decision, as outlined in CHC Policy: [Grievance Policy for Overseas Students](#). CHC will not report you to the Department of Education and Training during this period, or the period of any review process, and your enrolment at CHC will remain active.

If this review process finds in your favour, your enrolment will continue. Should you withdraw from any review process, or should any review process uphold CHC's intention to report, or following the expiration of the 20 working days without CHC having received a request for a review of this decision, CHC will notify the Department of Education and Training that you have failed to maintain satisfactory course progress. You should be aware that this will have severe implications for your student visa. You will be required to report to a Department of Immigration and Border Protection officer within 28 days of receiving notice that CHC has reported you for failing to maintain satisfactory course progress, or your student visa will be cancelled and you will be required to leave Australia.

3.11 Code of Conduct

In accordance with its foundation on Christian principles, CHC is concerned to maintain the highest levels of personal and professional, moral and ethical conduct. Further, CHC aims to create a constructive environment for academic achievement, for Christian community and for personal growth. The Scriptures establish basic principles of behaviour and respect, and the basis for dealings among members of the CHC community should be one of mutual respect. The CHC [Code of Conduct](#) aims to engender a commitment to these values.

The CHC [Code of Conduct](#) encourages all members of the CHC community to recognise the potential of each individual for personal growth and transformation, and acknowledge, with grace, the varied life journeys of individuals. It promotes academic integrity and seeks to allow reasonable freedom for students to pursue study and research and to participate in community life at CHC, as well as respect the property of CHC, the wider Citipointe campus and members of the CHC community. The CHC [Code of Conduct](#) also provides clear guidelines regarding the grounds on which any suspension or cancellation of enrolment at CHC may occur.

3.12 Tuition Protection Service (TPS)

The Australian government has established the Tuition Protection Service (TPS) to assist overseas students in the event that education providers are unable to fully deliver their course of study. The TPS ensures that overseas students are able to complete their studies in another course or with another education provider or to receive a refund of their unspent tuition fees. Information regarding the services available to students can be found on the TPS website at <https://tps.gov.au>.

3.13 Grievance policy for overseas students

In accordance with its foundation on Christian principles, CHC is concerned to maintain the highest levels of student confidence in the quality and integrity of CHC's courses and administrative practices.

Because people are important, people's grievances are especially important. Students are entitled to justice in all their interactions with CHC. In addition, unresolved grievances prevent students from gaining the full benefit from the course in their learning and growth.

Separate grievance procedures exist for overseas students, depending upon the nature of the grievance:

- Academic grievances

The procedure for academic grievances concerns issues such as transfer of credit, student assessment, academic grades and other course-related matters.

- Non-academic grievances

The procedure for non-academic grievances provides a mechanism for addressing grievances regarding administrative matters such as institutional practices, financial issues, resources, marketing, physical access for students with disabilities to facilities and services, and other issues covered by CHC's *Code of Practice*. The non-academic grievance procedures are available to current CHC students and to those seeking admission to CHC.

The processes that apply to these procedures are described more fully in CHC Policy: [Grievance Policy for Overseas Students](#).

Section 4: Enrolment Matters – Domestic Students

- 4.1 Communicating with CHC
 - 4.1.1 Who to contact
 - 4.1.2 How to contact
 - 4.1.3 Forms
 - 4.1.4 CHC publications
- 4.2 Providing your personal details
- 4.3 Student identification (ID) cards
- 4.4 Blue card
- 4.5 Course enrolment and unit selection
- 4.6 Cancellation of enrolment
- 4.7 Enrolment status
 - 4.7.1 Maintaining your 'active' enrolment status
 - 4.7.2 Changing your enrolment status
 - Deferring the commencement of your course
 - Taking a leave of absence from your course
 - Transferring to a different CHC course
 - Withdrawing from your course
 - 4.7.3 Non engagement in studies
- 4.8 Changing your unit selection
- 4.9 Remittance of HELP debts
- 4.10 Cross-institutional enrolment
- 4.11 Transfer of Credit
- 4.12 Graduating from your course

4.1 Communicating with CHC

4.1.1 Who to contact

Knowing who to contact enables you to deliver and receive communication more effectively.

The table below indicates the person(s) to whom you should direct your enquiries depending upon the issue involved. If in doubt about whom you should approach regarding an issue, please ask at CHC Reception.

Topic/Issue	Staff Member
Accommodation	CHC Reception
Australia Studies Centre	Joyce Mok (joyce.mok@chc.edu.au)
Community Development Officer	Stephanie Germain (sgermain@chc.edu.au); Mark Jessop (mjessop@chc.edu.au)
Counselling and Support Centre	counselling@chc.edu.au
Course coordination	See School Handbooks
Director of Student Services	Troy Walsh (TWalsh@chc.edu.au)
Disability support	disabilitysupport@chc.edu.au

Topic/Issue	Staff Member
Enrolment issues and student enquiries	Student Administration (sadmin@chc.edu.au)
Examinations (Week 15-16)	Student Administration (sadmin@chc.edu.au)
Extensions to assessment due dates	School Administration staff
FEE-HELP and HECS-HELP enquiries	Student Administration (sadmin@chc.edu.au)
IT support	itsupport@chc.edu.au
LAUNCH	Student Administration (sadmin@chc.edu.au)
Moodle™ support	moodle@chc.edu.au
Overseas students	Student Administration (sadmin@chc.edu.au)
Pastoral care	Glen Cochrane; Pastor Stuart Sudholz (School of Ministries)
Payment of monies	CHC Reception
Resource materials	Library staff
Student Advocacy Officer	studentadvocacy@chc.edu.au
Student grievances	Student Administration (sadmin@chc.edu.au)
Student Representative Council	studentcouncil@chc.edu.au
Study Support Tutor	studysupport@chc.edu.au
Timetable and Intensives Schedule	Student Administration (sadmin@chc.edu.au)
Tuition fees and student contribution amounts	CHC Business Office
Unit work	Unit lecturers/tutors

4.1.2 How to contact

Contact may be made with CHC staff via a variety of means, such as by telephone, email and in writing. Contact details for CHC staff may be found on the CHC website.

The means by which CHC staff will contact you will be via your **CHC email address**. If you are a commencing student, you will receive information regarding your CHC student account and email address shortly after you accept your offer and finalise your enrolment. It is important that you activate your CHC student account and email address immediately by following the instructions contained in this information. If you are a continuing student, you should have already activated your CHC student account and email address. If you have any trouble with the activation process, please contact itsupport@chc.edu.au.

Your CHC email address is the **only** email address that CHC staff will use to communicate electronically with you. Please note that, when submitting a *Unit Selection* form each semester, you declare that you will access your CHC email account **at least weekly**; however, it is recommended that you do this on a daily basis. This email address will be used to deliver important information and documents regarding your enrolment at CHC, such as Confirmation of Enrolment forms, Commonwealth Assistance Notices (CANs) and Statements of Results, as well as communication regarding any applications you may make, for example, for changing your unit selection, requesting a leave of absence, or withdrawing from your course.

If you wish to discuss your enrolment with CHC staff via telephone, you must be able to provide the answer to the **identification verification question** selected on your most recent *Unit Selection* form.

4.1.3 Forms

For all actions associated with your enrolment at CHC you will need to submit the relevant forms to CHC. These forms are available on the [Forms](#) page of the CHC website, either as on line forms or downloadable pdf files.

4.1.4 CHC publications

CHC makes available various publications that are necessary to your enrolment at CHC. These include various documents, handbooks and information sheets that contain information regarding matters such as enrolment processes, census dates, fees and charges, etc. These publications are available on the [Forms](#) page of the CHC website, and may be viewed on line or downloaded as pdf files.

4.2 Providing your personal details

You must ensure that you provide CHC with up-to-date personal and contact details as this information is used for reporting purposes to the Department of Education and Training and the Tertiary Education Quality and Standards Agency (TEQSA) of the Australian government.

Information that you provide to CHC is used to assess your entitlement to Commonwealth assistance under the *Higher Education Support Act (2003)*, and is also disclosed to the Department of Education and Training for the purpose of national surveys. The information is stored securely in the Higher Education Information Management System (HEIMS) and may be disclosed by the Department to the Australian Taxation Office. CHC and the Department will not otherwise disclose information without your consent unless required or authorised by law.

To make changes to your personal details as held by CHC, such as your name, address, telephone and mobile number, you are to submit a completed [Change to Personal Details](#) form. Certified copies of any official documentation associated with changes to personal details, such as a change of name, marital status or citizenship/residency status, must be submitted to CHC before such changes will be processed.

4.3 Student identification (ID) cards

Student identification (ID) cards are provided free of charge at the beginning of students' enrolment at CHC. These provide access to the CHC Library and are required for admission to examinations at the end of each semester. Students must carry their ID cards at all times whilst on the Citipointe Church campus.

Requests for replacement cards may be made by submitting an online [Request for Replacement Student ID Card](#) form. Payment of the replacement fee may be made through the 'Pay Online' facility on the CHC website.

4.4 Blue Card

Some professions have specific legal requirements attached to the right to practise. In professions such as teaching, counselling, youth work and ministry, in which contact will be made with children under the age of 18, practitioners in Queensland are required to hold a Blue Card. The Blue Card system is administered by the Department of Justice and Attorney-General of the Queensland government and assesses a person's eligibility to work with children and young people based on their known past police and disciplinary information. Other states and territories have similar conditions relating to professional practice. If you are enrolled in a course which leads to a qualification in one of these professions, you must hold a valid Blue Card in order to undertake the practical requirements of the course.

All students who require Blue Cards should apply early in their course to allow processing time prior to the commencement of their practical requirements. Failure to gain a Blue Card prior to the commencement of practical requirements will impede students' progress through their course.

Blue Card eligibility requirements can be found on the Blue Card Services website (www.bluecard.qld.gov.au). Application forms are available from the relevant CHC School Administration Office.

4.5 Course enrolment and unit selection

When you received your offer of admission to CHC, you were provided with a link to complete a *Unit Selection* form for **commencing** students, on which you supplied information which is used for CHC records and for statistical reporting to the Department of Education and Training and TEQSA. You also indicated your course enrolment and unit selection for your commencing semester.

For each of the remaining semesters of your course, you will need to complete a *Unit Selection* form for **continuing** students to indicate your unit selection for the coming semester. This form will be available on the CHC website.

It is the responsibility of students to understand the completion requirements for their course of study and to select units each semester based on that information. Course Coordinators have the right to change students' unit selection should they select units that are not appropriate to their course progression, are not permitted in their course of study, and/or for which pre-requisite requirements have not been completed.

4.6 Cancellation of enrolment

For domestic students in full fee places

CHC reserves the right to cancel the enrolment of any student who has not paid their tuition fees in full by the relevant census dates, or submitted a completed *Request for FEE-HELP Assistance* form by the census date in the semester in which the initial request for FEE-HELP is made.

For students in Commonwealth supported places

The *Higher Education Support Act 2003* (HESA) (Cth) stipulates that the enrolment of a student in a Commonwealth supported place must be cancelled if the student has not supplied CHC with a completed *Request for Commonwealth support and HECS-HELP* form by the census date in the initial semester of enrolment.

4.7 Enrolment status

All students have an **enrolment status** associated with their enrolment at CHC. This is used to describe your enrolment on a semester-by-semester basis.

Following your acceptance of this offer and your submission of a *Unit Selection* form for commencing students, your enrolment status becomes 'Active'. You will retain this status while you remain continuously enrolled in your course. When you have completed your course requirements and have had your award conferred upon you, your enrolment status is converted to 'Graduated'.

4.7.1 Maintaining your 'Active' enrolment status

To maintain your 'Active' enrolment status, you simply need to continue your enrolment in your current course. To do this, all you need to do is to submit the appropriate *Unit Selection* form for continuing students by the advertised date.

4.7.2 Changing your enrolment status

After your enrolment status has been converted to 'Active', you may apply to change your enrolment status according to certain actions you may take – either prior to the census date of a semester in relation to that semester, or at the end of a semester in relation to the coming semester. These actions are explained below:

Deferring the commencement of your course

Following the receipt of an offer of admission to CHC, you may apply to defer the commencement of your studies. An application to defer may also be made after initially accepting an offer but before the census date of the semester for which the offer was made.

Commencement is available in Semesters 1 and 2 only. If your offer is to commence in Semester 1, you may apply for a deferment of one year. If your offer is to commence in Semester 2, you may apply for a deferment of one semester. Please note that deferment does not refer to your individual unit enrolments within a particular semester, but to enrolment in your course as a whole.

All applications to defer must be made prior to the census date of the original semester of commencement, and must be made by contacting the CHC Admissions Officer (Admissions@chc.edu.au).

If you are granted a deferment, your enrolment status will change to 'Deferred'.

All Library borrowing rights and access to CHC services are suspended for the period of deferment.

The table below provides a summary of this information. 'Census date' refers to the census date of the semester in which the leave of absence is to take effect (Semesters 1 and 2 only).

Date of application	Action and academic and/or financial implications
Prior to and including census date	Action: contact the CHC Admissions Officer Academic implications: no academic implications Financial implications: no financial implications
After census date	Action: contact CHC Student Administration

Taking a leave of absence from your course

To take a leave of absence means that you wish to suspend your enrolment in your course for a specified period of time, after which you intend to return to your course. 'Leave of absence' **does not** refer to enrolment in specific units within a semester, but to enrolment in your course as a whole. If you wish to discontinue your studies in a particular unit(s) in a semester, see the section, *Changing your unit selection*.

Formal approval for a leave of absence is required to preserve your enrolment status and/or entitlement to Commonwealth support and/or assistance. Leave of absence applies to Semesters 1 and 2 only: that is, you do not have to apply for a leave of absence if you are not undertaking studies in Winter Semester or Semester 3. Please be aware that periods of leave of absence contribute to course completion times.

All applications for leave of absence must be made using the [Application for Leave of Absence](#) form, and must be made **prior to** the census date of the semester in which the leave of absence is to take effect. If you wish to apply for a leave of absence in a semester for which the census date has passed, please contact CHC Student Administration.

If you are granted a leave of absence, your enrolment status will change to 'Leave of absence'. Student Administration will prompt you to contact your Course Coordinator prior to re-engaging with your studies.

The table below provides a summary of this information. 'Census date' refers to the census date of the semester in which the leave of absence is to take effect (Semesters 1 and 2 only).

Date of application	Action and academic and/or financial implications
Prior to and including census date	Action: submit a completed <i>Application for Leave of Absence</i> form Academic implications: no academic implications Financial implications: no financial implications
After census date	Action: contact CHC Student Administration

Transferring to a different CHC course

After you have enrolled in a course at CHC you may consider that a different course would better suit your needs and interests. In this case, you may apply to transfer to a course *within a school* (that is, to a course that is offered by the same CHC school as the course in which you are currently enrolled) or *across schools* (that is, to a course that is offered by a different CHC school to the course in which you are currently enrolled). Please note that Semester 3 is normally not available for transferring *across schools*.

To transfer *within a school*, you are to submit a completed [Application to Transfer Course](#) form by the closing date for applications, which is published on the CHC website.

To transfer *across schools*, you are to submit a completed [Application for Undergraduate Admission \(Direct Entry\)](#) form or [Application for Postgraduate Admission \(Direct Entry\)](#) form (depending upon the level of your course) by the closing date for applications, which is published on the CHC website.

If you have completed any previous studies, **other than CHC studies**, which you wish to be considered for transfer of credit into your new course, you must submit a completed [Application for Transfer of Credit](#) form, and any supporting documentation, with your [Application to Transfer Course](#) form, [Application for Undergraduate Admission \(Direct Entry\)](#) form or [Application for Postgraduate Admission \(Direct Entry\)](#) form (as applicable).

Please be aware that applications to transfer course are not granted 'automatically' but are subject to issues such as entry requirements, personal suitability and the availability of places.

If your application is successful, you will be made an offer of a place within your new course. You may accept this offer, or reject it and remain in your original course. You do not surrender your place in your original course upon submitting an application to transfer to a new course. If you decide to accept the offer, your enrolment status will change to 'Active' upon your submission of all relevant forms. Your enrolment status in your former course will show as 'Transferred'.

If you accept the offer of a place in your new course, you become a commencing student in that course. Consequently, you should not complete a *Unit Selection* form for **continuing** students for the semester in which you begin your new course. Rather, you are to complete a *Unit Selection* form for **commencing** students, for which you will receive a link to the relevant page on the CHC website. If you access 'HELP' you will be required to submit a new 'HELP' form for your new course.

The table below provides a summary of this information.

Nature of transfer	Action
Within a school	Action: submit a completed <i>Application to Transfer Course</i> form no later than the date published on the CHC website
Across schools	Action: submit a completed <i>Application for Admission (Direct Entry)</i> form (as appropriate to the level of your course) no later than the date published on the CHC website

Withdrawing from your course

To withdraw means that you wish to cancel your enrolment in your course completely and that you do not intend to return to your course. 'Withdrawal' **does not** refer to enrolment in specific units within a semester, but to enrolment in your course as a whole. If you wish to discontinue your studies in a particular unit(s) in a semester, see the section, *Changing your unit selection*.

You are eligible to withdraw from your course at any time following your acceptance of an offer of admission to CHC, using an [Advice of Withdrawal](#) form. However, there are academic and financial implications associated with withdrawing from your course which relate to the date in the semester at which the withdrawal is to take effect. The date of the advice is the date that the form is received by CHC. Upon receipt of the form, your enrolment status will be changed to 'Withdrawn'.

Please note that, if you withdraw from a course, you are able to apply to reenter that course, or to apply for entry to a different course, at any time in the future by completing a new application for the course, either through QTAC or by direct application to CHC (see Section 4.7.3 below).

The table below provides a summary of this information. 'Census date' refers to the census date of the semester in which the withdrawal is to take effect.

Date of application	Action and academic and/or financial implications
Prior to and including census date	Action: submit a completed <i>Advice of Withdrawal</i> form Academic implications: no academic implications Financial implications: no financial implications
After census date	Action: submit a completed <i>Advice of Withdrawal</i> form Academic implications: the following grades are awarded – <ul style="list-style-type: none">• W - After census date to end of Week 8 (S1/S2); end of Week 3 (WS); end of Week 6 (S3)• WF - Week 9 to end of semester (S1/S2); Week 4 to end of semester (WS); Week 7 to end of semester (S3) Financial implications: liable for full tuition fees or student contribution amount

4.7.3 Non engagement in studies

Given CHC's review cycle of courses, units and policies, if you have not engaged in study for a period of two years (not including periods of approved leave of absence) your enrolment status is changed to 'Discontinued' and you will need to reapply to study at CHC. The two-year period also applies to students who withdraw from a course but later wish to resume their studies in the same course. This ensures that you are aware of any changes to courses and policies that have occurred during your absence.

4.8 Changing your unit selection

Circumstances may arise which mean that you wish to change the units you have selected for a particular semester, either by **adding** units to and **dropping** units from your study load. Changes to unit selection should be made in consultation with your Course Coordinator. Please note that advertised semester census dates apply to all units, including practicum and internship units, regardless of the mode in which units are offered.

If, after the submission of a *Unit Selection* form, you wish to **add** units to or **drop** units from your study load in a particular semester, you are to use an [Application for Change to Unit Selection](#) form.

Applications to **add** units must be received by the end of Week 2 of the semester in which the units are offered.

Applications to **drop** units may be made any time during the semester in which the units are offered, but are subject to academic and financial penalties depending upon the date on which CHC receives your application.

Please note that, if you wish to **drop** all of the units in which you are enrolled in a particular semester, you should first consult your Course Coordinator and then complete an [Application for Change to Unit Selection](#) form or [Application for Leave of Absence](#) or [Advice of Withdrawal](#) form, depending upon your circumstances and upon the point in the semester that you make application.

You will be advised of the outcome of your application to change your unit selection, and should not begin or cease your engagement in the units which are included in your application until you have received this advice.

The academic and financial implications of **dropping** units are as follows:

Date of dropping units			Transcript entry	Financial implications
Semesters 1 & 2	Winter Semester	Semester 3		
Prior to and including census date	Prior to and including census date	Prior to and including census date	Nil	Nil
After census date to end of Week 8	After census date to end of Week 3	After census date to end of Week 6	W - Withdraw	Full tuition fees/student contribution amount payable
End of Week 8 to end of semester	End of Week 3 to end of semester	End of Week 6 to end of semester	WF - Withdraw Fail	Full tuition fees/student contribution amount payable

4.9 Remittance of HELP debts

If you do not complete units within a semester due to what you consider to be special circumstances, you may apply to have your HELP debt re-credited⁷. This process is addressed in CHC Policy: [Grievance Policy and Procedures for Domestic Students – Re-crediting ‘HELP’ Debt and Review of Decisions](#).

Applications for remittance must be made in writing to CHC within twelve months of the date of withdrawal from the unit(s) concerned or from the end of the semester concerned, as applicable. The date of application is the date that written notification is received by CHC.

Before re-crediting a HELP debt, CHC must be satisfied that the circumstances involved satisfy each of the following requirements, as set by Australian government legislation:

- were beyond your control;
- did not make their full impact on you until after the census date for the unit; and
- made it impracticable for you to complete the requirements of the units.

These arrangements do not remove students’ rights to take further action under Australia’s consumer protection laws. CHC’s Grievance policies do not circumscribe students’ right to pursue other legal remedies.

4.10 Cross-institutional enrolment

In certain circumstances, you may wish to pursue studies at other institutions (‘host’ institutions) during the time of your studies at CHC (the ‘home’ institution). This is known as cross-institutional enrolment, and may be appropriate in cases when you wish to undertake a major not offered at CHC, or CHC is not offering a specific unit in which you are required to enrol in a particular semester. Cross-institutional enrolment includes studies undertaken through Open Universities Australia (OUA).

If you are considering cross-institutional enrolment, you should discuss this with your Course Coordinator to ensure that any units proposed to be undertaken by cross-institutional enrolment are eligible for inclusion in your CHC course. Issues that need to be considered are:

⁷ Under Australian legislation, where students have accrued SA-HELP debt, this debt is not refundable or remittable.

- the admission requirements that apply to the course in which the unit is housed at the host institution;
- any prerequisite requirements that may apply to the units proposed for cross-institutional enrolment;
- the costs that will be incurred for the units; and
- coordinating timetable and travel schedules where cross-institutional units are proposed to be undertaken on the campus of the host institution.

Please be aware that it is your responsibility to contact host institutions regarding their cross-institutional enrolment procedures and any specific requirements that may apply to proposed cross-institutional units.

If you wish to apply for cross-institutional enrolment, you are to submit an [Application for Cross-Institutional Enrolment Form A](#) to CHC **prior to** the beginning of the semester in which the study is to occur. This is to include the relevant cross-institutional application form from the proposed host institution (not required for units undertaken through OUA). You should attend to these arrangements early, as all applications must be made according to the closing dates advertised by host institutions.

Please be aware that cross-institutional enrolment can have implications for study support payments that you may receive through Centrelink. Eligibility for such payments normally requires a study load of at least 75% of a standard full time study load in your course *at your home institution*. Units undertaken by cross-institutional enrolment **do not** contribute to the calculation of study load for the purposes of determining eligibility for study support payments. Students who are in receipt of such payments must plan their study programs to ensure that they maintain at least 75% of a standard full time study load in their course at CHC.

When the official result from your cross-institutional study has been issued by the host institution, you must submit an [Application for Transfer of Credit](#) form to CHC.

Please be aware that, if you are undertaking a cross-institutional unit in your final semester of study, your results from the host institution may not be finalised in sufficient time for CHC's graduation processes. This may result in the conferral of your award being delayed until the following conferral period.

4.11 Transfer of Credit

The Australian government has established principles and guidelines for transfer of credit. Most commonly, credit is granted where students have previously undertaken formal higher education studies. If you have completed such studies, you may be granted credit towards your CHC course where these studies are comparable with CHC course requirements. You may also be eligible for credit under *recognition of prior learning* (RPL) and *recognised current competency* (RCC) provisions, which involve the determination of the learnings and competencies you have obtained through previous formal training, work experiences and/or life experiences and the advanced standing to which you are entitled as a result of these competencies.

It is your responsibility to apply for credit. While CHC staff may provide advice, the onus is on students to complete the appropriate application form, assemble the relevant documentation and submit the application.

Students should consult the rules of their courses regarding the maximum amount of credit that is allowed. Further, there are limits that apply to the age of previous studies and also to the length of time that can be taken to complete a course for which credit has been granted. CHC Policy: [Recency of Study for Transfer of Credit Purposes](#) and CHC Policy: [Time Limits for Course Completion](#) contain the rules that apply to these issues.

If you wish to apply for credit you should submit a completed [Application for Transfer of Credit](#) form, accompanied by certified copies of relevant documentation, to CHC Reception. This application will be assessed by your Course Coordinator. Following this assessment, you will be informed of the outcome of your application. You are to respond by either accepting or declining the offer. If the offer is accepted, you are at that point deemed as having utilised your credit.

4.12 Graduating from your course

Upon fulfilling your course requirements, you will become eligible for the conferral of an award by CHC.

CHC conducts two conferral periods each year – mid-year and end-of-year – with the annual CHC graduation ceremony being held in December *except for* School of Ministries students, the ceremony for whom is held in March/April of the following year. All students who have awards conferred in a calendar year are invited to participate in the respective ceremonies.

All students who are granted awards in the mid-year conferral period are sent their graduation documents, comprising their testamur and official academic transcript, by registered mail following the conclusion of administrative processes (normally late July/early August). Students who are granted awards in the end-of-year conferral period are presented with their documents at the graduation ceremony in December. Students who do not attend the ceremony, and all School of Ministries students, are sent their documents by registered mail in the week following the ceremony (that is, School of Ministries students do not have to wait until the graduation ceremony in March/April of the following year to receive their graduation documents).

To graduate from your course you must:

- submit an *Application to Graduate* form by the publicised closing date for the relevant conferral period;
- return all CHC resources; and
- settle all financial accounts with CHC (including tuition fees, student contribution amounts, Library fines).

Please note that you must submit an Application to Graduate form even if you do not intend to participate in the relevant graduation ceremony.

The *Application to Graduate* form is published on the CHC website in February for the mid-year conferral period, and July for the end-of-year conferral period. The closing date for submitting the form is advertised via various online and other announcements; however, it is your responsibility to submit an *Application to Graduate* form by the relevant closing date. Late submissions will not be accepted except where extenuating circumstances, that are supported by documentation, prevent the submission of the form by the closing date.

It is your responsibility to ensure that you have completed your course requirements in order to be eligible to graduate, and therefore to apply to graduate in the appropriate conferral period.

All applications to graduate are made with respect to a particular conferral period (that is, either mid-year or end-of-year); consequently, should you not qualify for an award in your nominated conferral period you must submit a further *Application to Graduate* form for a subsequent conferral period.

All students who receive awards in a calendar year are invited to participate in the relevant graduation ceremony. Information regarding the CHC ceremony is sent in October each year, and information regarding the School of Ministries ceremony is sent in the first part of the following year.

The eligibility of students who apply for the end-of-year conferral period to participate in the annual CHC graduation ceremony will be confirmed in the week prior to the ceremony.

School of Ministries students are to be aware that, although their graduation ceremony occurs in March/April of the following year, the end-of-year conferral period occurs in the December of the previous year. In order to be eligible to participate in the graduation ceremony, therefore, your course requirements must be complete by this time and cannot include results that are accrued in Semester 3.

All questions regarding graduation processes are to be directed to CHC Student Administration.

Section 5: Enrolment Matters – Overseas Students

- 5.1 Communicating with CHC
 - 5.1.1 Who to contact
 - 5.1.2 How to contact
 - 5.1.3 Forms
 - 5.1.4 CHC publications
- 5.2 Providing your personal details
- 5.3 Student identification (ID) cards
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- 5.5 Course enrolment and unit selection
- 5.6 Enrolment status
 - 5.6.1 Maintaining your 'active' enrolment status
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 - Deferring the commencement of your course
 - Taking a leave of absence from your course
 - Suspending your enrolment in your course
 - Transferring to a different CHC course
 - Cancelling your enrolment in your course (Withdrawal)
 - 5.6.3 Failure to apply for a change to your enrolment status
- 5.7 Changing your unit selection
- 5.8 Transferring to another provider
- 5.9 Transfer of Credit
- 5.10 Graduating from your course

5.1 Communicating with CHC

5.1.1 Who to contact

Knowing who to contact enables you to deliver and receive communication more effectively. The table below indicates the person(s) to whom you should direct your enquiries depending upon the issue involved. If in doubt about whom you should approach regarding an issue, please ask at CHC Reception.

Topic/Issue	Staff Member
Accommodation	CHC Reception
Australia Studies Centre	Joyce Mok (joyce.mok@chc.edu.au)
Community Development Officer	Stephanie Germain (sgermain@chc.edu.au); Mark Jessop (mjessop@chc.edu.au)
Counselling and Support Centre	counselling@chc.edu.au
Course coordination	See School Handbooks
Director of Student Services	Troy Walsh (TWalsh@chc.edu.au)
Disability support	disabilitysupport@chc.edu.au
Enrolment issues and student enquiries	Student Administration (sadmin@chc.edu.au)
Examinations (Week 15-16)	Student Administration (sadmin@chc.edu.au)

Topic/Issue	Staff Member
Extensions to assessment due dates	School Administration staff
FEE-HELP and HECS-HELP enquiries	Student Administration (sadmin@chc.edu.au)
IT support	itsupport@chc.edu.au
LAUNCH	Student Administration (sadmin@chc.edu.au)
Moodle™ support	moodle@chc.edu.au
Overseas students	Student Administration (sadmin@chc.edu.au)
Pastoral care	Glen Cochrane; Pastor Stuart Sudholz (School of Ministries)
Payment of monies	CHC Reception
Resource materials	Library staff
Student Advocacy Officer	studentadvocacy@chc.edu.au
Student grievances	Student Administration (sadmin@chc.edu.au)
Student Representative Council	studentcouncil@chc.edu.au
Study Support Tutor	studysupport@chc.edu.au
Timetable and Intensives Schedule	Student Administration (sadmin@chc.edu.au)
Tuition fees and student contribution amounts	CHC Business Office
Unit work	Unit lecturers/tutors

5.1.2 How to contact

Contact may be made with CHC staff via a variety of means, such as by telephone, email and in writing. Contact details for CHC staff may be found on the CHC website.

The means by which CHC staff will contact you will be via your **CHC email address**. If you are a commencing student, you will receive information regarding your CHC student account and email address shortly after you accept your offer and finalise your enrolment. It is important that you activate your CHC student account and email address immediately by following the instructions contained in this information. If you are a continuing student, you should have already activated your CHC student account and email address. If you have any trouble with the activation process, please contact itsupport@chc.edu.au.

Your CHC email address is the **only** email address that CHC staff will use to communicate electronically with you. Please note that, when submitting a *Unit Selection* form each semester, you declare that you will access your CHC email account **at least weekly**; however, it is recommended that you do this on a daily basis. This email address will be used to deliver important information and documents regarding your enrolment at CHC, such as Confirmation of Enrolment forms, Commonwealth Assistance Notices (CANs) and Statements of Results, as well as communication regarding any applications you may make, for example, for changing your unit selection, requesting a leave of absence, or withdrawing from your course.

If you wish to discuss your enrolment with CHC staff via telephone, you must be able to provide the answer to the **identification verification question** selected on your most recent *Unit Selection* form.

5.1.3 Forms

For all actions associated with your enrolment at CHC you will need to submit the relevant forms to CHC. These forms are available on the [Forms](#) page of the CHC website, either as on line forms or downloadable pdf files.

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5.2 Providing your personal details

You must ensure that you provide CHC with up-to-date personal and contact details as a condition of your student visa. This information is also used for reporting purposes to the Department of Education and Training and the Tertiary Education Quality and Standards Agency (TEQSA) of the Australian government.

Information that you provide to CHC is disclosed to the Department of Education and Training for the purpose of national surveys. The information is stored securely in the Higher Education Information Management System (HEIMS) and may be disclosed by the Department to the Australian Taxation Office. CHC and the Department will not otherwise disclose information without your consent unless required or authorised by law.

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Student identification (ID) cards are provided free of charge at the beginning of students' enrolment at CHC. These provide access to the CHC Library and are required for admission to examinations at the end of each semester. Students must carry their ID cards at all times whilst on the Citipointe Church campus.

Requests for replacement cards may be made by submitting an online [Request for Replacement Student ID Card](#) form. Payment of the appropriate fee may be made through the 'Pay Online' facility on the CHC website.

5.4 Blue Card

Some professions have specific legal requirements attached to the right to practise. In professions such as teaching, counselling, youth work and ministry, in which contact will be made with children under the age of 18, practitioners in Queensland are required to hold a Blue Card. The Blue Card system is administered by the Department of Justice and Attorney-General of the Queensland government and assesses a person's eligibility to work with children and young people based on their known past police and disciplinary information. Other states and territories have similar conditions relating to professional practice. If you are enrolled in a course which leads to a qualification in one of these professions, you must hold a valid Blue Card in order to undertake the practical requirements of the course.

All students who require Blue Cards should apply early in their course to allow processing time prior to the commencement of their practical requirements. Failure to gain a Blue Card prior to the commencement of practical requirements will impede students' progress through their course.

Blue Card eligibility requirements can be found on the Blue Card Services website (www.bluecard.qld.gov.au). Application forms are available from the relevant CHC School Administration Office.

5.5 Course enrolment and unit selection

When you received your offer of admission to CHC, you were provided with a link to complete a *Unit Selection* form for **commencing** students on which you supplied information which is used for CHC records and for statistical reporting to the Department of Education and Training and TEQSA. You also indicated your course enrolment and unit selection for your commencing semester.

For each of the remaining semesters of your course, you will need to complete a *Unit Selection* form for **continuing** students to indicate your unit selection for the coming semester. This form will be available on the CHC website.

It is the responsibility of students to understand the completion requirements for their course of study and to select units each semester based on that information. Course Coordinators have the right to change students' unit selection should they select units that are not appropriate to their course progression, are not permitted in their course of study, and/or for which pre-requisite requirements have not been completed.

5.6 Enrolment status

All students have an **enrolment status** associated with their enrolment at CHC. This is used to describe your enrolment on a semester-by-semester basis.

When you are made an offer of admission to CHC via your *Written Agreement*, your enrolment status is listed as 'On offer'. Following your acceptance of this offer by returning your signed *Written Agreement* and completing your *Unit Selection* form for commencing students, and paying the required upfront fees, your enrolment status becomes 'Active'. You will retain this status while you remain continuously enrolled in your course. When you have completed your course requirements and have had your award conferred upon you, your enrolment status is converted to 'Graduated'.

5.6.1 Maintaining your 'Active' enrolment status

To maintain your 'Active' enrolment status, you simply need to continue your enrolment in your current course. To do this, all you need to do is to submit the appropriate *Unit Selection* form for continuing students by the advertised date.

5.6.2 Changing your enrolment status

After your enrolment status has been converted to 'Active', you may apply to change your enrolment status according to certain actions you may take – either prior to the census date of a semester in relation to that semester, or at the end of a semester in relation to the coming semester. These actions are explained below:

Deferring the commencement of your course

Following the submission of your *Written Agreement*, the conditions of your student visa allow you to apply to defer the commencement of your studies where there are compassionate or compelling reasons to do so. These are generally circumstances which are beyond your control and which have an impact upon your course progress or wellbeing. Such grounds could include, but are not limited to:

- serious illness or injury, where a medical certificate states that you are unable to attend classes;
- bereavement of close family members (where possible a death certificate should be provided);

- major political upheaval or natural disaster in your home country which requires emergency travel;
- a traumatic experience, such as involvement in or witnessing of a serious accident, or witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists' reports);
- CHC not being able to offer a prerequisite unit; or
- your inability to begin studying on the course commencement date due to a delay in receiving a student visa.

Commencement is available in Semesters 1 and 2 only for most courses, while commencement is available in Semester 1 only for a small number of courses. If your offer is to commence in Semester 1, you may apply for a deferment of one year. If your offer is to commence in Semester 2, you may apply for a deferment of one semester. Please note that deferment does not refer to your individual unit enrolments within a particular semester, but to enrolment in your course as a whole.

Should you wish to defer the commencement of your course, you should consult CHC Student Administration for advice concerning your student visa; should you then wish to proceed with the deferment you are to submit a written application, and any documentary evidence to support your application, to CHC. CHC will assess your application and advise you in writing of its decision.

If your application is approved, CHC will notify the Department of Education and Training of the deferment of your enrolment and any impact it has upon your expected course end date. Should your expected course end date be extended as a result of the deferment, you will be issued with a new Confirmation of Enrolment (CoE), either prior to beginning your period of deferment or upon your notifying CHC of the date of your intended return. You will also be notified of the date by which you will need to contact your Course Coordinator regarding the processes which apply to your return from the period of deferment.

In the event that your application is denied, you have 20 working days in which to request a formal review of this decision, as outlined in CHC Policy: [Grievance Policy for Overseas Students](#). Should you choose to access this policy, your enrolment will be maintained and you should remain in your classes until the process is complete. You will be advised in writing of the outcome of any review process.

If your application is denied, either as an initial decision by CHC or as the result of a review which upholds this decision, or if you request a review of the decision but then withdraw from the process, your enrolment will continue unchanged.

In general, if you have been granted a deferment which is 28 days or longer you are required to return to your home country, unless special circumstances exist. While it is CHC which determines your enrolment status, it is the Department of Immigration and Border Protection that decides whether you may remain in Australia during the period of deferment or if you must return home. You should contact the Department of Immigration and Border Protection if you have any questions regarding whether or not you are allowed to remain in Australia throughout the period of your deferment.

Please note that a decision which grants you permission to defer the commencement of your course such that your expected course end date is extended will affect your student visa. In this case, you will need to contact the Department of Immigration and Border Protection to apply for a new student visa.

If you are granted a deferment, your enrolment status will change to 'Deferred'.

All Library borrowing rights and access to CHC services are suspended for the period of deferment.

The table below provides a summary of this information. 'Census date' refers to the census date of the semester in which the leave of absence is to take effect (Semesters 1 and 2 only).

Date of application	Action and academic and/or financial implications
Prior to and including census date	Action: contact CHC Student Administration and submit an application to defer Academic implications: no academic implications Financial implications: no financial implications
After census date	Action: contact CHC Student Administration

Taking a leave of absence from your course

The conditions of your student visa allow you to apply for a leave of absence from your studies where there are compassionate or compelling reasons to do so. These are generally circumstances which are beyond your control and which have an impact upon your course progress or wellbeing. Such grounds could include, but are not limited to:

- serious illness or injury, where a medical certificate states that you are unable to attend classes;
- bereavement of close family members (where possible a death certificate should be provided);
- major political upheaval or natural disaster in your home country which requires emergency travel;
- a traumatic experience, such as involvement in or witnessing of a serious accident, or witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists' reports);
- CHC not being able to offer a prerequisite unit; or
- your inability to begin studying on the course commencement date due to a delay in receiving a student visa.

Please note that a leave of absence does not refer to your individual unit enrolments within a particular semester, but to enrolment in your course as a whole. If you wish to discontinue your studies in a particular unit(s) in a semester, please contact CHC Student Administration.

For further information, see CHC Policy: [Leave of Absence for Overseas Students](#).

Suspending your enrolment in your course

Under the guidelines which govern the enrolment of overseas students in Australia, CHC is able to suspend a student's enrolment on the grounds of misconduct.

For further information, see Provision 3 of CHC Policy: [Leave of Absence for Overseas Students](#).

Transferring to a different CHC course

After you have enrolled in a course at CHC you may consider that a different course would better suit your needs and interests. In this case, you may apply to transfer to a course *within a school* (that is, to a course that is offered by the same CHC school as the course in which you are currently enrolled) or *across schools* (that is, to a course that is offered by a different CHC school to the course in which you are currently enrolled). Please note that Semester 3 is normally not available for transferring *across schools*.

To transfer *within a school*, you are to submit a completed [Application to Transfer Course](#) form by the closing date for applications, which is published on the CHC website.

To transfer *across schools*, you are to submit a further [Application for Admission \(Overseas Students\)](#) form by the closing date for applications, which is published on the CHC website.

Please note that, while these are the CHC closing dates, it is recommended that you apply to transfer course as early as possible as you will be required to contact the Department of Immigration and Border Protection to apply for a new student visa.

In making a decision regarding an application to change course, CHC will assess your meeting of the entry requirements for your proposed course. If it is determined that you meet these entry requirements, CHC will then consider any applications for transfer of credit, as well as any completed CHC studies, and apply them to your proposed course in order to determine a new course end date.

You will be advised in writing of the outcome of your application.

If your application to change your course is approved, you will be sent a new *Written Agreement* which sets out your new course details. Once you have signed and returned this agreement, and paid any associated fees, CHC will issue you with a new Confirmation of Enrolment (CoE). You should be aware that this action will affect your student visa, and that you will need to contact the Department of Immigration and Border Protection to apply for a new student visa.

When you have been sent your new *Written Agreement* your enrolment status will show as 'On offer'. If you accept the offer into your new course, your enrolment status will change to 'Active' upon your submission of all relevant forms. Your enrolment status in your former course will show as 'Transferred'.

In accepting the offer of a place in your new course, you become a commencing student in that course. Consequently, you should not complete a *Unit Selection* form for **continuing** students for the semester in which you will begin your new course. Rather, you will be sent a *Unit Selection* form for **commencing** students, for which you will receive a link to the relevant page on the CHC website.

If you have completed any previous studies, **other than CHC studies**, which you wish to be considered for transfer of credit into your new course, you must submit a completed [Application for Transfer of Credit](#) form, and any supporting documentation, with your [Application to Transfer Course](#) form or [Application for Admission \(Overseas Students\)](#) form (as applicable).

Should your application to change your course be denied, you are able to request a formal review of this decision. Your enrolment will be maintained in your original course of study during any such review process. If a review process finds in your favour, the process will proceed as described above. If a review process upholds CHC's original decision, you may choose to remain in your original course or to cancel your enrolment at CHC.

The table below provides a summary of this information.

Nature of transfer	Action
Within a school	Action: submit an <i>Application to Transfer Course</i> form no later than the date published on the CHC website
Across schools	Action: submit a <i>Direct Application for Admission</i> form no later than the date published on the CHC website

Canceling your enrolment in your course (Withdrawal)

CHC recognises that the needs of overseas students can change during their studies and that at times it may be necessary for students to cancel their enrolment in their course. This may be due to students wishing to return to their home countries – for example, due to changed family circumstances or an inability to meet the academic demands of their course – or to transfer to another registered provider to undertake a different course of study (see *Transferring to another provider* below).

Under the guidelines which govern the enrolment of overseas students in Australia, CHC is able to cancel a student's enrolment on the grounds of failing to make satisfactory course progress or gross misconduct.

Please note that cancellation does not refer to your individual unit enrolments within a particular semester, but to enrolment in your course as a whole.

For further information, see CHC Policy: [Cancellation of Enrolment for Overseas Students](#).

5.6.3 Failure to apply for a change to your enrolment status

If you fail to notify CHC of your intentions regarding your enrolment status for a particular semester prior to the commencement of that semester, CHC will inform you that it intends to cancel your enrolment and, if you are on a student visa, to inform the Department of Immigration and Border Protection.

5.7 Changing your unit selection

Circumstances may arise which mean that you wish to change the units you have selected for a particular semester. This refers both to **adding** units to and **dropping** units from your study load. Please note that advertised census dates apply to all units, including practicum and internship units, and also to the mode of delivery of a unit (eg internal, intensive, external).

If, after the submission of a *Unit Selection* form, you wish to **add** units to or **drop** units from your study load in a particular semester, you are to use an [Application for Change to Unit Selection](#) form. This should be done in consultation with your Course Coordinator and CHC Student Administration.

Applications to **add** units must be made by the end of Week 2 of the semester in which the units are being offered.

Applications to **drop** units may be made any time during the semester in which the units are being offered, but are subject to visa conditions and to academic and financial penalties depending upon the date on which the application is received by CHC.

Please note that, as an overseas student, you are not permitted to drop all of the units in which you are enrolled in a semester unless that action is associated with an application for a leave of absence (see *Leave of Absence* above). Further, you must maintain a study load in each semester such that you complete your course within the nominated duration.

If you wish to change your unit selection for a particular semester, you should consult your Course Coordinator and CHC Student Administration for advice regarding whether to complete an [Application for Change to Unit Selection](#) form, [Application for Leave of Absence](#) form or [Advice of Withdrawal](#) form, depending upon your circumstances and upon the point in the semester that you make application.

You will be advised of the outcome of your application to change your unit selection, and should not begin or cease your engagement in the units which form the basis of your application until this advice is received.

The academic and financial implications of dropping units are as follows:

Date of dropping units			Transcript entry	Financial implications
Semesters 1 & 2	Winter Semester	Semester 3		
Prior to and including census date	Prior to and including census date	Prior to and including census date	Nil	Nil
After census date to end of Week 8	After census date to end of Week 3	After census date to end of Week 6	W - Withdraw	Full tuition fees/student contribution amount payable
Week 9 to end of semester	Week 4 to end of semester	Week 7 to end of semester	WF - Withdraw Fail	Full tuition fees/student contribution amount payable

5.8 Transferring to another provider

If you commence studies at CHC but later consider that your course does not suit your needs or interests, you may transfer to another provider. If you wish to enquire about changing your provider, please consult CHC Student Administration regarding the processes involved and the implications for your student visa.

Students who are in Australia on a student visa are able to transfer their enrolment from CHC to another registered provider following the completion of one semester of study in their principal course of study at their original provider. In some circumstances, transfer may be permitted prior to the completion of one semester of study.

In the event that you wish to transfer from CHC to another registered provider, you should consult your Course Coordinator and CHC Student Administration for advice concerning your student visa; should you then wish to proceed with the transfer, the following provisions apply according to whether you are seeking to transfer *prior* to or *after* the completion of one semester of study:

- If you wish to transfer from CHC to another registered provider *prior* to the completion of one semester of study, you must provide CHC with a certified copy of a valid offer of enrolment from another registered provider and submit an [Advice of Withdrawal](#) form, after which CHC will provide you with a Letter of Release for sighting by your new provider;
- If you wish to transfer from CHC to another registered provider *after* the completion of one semester of study, you must submit an [Advice of Withdrawal](#) form to CHC.

You should be aware that there are academic and financial implications associated with withdrawing from your course depending upon the time in the semester that you withdraw, and that certain fees and charges apply to withdrawing from your course (see *Cancelling your enrolment* above).

Please note that transferring providers may require you to obtain a new visa and you should seek advice from the Department of Immigration and Border Protection in this regard. Following the completion of these processes, CHC will notify the Department of Education and Training of your transfer and your Confirmation of Enrolment (CoE) will be cancelled.

5.9 Transfer of Credit

The Australian government has established principles and guidelines for transfer of credit. Most commonly, credit is granted where students have previously undertaken formal higher education studies. If you have completed such studies, you may be granted credit towards your CHC course where these studies are comparable with CHC course requirements. You may also be eligible for credit under *recognition of prior learning* (RPL) and *recognised current competency* (RCC) provisions, which involve the determination of the learnings and competencies you have obtained through previous formal training, work experiences and/or life experiences and the advanced standing to which you are entitled as a result of these competencies.

It is your responsibility to apply for credit. While CHC staff may provide advice, the onus is on students to complete the appropriate application form, assemble the relevant documentation and submit the application.

Students should consult the rules of their courses regarding the maximum amount of credit that is allowed. Further, there are limits that apply to the age of previous studies and also to the length of time that can be taken to complete a course for which credit has been granted. CHC Policy: [Recency of Study for Transfer of Credit Purposes](#) and CHC Policy: [Time Limits for Course Completion](#) contain the rules that apply to these issues.

If you wish to apply for credit you are to submit a completed [Application for Transfer of Credit](#) form, accompanied by certified copies of relevant documentation, at the same time as submitting an application for admission in order that any credit granted is taken into consideration when determining the course end date that will appear on your Confirmation of Enrolment (CoE).

A non-refundable application fee is charged to cover the costs of processing applications for credit. Where applications are successful, a further fee per credit point granted is charged. Details regarding these fees are included in the [Fees and Charges](#) information sheet.

5.10 Graduating from your course

Upon fulfilling your course requirements, you will become eligible for the conferral of an award by CHC.

CHC conducts two conferral periods each year – mid-year and end-of-year – with the annual CHC graduation ceremony being held in December *except for* School of Ministries students, the ceremony for whom is held in March/April of the following year. All students who have awards conferred in a calendar year are invited to participate in the respective ceremonies.

All students who are granted awards in the mid-year conferral period are sent their graduation documents, comprising their testamur and official academic transcript, by registered mail following the conclusion of administrative processes (normally late July/early August). Students who are granted awards in the end-of-year conferral period are presented with their documents at the graduation ceremony in December. Students who do not attend the ceremony, and all School of Ministries students, are sent their documents by registered mail in the week following the ceremony (that is, School of Ministries students do not have to wait until the graduation ceremony in March/April of the following year to receive their graduation documents).

To graduate from your course you must:

- submit an *Application to Graduate* form by the publicised closing date for the relevant conferral period;
- return all CHC resources; and
- settle all financial accounts with CHC (including tuition fees, student contribution amounts, Library fines).

Please note that you must submit an Application to Graduate form even if you do not intend to participate in the relevant graduation ceremony.

The *Application to Graduate* form is published on the CHC website in February for the mid-year conferral period, and July for the end-of-year conferral period. The closing date for submitting the form is advertised via various online and other announcements; however, it is your responsibility to submit an *Application to Graduate* form by the relevant closing date. Late submissions will not be accepted except where extenuating circumstances, that are supported by documentation, prevent the submission of the form by the closing date.

It is your responsibility to ensure that you have completed your course requirements in order to be eligible to graduate, and therefore to apply to graduate in the appropriate conferral period.

All applications to graduate are made with respect to a particular conferral period (that is, either mid-year or end-of-year); consequently, should you not qualify for an award in your nominated conferral period you must submit a further *Application to Graduate* form for a subsequent conferral period.

All students who receive awards in a calendar year are invited to participate in the relevant annual graduation ceremony. Information regarding the CHC ceremony is sent in October each year, and information regarding the School of Ministries ceremony is sent in the first part of the following year.

The eligibility of students who apply for the end-of-year conferral period to participate in the annual CHC graduation ceremony will be confirmed in the week prior to the ceremony.

School of Ministries students are to be aware that, although their graduation ceremony occurs in March/April of the following year, the end-of-year conferral period occurs in the December of the previous year. In order to be eligible to participate in the graduation ceremony, therefore, your course requirements must be complete by this time and cannot include results that are accrued in Semester 3.

All questions regarding graduation processes are to be directed to CHC Student Administration.

Section 6: Financial Matters

- 6.1 Fees and charges for domestic students
 - 6.1.1 Notification of tuition fees and student contribution amounts for domestic students
 - 6.1.2 FEE-HELP, HECS-HELP and OS-HELP
 - 6.1.3 Refunds for domestic students
- 6.2 Fees and charges for overseas students
 - 6.2.1 Notification of tuition fees for overseas students
 - 6.2.2 Refunds for overseas students
- 6.3 Payment of tuition fees and student contribution amounts
- 6.4 Financial assistance
- 6.5 Australian government assistance
 - 6.5.1 Student Start-up Scholarship
 - 6.5.2 Student Start-up Loan
 - 6.5.3 Relocation Scholarship
 - 6.5.4 Commonwealth Scholarships Program

Further information regarding most of the topics in this section can be found on the Australian government's *Study Assist* website (www.studyassist.gov.au). CHC advises all students to become familiar with this website.

6.1 Fees and charges for domestic students

Domestic students who are in full fee places pay **tuition fees**.

Domestic students who are in Commonwealth supported places pay a **student contribution amount**.

Domestic students may also incur additional fees and charges.

All information regarding the tuition fees, student contribution amounts and additional fees and charges that apply to an academic year are published on the [Fees and Charges](#) information sheet.

6.1.1 Notification of tuition fees and student contribution amounts

CHC will notify you of your tuition fees or student contribution amount for each semester via a tax invoice, based upon the information contained on your unit selection form for the relevant semester.

Students are to make full payment of the amount owing by the commencement of the semester. Students who meet the residency eligibility requirements may defer their tuition fees or student contribution amount through the Australian government's Higher Education Loan Program (HELP), by accessing either FEE-HELP or HECS-HELP (as applicable).

Students who apply to defer any or all of their tuition fees and student contribution amount through FEE-HELP or HECS-HELP will receive a Commonwealth Assistance Notice (CAN) after the census date in each semester.

6.1.2 FEE-HELP, HECS-HELP and OS-HELP

FEE-HELP, HECS-HELP and OS-HELP are income-contingent loans which become repayable when a student or graduate earns a specified income level. For further information, see the appropriate booklet(s), *FEE-HELP Information 2017* and *Information for Commonwealth Supported Students 2017*, or access the information via the CHC website or the [Study Assist](#) website.

To meet HELP eligibility requirements, students must:

- be an Australian citizen; or
- hold a permanent humanitarian visa; or
- hold a New Zealand Special Category Visa (NZ SCV) and meet the following long term residency requirements:
 - the student arrived in Australia at least 10 years ago as a dependent child (ie aged under 18 years of age and did not have a spouse or de-facto partner); and
 - the student has been ordinarily resident in Australia for the previous 10 years (ie they have been here for the last 10 years – including resident for eight of the last 10 years, and 18 months of the last two years), and;
 - the student is otherwise eligible for HELP.

No interest is charged on HELP debt; however, it is indexed annually by the Australian Taxation Office (ATO) to maintain its real value.

FEE-HELP

Domestic students in full fee places who meet eligibility requirements may access FEE-HELP to defer the payment of their tuition fees.

Students in undergraduate courses who access FEE-HELP pay a loan fee of 25%, as levied by the Australian government. This loan fee does not apply to postgraduate courses.

HECS-HELP

Students in Commonwealth supported places who meet eligibility requirements may access HECS-HELP to defer the payment of their student contribution amount.

OS-HELP

Commonwealth supported students who wish to undertake part of their course overseas and who meet eligibility requirements may access OS-HELP, which can be used for travel or study expenses such as airfares, accommodation and tuition fees (see Section 2.5).

For further information, see CHC Policy: [OS-HELP](#) and the [Study Assist](#) website. Applications for OS-HELP are to be made using the [OS-HELP Debt Confirmation](#) form. This is a password-protected form; if you wish to complete an OS-HELP application, please contact CHC Student Administration.

6.1.3 Refunds for domestic students

Students should be aware that fees are **not** refunded nor are HELP debts remitted upon withdrawal from units after the census date of the semester in which units are offered. Information regarding the circumstances under which refunds or remission of HELP debt is applicable is available in CHC Policy: [Grievance Policy and Procedures for Domestic Students – Re crediting ‘HELP’ Debt and Review of Decisions](#), and in the booklets, *FEE-HELP Information 2017*, *Information for Commonwealth supported students 2017*.

6.2 Fees and charges for overseas students

Overseas students are students who do not meet the classification of domestic students and are in Australia on a *temporary visa*, which includes student visas and other temporary visas, such as business visas and spousal visas, which grant holders the right to study.

Overseas students pay **tuition fees** as set by CHC. These fees are determined in accordance with guidelines set by the Australian government. Overseas student tuition fees are subject to annual increase. The revised annual fee will apply to all overseas students who are currently enrolled at CHC, not to commencing students only.

Overseas students may also incur additional fees and charges.

Overseas students are not eligible for FEE-HELP, HECS-HELP or OS-HELP assistance and are to pay their tuition fees upfront on a semester-by-semester basis, following the payment of the specified fees as part of the enrolment process.

All information regarding the tuition fees and additional fees and charges that apply to an academic year are published on the [Fees and Charges](#) information sheet.

6.2.1 Notification of tuition fees for overseas students

CHC will notify you of your tuition fees for each semester via a tax invoice, based upon the information contained on your unit selection form for the relevant semester.

Overseas students are to make full payment of the amount owing by the commencement of the semester.

6.2.2 Refunds for overseas students

Overseas students should be aware that fees are **not** refunded upon withdrawal from units after the census date of the semester in which units are offered. Information regarding the circumstances under fees may be refunded, and the process for applying for a refund, is available in CHC Policy: [Refunds for Overseas Students](#).

6.3 Payment of tuition fees and student contribution amounts

Payment of tuition fees, student contribution amounts and other fees and charges can be made by cash, cheque or EFTPOS at CHC Reception, or the 'Pay Online' facility of the CHC website.

For students who have requested HELP assistance, CHC is able to accept payments prior to the census date for a semester only, after which any unpaid amounts become part of students' HELP debts. After the census date, any payments relating to that semester must be made directly to the Australian Taxation Office (ATO).

6.4 Financial assistance

Various forms of income support provided by the Australian government are available to eligible students who are enrolled in eligible courses, such as:

- Youth Allowance (for students under 25 years of age);
- ABSTUDY Living Allowance (for indigenous students);
- Austudy (for students over 25 years of age); and
- Pensioner Education Supplement (PES).

Generally speaking, eligibility for study support payments requires full time enrolment in a course. For Centrelink purposes, 'full time' is defined as a study load of at least 75% of a standard full time study load. Students who are in receipt of such payments must plan their course programs to ensure that they remain eligible by maintaining at least 75% of a standard full time study load in their course.

Students who may be considering undertaking cross-institutional enrolment at 'host' institutions are to be aware that units undertaken by cross-institutional enrolment **do not** contribute to the calculation of study load for the purposes of determining eligibility for study support payments through Centrelink.

Students should also be aware that undertaking less than a standard full time study load will increase the duration of their courses. This may also affect eligibility for study support payments, as Centrelink will generally make payments for the standard duration of a course only.

Please contact Centrelink for specific details concerning any financial assistance for which you may be eligible regarding your course and duration of payment.

6.5 Australian government assistance

The Australian government makes available the *Student Start-up Scholarship*, *Student Start-up Loan* and the *Relocation Scholarship*, which aim to assist eligible students with the upfront costs of study or with costs associated with students having to move to study.

6.5.1 Student Start-up Scholarship

The Student Start-up Scholarship provides assistance with the upfront cost of study for eligible higher education students.

If you received a Student Start-up Scholarship, or a Commonwealth Education Costs Scholarship, before 1 January 2016 and have not had a break in payment, you may continue to be paid until you come off your student payment. If you are in this group, you cannot receive a Student Start-up loan as well as your scholarship.

To be eligible for the Student Start-up Scholarship you must:

- have previously received a Student Start-up Scholarship or Commonwealth Education Costs Scholarship;
- not have had a break in receiving your student payment;
- be studying full time in an approved scholarship course delivered by an approved higher education provider;
- receive at least \$1 of Youth Allowance as a student, \$1 of Austudy or \$1 of ABSTUDY Living Allowance in the fortnight in which the scholarship is payable;
- continue full time study within 35 days of qualifying for the scholarship; and
- continue to undertake full time study 35 days after qualifying for the scholarship.

You will continue to receive the scholarship until you come off your student payment. If you have a break in payment (for example, you take a leave of absence from your course) you will no longer be eligible for the scholarship.

If you receive or qualify for the Commonwealth Education Costs Scholarship paid by the Department of Education or a Student Start-up Scholarship paid by the Department of Veterans' Affairs, or a Student Start-up Loan, you will not be eligible for a Student Start-up Scholarship paid by the Department of Human Services.

If you meet the above criteria but have had a break in your payment or are a new student, then you can apply for the Student Start-up Loan.

For further information, see the [Student Start-up Scholarship](#) page on the Department of Human Services website.

6.5.2 Student Start-up Loan

The Student Start-up Loan is a voluntary loan available to eligible full time students in higher education who receive Youth Allowance, Austudy or ABSTUDY Living Allowance.

The Student Start-up Loan is not paid automatically. If you want this loan, you have to apply for it.

Loans are tax free. You have to repay the loan through the Australian Taxation Office (ATO) when your income exceeds the minimum repayment threshold, as you would with Higher Education Loan Program (HELP) debt. You can read more about [repayment thresholds](#) on the ATO website.

The Student Start-up Loan is not available if you have previously received, and are still eligible for, the Student Start-up Scholarship.

To be eligible for a Student Start-up Loan for a loan period, you must:

- be studying full time, or have our approval to do a reduced study load, in an approved scholarship course;
- be receiving Youth Allowance as a student, Austudy or ABSTUDY Living Allowance;
- provide your Tax File Number with your loan application;
- apply before the end of the loan period and at least 35 days before your course ends; and
- not be receiving a Student Start-up Scholarship, or qualify for a Commonwealth Education Costs Scholarship, for the same period.

There are two loan periods each calendar year: 1 January to 30 June, and 1 July to 31 December. If you are eligible, you can apply for 1 Student Start-up Loan for each loan period during your course. You cannot get more than 2 loans per calendar year.

Each Student Start-up Loan is a set amount of \$1,035 per loan period. The amount will be indexed on 1 January each year.

For further information, see the [Student Start-up Loan](#) page on the Department of Human Services website.

6.5.3 Relocation Scholarship

The Relocation Scholarship offered by the Australian government is a payment made once a year to help eligible ABSTUDY or Youth Allowance students with their higher education if they have relocated to or from a regional or remote area to study. Austudy students are not eligible for the Relocation Scholarship.

You may be eligible for this payment if you:

- are studying full time in an approved scholarship course
- are a dependent and need to live away from your family home to study, or meet specific scholarship independence criteria
- are relocating to or from a regional or remote area to study
- receive at least \$1 of Youth Allowance as a student or ABSTUDY Living Allowance
- are expected to start or continue full time study within 35 days after qualifying for the scholarship
- are undertaking or will undertake full time study in an approved scholarship course on day 35 after the course start date or after you first qualify for the scholarship, whichever is later

If you are undertaking a compulsory practical placement as part of your approved scholarship course you may qualify for the Relocation Scholarship if you:

- have not already received a Relocation Scholarship for the same year
- meet all the eligibility requirements for the scholarship, and
- have a placement in a regional or remote location

Verification of the location of the compulsory placement will be required before the Relocation Scholarship can be paid.

Students who have already received a Relocation Scholarship payment during the calendar year are not eligible for an additional scholarship payment in the same year, even if they have to relocate again to undertake a compulsory practical placement.

Further information regarding the [Relocation Scholarship](#), including scholarship amounts, is available from the Department of Human Services of the Australian government.

Section 7: CHC Life

- 7.1 Student services**
 - 7.1.1 Accommodation**
 - 7.1.2 Community Development Officer**
 - 7.1.3 Counselling and Support Centre**
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7.1 Student services

CHC is a place where students are encouraged and supported in their academic, professional, personal and spiritual growth.

The CHC Director of Student Services is Troy Walsh (TWalsh@chc.edu.au)

7.1.1 Accommodation

There are two major student accommodation residence buildings in the Mt Gravatt area – [UniResort](#) and [Genesis 1](#). Brochures for these complexes are available at CHC Reception, but application must be made directly to the facilities themselves.

7.1.2 Community Development Officer

The role of the CHC Community Development Officer (CDO) is to assist and support students throughout the course of their enrolment at CHC. The CDO also connects students with the appropriate CHC services and/or staff to provide additional support and/or assistance. This may include connecting students with academic support, counselling and welfare services or even assisting with locating medical services.

The office of the CDO is located in the CHC Learning Hub, or you can make contact by email with Stephanie Germain at sgermain@chc.edu.au, or Mark Jessop at mjessop@chc.edu.au.

7.1.3 Counselling and Support Centre

The [CHC Counselling and Support Centre](#) promotes counselling where you are empowered to facilitate your own counselling journey. Counsellors will assist you to identify your desired outcomes and provide appropriate guidance or intervention as you take this journey. In this safe, friendly environment you can be assured that you will be valued as an individual and encouraged as you seek a more fulfilled life.

Our student counsellors are trained in a variety of counselling theories, therapies and techniques that have been proven to be effective in dealing with the problems faced in the fast-paced and sometimes confusing world in which we live. They have completed a majority of their course work and are thoroughly trained in counselling approaches and skills. In addition, they are mentored by an academic staff member and supervised by a registered counsellor whom they also see regularly. Students are carefully assessed as competent by academic faculty members before becoming counsellors in the centre. Our goal is to facilitate growth and development of our students while providing the best care and professionalism in our modern and cutting edge counselling centre.

Counselling sessions are by appointment only and can be made by email at counselling@chc.edu.au or by visiting the Counselling Centre. No referral is necessary for initial appointments. Appointments are available during normal business hours, although after hours appointments are available under special circumstances. A fee of \$20.00 per one-hour session applies; however, there is no charge for students who are currently enrolled in CHC courses. Friends and families of CHC students are welcome.

7.1.4 Food facilities

Rivers Café, located in the Citipointe Church building, offers a range of meals and food and drink items, and is open each week day of the semester. Opening hours are reduced during vacations.

The Student Common Room contains vending machines.

7.1.5 Noticeboards

CHC noticeboards are available for the displaying of information for students. CHC monitors these noticeboards and exercises its right to remove any information which it deems to be inappropriate.

7.1.6 Notices

Important notices are posted on CHC notice boards, the CHC unit Moodle™ pages and the [CHC Facebook](#) page. Students are asked to keep themselves informed by checking these locations regularly. Notices from full time lecturers will often be displayed on the noticeboards outside their offices.

7.1.7 Orientation program

CHC offers an orientation program in the week prior to the beginning of Semesters 1 and 2. New students are encouraged to engage CHC life and activities are designed to cover a range of issues, from academic life to social activities which aim to connect students to others in their courses, as well as the wider CHC community. CHC's orientation activities are jointly run by the CHC Community Development Officer, CHC Student Representative Council, [Red Frogs Australia](#) (a ministry of [Citipointe Church](#)) and the CHC Schools.

Details of the orientation program are available from CHC Student Administration.

7.1.8 Student Common Room

The Student Common Room is an air conditioned space in which students can relax and get to know their fellow students. It contains refrigerators, vending machines and tea and coffee facilities. Students are expected to exercise personal responsibility for the maintaining of a clean, hygienic and welcoming space.

7.1.9 Academic support

Academic support is available to assist students in the area of study skills, such as:

- effective writing – grammar, essay structure, sentence and paragraph structure;
- in-text referencing;
- how to unpack a topic – what does the assessment task actually require;
- time management/organisational issues – the assessment plan of attack;
- effective study habits.

The Academic Support Office is located in the CHC Learning Hub. The Study Support Tutor is available by appointment and can be flexible with times to meet the needs of individuals or groups as required.

Students can make appointments by email at studysupport@chc.edu.au, or ask at the Library front desk.

Also available to students are free lunch time group study support sessions, the schedule for which is available on the Moodle™ Study Support page. These sessions are casual weekly meetings for students from all CHC Schools. Topics include time management, writing and research skills, forming study and accountability groups, referencing, online journals, assessment guidance, and understanding CHC documents such as unit outlines. Time is also provided in these sessions for individual questions.

7.2 Student Representation

There are a number of way in which students are represented at CHC.

Student Representative Council (SRC)

The SRC is elected as a representative body each year, and includes students from across Schools and year levels. It aims to organise events which enrich student life and the CHC student experience, such as sporting activities, beach days, BBQs and other social activities. It also plays a prominent role in CHC functions such as Orientation Week and Open Day.

See the SRC page on the CHC website for details and information regarding the SRC, or contact the SRC by email at studentcouncil@chc.edu.au.

Student representation on committees

Students are represented on Academic Board and the Learning and Teaching Committee, which are the bodies that govern academic processes and guide learning and teaching practices at CHC. Students are also included in the membership of School Advisory Committees and course development committees, which review School operations and provide advice in relation to course accreditation processes and of panels that are established to consider student grievances regarding academic decisions.

Students who are interested in serving in a representative capacity should enquire with the SRC.

7.3 Pastoral care

CHC provides pastoral care for its students and seeks to support the growth of individual lives and encourage the development of a thriving CHC community through both its own activities and joint initiatives with bodies such as the Student Representative Council, the CHC Community Development Officer and Red Frogs.

The CHC Pastoral Care Coordinator is Dr Ann Crawford. If you need someone to talk to about personal, social, academic or spiritual issues in a relaxed and totally confidential environment, please contact Ann by email at ACrawford@chc.edu.au.

Pastor Stuart Sudholz coordinates pastoral care for the School of Ministries. Please feel free to make an appointment to see him at any stage throughout your studies regarding professional or personal issues. Stuart can be contacted by email at ssudholz@citipointechurch.com.

7.4 Student advocacy

CHC seeks to promote an inclusive culture which values the individual and engages students as members of a vibrant and positive community. To this end, the Student Advocacy Officer is available to support students as they navigate the policies and processes of the institution.

The role of the Student Advocacy Officer is to support and assist students in relation to matters arising under the academic and procedural rules and regulations of CHC. The Student Advocacy Officer aims to act in the interests of students and, in doing so, to be disassociated from CHC's decision-makers in respect of its academic and procedural rules and regulations and other staff who administer them.

The Student Advocacy Officer is located in the CHC Learning Hub. Students can make appointments by email at studentadvocacy@chc.edu.au or ask at the Library front desk.

7.5 Student awards

A number of awards are made to students each year based upon factors such as academic achievement and service to the CHC community.

Deans' Commendations

Deans' Commendations are awarded to graduating students and are presented at the annual CHC graduation ceremony and the annual School of Ministries graduation ceremony. To qualify, students must achieve a course grade point average (GPA) of at least 6.0.

Denneil Aiton Award

The Denneil Aiton Award is presented at the annual CHC graduation ceremony and is made to graduating students in recognition of the transforming power of Christ and its demonstrated impact in transforming others' lives within and beyond the CHC community. Nominations for this award are made by CHC staff, with a selection process undertaken by a panel. The Denneil Aiton Award may not be presented each year.

President's Award

The President's Award is presented at the annual CHC graduation ceremony and is made to graduating students who have contributed to the life of CHC in a significant way and whose conduct exemplifies the ethos and values of CHC. Nominations for this award are made by staff, with a selection process undertaken by a panel. The President's Award may not be presented each year.

7.6 General information

7.6.1 Attendance

Attendance requirements may vary between Schools and courses. These are described in the various School Handbooks. Students have a responsibility to ensure that they are fully aware of such requirements as they relate to the unit(s) of study in which they are enrolled.

Students' employment schedules are not to interfere with the CHC timetable, practicum and/or internship arrangements and examination schedules.

7.6.2 Chapel

Each Wednesday during term, between 12:10-1:00pm, the CHC community meets for Chapel. Chapel is a vital part of campus life at CHC. In worshipping, praying and sharing together, staff and students grow together as a supportive, faith-built, encouraging community. Chapel includes a speaker each week, either from within the CHC community or an invited guest, and is normally held in the Citipointe Church Auditorium 2.

If you would like to be involved in Chapel, please contact the CHC Reception.

The School of Ministries also conducts prayer and worship times from 8.30-8.50am from Tuesday to Thursday during term time in Lecture Room L1 in the Citipointe Church building.

7.6.3 Dress code

CHC seeks to encourage an atmosphere conducive to study and positive social relationships. Dress is considered to be important for Christian witness in the community. Thus, students should dress modestly, in good taste and be neat and clean at all times, as good personal hygiene is an important part of a wholesome and Christ-honouring appearance. According to Workplace Health and Safety regulations, shoes must be worn on campus.

7.6.4 Social guidelines

Scripture establishes principles of godly living which should guide and govern Christian character and behaviour in personal and social relationships. Issues of personal conduct which are declared to be morally wrong according to Scripture should be regarded as unacceptable in the CHC community.

Students at CHC will be encouraged to grow in grace and in their love for one another, so that the fruit of their walk with God is increasingly evident in their relationships with others and in their words and actions.

The Scriptures do not provide specific guidelines covering every social practice or situation, but do advocate moderation and self-restraint in that which is offensive or harmful to others (Romans 14: 1-7).

Christians are also called to abstain from all appearance of evil (1 Thessalonians 5:22) and CHC takes seriously its responsibility to exemplify Christian values and standards in its institutional life. CHC specifically prohibits gambling and the possession or consumption of alcohol or illegal drugs on campus. The CHC campus is a smoke-free zone.

For further information, see the CHC [Code of Conduct](#).

7.6.5 Vehicles and parking

Car parking is provided free of charge to all students. Vehicles are parked at the owners' risk.

It is expected that drivers will exercise due care and attention at all times and observe all speed limits as posted. Drivers should be aware of the *school zone reduced speed limit* which applies to Wecker Road.

Christian Outreach Centre International reserves the right to prohibit the entry of drivers who fail to exercise due care and attention at all times and to observe the property speed limit.

Section 8: Resources

- 8.1 Library
- 8.2 Computing and printing facilities
- 8.3 Library rooms
- 8.4 Use of CHC equipment
- 8.5 Text books
- 8.6 CHC website
- 8.7 IT services
 - 8.7.1 Your CHC network account
 - 8.7.2 Your CHC email address
 - 8.7.3 Your CHC Moodle™ account

8.1 Library

The [CHC Library](#) holds a significant collection of book, audio-visual, journal, curriculum and Australian literature resources. There is also a wide range of academic journal databases accessible online, and a growing collection of eBooks. Please consult the [Guide to the Learning Hub](#) for details regarding all aspects of the Library.

Library hours

Semesters 1 and 2	
Monday – Thursday	8:00am – 10:00pm
Friday	8:00am – 5:00pm
Saturday	9:00am – 5:00 pm
Sunday	CLOSED
Semester 3 and CHC vacations	
Monday to Friday	8:00am – 5:00pm
Saturday and Sunday	CLOSED ⁸

The Library is closed on public holidays and during Chapel (Wednesday 12:00-1:00). These hours are subject to change without notice. Please check the CHC website for any changes.

Contacting the Library

The Library may be contacted regarding loan requests, reservations and renewals on:

- Phone [07] 3347 7908
- Email circulation@chc.edu.au

General enquiries may be directed to:

- Phone [07] 3347 7908
- Email library@chc.edu.au

⁸ The Library is open from 9:00am-5:00pm on Saturdays when intensive classes are being held.

Library policies

The CHC website contains a number of policies which relate to students' use of the Library:

- CHC Policy: [Library Borrowing](#) outlines the number and type of resources that students are able to borrow from the Library, and the periods of borrowing that apply.
- CHC Policy: [Library Conduct](#) details the conduct expected of students while they are in the Library. Please note that food and drink are prohibited at the computers but may be consumed in the study areas

8.2 Computing and printing facilities

The Library provides a range of computing facilities:

- Wireless access
- Internet access
- Twenty computers are available for student use: all computers have access to the Library catalogue, internet and printing facilities
- Quick reference computers for catalogue and internet
- Interactive whiteboard installed for student use in Seminar Room 1
- Secure facility for charging laptops

Students are advised to save their documents to portable storage devices, as CHC cannot take responsibility for documents deleted from the computers.

Photocopying/printing costs are as follows:

	A4 Single-sided	A4 Double-sided	A3 Single-sided	A3 Double sided
Black & white	11c	18c	22c	40c
Colour	52c	\$1.00	\$1.04	\$2.00

Students can add funds to their printing account at the Circulation Desk. Students can also use the copier to scan and save to a USB drive – this service is free.

When you send a document to the printer, it will stay in the print queue until you log into the printer and request that document to print. To log into the printers, use your student number preceded by 's'. You will set your own password the first time you print, and you may change it at any time. You can select all your documents to be printed in one session, or you can select one job and log off, leaving the others in the queue for later.

Comb-binding and laminating facilities are also provided in the Production alcove adjacent to the photocopiers/printers. Materials can be purchased at the Circulation Desk. Costs for these services are:

	A4 Pouches	A3 Pouches	Binding Combs	Clear A4 Front Cover	White Card Backing Sheet
Cost	10c	20c	30c	50c	50c

Students should be aware that the illegal copying of copyrighted files and software, and the use of illegally copied files and software, is prohibited on CHC computers. Students found illegally copying or using such files or software will be banned from using CHC computers for a period of at least six months and will be placed on notice that, should a subsequent occurrence be proved, they will be excluded from CHC.

8.3 Library rooms

The Seminar Rooms are available for small group use. Bookings for these rooms are essential and may be made at the Circulation Desk.

8.4 Use of CHC equipment

Students who wish to use the computer and data projector facilities located in the classrooms are to enquire at the IT Help Desk.

Portable laptops, data projectors, video cameras, tripods and sports equipment are available for borrowing from the Library. Enquiries regarding these may be made at the Circulation Desk.

Students are responsible for the costs of any repairs or replacement resulting from damage to any CHC equipment while in their use.

8.5 Text books

Lists of required text books and other materials for each unit offered in a semester are available from the CHC website. Students are to purchase the required texts and/or materials for each unit in which they enrol.

Students are free to purchase their textbooks from their choice of supplier. The following are some suggestions (listed alphabetically):

- Amazon www.amazon.com
- The American Bookstore www.americanbookstore.com.au
- The Book Depository www.bookdepository.com
- Booko www.booko.com.au
- Booktopia www.booktopia.com.au
- The Co-op Bookshop www.coop.com.au
- Fishpond www.fishpond.com.au
- Koorong www.koorong.com.au
- Open Leaves www.openleaves.com.au
- Word Bookstore www.word.com.au

8.6 CHC website

The CHC website contains many documents and forms, including handbooks and timetables, as well as expectations of those using the CHC network and internet, and policies regarding many of the items in this Handbook. Students should familiarise themselves with the website and make appropriate use of it as a source of information during their enrolment at CHC.

8.7 IT services

When you enrol at CHC you are assigned a CHC network account, a CHC email address, and a Moodle™ account. Each of these services is accessed through the [Student Portal](#) link on the CHC website. Instructions regarding the accessing and use of these services are also available on the [IT Support](#) page on the CHC website.

8.7.1 Your CHC network account

With your CHC network account, you can log in to the student server which will provide you with space to store files whilst on campus. You have 100Mb storage space in your home directory. When saving files, it is important that you save to your home area on the student server (H drive). If you do not do this and save files to the computer, you will lose those files after you log off as the computer will automatically reboot. *Please note that it is most important that you remember to log off when you finish using the computer, otherwise you will allow other people access to your home area on the server.* When your storage on the server is nearing its limit, you will receive a warning message that is automatically generated from the server. Alternatively, save your files to an external drive such as a USB or external hard drive that you may bring in or on your cloud based storage. Make sure that you back up your files by saving them in more than one storage/drive.

If you are on campus with a laptop, you may connect to the wireless network. Once you have connected to the wireless, you have access to the internet through your preferred web browser. Please note that CHC monitors student usage of the internet and bandwidth for security and quality purposes. If you access the internet from the PCs in the Computer Labs or input the Wireless Key, you are deemed to have acknowledged this essential term. If you are unsure of the expectations for network and internet usage, please familiarise yourself with documentation on the [Network Usage and Conduct](#) page of the CHC website.

If you experience problems with your CHC network account, please contact IT Support by email at itsupport@chc.edu.au.

8.7.2 Your CHC email address

Your CHC email account is accessible anywhere that you have internet access. As noted in earlier sections in this Handbook, the only way in which CHC staff will contact you to deliver important information and documents regarding your enrolment at CHC will be via your CHC email address. It is recommended that you access your CHC email account on a daily basis.

If you have forgotten your password, you may have it reset by contacting itsupport@chc.edu.au.

8.7.3 Your CHC Moodle™ account

The delivery of units at CHC is facilitated by a digital learning environment supported by Moodle™.

Where a unit is delivered by the internal or intensive modes, the use of a digital learning space is not designed to replace face-to-face teaching and learning. As such, your engagement in face-to-face classes and activities remains the most significant avenue for your learning, and the resources, materials and activities provided via the units' Moodle™ webpages will be designed to support this learning.

Where a unit is delivered by the external mode, the use of a digital learning space will facilitate your learning by providing you with immediate and timely access to resources, materials and activities, together with an opportunity to be involved in a community of learners.

If you experience difficulties with your Moodle™ account, you should firstly read the documents on the [Moodle™ information](#) page on the CHC website or directly on [Moodle™](#). If you need further assistance, please contact with the lecturer for the unit, or your School Administration Office. You may also send enquiries to moodle@chc.edu.au.

Section 9: Academic Guidelines and Procedures

- 9.1 Credit points
- 9.2 Levels of study
- 9.3 Modes of study
- 9.4 Unit outlines
- 9.5 Essay writing and referencing guides
- 9.6 Academic transcripts
- 9.7 Academic freedom
- 9.8 Assessment
- 9.9 Assignment presentation
- 9.10 Assignment submission
- 9.11 Assignment collection
- 9.12 Extensions
- 9.13 Examinations
- 9.14 Completion of unit assessment tasks
- 9.15 Academic integrity and plagiarism
- 9.17 Statement of Results
- 9.18 Grade Point Average (GPA)
- 9.19 Guidelines regarding 'Pass Conceded'
- 9.20 Guidelines regarding the resubmission of tasks and supplementary examinations
- 9.21 Review of academic decisions
- 9.22 Review of Academic Progress (RAP)
- 9.23 Review of Enrolment Process (REP)
- 9.24 Dean's Conference

9.1 Credit points

Each CHC unit has a credit point (cp) weighting. Standard units have a weighting of 10 credit points. Each 10 credit point unit has an EFTSL value of 0.125 (see Sections 2.7 and 3.6), and a minimum semester workload of 150 hours. Non-standard units have weightings of 20 credit points, with an EFTSL value of 0.25 and a minimum semester workload of 300 hours, and 30 credit points, with an EFTSL value of 0.375 and a minimum semester workload of 450 hours. The semester workload requirement includes aspects such as scheduled contact time, personal study, preparation of assessment tasks, examinations and professional experience placement (as applicable). Unit outlines include a breakdown of these aspects as they apply to each unit.

9.2 Levels of study

Undergraduate courses

The first number of each unit code indicates the relative difficulty of the unit. 100-level units are introductory units which generally have no prerequisite units; 200-level and 300-level units are advanced units which generally have introductory and/or advanced units as prerequisites. For the preservice Bachelor of Education courses, 400-level units are part of the undergraduate course.

Postgraduate courses

Postgraduate courses generally consist of 400-level, 500-level and/or 600-level units, the latter two of which indicate studies at Masters level. Course rules will indicate any prerequisite units required.

9.3 Modes of study

There are two modes in which units at CHC may be offered. These modes are *internal* and *external*.

Internal mode

Units that are offered in the internal mode are conducted on campus in a face-to-face context. The contact hours for the unit may be delivered either as weekly classes across the semester, or as intensives for which the contact hours are condensed into a number of whole days. All arrangements regarding units that are offered in the internal mode are advertised prior to the beginning of the semester in which they are being offered, in the CHC *Timetable and Intensives Schedule*.

Weekly classes:

Internal mode units that are scheduled with weekly classes normally have three hours of classes per week, although this can differ according to the requirements of particular units.

Intensives:

Internal mode units that are offered as intensives are scheduled in such a way that the contact hours are condensed into a number of whole days. These may be scheduled together as consecutive days, or as a series of one-, two- or three-day sessions at various points during the semester, and may be held both at weekends and during holiday periods.

External mode

Units that are offered in the external mode are those that are not offered on campus but are undertaken in students' own locations. This mode was traditionally provided for students who did not live within travelling distance of their institution. In today's work, study and social contexts, external students include those who enrol in units in the external mode for reasons of convenience as well as location.

9.4 Unit outlines

By the first week in every semester, students are provided with a unit outline on the Moodle™ page accessed through the CHC website. Students are to retain unit outlines for reference during and beyond the semester. Replacement unit outlines can be obtained from the CHC Library at students' cost.

The unit outline contains the following information:

- Staffing information, including contact details;
- Unit rationale and learning outcomes;
- Program or schedule of content for the unit (this may be presented in 'Weekly' or 'Topic' format);
- Requirements and conditions for all summative assessment tasks, including genre, amount, details of the task, due date and assessment criteria;
- Required texts and suggested reading for the unit.

Each unit outline should indicate the requirements for students to exit the unit successfully. Some units require that all assessment items be completed and submitted, while for other units all assessment items are to be completed and submitted **and receive at least a passing grade**. To assist you in choosing units, sample unit outlines are available on the course pages on the CHC website.

For further information, see CHC Policy: [Assessment](#).

9.5 Essay writing and referencing guides

Resources regarding the requirements for essay writing, style, use of quotations, acknowledging sources, presenting a bibliography and appendices and general notes on assignment presentation are available on the CHC website. Guides are available for the APA and Harvard referencing styles.

9.6 Academic transcripts

Academic institutions maintain transcripts of past and current students which contain students' academic histories. A transcript is the only official academic record issued by CHC.

CHC issues student with an official transcript upon their graduation from a course. Should students require a transcript prior to graduation, or additional or replacement copies, these may be requested by submitting a [Request for Academic Transcript](#) form. A fee applies to the requesting of an academic transcript. This fee may be paid through the secure 'Pay Online' facility on the CHC website.

9.7 Academic freedom

CHC has a strong commitment to free intellectual inquiry and expression in its academic endeavours. Among CHC's values is the assertion that truth exists and that all truth is God's truth. CHC values and practices the integration of faith and learning and the unhindered pursuit of truth within a rigorous and responsible scholarly community. A commitment to truth in fact provides the necessary foundation for free intellectual inquiry to flourish; it provides a context that values the pursuit of truth, and that therefore provides a secure place for robust intellectual engagement in the pursuit of truth, for free intellectual inquiry, for discussion and debate, and for the extension of civility and courtesy to other seekers after truth.

9.8 Assessment

CHC uses a criterion-referenced approach to assessment and thus student results reflect the extent to which the unit learning outcomes have been achieved in the light of the evidence developed and used for exit purpose, rather than representing students' achievements relative to group norms.

For further information, see CHC Policy: [Assessment](#).

9.9 Assignment presentation

There are protocols regarding the presentation of assignments that relate to genre or type of task, and to the reference system used. Information about these protocols is available in individual unit assessment guides or in the relevant School Handbook.

You are to submit the originals of your work. However, if required you must be able to reproduce the work within a minimum of 24 hours in the event that the work is damaged or misplaced. ***If you cannot produce copies of assessment tasks upon request and within the parameters defined by lecturers, the work in question will be considered as not submitted and the appropriate penalties applied.*** Please note that the Declaration which appears on the CHC assignment cover includes a statement that you have kept a copy of the work being submitted.

9.10 Assignment submission

There are two methods for the submission of assignments – electronic and paper-based. Students will be notified of the submission methods that apply to particular assessment tasks in unit assessment guides.

Electronic submission

Guidelines relevant to electronic submission of assignments will be provided in units where this method of submission is required or permitted. Where assignments are submitted electronically, students will normally be required to submit via Turnitin™ on the Moodle™ page for the relevant unit. Students should familiarise themselves with the relevant sections of CHC Policy: [Assessment](#).

Paper-based submission

The following guidelines apply to the submission of paper-based assignments:

- All assignments are to be securely fastened to an official CHC assignment cover (available on the CHC website) and all required information provided, including the signed Declaration. Assignments will not be processed unless they are received with an official assignment cover and all relevant sections completed, and may be returned to you for resubmission. In such cases, original due dates will remain in force and you may be penalised for the late submission of assignments. Plastic folders using transparent sleeves and the like are *not* to be used for assignments.
- Assignment covers should only be used once, except where resubmitting an assignment, in which case the original cover should be used.
- Assignments may be submitted in person or by mail, and are *not* to be submitted directly to lecturers.
- Assignments that are submitted in person should be delivered to CHC Reception (or CMC Reception for School of Ministries students) during normal business hours. No responsibility is accepted by CHC (or CMC for School of Ministries students) for assignments that are left at the front door of the CHC foyer (or CMC foyer for School of Ministries students).
- Assignments that are submitted by mail must bear a postmark date no later than the due date of the assignment. You should ensure that you retain your postal receipt as proof of posting. It is strongly recommended that assignments that are submitted by mail be sent either by **registered post** or **overnight express post** in order that they may be tracked should they not arrive within the expected period. It is your responsibility to keep the tracking number secure in the event that you need to access this service.
- Assignments that are submitted by mail are to be addressed to:

***Assignments
Christian Heritage College
PO Box 2246
Mansfield BC QLD 4122***

- Assignments for School of Ministries units that are submitted by mail are to be addressed to:

Assignments
Citipointe Ministry College
PO Box 2111
Mansfield BC QLD 4122

9.11 Assignment collection

Students are responsible for the collection of graded assignments. Assignments not collected within six months after the semester in which they were submitted will be destroyed.

9.12 Extensions

The unit outlines provided at the beginning of each semester include due dates for the assessment tasks in those units. You are expected to meet these due dates; however, it may happen that you require an extension of the due date for a particular task. The process for applying for such an extension, the circumstances under which an extension may be given, and the conditions which may apply to such an extension (including penalties) are described in CHC Policy: [Extensions](#).

CHC Policy: [Extensions](#) allows each School to apply its own conditions, including penalties, to the granting of extensions. The details of the conditions applied by Schools are found in the relevant School Handbook.

*Please be aware that, if you are granted an extension of the due date for an assessment item within a unit and that extension continues into a subsequent semester, you are **not** considered to be enrolled in that unit in the subsequent semester.* If you are reliant on study support payments through Centrelink and are not undertaking a full time load in a particular semester (as determined by the Australian government) then your eligibility for payments may be nullified, resulting in you not receiving payment for that semester. This arrangement is determined by Australian government legislation and is not a matter that CHC is able to vary.

Students who receive study support payments through Centrelink are to be aware that eligibility for such payments normally requires full time enrolment in a course of study in the specific semester for which payment is made. If you are in any doubt regarding your eligibility, please see the Centrelink website or visit a Centrelink office. Please note that this is general advice only, and that CHC does not provide advice concerning individual students' eligibility for Centrelink payments.

9.13 Examinations

The end-of-semester Examinations Periods are held in Weeks 15-16 of Semesters 1 and 2, and Week 13 of Semester 3, in each academic year (Winter Semester does not include an Examinations Period). These periods are an official part of the CHC calendar and, as such, students are expected to be available for examinations at any time during these periods, until the dates declared as the end of the relevant semesters.

Each end-of-semester Examinations Period also has an associated Deferred and Supplementary Examinations Period in which exams are held for students who were unable to attend sittings in the Examinations Period due to issues such as illness, and for those students who are granted supplementary exams following their School Examiners' Meeting for the semester. Students requiring either a deferred or supplementary examination must make themselves available during the advertised period.

CHC Policy: [Examinations](#) contains the guidelines that apply to the preparation and implementation of exams which are conducted during the end-of-semester Examinations Period and Deferred and Supplementary Examinations Period. Students are required to present their student ID card in order to enter an examination room. Exams that are held outside of the published examinations, such as mid-semester exams, are the responsibility of the relevant School and are subject to school-based policies.

Special Consideration

CHC Policy: [Examinations](#) indicates the procedures and timelines which apply if you wish to seek special consideration for exams which are conducted during the end-of-semester Examinations Period and associated Deferred and Supplementary Examinations Period.

Special consideration can take a range of forms, such as extra time allowed for the completion of exams and access to aids and resources such as laptop computers, and is based upon declared and documented medical and other conditions. Particular attention should be given to the timelines which apply to requests for special consideration, as there is a date prior to each end-of-semester Examinations Period after which such applications will not be accepted.

Examinations in external mode units

If you are enrolled in a unit in the external mode and live within 150 kilometres of CHC, you are to attend the on campus sitting of any examination which forms part of the assessment schedule for that unit, alongside students who are enrolled in the unit in the internal mode.

If you are enrolled in a unit in the external mode and do not live within 150 kilometres of CHC you may request an off campus sitting of an examination at a location and time approved by CHC. This sitting will be supervised by an invigilator who has been approved by CHC and is to occur as close as possible to the date and time of the on campus sitting of the examination.

If you live within 150 kilometres of CHC but consider that you have special circumstances which prevent you from travelling to CHC, you may apply in writing to the Registrar to attend an off campus sitting of an examination at a location and time approved by CHC. This examination will be supervised by an invigilator who has been approved and appointed by CHC.

For information regarding the nomination of external invigilators and the administering of off campus examinations, see CHC Policy: [Invigilation of External Exams](#).

9.14 Completion of unit assessment tasks

All unit assessment tasks must be completed and submitted before a unit result is awarded. The requirements concerning the awarding of unit exit grades vary, and are indicated in unit outlines.

Some units require all assessment items to be completed and submitted, while some units require that all assessment items be completed and submitted and receive at least a passing grade. It is students' responsibility to understand the requirements regarding the completion of assessment tasks for each of the units in which they are enrolled.

If an extension has not been granted prior to the relevant School Examiners' meeting, a unit result of 'IF – Incomplete Fail' will be issued.

9.15 Academic integrity

In accordance with its foundation on Christian principles as informed by Scripture, CHC is concerned to maintain the highest levels of personal and professional, moral and ethical conduct. Students have a responsibility to maintain the highest standards of academic integrity in their work. Honesty and integrity is at the heart of all academic discourse and is a value which is central to Christianity.

Any assignment submitted as part of CHC work must be the original work of the student who submits it. Although the thinking that goes into preparing an assignment rests on and builds on the work and ideas of others, the paper submitted should constitute the student's own ideas or an evaluation and critique of the ideas of others, and should be written in the student's own words. The ideas and words of others that have been used in forming opinions must be acknowledged through the use of appropriate referencing.

Please ensure that you read and are familiar with CHC Policy: [Academic Integrity](#) and the CHC [Code of Conduct](#).

9.16 Unit results

The various results awarded to students at the end of each academic semester are indicated below:

Result	Grade	Result	Grade
HD : High Distinction	7	WF : Withdrawal Fail	1
D : Distinction	6	UP : Ungraded Pass	N/A
C : Credit	5	N : Supplementary Task Granted	N/A
P : Pass	4	IX : Incomplete – Extension Granted	N/A
NP : Pass Following Supplementary Task	4	W : Withdrawal	N/A
PC : Pass Conceded	3	RP : Results Pending	N/A
F : Fail	1	TC : Transfer of Credit	N/A
IF : Incomplete Fail	1		

9.17 Statement of Results

At the end of each semester, a *Statement of Results* for that semester is forwarded to each student via their CHC email address. Please note that a *Statement of Results* is not an official academic record.

9.18 Grade Point Average (GPA)

Unit results have corresponding numerical values, or grades, that are used to determine an individual's Grade Point Average (GPA). A GPA is calculated by dividing the sum of the grades for a particular period by the number of units to which a grade is attached. A GPA is usually only calculated for a single semester or for a course as a whole. It can be used as a means to compare and/or rank students' achievement in a particular period, or as a minimum requirement which must be met for entry to or progression within a course.

9.19 Guidelines regarding 'Pass Conceded'

The following guidelines apply in relation to a **Pass Conceded ('PC')** result:

- a PC will not be awarded in any 100-level unit which is a core unit for a particular course;
- a PC will not be awarded in any unit which is a prerequisite for a subsequent or advanced core unit;
- only one (1) PC is permitted in each strand of a course;
- for *Bachelor of Education* students, a PC will not be awarded for Professional Experiences units.

9.20 Guidelines regarding the resubmission of tasks and supplementary examinations

There may be occasions when students do not clearly demonstrate the satisfactory achievement of unit learning outcomes. In such cases, unit lecturers may need to gather further evidence to determine whether students should be awarded a passing grade for a unit.

At the end a semester, when a lecturer has gathered evidence concerning whether students have met unit learning outcomes, the lecturer may recommend to the Examiners' Meeting that a student be offered a resubmission of an assessment task or a supplementary examination.

Students who are granted a resubmission of an assessment task or a supplementary examination will be notified by their respective Schools following the relevant Examiners Meeting. This will include the nature of the task and all conditions regarding length or duration, and due date for submission or examination sitting.

Students who successfully complete resubmissions or supplementary examinations are awarded a unit exit result of 'NP – Pass Following Supplementary Task' (see Section 9.16 above).

For further information regarding the resubmission of a task, please see Policy Provisions 7.8-7.11 of CHC Policy: [Assessment](#).

For further information regarding supplementary examinations, please see Policy Provision 8 of CHC Policy: [Examinations](#).

9.21 Review of academic decisions

Should you wish to request a review of an academic decision, such as the result for an individual assessment task or the awarding of a unit exit grade, please consult the relevant student grievance policy (see Sections 2.14 and 3.13).

9.22 Review of Academic Progress (RAP)

CHC is interested in the success of its students. A central task of the Examiners' Meetings held at the end of each semester is to review students' academic progress in order that indications of unsatisfactory progress are identified and, therefore, patterns of failure avoided that may be due to problems in areas such as study skills, ability, motivation, commitment, self-discipline, health, relationships, spiritual life and so on.

If your academic performance indicates that you are at risk of failing to progress through your course, you will be invited to participate in a Review of Academic Progress. The Review of Academic Progress is intended to identify any issues affecting your progress and assist you in deciding on a course of action to address these issues in the subsequent semester.

The conditions under which a Review of Academic Progress is conducted, and the processes which apply to it, are available in CHC Policy: [Review of Academic Progress for Domestic Students](#) and CHC Policy: [Review of Academic Progress for Overseas Students](#). The provisions of the Review of Academic Progress policies do not negate the right of CHC to require a student to show cause why enrolment should not be cancelled at any time where there is evidence of academic impropriety.

9.23 Review of Enrolment Process (REP)

If, after being invited to engage in a Review of Academic Progress, a student does not maintain satisfactory progress in a subsequent semester, a Review of Enrolment Process will occur. A Review of Enrolment Process may also be triggered by the instance of gross failure, where a student fails two or more units in the same semester or fails the same unit more than twice.

The Review of Enrolment Process is a compulsory process which requires a student to engage in an in-depth review of their studies with the Dean to ascertain their personal and professional strengths and weaknesses and determine the reasons that the actions undertaken as part of the previous Review of Academic Progress were not effective. There are three possible outcomes of a Review of Enrolment Process:

- the development of an Action Plan for implementation in the following semester to address the reasons for the Review of Enrolment Process;
- a decision by CHC to exclude the student; or
- automatic exclusion of the student due to their failure to respond to or engage in the Review of Enrolment Process.

In the case of the student being excluded, the period of exclusion will be determined by the relevant School Board of Studies upon the recommendation of the Dean and will be for no less than six months.

Due to the requirements of the Review of Enrolment Process and its potential enrolment implications for students, a Review of Enrolment Process will occur only at the end of an academic year, and any Action Plan developed will usually take the following semester to complete.

The conditions under which a Review of Enrolment Process is conducted, and the processes which apply to it, are available in CHC Policy: [Review of Enrolment Process for Domestic Students](#).

9.24 Dean's Conference

A Dean may call a student to a conference to show cause why the student's enrolment should not be cancelled. This may occur following the implementation of an Action Plan devised as an outcome of a Review of Academic Progress (RAP), or at any time where there is evidence of gross failure or academic impropriety on the part of a student.