

STUDENT HANDBOOK 2019

**Christian Heritage College
Student Handbook 2019**

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All CHC [policies](#), [documents](#) and [forms](#) referred to in this Handbook are available on relevant pages of the [CHC website](#).

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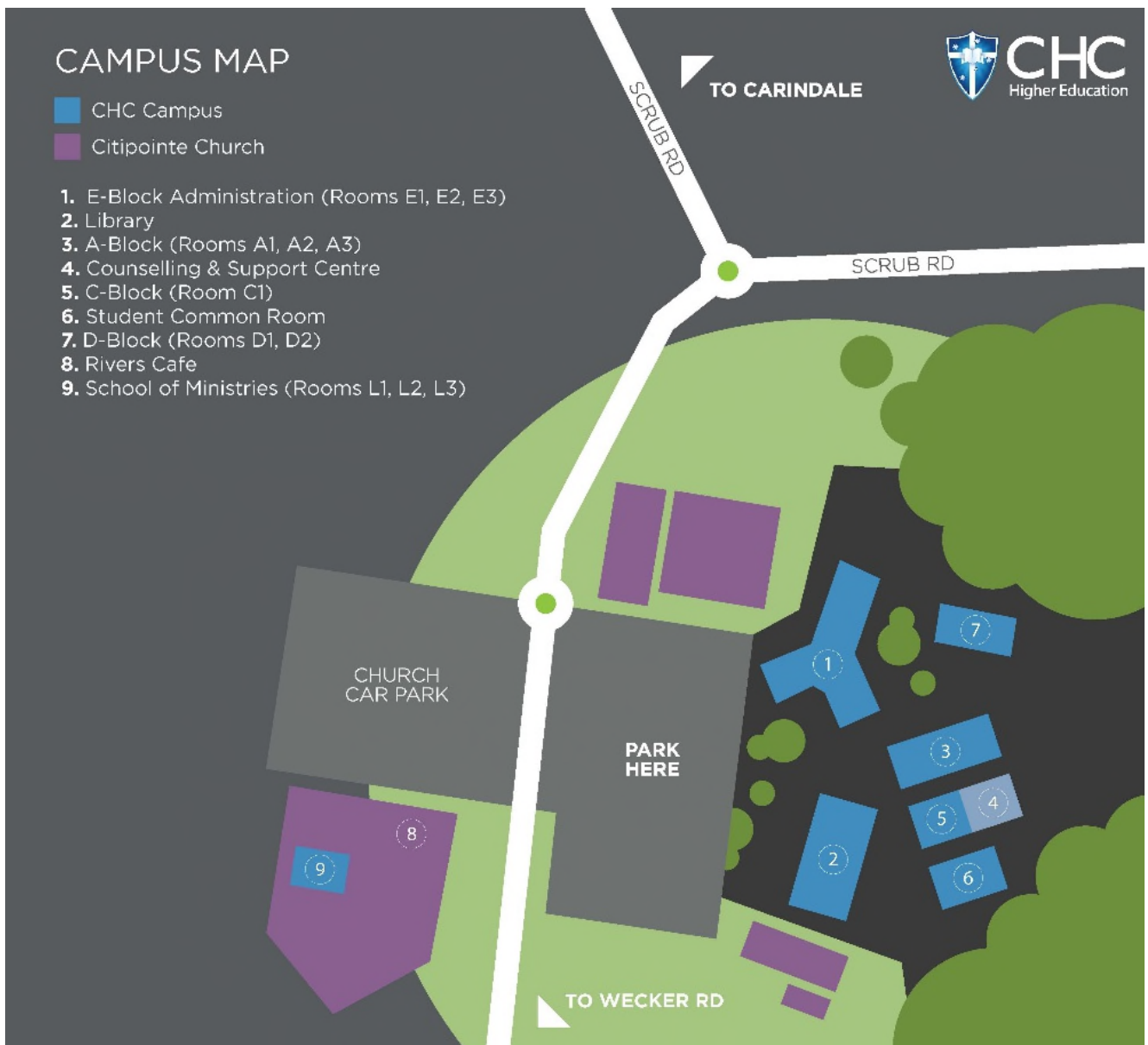
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Welcome to Christian Heritage College (CHC). If you are new to CHC, we are delighted to have you enrolled with us. To those who are returning, thank you for continuing to study with us. To everyone, we appreciate your desire to study at a Christian 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 Student Handbook are available on the [Policies](#) page of the CHC website.

1.6 CHC calendar 2019

The information provided below is correct at the time of publication. For up-to-date information, please check the *Calendar* on the [Documents](#) page of the CHC website.

SEMESTER 1, 2019								WINTER SEMESTER, 2019 ³		
COMMENCING	CHC WEEK	AUSTRALIA STUDIES CENTRE	POSTGRADUATE BUSINESS COURSES (STUDY PERIODS 1-3)	BUSINESS CHRISTIAN STUDIES SOCIAL SCIENCES	EDUCATION ¹	MINISTRIES	LIBERAL ARTS	COMMENCING	CHC WEEK	ALL SCHOOLS
28 January	-		<i>SP1 Last day to add: 1 Feb</i>					3 June	1	⊗
4 February	-		Study Period 1 begins [1]					10 June	2	*
11 February	-		<i>SP1 census date: 11 Feb</i> [2]					17 June	3	■
18 February	0	Arrive 19 Feb <i>2019S1 Orientation</i>		<i>2019S1 Orientation</i>	<i>2019S1 Orientation</i>	<i>2019S1 Orientation</i>	<i>2019S1 Orientation</i>	24 June	4	
25 February	1		<i>SP1 Last day to drop: 1 Mar</i> [4]					1 July	5	
4 March	2							8 July	6	
11 March	3	CS254 trip: 16-17 Mar	Study Period 1 ends [6]					15 July		<i>2019S1 Def/Supp exams</i> <i>2019S2 Orientation</i>
18 March	4		<i>PG Bus Break</i> <i>SP2 Last day to add: 22 Mar</i>							
25 March	5		Study Period 2 begins [1]							
1 April	6	Outback trip: 4-7 Apr	<i>SP2 Census date: 1 Apr</i> [2]							
8 April	7									
15 April	8		<i>SP2 Last day to drop: 18 Apr</i> [4]			<i>Easter Break²</i>				
22 April	-	<i>Easter Break</i>		<i>Easter Break</i>	<i>Easter Break</i>	<i>Easter Break²</i>	<i>Easter Break</i>			
29 April	9		Study Period 2 ends [6]							
6 May	10	Sydney trip: 10-12 May	<i>PG Bus Break</i> <i>SP3 Last day to add: 10 May</i>			<i>Ministry Development Week</i>				
13 May	11		Study Period 3 begins [1]							
20 May	12		<i>SP3 Census date: 20 May</i> [2]							
27 May	13						<i>Study Week</i>			
3 June	14	<i>Exam Week</i> Depart 6 June: Non-STEM	<i>SP3 Last day to drop: 6 Jun</i> [4]	<i>Study Week</i>						
10 June	15			<i>Exam Week</i>	<i>Study Week</i>					
17 June	16	Depart 22 June: QUT STEM	Study Period 3 ends [6]	<i>Exam Week</i>	<i>Exam Week</i>	<i>Study Week</i>				

Important Dates: ⊗ Last day for adding units: 2019S1 - **Friday 8 March**; 2019SW - **Friday, 7 June** * Census date (Last day for dropping units without financial penalty): 2019S1 - **Wednesday 20 March**; 2019SW - **Monday, 10 June**

■ Last day for dropping units without academic penalty: 2019S1 - **Friday 19 April**; 2019SW - **Friday 21 June** CHC Events: ⚡ School of Ministries Graduation (2018 graduands): 31 March

Public Holidays: ① Good Friday: Friday 19 April ② Easter Monday: Monday 22 April ③ ANZAC Day: Thursday 25 April ④ Labour Day: Monday 6 May

Notes: (1) Students in ITE courses are to consult the calendar contained in the *Education Courses Handbook* for the dates that apply to PEP units and Study/Exam Weeks depending upon the semester of enrolment in their course.

(3) The School of Ministries has a two-week Easter break. (3) 2019SW is a non-compulsory study period with a limited range of units on offer. Not available to commencing students.

SEMESTER 2, 2019								SEMESTER 3, 2019 ⁶		
COMMENCING	CHC WEEK	AUSTRALIA STUDIES CENTRE	POSTGRADUATE BUSINESS COURSES (STUDY PERIODS 4-6)	BUSINESS CHRISTIAN STUDIES SOCIAL SCIENCES	EDUCATION ⁴	MINISTRIES	LIBERAL ARTS	COMMENCING	CHC WEEK	ALL SCHOOLS
1 July	-		SP4 Last day to add: 5 July					18 November	1	
8 July	-		Study Period 4 begins [1]					25 November	2	⊗
15 July	0	Arrive 17 July 2019S2 Orientation	SP4 Census date: 15 July [2]	2019S1 Def/Supp exams 2019S2 Orientation	2019S1 Def/Supp exams 2019S2 Orientation	2019S1 Def/Supp exams 2019S2 Orientation	2019S1 Def/Supp exams 2019S2 Orientation	2 December	3	
22 July	1		[3]					9 December	4	* 2019S2 Def/Supp exams
29 July	2		SP4 Last day to drop: 2 Aug [4]					16 December	5	
5 August	3	CS254 trip: 10-11 Aug	[5]					23 December ⁷	-	⊗ Summer Break
12 August	4		Study Period 4 ends [6]					30 December ⁷	-	⊗ Summer Break
19 August	5		PG Bus Break SP5 Last day to add: 23 Aug					6 January	6	■
26 August	6		Study Period 5 begins [1]					13 January	7	
2 September	7		SP5 Census date: 2 Sep [2]					20 January	8	
9 September	8	Outback trip: 12-15 Sept	[3]			Ministry Development Week		27 January	9	⊗
16 September	9		SP5 Last day to drop: 20 Sep [4]					3 February	10	
23 September	10		[5]			Spring Break ⁵		10 February	11	
30 September	-	Spring Break	Study Period 5 ends [6]	Spring Break	Spring Break	Spring Break ⁵	Spring Break	17 February	12	2019S3 Exam Week
7 October	11	Sydney trip: 11-13 Oct	PG Bus Break SP6 Last day to add: 11 Oct							
14 October	12		Study Period 6 begins [1]							
21 October	13		SP6 Census date: 21 Oct [2]							
28 October	14	Exam Week Depart 31 Oct: Non-STEM	[3]	Study Week			Study Week			
4 November	15		SP6 Last day to drop: 8 Nov [4]	Exam Week	Study Week		Exam Week			
11 November	16	Depart 16 Nov: QUT STEM	[5]		Exam Week	Study Week				
18 November	-		Study Period 5 ends [6]							

Important Dates: ⊗ Last day for adding units: 2019S2 - Friday 2 August; 2019S3 - Friday 29 November * Census date (Last day for dropping units without financial penalty): 2019S2 - Thursday 15 August; 2019S3 - Monday 9 December

■ Last day for dropping units without academic penalty: 2019S2 - Friday 13 September; 2019S3 - Friday 10 January

CHC Events: 🎓 Graduation (2019 graduands - not School of Ministries): Friday 13 December

Public Holidays: Ⓞ Brisbane Exhibition: Wednesday 14 August Ⓞ Queen's Birthday: Monday 7 October Ⓞ Christmas Day: Wednesday 25 December Ⓞ Boxing Day: Thursday 26 December Ⓞ New Year's Day: Wednesday 1 January Ⓞ Australia Day: Monday 27 January

Notes: (4) Students in ITE courses are to consult the calendar contained in the *Education Courses Handbook* for the dates that apply to PEP units and Study / Exam Weeks depending upon the semester of enrolment in their course.

(5) The School of Ministries has a two-week Spring break. (6) 2019S3 is a non-compulsory study period with a limited range of units on offer. Not available to commencing students. (7) CHC closed Monday 23 December - Friday 3 January (inclusive)

1.7 Important dates 2019

The information provided below is correct at the time of publication. For up-to-date information, please check the *Important Dates* on the [Documents](#) page of the CHC website.

Semester 1, 2019	
Close of applications for commencing overseas students (applying from overseas)	1 November 2018
Close of applications for commencing overseas students (applying from within Australia)	14 January
Close of applications for commencing Postgraduate Business students	14 January
Unit Selection Forms – on-time submission (continuing domestic students)	18 January
Unit Selection Forms – on-time submission (commencing and continuing overseas students) ¹	4 February
Close of applications for all other commencing domestic students	18 February
Orientation program for commencing overseas students (<i>compulsory</i>)	20-21 February
Orientation program for ALL commencing students	21 February
Classes commence	25 February
Last day for adding units	8 March
Last day for dropping units without financial penalty (CENSUS DATE)	20 March
Mid-semester break (School of Ministries)	15-26 April
Last day for dropping units without academic penalty	19 April
Mid-semester break (not School of Ministries)	22-26 April
On-time date for application to graduate - mid-year conferral period	1 June
Ministry Development Week (School of Ministries)	6-10 May
Semester 1, 2019 exam period	10-21 June
End of Semester 1, 2019	21 June
Semester 1, 2019 results released	8 July
Semester 1, 2019 deferred and supplementary exam period	15-19 July

CHC Events	
School of Ministries graduation ceremony (2018 graduands)	31 March

Study Period 1, 2019 (Postgraduate Business courses only)	
Last day for adding units	1 February
Classes commence	4 February
Last day for dropping units without financial penalty (CENSUS DATE)	11 February
Last day for dropping units without academic penalty	1 March
End of Study Period 1	15 March
Study Period 2, 2019 (Postgraduate Business courses only)	
Last day for adding units	22 March
Classes commence	25 March
Last day for dropping units without financial penalty (CENSUS DATE)	1 April
Last day for dropping units without academic penalty	18 April
End of Study Period 2	3 May
Study Period 3, 2019 (Postgraduate Business courses only)	
Last day for adding units	10 May
Classes commence	13 May
Last day for dropping units without financial penalty (CENSUS DATE)	20 May
Last day for dropping units without academic penalty	6 June
End of Study Period 3	21 June

Winter Semester 2019 ²	
Unit Selection Forms – on-time submission (continuing students)	13 May
Classes commence	3 June
Last day for adding units	7 June
Last day for dropping units without financial penalty (CENSUS DATE)	10 June
Last day for dropping units without academic penalty	21 June
End of Winter Semester, 2019	12 July
Winter Semester, 2019 results released	29 July

¹ A late enrolment fee will be charged to overseas students who do not submit their Unit Selection forms for Semester 1, 2019 by this date.

² Winter Semester is not available to commencing students.

Semester 2, 2019	
Close of applications for commencing overseas students (applying from overseas)	1 May
Close of applications for commencing overseas students (applying from within Australia)	10 June
Close of applications for commencing Postgraduate Business students	10 June
Unit Selection Forms – on-time submission (commencing and continuing overseas students) ³	1 July
Unit Selection Forms – on-time submission (continuing domestic students)	1 July
Close of applications for all other commencing domestic students	15 July
Orientation program for commencing overseas students (<i>compulsory</i>)	18-19 July
Orientation program for ALL commencing students	19 July
Classes commence	22 July
Last day for adding units	2 August
Last day for dropping units without financial penalty (CENSUS DATE)	15 August
On-time date for application to graduate - end-of-year conferral period	1 October
Ministry Development Week (School of Ministries)	9-12 September
Last day for dropping units without academic penalty	13 September
Mid-semester break (School of Ministries)	23 September-4 October
Mid-semester break (not School of Ministries)	30 September-4 October
Semester 2, 2019 exam period	5-15 November
End of Semester 2, 2019	15 November
Semester 2, 2019 results released	9 December
Semester 2, 2019 deferred and supplementary exam period	10-14 December

CHC Events	
CHC graduation ceremony (2019 graduands) (not School of Ministries)	14 December
CHC closed	23 December-3 January

Study Period 4, 2019 (Postgraduate Business courses only)	
Last day for adding units	5 July
Classes commence	8 July
Last day for dropping units without financial penalty (CENSUS DATE)	15 July
Last day for dropping units without academic penalty	2 August
End of Study Period 4	16 August

Study Period 5, 2019 (Postgraduate Business courses only)	
Last day for adding units	23 August
Classes commence	26 August
Last day for dropping units without financial penalty (CENSUS DATE)	2 September
Last day for dropping units without academic penalty	20 September
End of Study Period 5	4 October

Study Period 6, 2019 (Postgraduate Business courses only)	
Last day for adding units	11 October
Classes commence	14 October
Last day for dropping units without financial penalty (CENSUS DATE)	21 October
Last day for dropping units without academic penalty	8 November
End of Study Period 6	22 November

Semester 3, 2019⁴	
Unit Selection Forms – on-time submission (continuing students)	25 October
Classes commence	18 November
Last day for adding units	30 November
Last day for dropping units without financial penalty (CENSUS DATE)	10 December
Last day for dropping units without academic penalty	10 January 2020
End of Semester 3, 2019	21 February 2020
Semester 3, 2019 results released	9 March 2020

³ A late enrolment fee will be charged to overseas students who do not submit their Unit Selection forms for Semester 2, 2019 by this date.

⁴ Semester 3 is not available to commencing students.

Section 2: Administrative Matters – Domestic Students

- 2.1 Classification of students
- 2.2 Fee-paying places
- 2.3 Commonwealth supported places
- 2.4 Student contribution amounts and tuition fees
- 2.5 Higher Education Loan Program (HELP)
- 2.6 Courses and units
- 2.7 Academic calendar
- 2.8 Equivalent Full-time Student Load (EFTSL)
- 2.9 Census dates
- 2.10 Commonwealth Assistance Notice (CAN)
- 2.11 Commonwealth Higher Education Student Support Number (CHESN)
- 2.12 Accessing student assistance records
- 2.13 Student Code of Conduct
- 2.14 Course Assurance and Tuition Assurance arrangements for domestic students
- 2.15 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 legislation classifies students as being *fee-paying* students or *Commonwealth supported* students.

Fee-paying students may be *domestic* students or *overseas* students, based upon students' *citizenship* as described on the *Study Assist* website.

Eligibility for being Commonwealth supported is based upon students' *course of study* and *citizenship*. The citizenship requirements for students to be in Commonwealth supported places (CSP) are available on the *Study Assist* website.

CHC enrolls students as *domestic fee-paying students*, *overseas fee-paying students* and *Commonwealth supported students*, depending upon the course of enrolment and availability of places.

Administrative matters for overseas fee-paying students are located in Section 3 of this Handbook.

2.2 Fee-paying places

A *fee-paying place* is a higher education place for which the cost of students' education is funded entirely by students, and to which the Australian government does not contribute.

To be classified as *domestic* fee-paying students, students must meet the eligibility requirements described on the *Study Assist* website.

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 students' education, and towards which students pay *student contribution amounts* based upon the allocation of units of study to funding clusters and student contribution bands according to field of education codes.

At CHC, Commonwealth supported places are available in the initial teacher education courses only.

2.4 Tuition fees and Student contribution amounts

For domestic students in fee-paying places

Domestic students who are in fee-paying places pay *tuition fees* as set by CHC.

For students in Commonwealth supported places

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

For information regarding tuition fees and student contribution amounts, see the *Unit Costs* information sheet on the CHC website.

2.5 Higher Education Loan Program (HELP)

Students who meet the eligibility requirements as described on the *Study Assist* website have access to the Australian government's *Higher Education Loan Program (HELP)*. These are income-contingent loans that assist students to pay their tuition fees and student contribution amounts.

For domestic students in fee-paying places

Domestic students in fee-paying places who meet eligibility requirements are able to access *FEE-HELP* assistance to defer payment of all or part of their tuition fees.

Continued eligibility for FEE-HELP

Students who commence a course from 2018 onwards and who undertake 8 or more units as part of a bachelor or above level qualification, or 4 or more units as part of a diploma or associate degree, must pass **at least 50%** of these units to remain eligible for a FEE-HELP loan for their course at CHC. Students who do not maintain this pass rate will need to pay their tuition fees upfront to continue in their course unless they are able to demonstrate to CHC that special circumstances apply.

For students in Commonwealth supported places

Commonwealth supported students who meet eligibility requirements are able to access *HECS-HELP* assistance to defer payment of all or part of their student contribution amounts.

Commonwealth supported students also have access to *OS-HELP*, which assists 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. FEE-HELP and HECS-HELP 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 the [HELP resources](#) that are available on the *Study Assist* website, or 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.

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 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 Academic calendar

The academic year is divided into two standard 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 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.

Postgraduate Business courses

For the postgraduate Business courses only (MBA pathway), the academic year is divided into six study periods, three of which are in Semester 1 and three of which are in Semester 2.

2.8 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 that is undertaken 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 a student enrolls 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 that student's course and is an equal fraction of '1.0'.

The standard full-time study load for one year is eight units, with each unit having an EFTSL value of one-eighth of 1.0, or 0.125.

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.

Students in the postgraduate Business courses undertake six study periods in an academic year, with the delivery of units being concentrated into one study period for each unit. Students in these courses undertake an annual study load of six units, or 0.875 EFTSL, thereby completing the MBA pathway in two years.

For further information, see the *EFTSL Values for Units of Study* information sheet on the CHC website.

2.9 Census dates

What is the census date?

The census date is the date by which students' enrolment details for a particular semester or study period must be finalised.

CHC sets a census date for each unit of study offered in an academic year. This information is published in October of the year prior to the academic year in which those units are offered. Please note that census dates apply to units regardless of their type or mode of delivery, such as intensives, practicums and internship units.

Students are responsible for meeting the requirements of CHC's census date deadlines, and for ensuring that all enrolment and payment details are correct on or before the census date for each unit.

The census dates for 2018 are available on the *Census Dates* information sheet on the CHC website.

Importance of the census date

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

For students in fee-paying places

By the close of business on census date, students in fee-paying places must have:

- finalised their enrolment with CHC;
- paid all or part of their tuition fees *or* if eligible for FEE-HELP assistance, submitted a completed *Request for FEE-HELP* form if they wish to defer all or part of their tuition fees; and
- provided their Tax File Number (TFN) if they have requested a FEE-HELP loan.

If students remain enrolled in a unit at the close of business on the census date for that unit they will:

- be liable for any part of their tuition fees which have not been paid upfront; and
- incur a HELP debt, if they have requested FEE-HELP assistance for their tuition fees for that unit.

Students in fee-paying places who are not eligible for FEE-HELP or who do not wish to access FEE-HELP must pay their tuition fees in full to CHC by the due date specified on the invoice received for the particular semester.

For students in Commonwealth supported places

By the close of business on census date, students in Commonwealth supported places must have:

- finalised their enrolment with CHC;
- submitted a completed *Request for Commonwealth support and HECS-HELP* form; and
- if eligible for HECS-HELP assistance, provided their Tax File Number (TFN) if they have requested HECS-HELP assistance.

If students remain enrolled in a unit at the close of business on the census date for that unit they will:

- be liable for any part of their student contribution amounts which have not been paid for that unit; and
- incur a HELP debt, if they have requested HECS-HELP assistance for their student contribution amount for that unit.

Students in Commonwealth supported places who are not eligible for HECS-HELP or who do not wish to access HECS-HELP must pay their student contribution amount in full to CHC by the due date specified on the invoice received for the particular semester.

For all students

Students must have a TFN by the census date of the first semester in which they request access to HELP. Students who do not have a TFN 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.
- HELP forms are not able to be applied retrospectively.
- 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.

Census date and students' enrolment

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

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

Census date and HELP debt

Students who have requested FEE-HELP assistance for their tuition fees or HECS-HELP assistance for their student contribution amount will incur a HELP debt on the census date for any part of their tuition fees or student contribution amount that has not been paid upfront.

Students will not incur a HELP debt if they formally withdraw on or before the census date. Please note that the date of withdrawal is the date on which an *Advice of Withdrawal* form is received by CHC.

Requesting a remittance of monies paid

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

- were beyond the student's control;
- not make their full impact on the student until on or after the census date for the unit; and
- made it impracticable for the student to complete the requirements of the unit within the study period.

For further information, see CHC Policy: *Grievance Policy and Procedures for Domestic Students – Re crediting 'HELP' Debt and Review of Decisions*.

2.10 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 students in fee-paying places

Students who are in fee-paying places and have requested FEE-HELP assistance will receive a CAN that includes:

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

For students in Commonwealth supported places

Students who are in Commonwealth supported places will receive a CAN that includes:

- the units of study for which they have received Commonwealth assistance;
- the student contribution amounts for their unit(s);
- the amount of any upfront payments they have made; and
- the amount of HECS-HELP assistance they have received.

Checking the CAN

It is students' responsibility to ensure the accuracy of the information contained in the CAN that is sent to them each semester.

Students who believe that any information in a CAN they have received is incorrect, they are to provide a written application to CHC asking for the relevant CAN to be corrected. This application should identify the information in the relevant CAN that is believed to be not correct and specify why the student believes it is not correct. The application must be submitted to CHC *within 14 days* of the date of the dispatch as noted on the CAN in question.

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

2.11 Commonwealth Higher Education Student Support Number (CHESSN)

A Commonwealth Higher Education Student Support Number (CHESSN) is a unique identifier that higher education providers 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 assistance for the unit, or is a Commonwealth supported student for the unit.

CHESSNs will remain linked to students for the length of their academic lives and, after that, for the purposes of managing 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.

2.12 Accessing student assistance records

Students can use their CHESSNs 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)⁵.

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.

⁵ CHC previously charged the Student Services and Amenities (SA) Fee, for which students may have a HELP debt.

2.13 Student 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. CHC Policy: *Student Code of Conduct* aims to engender a commitment to these values.

The *Student 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 *Student Code of Conduct* also provides clear guidelines regarding the grounds on which any suspension or cancellation of enrolment at CHC may occur.

2.14 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.

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 its parent company, Christian Outreach Centre Australia, and is administered by Council of Private Higher Education (COPHE).

2.15 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, 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 Academic calendar
- 3.6 Completion within the expected duration of study
- 3.7 Equivalent Full-time Student Load (EFTSL)
- 3.8 Study loads
- 3.9 Modes of study
- 3.10 Census dates
- 3.11 Satisfactory course progress
- 3.12 Student Code of Conduct
- 3.13 Tuition Protection Service (TPS)
- 3.14 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 legislation classifies fee-paying students as being *domestic* students or *overseas* students, based upon students' *citizenship* as described on the *Study Assist* website.

CHC enrolls students as *overseas fee-paying students* depending upon the course of enrolment and availability of places.

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 Home Affairs (DHA) 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 Providers of Education and Training to Overseas Students 2018* (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, DHA 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.

The information included in this section applies to overseas fee-paying 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 government's Department of Education and Training (the Department) 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. 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.

3.3 Overseas student tuition fees

Overseas students pay *tuition fees* as set by CHC in accordance with guidelines set by the Australian government.

Tuition fees for overseas students are subject to annual increase and that the revised annual fees 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 must pay their tuition fees upfront on a semester-by-semester basis, following the payment of specified fees as part of the enrolment process.

For information regarding tuition fees for overseas students, see the *Unit Costs* information sheet on the CHC website.

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.

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 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.

3.5 Academic calendar

The academic year is divided into two standard 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 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.

Postgraduate Business courses

For the postgraduate Business courses only (MBA pathway), the academic year is divided into six study periods, three of which are in Semester 1 and three of which are in Semester 2.

3.6 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) has 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 a student's Confirmation of Enrolment certificate (CoE).

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

- compassionate or compelling circumstances (for example, illness where a medical certificate states that a student is 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 a student's enrolment due to misconduct.

Where any of these circumstances result in the expected duration of a student's course being increased, CHC will notify the Department of this extension and will issue the student with a new CoE that indicates a revised expected course end date. Please note that any such change to the expected course end date will require a student to apply to DHA for a new student visa.

3.7 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 that is undertaken 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 a student enrolls 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 that student's course, and is an equal fraction of '1.0'.

All courses at CHC have a normal full-time study load for one year of eight units. Each of those units has an EFTSL value of one-eighth of 1.0, or 0.125.

For further information, see the *EFTSL Values for Units of Study* information sheet on the CHC website.

3.8 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 the course is completed by the end date specified on a student's CoE.

In advising students of study programs to ensure that they complete their courses within the expected duration of study, CHC will assume that students will undertake a standard full-time load in each semester (compulsory study periods only) as applicable to their courses.

Any variations that students wish to make to their study loads are to be discussed with and approved by their Course Coordinator as early as possible after their enrolment to ensure that they are able to undertake the remaining units in their course in such a way that their 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 their study programs, students 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 their study load.

3.9 Modes of study

Overseas students must generally undertake units in the *internal* mode for which classes are conducted on campus 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, in 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 Academic 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 one third of their *total* course in the external/online mode. Overseas students are not permitted to enrol exclusively in external/online mode units in Semesters 1 and 2 but may study entirely by external/online mode in Semester 3.

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

If students reach the final semester of their course and have one unit complete and wish to remain in Australia for this unit, they 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/online mode, students may ask CHC to cancel their CoE and return to their home country to complete the unit.

3.10 Census dates

What is the census date?

The census date is the date by which students' enrolment details for a particular semester or study period must be finalised.

CHC sets a census date for each unit of study offered in an academic year. This information is published in October of the year prior to the academic year in which those units are offered. Please note that census dates apply to units regardless of their type or mode of delivery, such as intensives, practicums and internship units.

Students are responsible for meeting the requirements of CHC's census date deadlines, and for ensuring that all enrolment and payment details are correct on or before the census date for each unit.

The census dates for 2018 are available on the *Census Dates* information sheet on the CHC website.

Importance of the census date

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

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

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

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

Requesting a refund of monies paid

If, after the census date for a semester, students discontinue their enrolment in a unit or course and wish to apply for a refund of monies paid, they are to submit a completed *Application for Refund – Overseas Students* form that outlines the reasons for their request and includes any information and/or documentation which is relevant to the request. A full statement regarding this process is available in CHC Policy: *Refunds for Overseas Students*.

3.11 Satisfactory course progress

Student visa conditions require that overseas students maintain satisfactory course progress.

Under the provisions of CHC Policy: *Review of Academic Progress for Overseas Students*, students who fail two or more units in a semester, or fail the same unit more than once, 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 RAP is an intervention strategy that aims to assist students to identify the reasons for being at risk of failing to maintain satisfactory course progress and to develop an Action Plan to avoid its repetition. This plan may include a reduced study load to assist students to achieve satisfactory course progress.

In the case that the RAP process results in an extension to a student's expected course end date, CHC will notify the Department of this extension and will issue the student with a new CoE which indicates the revised course end date. In such a case, the student will need to contact DHA regarding the status of their student visa.

If, following this intervention strategy, a student again fails two or more units in a semester or fails a further unit more than once, they will be deemed as failing to maintain satisfactory course progress. At this point, CHC will notify the student in writing that it intends to report them to the Department for failing to maintain satisfactory course progress and to cancel their enrolment. The student 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 the student to the Department during this period, or the period of any review process, and the student's enrolment at CHC will remain active.

If this review process finds in the student's favour, their enrolment will continue. Should the student 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 that the student has failed to maintain satisfactory course progress. Students should be aware that this will have severe implications for their student visa. Students will be required to report to a DHA officer within 28 days of receiving notice that CHC has reported them for failing to maintain satisfactory course progress, or their student visa will be cancelled and they will be required to leave Australia.

3.12 Student 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. CHC Policy: *Student Code of Conduct* aims to engender a commitment to these values.

The *Student 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 *Student Code of Conduct* also provides clear guidelines regarding the grounds on which any suspension or cancellation of enrolment at CHC may occur.

3.13 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 (<https://tps.gov.au>).

3.14 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

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 - 4.1.1 Who to contact
 - 4.1.2 How to contact
 - 4.1.3 Forms
 - 4.1.4 CHC publications
- 4.2 Providing personal details
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4.1 Communicating with CHC

4.1.1 Who to contact

Knowing who to contact enables communication to be delivered and received communication more effectively. The table below indicates the person(s) to whom students should direct enquiries, depending upon the issue involved. If in doubt about whom to approach regarding an issue, students should enquire at CHC Reception.

Topic/Issue	Staff Member
Accommodation	Stephanie Germain (sgermain@chc.edu.au)
Australia Studies Centre	Joyce Mok (joyce.mok@chc.edu.au)
Counselling and Support Centre	counselling@chc.edu.au
Disability support	disabilitysupport@chc.edu.au
End-of-Semester examinations	Student Administration (sadmin@chc.edu.au)
Enrolment issues and student enquiries	Student Administration (sadmin@chc.edu.au)
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

Topic/Issue	Staff Member
Overseas Student Liaison Officer (OSLO)	Stephanie Germain (sgermain@chc.edu.au)
Payment of monies	Pay Online or Student Administration
Resource materials	Library staff
Student Advocacy Officer	studentadvocacy@chc.edu.au
Student grievances	Student Administration (sadmin@chc.edu.au)
Student Life Coordinator	Stephanie Germain (sgermain@chc.edu.au)
Student Representative Council	studentcouncil@chc.edu.au
Student Services	Stephanie Germain (sgermain@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

Communication between CHC staff and students may be made by a variety of means, such as telephone and email. Contact details for CHC staff may be found on the CHC website.

Once students have commenced their courses, all email communication between staff and students will be via students' **CHC email addresses** only. Staff will not respond to emails that are received from students' personal email addresses.

Commencing students receive information regarding their CHC student accounts and email addresses shortly after accepting their offer and finalising their enrolment. It is important that students activate their CHC student accounts and email addresses immediately by following the instructions contained in this information.

Continuing students should have already activated their CHC student accounts and email addresses.

Students who experience difficulties with the activation process are to contact itsupport@chc.edu.au.

Students' CHC email addresses are the *only* email address that CHC staff will use to communicate electronically with students. When submitting a *Unit Selection* form each semester, students declare that they will access their CHC email accounts *at least weekly*; however, it is recommended that this is done on a daily basis. This email address will be used to deliver important information and documents regarding students' enrolment at CHC, such as Confirmation of Enrolment forms, Commonwealth Assistance Notices (CANs) and Statements of Results, as well as communication regarding any applications they may make, for example, for changes to unit selection, requesting a leave of absence, or withdrawing from a course.

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

4.1.3 Forms

For all actions associated with their enrolment at CHC, students need to submit the relevant forms. 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 students' 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 personal details

Students must ensure that they provide CHC with up-to-date personal and contact details as this information is used for reporting purposes to the Department and TEQSA.

Information that students provide to CHC is used to assess their entitlement to Commonwealth assistance under the *Higher Education Support Act* (2003) and is also disclosed to the Department 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 ATO. CHC and the Department will not otherwise disclose information without students' consent unless required or authorised by law.

For students to make changes to their personal details as held by CHC, such as name, address, telephone and mobile number, they 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. Students who are enrolled in a course which leads to a qualification in one of these professions 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, and the receipt of a negative notice may lead to students' enrolment in the course being cancelled.

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

Students who receive an offer of admission to CHC are provided with a link to complete a *Unit Selection* form for *commencing* students, which required information that is used for CHC records and for statistical reporting to the Department and to TEQSA. Also indicated was students' course enrolment and unit selection for their first semester of enrolment in that course.

For each of the remaining semesters of enrolment in that course, students need to complete a *Unit Selection* form for *continuing* students to indicate their 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 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 or study period 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 their enrolment on a semester-by-semester basis.

After students accept their offer and submit a *Unit Selection* form for commencing students, their enrolment status becomes 'Active'. This status is retained while students remain continuously enrolled in their course.

When students have completed their course requirements and have had their award conferred, their enrolment status is converted to 'Graduated'.

4.7.1 Maintaining an 'Active' enrolment status

To maintain an 'Active' enrolment status, students simply need to continue their enrolment in their current course. This is done by submitting the appropriate *Unit Selection* form for continuing students by the advertised date.

4.7.2 Changing an enrolment status

After students' enrolment status has been converted to 'Active', they may apply to change their enrolment status according to certain actions they 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 a course

Following their receipt of an offer of admission to CHC, students may apply to defer the commencement of their 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 the offer is to commence in Semester 1, students may apply for a deferment of one year. If the offer is to commence in Semester 2, students may apply for a deferment of one semester. Please note that deferment does not refer to individual unit enrolments within a particular semester, but to enrolment in a 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).

Students who are granted a deferment will have their enrolment status changed 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 a course

To take a leave of absence means that a student wishes to suspend their enrolment in their course for a specified period of time, after which they intend to return to the course. 'Leave of absence' *does not* refer to enrolment in specific units within a semester, but to enrolment in your course as a whole. The process that relates to discontinuing studies in a particular unit(s) in a semester is described in the section, *Changing unit selection*.

Formal approval for a leave of absence is required to preserve a student's enrolment status and/or entitlement to Commonwealth support and/or assistance. Leave of absence applies to Semesters 1 and 2 only: that is, students do not have to apply for a leave of absence if they are not undertaking studies in Winter Semester or Semester 3. Students are to note 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. Students who wish to apply for a leave of absence in a semester for which the census date has passed are to contact CHC Student Administration.

Students who are granted a leave of absence will have their enrolment status changed to 'Leave of absence' and will be prompted by CHC Student Administration to contact their Course Coordinator prior to re-engaging with their 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

Students who have enrolled in a course at CHC may later consider that a different course would better suit their needs and interests. In this case, students 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 they are currently enrolled) or *across schools* (that is, to a course that is offered by a different CHC school to the course in which they are currently enrolled). Please note that Semester 3 is normally not available for transferring *across schools*.

Students who wish to transfer *within a school* are to submit a completed *Application to Transfer Course* form by the closing date for applications, which is published on the CHC website.

Students who wish to transfer *across schools* 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 the course) by the closing date for applications, which is published on the CHC website.

Students who have completed previous studies *other than CHC studies* that they wish to have transferred into their new course must submit a completed *Application for Transfer of Credit* form, and any supporting documentation, with their *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 a student's application is successful, they will be made an offer of a place within the new course. This offer may be accepted, or it may be rejected and the student remains in their original course. A student does not surrender their place in their original course upon submitting an application to transfer to a new course. If a student decides to accept the offer, their enrolment status will change to 'Active' upon their submission of all relevant forms, and their enrolment status in their former course will be changed to 'Transferred'.

Students who accept the offer of a place in a new course become commencing students in that course. Consequently, these students should not complete a *Unit Selection* form for *continuing* students for the semester in which they begin their new course but are to complete a *Unit Selection* form for *commencing* students. Students who access HELP will be required to submit a new *Request for HELP* form for their 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 course) no later than the date published on the CHC website

Withdrawing from a course

To withdraw means that a student wishes to cancel their enrolment in a course completely and do not intend to return to the course. 'Withdrawal' *does not* refer to enrolment in specific units within a semester, but to enrolment in a course as a whole. The process that relates to discontinuing studies in a particular unit(s) in a semester is described in the section, *Changing unit selection*.

Students are able to withdraw from their course at any time following their 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 a 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, a student's enrolment status will be changed to 'Withdrawn'.

Please note that students who withdraw from a course 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.

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 students have not engaged in study for a period of two years (not including periods of approved leave of absence) their enrolment status is changed to ‘Discontinued’ and they 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 students are aware of any changes to courses and policies that have occurred during their absence.

4.8 Changing unit selection

Circumstances may arise which mean that students wish to change the units they have selected for a particular semester, either by *adding* units to and *dropping* units from their study load. Changes to unit selection should be made in consultation with the relevant Course Coordinator. 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, a student wishes to *add* units to or *drop* units from their study load in a particular semester, they 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 the application.

Students who wish to *drop* all of the units in which they are enrolled in a particular semester are to first consult their 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 their circumstances and upon the point in the semester that the application is made.

Students will be advised of the outcome of their application to change unit selection and should not begin or cease their engagement in the units which are included in the application until they 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 and 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 students do not complete units within a semester due to what they consider to be special circumstances, they may apply to have their HELP debt re-credited⁶. 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 the student’s control;
- did not make their full impact on the student until after the census date for the unit; and
- made it impracticable for the student to complete the requirements of the unit.

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

Students who are considering cross-institutional enrolment should discuss this with their Course Coordinator to ensure that any units proposed to be undertaken by cross-institutional enrolment are eligible for inclusion in the student’s CHC course. Issues that need to be considered are:

- 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.

It is students’ responsibility to contact host institutions regarding their cross-institutional enrolment procedures and any specific requirements that may apply to proposed cross-institutional units.

⁶ Under Australian legislation, where students have accrued SA-HELP debt, this debt is not refundable or remittable.

Students who wish to apply for cross-institutional enrolment 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). Such arrangements should be attended to early, as all applications must be made according to the closing dates advertised by host institutions.

Cross-institutional enrolment can have implications for study support payments that students 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 a course *at the 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 the cross-institutional study has been issued by the host institution, students must submit an *Application for Transfer of Credit* form to CHC.

Students who are undertaking a cross-institutional unit in their final semester of study are to be aware that the results from the host institution may not be finalised in sufficient time for CHC's graduation processes. This may result in the conferral of the student's 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. Students who have completed such studies may be granted credit towards their CHC course where these studies are comparable with CHC course requirements. Students 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 that have been obtained through previous formal training, work experiences and/or life experiences and the advanced standing to which they are entitled as a result of these competencies.

It is students' 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.

Students who wish to apply for credit should submit a completed *Application for Transfer of Credit* form, accompanied by certified copies of relevant documentation. This application will be assessed by the relevant Course Coordinator, and students will be informed of the outcome of their application. Students are to respond only if they wish to decline the offer. Student who do not respond are deemed to have accepted the offer and are at that point deemed as having utilised their credit.

4.12 Graduating from a course

Students will become eligible for the conferral of an award by CHC upon fulfilling their course requirements.

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 a Citipointe Church service in March/April of the following year.

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 a course, students 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 an Application to Graduate form must be submitted even if students do not intend to participate in the relevant graduation ceremony.

The *Application to Graduate* form is made available on the CHC website in February for the mid-year conferral period, and in July for the end-of-year conferral period. The closing date for submitting this form is advertised via various online announcements, including on the CHC website, unit Moodle™ pages and social media platforms; however, it is students' responsibility to submit an *Application to Graduate* form by the relevant closing date.

CHC will not send notices to students' email accounts to remind them of the need to submit an *Application to Graduate* form by the relevant closing date for a conferral period.

Late submissions of *Application to Graduate* forms will not be accepted except where extenuating circumstances, that are supported by documentation, can be shown to have prevented the submission of the form by the closing date.

It is students' responsibility to ensure that they have completed all 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, if students do not qualify for an award in their nominated conferral period, they must submit a further *Application to Graduate* form for a subsequent conferral period.

All students who have awards conferred in a calendar year are invited to participate in the respective 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 in which their awards are granted occurs in the December of the previous year. In order to be eligible to participate in the graduation ceremony, therefore, all 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.

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5.1 Communicating with CHC

5.1.1 Who to contact

Knowing who to contact enables communication to be delivered and received communication more effectively. The table below indicates the person(s) to whom students should direct enquiries, depending upon the issue involved. If in doubt about whom to approach regarding an issue, students should enquire at CHC Reception.

Topic/Issue	Staff Member
Accommodation	Stephanie Germain (sgermain@chc.edu.au)
Australia Studies Centre	Joyce Mok (joyce.mok@chc.edu.au)
Counselling and Support Centre	counselling@chc.edu.au
Disability support	disabilitysupport@chc.edu.au
End-of-Semester examinations	Student Administration (sadmin@chc.edu.au)
Enrolment issues and student enquiries	Student Administration (sadmin@chc.edu.au)
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 Student Liaison Officer (OSLO)	Stephanie Germain (sgermain@chc.edu.au)

Topic/Issue	Staff Member
Payment of monies	Pay Online or Student Administration
Resource materials	Library staff
Student Advocacy Officer	studentadvocacy@chc.edu.au
Student grievances	Student Administration (sadmin@chc.edu.au)
Student Life Coordinator	Stephanie Germain (sgermain@chc.edu.au)
Student Representative Council	studentcouncil@chc.edu.au
Student Services	Stephanie Germain (sgermain@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

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

All email communication between staff and students is to be via students' **CHC email addresses** only. Staff will not respond to emails that are received from students' personal email addresses.

Once students have commenced their courses, all email communication between staff and students will be via students' **CHC email addresses** only. Staff will not respond to emails that are received from students' personal email addresses.

Continuing students should have already activated their CHC student accounts and email addresses.

Students who experience difficulties with the activation process are to contact itsupport@chc.edu.au.

Students' CHC email addresses are the *only* email address that CHC staff will use to communicate electronically with students. When submitting a *Unit Selection* form each semester, students declare that they will access their CHC email accounts *at least weekly*; however, it is recommended that this is done on a daily basis. This email address will be used to deliver important information and documents regarding students' enrolment at CHC, such as Confirmation of Enrolment forms, Commonwealth Assistance Notices (CANs) and Statements of Results, as well as communication regarding any applications they may make, for example, for changes to unit selection, requesting a leave of absence, or withdrawing from a course.

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

5.1.3 Forms

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

5.1.4 CHC publications

CHC makes available various publications that are necessary to students' 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.

5.2 Providing personal details

Overseas students must provide CHC with up-to-date personal and contact details as a condition of their student visa. This information is also used for reporting purposes to the Department and to TEQSA.

Information that students provide to CHC is used to assess their entitlement to Commonwealth assistance under the *Higher Education Support Act* (2003) and is also disclosed to the Department 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 ATO. CHC and the Department will not otherwise disclose information without students' consent unless required or authorised by law.

For students to make changes to their personal details as held by CHC, such as name, address, telephone and mobile number, they 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.

5.3 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.

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. Students who are enrolled in a course which leads to a qualification in one of these professions 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, and the receipt of a negative notice may lead to students' enrolment in the course being cancelled.

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

Students who receive an offer of admission to CHC are provided with a link to complete a *Unit Selection* form for *commencing* students, which required information that is used for CHC records and for statistical reporting to the Department and to TEQSA. Also indicated was students' course enrolment and unit selection for their first semester of enrolment in that course.

For each of the remaining semesters of enrolment in that course, students need to complete a *Unit Selection* form for *continuing* students to indicate their 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 their enrolment on a semester-by-semester basis.

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

5.6.1 Maintaining an 'Active' enrolment status

To maintain an 'Active' enrolment status, students simply need to continue their enrolment in their current course. This is done by submitting the appropriate *Unit Selection* form for continuing students by the advertised date.

5.6.2 Changing an enrolment status

After students' enrolment status has been converted to 'Active', they may apply to change their enrolment status according to certain actions they 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 a course

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

- serious illness or injury, where a medical certificate states that a student is unable to attend classes;
- bereavement of close family members (where possible a death certificate should be provided);
- major political upheaval or natural disaster in a student's 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
- students' inability to begin on the course commencement date due to a delay in receiving a student visa.

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

Students who wish to defer the commencement of their course should consult CHC Student Administration for advice concerning implications for their course end date. Students who wish to proceed with the deferment are to submit a written application, and any documentary evidence to support their application, to CHC. CHC will assess the application and advise students in writing of its decision.

If the application is approved, CHC will notify the Department of the deferment and any impact it has upon the expected course end date. Should the expected course end date be extended as a result of the deferment, a new CoE will be issued, either prior to the beginning of the period of deferment or upon a student notifying CHC of the date of their intended return. Students will also be notified of the date by which they need to contact their Course Coordinator regarding the processes which apply to their return from the period of deferment.

If an application is denied, students have 20 working days in which to request a formal review of this decision, as outlined in CHC Policy: *Grievance Policy for Overseas Students*. Students who choose to access this policy will have their enrolment maintained and should remain in their classes until the process is complete. Students will be advised in writing of the outcome of any review process.

If an application is denied, either as an initial decision by CHC or as the result of a review which upholds this decision, or if a student requests a review of the decision but then withdraws from the process, their enrolment will continue unchanged.

In general, a student who has been granted a deferment which is 28 days or longer is required to return to their home country, unless special circumstances exist. While it is CHC which determines the student's enrolment status, it is DHA that decides whether the student is allowed to remain in Australia during the period of deferment. Students should contact DHA if they have any questions regarding whether or not they are allowed to remain in Australia throughout the period of deferment.

Please note that a decision which grants a student permission to defer the commencement of their course such that their expected course end date is extended will affect the student's visa. In this case, the student will need to contact DHA to apply for a new student visa.

Students who are granted a deferment will have their enrolment status changed 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 a course

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

- serious illness or injury, where a medical certificate states that a student is unable to attend classes;
- bereavement of close family members (where possible a death certificate should be provided);
- major political upheaval or natural disaster in a student's 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
- students' inability to begin 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 enrolment in individual unit enrolments within a particular semester, but to enrolment in a course as a whole. Students who wish to discontinue studies in a particular unit(s) in a semester are to contact CHC Student Administration.

For further information, see CHC Policy: *Leave of Absence for Overseas Students*.

Suspending enrolment in a 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

Students who have enrolled in a course at CHC may later consider that a different course would better suit their needs and interests. In this case, students 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 they are currently enrolled) or *across schools* (that is, to a course that is offered by a different CHC school to the course in which they are currently enrolled). Please note that Semester 3 is normally not available for transferring *across schools*.

Students who wish to transfer *within a school* are to submit a completed *Application to Transfer Course* form by the closing date for applications, which is published on the CHC website.

Students who wish to transfer *across schools* 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 students apply to transfer course as early as possible as they will be required to contact DHA to apply for a new student visa.

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

Students will be advised in writing of the outcome of their application.

If a student's application to change your course is approved, they will be sent a new *Written Agreement* which sets out the new course details. Once the student has signed and returned this agreement, and paid any associated fees, CHC will issue a new CoE. Students should be aware that this action will affect their student visa, and that they will need to contact DHA to apply for a new student visa.

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

Students who accept the offer of a place in a new course become commencing students in that course. Consequently, these students should not complete a *Unit Selection* form for *continuing* students for the semester in which they begin their new course but are to complete a *Unit Selection* form for *commencing* students.

Students who have completed previous studies *other than CHC studies* that they wish to have transferred into their new course must submit a completed *Application for Transfer of Credit* form, and any supporting documentation, with their *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 enrolment in a 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 individual unit enrolments within a particular semester, but to enrolment in a 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 enrolment status

If students fail to notify CHC of their intentions regarding their enrolment status for a particular semester prior to the commencement of that semester, CHC will inform these students that it intends to cancel their enrolment and to report them to DHA.

5.7 Changing unit selection

Circumstances may arise which mean that students wish to change the units they have selected for a particular semester, either by *adding* units to and *dropping* units from their study load. Changes to unit selection should be made in consultation with the relevant Course Coordinator. 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, a student wishes to *add* units to or *drop* units from their study load in a particular semester, they 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 the application.

Overseas students are not permitted to drop all of the units in which they are enrolled in a semester unless that action is associated with an application for a leave of absence (see *Leave of Absence* above). Further, students must maintain a study load in each semester such that they complete their course within the expected duration.

Students who wish to change their unit selection for a particular semester should consult their 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 their circumstances and upon the point in the semester that they make application.

Students will be advised of the outcome of their application to change unit selection and should not begin or cease their engagement in the units which are included in the application until they 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 and 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 a student commences studies at CHC but later considers that this course does not suit their needs or interests, they may transfer to another provider. Students who wish to enquire about changing provider are to consult CHC Student Administration regarding the processes involved and the implications for their student visa.

Student visa conditions allow overseas students 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.

Students who wish to transfer from CHC to another registered provider should consult CHC Student Administration for advice concerning their student visa. Students who decide to proceed with the transfer are subject to the following according to whether they are seeking to transfer *prior to* or *after* the completion of one semester of study:

- Students who wish to transfer from CHC to another registered provider *prior to* the completion of one semester of study 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 a Letter of Release for signing by the new provider;
- Students who wish to transfer from CHC to another registered provider *after* the completion of one semester of study must submit an *Advice of Withdrawal* form to CHC.

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

Please note that transferring providers may require students to obtain a new visa, and students should seek advice from DHA in this regard. Following the completion of these processes, CHC will notify the Department of the transfer and the student's CHC 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. Students who have completed such studies may be granted credit towards their CHC course where these studies are comparable with CHC course requirements. Students 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 that have been obtained through previous formal training, work experiences and/or life experiences and the advanced standing to which they are entitled as a result of these competencies.

It is students' 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.

Students who wish to apply for credit should 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 the 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 *Unit Costs* information sheet on the CHC website.

5.10 Graduating from your course

Students will become eligible for the conferral of an award by CHC upon fulfilling their course requirements.

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 a Citipointe Church service in March/April of the following year.

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 a course, students 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 an Application to Graduate form must be submitted even if students do not intend to participate in the relevant graduation ceremony.

The *Application to Graduate* form is made available on the CHC website in February for the mid-year conferral period, and in July for the end-of-year conferral period. The closing date for submitting this form is advertised via various online announcements, including on the CHC website, unit Moodle™ pages and social media platforms; however, it is students' responsibility to submit an *Application to Graduate* form by the relevant closing date.

CHC will *not* send notices to students' email accounts to remind them of the need to submit an *Application to Graduate* form by the relevant closing date for a conferral period.

Late submissions of *Application to Graduate* forms will not be accepted except where extenuating circumstances, that are supported by documentation, can be shown to have prevented the submission of the form by the closing date.

It is students' responsibility to ensure that they have completed all 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, if students do not qualify for an award in their nominated conferral period, they must submit a further *Application to Graduate* form for a subsequent conferral period.

All students who have awards conferred in a calendar year are invited to participate in the respective 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 in which their awards are granted occurs in the December of the previous year. In order to be eligible to participate in the graduation ceremony, therefore, all 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**
 - 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 Loan**
 - 6.5.2 Relocation Scholarship**

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 fee-paying 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 in the *Unit Costs* and *Administrative Fees* information sheets on the CHC website.

6.1.1 Notification of tuition fees and student contribution amounts

CHC will notify students of their tuition fees or student contribution amounts (as applicable) for each semester via an *invoice*. The information contained in the invoice will be based upon the details provided on students' unit selection forms for the relevant semester.

Students are to make full payment of the amount owing by the due date specified on the invoice. Students who meet eligibility requirements may defer the payment of all or part of their tuition fees or student contribution amounts (as applicable) 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. These loans are available to students who meet the eligibility requirements as described on the *Study Assist* website (www.studyassist.gov.au).

FEE-HELP

Domestic students in fee-paying places who meet the eligibility requirements are able to access *FEE-HELP* assistance to defer payment of all or part of their tuition fees. Students must also meet course progress requirements in order to maintain their eligibility for ongoing access to FEE-HELP.

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

Commonwealth supported students who meet the eligibility requirements are able to access *HECS-HELP* assistance to defer payment of all or part of their student contribution amounts.

OS-HELP

Commonwealth supported students also have access to *OS-HELP*, which assists 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 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.

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

For further information, see the [HELP resources](#) that are available on the *Study Assist* website, or contact CHC Student Administration at sadmin@chc.edu.au.

6.1.3 Refunds for domestic students

Students should be aware that HELP debts are not remitted nor are tuition fees refunded upon withdrawal from units after the census date of the semester in which units are offered.

Information regarding the circumstances under which remission of HELP debt or refunds of tuition fees 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 [HELP resources](#) that are available on the *Study Assist* website.

6.2 Fees and charges for overseas students

Overseas students are students who are studying 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 *Unit Costs* and *Administrative Fees* information sheets on the CHC website.

6.2.1 Notification of tuition fees for overseas students

CHC will notify overseas students of their tuition fees for each semester via an *invoice*. The information contained in the invoice will be based upon the details provided on students' unit selection forms for the relevant semester.

Students are to make full payment of the amount owing by the due date specified on the invoice. Students who do not meet their financial obligations may be reported to DHA and have their enrolment cancelled.

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 Student Administration, 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 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 Loan

The Student Start-up Loan is a voluntary loan that is available to eligible students in accredited higher education courses who receive Youth Allowance, Austudy or ABSTUDY Living Allowance. Students who are claiming these payments can apply for the Student Start-up Loan during the period of their claim.

Loans are tax free and do not need to be declared as income for regular student payments. Loans are repaid through the ATO when students' income exceeds the minimum repayment threshold, as happens with HELP debt. More information about [repayment thresholds](#) is available on the ATO website.

Information regarding the [Student Start-up Loan](#), including eligibility requirements and loan amounts, is available on the Department of Human Services website.

6.5.2 Relocation Scholarship

The Relocation Scholarship offered by the Australian government is a payment made once a year to help eligible students who receive Youth Allowance or ABSTUDY Living Allowance if they need to move to or from a regional or remote area for higher education study.

Students who undertake a compulsory practical placement in a regional or remote area may qualify for the Relocation Scholarship if they:

- have not already received a Relocation Scholarship for the same year; and
- meet all the eligibility requirements for the scholarship.

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

Further information regarding the [Relocation Scholarship](#), including eligibility requirements and scholarship amounts, is available on the Department of Human Services website.

Section 7: CHC Life

- 7.1 Student services**
 - 7.1.1 Accommodation**
 - 7.1.2 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.

CHC Student Services is overseen by Stephanie Germain (sgermain@chc.edu.au).

7.1.1 Accommodation

CHC does not offer student accommodation; however, there are a number of student accommodation residence buildings in the Mt Gravatt area, such as [UniResort](#) and [Genesis 1](#). Any applications for accommodation must be made directly to these facilities.

7.1.2 Counselling and Support Centre

The [CHC Counselling and Support Centre](#) promotes counselling where students are empowered to facilitate their own counselling journey. Counsellors will assist students to identify their desired outcomes and provide appropriate guidance or intervention as they take this journey.

Our student counsellors are trained in a variety of counselling theories, therapies and techniques that are 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.

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.

7.1.3 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.

7.1.4 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.

7.1.5 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.

7.1.6 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 with 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.

7.1.7 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.

7.1.8 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 ways 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.

Pastoral care at CHC is overseen by Dave Quak. If you need someone to talk to about personal, social or spiritual issues in a relaxed and totally confidential environment, contact Dave by email at DQuak@chc.edu.au.

Pastor Stuart Sudholz coordinates pastoral care for the School of Ministries. Students are able to make an appointment to see him at any stage throughout their 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 Awards

The President's Awards are presented at the annual CHC graduation ceremony. The President's Award for Outstanding Service to the CHC Community is given to a graduate who has consistently contributed in practical and significant ways to CHC life and culture, while the President's Award for Distinguished Leadership is presented to a graduate who has been an exceptional role model, servant leader, promoter and encourager of CHC culture and who leaves an inspirational legacy and example to the entire institutional community, and is the highest honour that can be bestowed upon a graduate at CHC. Nominations for these awards are made by staff, with a selection process undertaken by a panel. The President's Awards 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 *Courses Handbooks*. Students have a responsibility to ensure that they are fully aware of such requirements as they relate to the units 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.

Students who would like to be involved in Chapel should contact CHC Student Services.

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, closed in 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 Student 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	8:30am – 7:00pm
Tuesday	8:30am – 8:00pm
Wednesday	8:30am – 8:00pm
Thursday	8:30am – 7:00pm
Friday	8:00am – 5:00pm
Saturday - Sunday	CLOSED
Winter Semester, Semester 3 and CHC vacations	
Monday to Friday	8:00am – 5:00pm
Saturday and Sunday	CLOSED

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

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 with 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 ; and
- 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 and 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, or scan to an email address – this service is free.

When a document is sent 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, enter your student number preceded by 's'. You will set your own PIN 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

These retailers are not given textbook list requirements by CHC so at times they may not have sufficient stock. Students are expected to source the required readings no later than orientation week.

Students are expected to have all required textbooks available, to read them as required by the lecturer and to use them as relevant in the preparation of assessment tasks. While the CHC Library does maintain copies of all text books, class sizes and reading requirements may make it impossible to access the required information as needed for classes in a timely fashion without a personal copy of the text book.

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 students enrol at CHC, they 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

Your CHC network account provides access to the campus Wifi, printing services and desktop computers.

When using the desktop computers, ensure that your files are saved to USB or cloud storage. Saved files on the desktop will be lost once 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 profile.*

If you are on campus with a mobile device, 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. Please check your emails on a regular basis in order to stay up to date with any communication with CHC staff members.

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
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- 9.14 Completion of unit assessment tasks
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- 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)

9.1 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 delivered. These modes are *internal* and *external/online*.

Internal mode

Units that are delivered by 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 delivered by 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 delivered 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/online mode

Units that are delivered by the external/online 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/online students include those who enrol in units in the external/online 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; and
- 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 are 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 *Student 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.

The following guidelines apply to the calculation of GPA for the purposes of awarding Deans Commendations to graduates of CHC courses.

- For students who have not changed their course enrolment, the overall course GPA will be that which is automatically calculated by CHC Manager.
- Where students have changed their course enrolment, the overall course GPA will be a calculation that includes units that have contributed towards the award.

Examples of the latter include the following:

Nested courses

- Where students who are enrolled in a bachelor course exit with the nested diploma, only those units that contributed to the diploma being granted are included in the calculation of GPA.
- Where students transfer from a diploma into the related bachelor, all diploma and bachelor units are included in the calculation of GPA.

'Forced' transfer

- Where students' course enrolment has been transferred by CHC into a related course because of renewal of accreditation processes, all units that contributed to the final award are included in the calculation of GPA.

In these cases, a student's overall course GPA might differ from the course GPAs that are automatically calculated by CHC Manager for the student's separate course enrolments.

9.19 Guidelines regarding 'Pass Conceded'

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

- a) a PC will not be awarded in any 100-level unit which is a core unit for a particular course;
- b) a PC will not be awarded in any unit which is a prerequisite for a subsequent or advanced core unit;
- c) only one (1) PC is permitted in each strand of a course;
- d) *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

Students who 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, are to consult CHC Policy: *Grievance Policy for Domestic Students – Academic Grievances* or CHC Policy: *Grievance Policy for Overseas Students*.

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 required to participate in a Review of Academic Progress (RAP). The RAP 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 RAP process applies to domestic and to overseas students, and the conditions that govern 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 these policies do not negate CHC's right 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 domestic student does not maintain satisfactory progress in a subsequent semester, a Review of Enrolment Process (REP) will occur. A REP may also be triggered by the instance of gross failure, where a student fails 50% or more of the units in which they are enrolled in a semester or fails the same unit more than twice.

The REP is a compulsory process which requires a domestic student to engage in an in-depth review of their studies with the Dean of their School (or their delegate) 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 REP:

- the development of an Action Plan for implementation in the following semester to address the reasons for the REP;
- 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 REP.

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.

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

A similar process exists for overseas students. This is explained in CHC Policy: *Review of Academic Progress for Overseas Students* and CHC Policy: *Cancellation of Enrolment for Overseas Students*.

Section 10: Glossary

These are terms which you will find as you read information from CHC and other higher education providers.

Award – a recognised certification of achievement that is granted to a student after completing the requirements of a higher education course (eg Master of Education).

Academic record – an official statement which details a student's complete academic record, showing courses of study, semesters enrolled, units of enrolment, exit grades awarded, grade point value and grade point average (GPA) (produced in the form of an *academic transcript*).

Advanced level unit – normally undertaken by students in the second or third years of their studies. Entry to these units usually requires the completion of introductory units. These units are usually coded as 200- or 300-level units (eg CS216 or ES480).

Associate Degree – the title for an undergraduate course (eg Associate Degree in Business) that requires the completion of 160 credit points and takes two years of study to complete, at a standard full-time enrolment rate of four units per semester.

Bachelor – the title for an undergraduate degree course (eg Bachelor of Counselling) that normally requires the completion of 240 credit points and takes three years of study to complete, at a standard full-time enrolment rate of four units per semester. The exception are the undergraduate Education courses, which require the completion of 320 credit points and take four years of study to complete, at a standard part-time enrolment rate of four units per semester.

Blue Card – issued by the Department of Justice and Attorney-General of the Queensland government and required for students whose courses involve interaction with children under 18.

Census date – the date by which you must finalise your enrolment in each semester. The census dates for each semester are advertised in Student Handbooks and on the CHC website.

CoE – an electronic Confirmation of Enrolment certificate issued to overseas applicants to confirm their enrolment in a course.

Combined degree – a combination of two undergraduate degrees taken simultaneously (eg Bachelor of Arts/Bachelor of Education). Combined degrees at CHC vary in credit point requirements and are dependent upon the combination of courses, but as a guide take a standard full-time enrolment of four years to complete.

Completion within the expected duration of study – each course at CHC has an expected duration based upon the number of credit points required for completion undertaken with a full-time study load. Overseas students are expected to complete their courses within this timeframe.

Contact hours – the number of scheduled hours which students are expected to attend class (eg lectures, tutorials, workshops).

Core units – units which must be undertaken as part of the requirements of a course. These units enable students to gain skills and knowledge which are deemed essential to the course. At CHC these vary from course to course.

Course code – a combination of letters and numbers that identifies a course of study for administrative purposes.

Course coordinator – a member of CHC academic staff who has responsibility for the management of a course within a CHC School, and to provide advice to students who are enrolled in that course.

Course (or course of study) – the complete award with which a student graduates (eg Diploma of Social Science).

Credit points – each individual unit is given a credit point value to represent the proportion of the award that each unit comprises. Units at CHC are generally 10 credit points in value. Each credit point represents one hour per week which a student should devote to that unit throughout the semester, comprising contact time, personal study time and assignment and exam preparation.

CRICOS – the Commonwealth Register of Institutions and Courses for Overseas Students. This body registers institutions and courses which are available to overseas students.

Dean – a senior member of CHC academic staff who is responsible for the management of a School at CHC.

Dean's Conference – a meeting called by a Dean in response to evidence of gross failure or academic impropriety in which a student may have to show cause why their enrolment should not be cancelled.

Deferral – to delay the commencement of study, normally for a period of six months. Approved deferrals are not included in the maximum time allowed to complete a course of study.

Degree – a recognised certification of achievement that is granted to a student after completing the requirements for a higher education course (eg Bachelor of Education).

Department (the) – the Department of Education and Training of the Australian government.

DET – the Department of Education and Training of the Queensland government.

DHA – the Department of Home Affairs of the Australian government. DHA is the body that issues student visas.

Diploma – the title for an undergraduate course (eg Diploma of Ministry) that requires the completion of 80 credit points and takes one year of study to complete, at a standard full-time enrolment rate of four units per semester.

Direct entry – Applications that are made directly to CHC.

EFTSL – an acronym for Equivalent Full-time Study Load, where an annual full-time study load in a course is expressed as 1.0.

Elective – a unit that is chosen from a range of alternative units.

Enrolment – the process whereby an applicant, having been made an offer of admission to a course, accepts the offer to study at CHC, selects the units they wish to study in the first semester of the course, pays the appropriate fees and is issued with a student number, and student card.

External/online mode – where a unit is offered off campus by distance education.

Focus area – a sequence of at least three units from a particular area of study within the Bachelor of Education (Primary).

Full-time student – a student who studies at least 75% of a standard full-time workload in a semester.

GPA – Grade Point Average, calculated by dividing the sum of grade points by the number of units.

Graduand – a student who has completed their course requirements but is yet to receive their testamur.

Graduate – a student who has completed their award and has received their testamur.

Graduate Certificate – the title for a postgraduate course (eg Graduate Certificate in Ministry) that requires the completion of 40 credit points and takes one semester of study to complete, at a standard full-time enrolment rate of four units per semester. At CHC, some Graduate Certificates are offered part-time only.

Graduate Diploma – the title for a postgraduate course (eg Graduate Diploma in Management) that requires the completion of 80 credit points and takes one year of study to complete, at a standard full-time enrolment rate of four units per semester. At CHC, some Graduate Diplomas are offered part-time only.

Grievance – a process whereby students may request a review of an academic or non-academic decision, and which can progress through of a number of stages depending upon the resolution of the issue.

Institute – the equivalent of a School (Millis Institute only).

Intensive mode – where units are taught in a compressed format rather than weekly, usually for four or five days, continuously during holiday breaks or across a number of weekends.

Internal mode – where classes are conducted on campus in face-to-face mode each week throughout the semester.

Introductory level unit – units which provide a sound knowledge of essential areas and a foundation for studies in particular majors and/or minors within a course. They are normally coded as 100-level units (eg BZ101).

Leave of absence – to temporarily suspend enrolment in a course, normally for a period of six months. Approved periods of leave are included in the maximum time allowed to complete a course of study.

Lecture – where a member of the academic staff presents to students enrolled in a particular unit the themes and concepts related to that unit.

Major – a sequence of eight units from one particular area of study within a course.

Master – the title for a postgraduate course (eg Master of Education) that requires the completion of 80, 120 or 160 credit points, depending upon whether it builds upon previous studies to deepen students' knowledge in a particular field of education, or to broadens students' knowledge into a new field of education, and takes one year, 1.5 years or 2 years to complete, at a standard full-time enrolment rate of four units per semester. At CHC, some Masters courses are offered part-time only.

Minor – a sequence of four units from one particular area of study within a course.

Miscellaneous student – a student who is enrolled in a unit(s) that does not lead to an award (eg Bachelor of Education).

Moodle™ – the online learning management system used at CHC.

OP – an acronym for 'Overall Position', which indicates a Queensland Year 12 student's state-wide rank order position that is based on the student's overall achievement.

Part-time student – a student who studies less than 75% of a standard full-time workload in a semester.

Postgraduate – a student who has an undergraduate degree and is pursuing studies for a more advanced qualification (eg Master of Education).

Primary Specialisation – a sequence of four units undertaken in a particular area of study in a Primary initial teacher education course.

QTAC – Queensland Tertiary Admissions Centre, through which applications are made for the majority of CHC undergraduate courses.

RAP – a Review of Academic Progress, whereby students liaise with a member of academic staff to identify issues that have led to a lack of academic success to devise an action plan to address these issues in the coming semester.

REP – a Review of Enrolment Process, whereby students who have undergone a RAP repeat the lack of academic success in a subsequent semester and must show cause why they should not be excluded from their course.

Satisfactory course progress – it is a condition of student visas that overseas students make satisfactory progress through their courses.

School – an academic department within CHC that offers courses in particular field of education (eg the School of Social Sciences).

Semester – the academic year is divided into two semesters. Semester 1 generally runs from February to June, and Semester 2 from July to November.

Semester 3 – a non-standard teaching period in the academic year, running between December and mid-February, which has fewer teaching weeks than Semesters 1 or 2 and in which units are available in intensive or external modes. Normally not available to commencing students.

Specialisation – a sequence of eight units from one particular area of study within a course.

Student portal – the area on the CHC website through which students access the Library catalogue, their CHC student email account, Moodle™ and IT Support.

Study load – a description of the amount of study undertaken by a student in a semester in relation to the declared duration of a particular course and is usually expressed as 'full-time' or 'part-time', or as a proportion of an EFTSL.

Study mode – the means by which a unit of study is delivered to students, which may be 'internal or 'intensive' (face-to-face classes) or 'external/online' (distance education).

Study period – for students in the MBA pathway, the academic year is divided into six study periods, with students undertaking one unit per study period delivered in a concentrated format.

Testamur – the certificate awarded to a graduate upon completion of a course of study.

TEQSA – the Tertiary Education Quality and Standards Agency of the Australian government, which regulates the higher education sector in Australia.

Transfer of credit – may be granted in recognition of prior academic work or other work identified as being of equal depth and rigour to units offered at CHC. The granting of credit reduces the number of units that must be completed to satisfy course requirements.

Tutorial – normally a forum for the consolidation of the themes and concepts introduced in a lecture and, in many cases, gives students a chance to practically apply unit content. Tutorials usually contain between 15 and 25 students and provide a context for discussion, presentation and debate.

Undergraduate – a student who studies a Diploma, Associate Degree or Bachelor degree course at a higher education institution. An undergraduate may already hold a degree but is taking a second or subsequent degree at the same level.

Unit – a component of a course that is normally one semester in length (also known in universities as a *subject* or a *course*).

Unit code – a combination of letters and numbers that identifies a unit of study for administrative purposes.

Winter Semester – a non-standard teaching period in the academic year, running between June and July, which has fewer teaching weeks than Semesters 1 or 2 and in which units are available in intensive or external modes. Normally available only to students in the accelerated track of the Bachelor of Arts in the Liberal Arts. Normally not available to commencing students.

Withdrawal – to cease enrolment in a course.

Written agreement – the document which sets out the course and enrolment details and conditions for overseas students.