



2019 HANDBOOK

Canberra Campus

Phone (02) 6161 0050 Australia
+61 2 6161 0050 International

Street address: Unit 10 Level 1, Belconnen Churches Centre
54 Benjamin Way, Belconnen ACT 2617

Postal address: PO Box 467, Belconnen ACT 2616

Email: info@unity.edu.au

Web: www.unity.edu.au

National Registration Code: 6330 CRICOS Code: 02160A

VET Student Loans/VET FEE-HELP Provider Code: 7372

UNITY COLLEGE AUSTRALIA

2019 HANDBOOK

CONTENTS

	Page
1. VISION, MISSION AND VALUES	7
Our Vision	7
Our Mission	7
Our Values	7
Until Now...	8
College Ethos	8
Statement of Beliefs	9
Gifts and Donations	9
2. ORGANISATIONAL ARRANGEMENTS	10
Management structure	10
Local Campuses	10
General	11
3. CLIENT RELATIONS	12
Client Services Charter	12
Code of Practice	12
Use of Personal Information	12
Commonwealth Ombudsman	12
International Students: Enrolment and Policies	12
4. VOCATIONAL OUTCOMES & CURRICULUM PHILOSOPHY	16
Vocational Outcomes	16
Curriculum Philosophy	16
Curriculum Values	16
Industry Outcomes	16
Christian Ministry Outcomes	16
Subjects	17
Flexibility	17
5. COURSE REQUIREMENTS	18
Entry Requirements	18
International Students	19
International Enrolment Process	19
National Recognition	20
Recognition of Prior Learning (RPL)	20
Change to Course Enrolment	21
6. FEES AND REFUNDS	22

Academic Fees	22
Additional Fees	22
Financial Assistance	23
Financial Policies	24
Refund Policy	25
Student Review (VET FEE-HELP/VET Student loans)	27
7. COURSE LISTING	30
Courses leading to formal qualifications	30
Ministry & Theology	30
Pastoral Care	30
Music	30
Management	30
Information Technology	31
English as a Second Language (ESL)	31
NON accredited Creative Arts programs	31
8. GRADUATION & ASSESSMENT	32
Graduation Requirements	32
Graduation	32
Reissue of Qualifications	32
Assessment Strategies	32
Attendance and Absences	33
Exit Points	34
9. ACADEMIC POLICIES	35
Grading	35
Assignment Submission	35
Written Assignment Presentation Guidelines	36
Academic Performance	37
Academic Support	37
Academic Misconduct	37
Academic Appeals	38
Access to Results	38
10. GENERAL POLICIES	39
Work Health and Safety (WHS)	39
Mentoring	40
Confidentiality of Personal Information	40
Access and Equity	41
student selection	43
Access to Personal Records	43
Procedures for Dealing with Complaints or Grievances	44
International Student Appeals Re Cancellation of enrolment	45
Harassment	45

11. STUDENT INFORMATION	47
Expectations Statement for Students	47
Student Life	49
Suspension and Dismissal	49
Student Counselling	50
Information for Students with Special Needs or Who Experience Barriers to Education	50

1. VISION, MISSION AND VALUES

OUR VISION

Unity College Australia is a registered vocational training college that seeks to impact lives and bring transformation through training in a Christian environment for work, interest or ministry.

OUR MISSION

Our mission is to provide training which:

- is relevant and of high quality
- assists students to contribute to and lead effectively in workplace and Christian ministry contexts
- develops an awareness of others' needs and skills to respond appropriately
- promotes an appreciation of the contribution of Christian faith to self and society
- fosters personal maturity and character development that leads to an ability to contribute effectively to society as a whole.

OUR VALUES

The initial values are applicable to all of our courses while the later values have particular application to Christian ministry courses.

Welcoming: We seek to provide an environment which is welcoming to all students.

Relationship: Effectiveness in employment and ministry comes from strong relationships. We aim to develop strong relationships and lasting friendships among students, staff and with the community around us.

Relevance: The College seeks to be relevant and prophetic to our society. It has a contemporary focus and seeks to include a range of cultural expressions.

Excellence: The College aims for excellence, not for its own sake, but in our devotion to and for the sake of the glory of God being upheld in the church and in the wider community.

Marketplace: The College is committed to providing training for application in society's workplaces and marketplaces, with a Christian worldview.

Creativity: The College aims to reflect and nurture the creativity that God has given to us. We seek to explore Christian creative experience.

Whole Person: We believe that, along with training in specific areas, students should have the opportunity to grow in character and in the understanding and application of Christian faith.

Unity: The College is trans-denominational and open to all members of the body of Christ and wider community who subscribe to our ethos and values. We seek to serve the church and complement rather than duplicate activities undertaken by others.

The Kingdom: We desire for people to be committed to serving God's kingdom whether through church, the workplace or marketplace.

The Church: We encourage participation in local congregations of believers and the church as a whole.

Ministry Skills: The College is committed to the development of effective ministry skills in students' lives.

God Focused: We believe in the need to develop an ongoing intimate relationship with the Living God. This includes the development of a passion to better understand and apply God's Word.

The Gospel: The College doctrinal basis is the established Christian creeds (Nicene, Apostles). On matters of faith we seek unity in essentials and tolerance in the non-essentials.

Holy Spirit: We believe ministry is most effective when done under the empowering of the Holy Spirit. We desire to see God's supernatural presence at work within and through the lives of all who come in contact with the college.



UNTIL NOW...

Unity College was established in Canberra, Australia, in 1995 and has its foundations in grass roots ministry training for local churches.

The name Unity College was chosen to reflect the unity between the churches in Canberra to pool their resources and provide training previously only afforded by larger churches in the capital cities.

In 1999 the college obtained its Registered Training Organisation (RTO) status and began delivering government accredited training with a particular emphasis on Christian ministry and creative arts.

Since then the college has taken up a national focus to provide training in other centers around the country through partnerships. From 2004 onwards, locations in New South Wales, Victoria, Queensland, South Australia, Western Australia and Tasmania have undertaken teaching across an expanded range of courses. In recent years opportunities to also provide training internationally have emerged.

The college has also recognized the need to train in the general community with a Christian worldview and has added a substantial number of courses with more general vocational outcomes to its scope of registration.

2019 is the 25th year of operation of the college and we continue to look forward to new growth and development in the years to come.

COLLEGE ETHOS

Unity College Australia is committed to delivering quality vocational education and training programs from a Christian perspective aimed at equipping people to effectively contribute to contemporary society.

Unity College Australia's programs strive for:

- academic excellence (developing sound knowledge and skills through an effective training and learning approach, which will also provide a basis for further education)
- vocational competency (practical skills and methods that relate to Christian ministry and/or workplace related skills) and
- character development - personal growth based on Christian character foundations.

Vocational outcomes range from leadership in the workplace and in Christian ministry contexts to competent, professional service in the general community (e.g. information technology, community care, management and creative arts). We welcome students from all faiths, ethnic and cultural backgrounds into our general vocational courses. Our Christian ministry focused courses appeal to students from a wide cross-section of Christian streams due to the college being trans-denominational.



STATEMENT OF BELIEFS

Doctrinally, Unity College Australia is in the mainstream of the Christian church, with its commitment to the inspiration and authority of the Scriptures, the proclamation of the gospel and the sufficiency of Jesus Christ for all human needs. Our core beliefs are drawn from the traditional creeds of the church (Nicene and Apostles).

GIFTS AND DONATIONS

Unity College Australia is a not-for-profit organisation with a mandate to bring transformation through training from a Christian perspective, sharing the love of Christ, developing Christian leaders and equipping individuals who can take their place in key sectors that influence contemporary society. The college receives no government funding and relies solely on student fees to operate. The shortfall is made by fundraising and donations.

We invite you to share in our mission. You may do this by supporting the college financially or in practical ways. Gifts and donations over \$2 are fully tax deductible. Please contact the College for further information on how you can be involved in this ministry.

2. ORGANISATIONAL ARRANGEMENTS

MANAGEMENT STRUCTURE

Unity College Australia operates with a Board (which meets 6 - 8 times a year, but is available for out-of-session consultations). Annual General Meetings are held in May/June and are open to the public. "Extraordinary" meetings of the Board are also held from time to time, e.g. to deal with constitutional issues.

College operations are covered by staff engaged in the following roles/areas:

- Director/Chief Executive Officer
- Principal Executive Officer
- Academic Management
- Training Centre & Partner Services
- Student Services
- College Services
- Marketing & Public Relations Services
- Administrative & Support Services



COLLEGE CAMPUSES

In addition to the central Canberra Training Centre, the National Office of Unity College Australia provides administrative oversight and support for a number of extension campuses and partner training centres located around

Australia. Teaching staff in these training centres are drawn from suitably skilled and qualified individuals in their region. Visiting specialists from interstate and overseas are also invited to provide input into training programs where available.

Faculty details are available from local campus offices.

Students enrol with the confidence that the studies they undertake will:

- be nationally recognised vocational qualifications;
- provide the basis for higher level studies, if they so desire, e.g. degree and post graduate programs;
- deliver long-term vocational outcomes.

ASSOCIATION WITH OTHER TRAINING ORGANISATIONS

Liaison takes place with other Tertiary Christian Colleges in Australia, providing opportunities for improvement and expansion of what Unity College Australia offers.

Unity College Australia has articulation arrangements in place with several Higher Education institutions.

Unity College Australia is a member of the Australian Council of Private Education and Training (ACPET).

The college is also a participant in the Pentecostal and Charismatic Bible Colleges Association, a national network of ministry training institutions.

GENERAL

Unity College Australia believes a strong client service ethos provides a basis for making informed decisions about technological, people and property investments and the organisational structures it should pursue, that ensure decisions are aligned to a people-responsive focus. Research can give clarity about the needs of clients and show how and where they are changing. These processes contribute to a culture of continuous improvement in the College.

Formal and informal evaluations are used for all subjects and courses to obtain feedback from students. Following analysis of issues raised, feedback is incorporated by trainer/tutors, and aids in delivery of subsequent training.

Surveys of students and Industry/Christian ministry leaders help to determine appropriateness, relevance, level and style of training offered to clients, and ensures the competencies developed in the College are recognisable and meet the needs and standards of the industry. The College believes this approach will ensure quality training outcomes and meet current and emerging vocational skills needs in Australia.

Students at all UCA campuses can direct matters for consideration by the Board to the Board Secretary via their local campus Dean or Principal.

3. CLIENT RELATIONS

CLIENT SERVICES CHARTER

Unity College Client Service Charter commits us to:

- being friendly, helpful, respectful
- identifying ourselves when we talk to clients
- listening carefully to what the clients say to us
- providing efficient and prompt service
- providing accurate and consistent information in a way that is easy for clients to understand
- explaining the things clients need to know and do
- providing or referring clients to other services appropriate to their needs
- making it easier for clients to access services
- maintaining appropriate confidentiality, and
- fixing mistakes.

CODE OF PRACTICE

The Unity College Australia Code of Practice can be found on the College website at <http://www.unity.edu.au/en/more-info/unity-college-policies>

USE OF PERSONAL INFORMATION

Unity College Australia undertakes to treat personal information of students with due care and confidentiality. Our policies on Privacy and Handling of Information are available on the college website. We are obliged to report certain information relating to students to government agencies and authorities but will inform students of this and follow approved

procedures. No information will be given to any individual or organization without prior approval, except in the case of meeting obligations under the criminal code or other relevant government laws.

COMMONWEALTH OMBUDSMAN

Students studying at Unity College Australia on an International Visa or accessing Student Loans, may request advice from the Commonwealth Ombudsman. This is a free service. Contact information: Ph: 1300 362 072
<http://www.ombudsman.gov.au/>

INTERNATIONAL STUDENTS

Courses for international students are registered with the Australian Government under CRICOS (Commonwealth Register of Institutions and Courses for Overseas Students).



Unity College Australia subscribes to the ESOS National Code of Practice 2018 and ELICOS National Standards 2018 for providers of education and training for International Students. These codes have a key objective in delivering education of integrity and quality.

All conditions relating to International Student enrolment at Australian Educational Institutions are outlined in the ESOS National Code and ELICOS National Standards.

Particular areas relevant to students at Unity College in regard to the ESOS & ELICOS National Codes are as follows:



Enrolment Information

The college agrees to provide all students with correct and sufficient information about course fees, entry requirements, content and assessment, and college policies and procedures prior to enrolment. This is to enable the student to make an informed decision about applying for study at the college.

Language

Whether or not students have been assessed through the IELTS, or other English testing, international students will be required to undertake bridging courses where their level of English proficiency is not adequate for the course they apply for. Unity College Australia offers stand-alone English as a Second Language (ESL) courses that are available to meet this requirement.

Enrolment Agreements

Students will be provided with written agreements which outline the basis of understanding of their enrolment at the college, including course name and dates, fees and due dates and refund policy.

Attendance and Course Progress

Student visas are only available for full-time study in CRICOS registered courses. Courses implemented under CRICOS for international students are required to meet a minimum study load of 20 hours per week. Attendance in class

sessions is necessary for satisfactory course progress.

Students who do not meet satisfactory attendance and course progress requirements are at risk of enrolment cancellation.

For more information see Section 8 of this handbook and the International Students section under Attendances and Absences.

Personal Details and Information

Students are required to keep the college up to date with current contact details (ie Australian residential address, contact phone number and email address) and advise any change of circumstances within 7 days.

The college is under strict privacy arrangements. These are described in Section 10 under the heading Confidentiality of Personal Information.

Recognition of Prior Learning (RPL)

International students may apply for Recognition of Prior Learning. However, if you receive recognition of prior learning for any subjects we will be required to either reduce your course length on your Confirmation of Enrolment (CoE) or request you to choose additional elective subjects to make up a full time load. The course load in the final semester of study can be reduced provided the student meets course completion requirements. For more details about RPL see Section 5 of this handbook.

Refund Agreement

Refund arrangements are covered in Section 6 of this student handbook. The government requires us to advise you that "this agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take further action under Australia's consumer protection laws". Our dispute resolution procedures, as defined in the handbook, do not circumscribe the student's right to pursue other legal remedies.

Students will receive a full refund of fees for services not provided including instances where courses do not run or the college defaults.

Student Support Services

We have an obligation to provide support for students with regards to:

- orientation
- academic progress
- further study
- accommodation
- counselling re welfare matters
- dispute resolution

Information for international students prior to arrival, available on the college website, provides information concerning matters such as banking, work rights, tax file number requirements, drivers licenses, health cover and schooling of dependents.

Unity College has a Critical Incident Policy for managing incidents which may affect international students. Students will be given the International Student Liaison Officer and International Registrar contact information upon arrival and are able to use this in the event of any major issue occurring.

Students who have an issue or complaint may access the college's Complaints and Appeals Policy. Dispute resolution procedures are outlined in Section 10 of this Handbook under the heading 'Procedures for Dealing with Complaints or Grievances'.

Please contact the international student liaison representative or Principal of your local campus if you need further assistance.

Overseas Student Transfers between Providers

As a CRICOS provider under the ESOS Code, Unity College Australia (UCA) has obligations to meet in relation to accepting students from, or allowing students to transfer to, another CRICOS provider. We will not knowingly enrol an overseas student wishing to transfer from another registered provider's course prior to the overseas student completing six months of their principal course of study ("restriction period"), except in certain circumstances.

A student will generally not be able to transfer from Unity College Australia to another provider until they have completed at least 6 months of study in their principal course at Unity College Australia, except in certain circumstances.

As the principal course of study is generally the final course of study covered by the overseas student's visa, transfer requirements apply to all courses of study prior to the overseas student's principal course.

Students wishing to transfer to UCA within the restriction period will need to provide a letter of release from the provider at which they are currently enrolled.

Students who wish to transfer from UCA within the restriction period must apply in writing to the UCA Registrar, detailing their reasons for the request. The request will be considered by the Director of UCA on the basis of what the provider considers to be in the student's best interests. Reasons which may be considered include compassionate and compelling circumstances. A request will not be considered or granted for reasons which are based on finances.

International Student Policies and Procedures

Other policies and procedures specifically relating to international students are outlined in this handbook. These include:

- course enrolment (Section 5)
- fee payment and refunds (Section 6)
- deferment, suspension or cancellation of enrolment (Section 6)
- Academic requirements – attendance and course progress (Section 8)
- complaints and appeals (Section 10)s

Detailed versions of policies and procedures are available from the Unity College Australia National Office.

4. VOCATIONAL OUTCOMES & CURRICULUM PHILOSOPHY

VOCATIONAL OUTCOMES

Courses offered by Unity College Australia have been designed to train & equip students in the following situations:

- Those needing foundational knowledge and skills in order to undertake further training or education courses
- Those wishing to develop skills to gain employment in a Community Service Organisation
- Those wishing to be gainfully employed in the workplace (eg in information technology or business)
- Those wishing to develop the required skills for leadership in a variety of spheres.
- Those wishing to work in a Christian ministry context (eg church, cross-cultural mission, creative ministries and/or chaplaincy)

CURRICULUM PHILOSOPHY

Unity College Australia is committed to providing training that is academically tenable and intensely practical. The College's programs are designed to draw on the skills of trained and experienced educators and meet the needs of the community at large, the aspirations of clients and the expectations of the accreditation authorities.

Agreed curriculum values underpin the College's education and training offerings. All new and existing programs are evaluated in terms of the framework outlined.

CURRICULUM VALUES

The curriculum is geared to vocational education and training outcomes for clients of the College for both industry and Christian ministry areas. Curriculum development and

maintenance are driven by, and are consistent with, the College's Mission, Vision, Core Values and Statement of Beliefs.

Where appropriate, curriculum for more general vocational courses will include syllabus with a Christian worldview.

INDUSTRY OUTCOMES

The curriculum focuses on training outcomes that will help students gain suitable skills in order to obtain employment in the workforce.

ESL courses will focus on giving students improved communication skills as an aid to either further study, employment outcomes or more general social outcomes in Australian society.

CHRISTIAN MINISTRY OUTCOMES

The underlying Christian ethos of the College's programs reflects its market distinctiveness, ie Pentecostal/ Charismatic/ Evangelical.

Subjects are concurrently academic and practical in nature, with a strong ministry application eg serving in the Australian community, dynamic church planting and world missions.

The College curriculum is designed to address a wide variety of Christian ministry scenarios. Under the guidance of the Holy Spirit the College seeks to fulfil the following goals:

- To increase students' understanding of Christian ministry and the importance of working together under God to fulfil His purposes.
- To discover ministry gifts of students and to increase their ministry skills through training, providing opportunities, experience, mentoring opportunities for spiritual and character development.

- To increase students' understanding of how all facets of various ministries function together.
- To increase interpersonal skills and culturally sensitive communication needs to function as team members with fellow workers.

UNITS AND SUBJECTS

The selection of units/subjects taught at Unity covers accredited training the College is authorised to deliver. This ensures students have the capacity to exit their chosen program of studies with qualification/s that are nationally recognised and portable, as well as with subjects designed to prepare students for their vocational outcomes.

A small number of short courses (weekend intensives) are not accredited (in terms of a formal qualification), but are taught because of the known needs of the target audience. Teaching of non-accredited subjects will, nevertheless, match the high standards of accredited subjects.

The menu of units/subjects on offer reflects the college's accredited and non-accredited programs. For practical purposes:

- Timetabling is undertaken with a view to ensuring reasonable/balanced workloads available to students meet the standards required to complete programs within indicated time frames. Timetabling and scheduling are designed to meet Government standards for "full-time" students and ensure a flow from one term/semester to another during the life of the program.
- In multi-stream courses, not every subject will be delivered every year. The published program for an academic year generally indicates the range of subjects on offer during that year. Elective classes will only be run where there are adequate class sizes.

- Some courses consist of day and evening classes, according to the needs of clients and availability of staff.

FLEXIBILITY

Curriculum content is geared to the needs of internal and external clients. Decisions on content take into account feedback from students, levels of recognition of prior learning, expected class sizes, special needs of students, input from member churches and the results of industry surveys.

The principles of "flexible delivery" apply to the way material is structured and delivered within individual subjects or units, providing:

- Learning Outcomes/Units of Competency are achieved.
- Teaching materials are reviewed on an ongoing basis
- Teaching programs, styles and assessment methodologies are overseen by College representatives possessing a Certificate IV in Training and Assessment (TAE40110) or equivalent.
- Trainers are engaged on the basis of their subject knowledge, qualifications and recognition as "practitioners" who draw their knowledge and skills from, and apply them in, the given field of study

5. COURSE REQUIREMENTS

ENTRY REQUIREMENTS

Minimum Age Requirement

The minimum age entry requirement for most courses is 17 at the time of commencement of study (International students must be 18 years or older).

Prior Education Requirements

While there are no formal education requirements for enrolment in the lower level Certificate programs, it is anticipated that students enrolling in Certificate IV level and above programs will have satisfactorily completed Year 12. However, students who have not attained this level of formal education may be considered for enrolment, providing they meet other relevant course entry requirements and demonstrate the potential to complete the course for which they are applying.

Applicants seeking enrolment in the Diploma and Advanced Diploma programs are expected to have completed any required pre-requisite lower level qualifications or can demonstrate equivalent competency.

Language, Literacy and Numeracy Requirements

Specific elements of competency in language, literacy and numeracy (LLN) are required on entry to the College depending on the course being studied. In general all participants should be able to read and understand text so as to:

- write simple statements (demonstrating an understanding of the writing process, use of basic sentence structure/ punctuation etc.)
- identify data and information
- understand the meaning of the text (explaining it in their own words using key terms to support explanation)

Students who have undergone testing showing that they don't have these skills are able to enrol in Unity College's ESL programs.

Students applying to enrol in Diploma or above courses and intending to access VET Student Loans must provide evidence of having completed a Year 12 or a Certificate IV level course (or higher) and meet other Government requirements.

Application Process Requirements

The general college entry process involves:

- A completed application form
- A successful interview with the Principal or representative (where physically possible)

The full Entry Procedure for students applying to study using a VET Student loan is outlined on the Unity College Australia website.

Specific Requirements

For entry into Christian Ministry and Theology or Creative Ministries/Music courses the following requirements apply:

- The student is a committed Christian and actively involved in a Christian community
- References from Christian leaders
- Students should in good conscience be able to subscribe to the Unity College statement of beliefs which are found in the tenets of mainstream Christianity.
- Agreement with the "Expectations for Christian Students" as outlined in the application form and this handbook and answering associated questions concerning their personal life situation.
- An audition/portfolio and/or short structured test for students enrolling in selected Music/ Creative Ministries courses.

INTERNATIONAL STUDENTS

In addition to the requirements noted above international students who wish to study in Australia for more than 12 weeks also have to satisfy visa and English language requirements according to the Department of Home Affairs (formerly Immigration and Border Protection (DIBP). Courses registered under CRICOS for international students must meet minimum requirements regarding hours for face to face, supervised and online training.

Visa requirements involve holding a passport valid for the duration of study, meeting health requirements including the purchase of health insurance, demonstrating financial viability to study in Australia and meeting English language requirements.

Students coming from countries DIBP deems necessary are required to sit an IELTS or TOEFL English language test and achieve an IELTS score of 5.5 or above in order to proceed to a general course being offered by Unity College Australia. Students are required to achieve an IELTS score of at least 6.0 for Christian Ministry & Theology.

Students seeking to study an ELICOS (English as a Second Language) course, are required to undertake English language testing. The student's score will be used to determine their course level. Testing requirements vary from country to country. For more information visit the DIBP website: <http://www.border.gov.au/>.

International students must be 18 years or older at the time of commencing study with Unity College Australia.

INTERNATIONAL ENROLMENT PROCESS

Enrolments for international students can take a considerable amount of time, especially when enrolling from countries that DIBP considers high risk.

The process is as follows:

1. Submit online application form via the Unity College Australia website.
2. Pay the application fee.
3. Provide a certified copy of current Passport ID page and (if applicable) IELTS certificate less than 2 years old.
4. Ensure that personal and pastoral reference/s (as applicable) have been completed and forwarded to the College
5. Obtain a passport valid for the duration of intended study period.

Once steps 1 to 5 are finalised, completed applications will be assessed by the Head of Faculty. Successful applicants will receive a Letter of Offer (LoO) to study with the college.

6. Return the 'Acceptance of Place' letter that is provided with the offer of place and pay the amount listed in the offer.
7. Address health insurance requirements: Overseas Student Health Cover (OSHC) is required for the duration of the Visa or program of study plus a period beyond the program of study end date (whichever is longer) as per below:
 - one calendar month for courses under ten months not ending at end of calendar year
 - two calendar months for longer courses and programs of study
 - where a course or program of study ends at the finish of the academic calendar year, then OSHC will be required to the 15 March the following year.

In most cases it is not possible to transfer health cover from other countries. The purchase of OSHC can be done through Unity College Australia as part of the application process. A quote is provided as part of the Letter of Offer and rates are very reasonable. This payment is required in advance of an electronic Confirmation of Enrolment (eCOE) being issued.

In the case of unsuccessful visa applications, pre-paid tuition fees and OSHC premiums will be refunded according to the College Refund Policy.

8. Address English language requirements: Where English is not an applicant's native language and they have not lived in an English speaking country for a reasonable period of time, a current IELTS or TOEFL score will be required. This English language test is administered through the Australian consulate/embassy as part of applications for student visas.

Unity College accepts students with an IELTS score of at least 5.5 (or 6.0 for Ministry & Theology with no individual score below 5.5). Students wishing to study English as a Second Language will also need to complete IELTS but lower scores will apply. Applicants may be able to use the TOEFL test instead.

Once steps 6 to 8 are completed an electronic Confirmation of Enrolment (eCOE) will be issued and the Australian government notified.

9. Apply for a student visa with the Australian consulate/embassy in your country of residence. A valid eCoE is required as part of the student visa application

The Australian consulate/embassy will assess applicants against many criteria. Requirements vary according to the applicant's country of birth/residency. These could include having a medical including a chest X-ray and providing proof of financial viability to study in Australia.

NATIONAL RECOGNITION

Where students have undertaken studies at any vocational training organisation recognised by the Australian Government (often referred to as a Registered Training Organisation or RTO), the college has a policy of recognition of any studies completed. This would include individual recognised competencies as well as

full courses. National recognition of equivalent courses and/or competencies is at no cost to the student.

RECOGNITION OF PRIOR LEARNING (RPL)

If a student's educational or vocational/work background includes some relevant studies or experience, it may be possible to apply for "Recognition of Prior Learning" towards a subject, unit or course offered by UCA.

Students seeking Recognition of Prior Learning (RPL) for a subject/course leading to a UCA qualification may be granted a maximum of 100% of individual subjects using direct evidence. RPL is normally considered where there is an obvious relationship between external and UCA units of study, and their respective learning outcomes.

Within the College, applications and submissions for RPL are considered by an RPL Committee. As part of the RPL process the college will:

- advise potential RPL applicants about the process;
- provide applicants with RPL Application forms and RPL Submission & Assessment Kits that include the relevant units of competency in which RPL is being sought;
- receive RPL applications and RPL submissions from students;
- compare academic content (including course loads and prescribed learning outcomes) using transcripts, course information, syllabus documentation and interview;
- assess the relationship between previous studies and work/life experience and the unit/s for which students apply for RPL;
- make decisions regarding the levels of RPL to apply. Where necessary, this is done in conjunction with the institution/s through which previous qualifications were granted;

- advise applicants of the outcomes of their applications.

What students need to do:

As part of the College's quality assurance measures, the subjects that students have previously undertaken or skills gained through previous experience will need to be assessed. New or existing students who are seeking recognition of prior study or experience towards a course of study they intend undertaking at Unity College Australia, are required to:

1. complete the online application form available at www.unity.edu.au
2. pay the RPL Application fee (where relevant)
3. participate in a preliminary interview to determine course and unit options and receive an RPL processing quote and appropriate RPL Submission Kit that includes details for the required course/units
4. accept and pay the quoted RPL processing fee
5. provide adequate supporting documentation (academic transcripts, certificates/ diplomas, certified copies of achieved units of competency, course components and assignments)

It is the student's responsibility to outline the individual skills they have acquired against the prescribed assessment criteria of the relevant unit(s).

The RPL Committee will assess applications and advise students in writing of the outcome as quickly as possible (subject to the availability of all relevant documentation).

Charges:

Application Fee: Applicants are required to pay a fee with their RPL Application which will cover an initial application assessment. This fee is waived for eligible Diploma, Advanced

Diploma and Graduate Certificate level courses for those students entitled to access the VET Student Loan Scheme.

Interview Assessment Fee: Once the application has been accepted the applicant will attend an interview which will include assessment of initial evidence provided in support of the RPL application.

Further charges: will be determined in consultation with the student at the initial interview but will vary between 25% of course fees up to the full cost depending on the course selected and amount of RPL being assessed. Fee payment is required before RPL assessment is undertaken.

Appeals:

Applicants may appeal the result of the RPL assessment by applying in writing to the Principal.

CHANGE TO COURSE ENROLMENT

Students wishing to change the course in which they have accepted an Offer of Place must formally apply in writing prior to commencing the course. Course transfer can only occur if entry requirements are met. Course transfer after the commencement of a course will be considered only in rare cases.

A re-enrolment fee (no more than the initial application fee) will be charged for students wishing to change their course enrolment. If approved, the college will provide a new electronic Confirmation of Enrolment (eCoE) which the student must present to the Department of Immigration and Border Protection in order to update their visa.

International Students are not able to defer, other than in exceptionally compelling circumstances, due to the conditions imposed on their visas. There are also restrictions and conditions which apply to requests to transfer colleges once a study visa has been granted.

6. FEES AND REFUNDS

ACADEMIC FEES

Course Fees

Current fees for individual courses can be found in Course Outlines. These are available on the college website or on request from the college office. The college reserves the right to adjust course fees prior to the commencement of each calendar year.

International Student Course Fees

Course fees for international students will be specified on their Letter of Offer. They include an international student levy to cover additional expenses such as government insurance requirements.

ADDITIONAL FEES

Application Fee

For students wishing to study a course at credit or assessed level, and not eligible to access VET Student Loans, there is a one-off non-refundable student application fee:

International students	\$300
International students re-enrolling in a new course or re-applying after more than a Year	\$150
Australian students enrolling in a new course	\$150
Students entitled to access a VET Student Loan for eligible Diploma, Advanced Diploma or Graduate Certificate level courses	\$0
RPL Application:	
Students eligible to access a VET Student Loan for approved Diploma/Advanced Diploma/Graduate Certificate level courses	\$0
All other domestic students RPL	\$250
International students RPL	\$300

Additional International Korean Language Application Fee	\$75
--	------

Credit Card and Bank Fees

The college is entitled to add a surcharge for payments made by credit cards. The current rate is 2.5% for onshore payments and 2% for offshore payments. In addition the college is entitled to recover any bank fees charged on international money transfers.

Textbooks

Students will be notified of any textbooks required by the trainer of each subject. The student will be given information of where to purchase books, including if they are available at the college

Recognition of Prior Learning (RPL)

Interview Assessment Fee: \$150

Further charges: See Section 5

Late enrolment fee

\$75 will be charged where course enrolments are received after the specified cut off enrolment date (1 week prior to course start).

Late payment fee

\$75 where a course related payment is not made by the due date listed on the respective tuition invoice.

Student card replacement

\$15 for replacement of a lost or damaged ID card.

Replacement Award fee

Replacement of a lost or damaged award for:

1. an award issued within the past 10 year \$30

2. an award issued older than 10 years \$50

Late Assignment fees

Where an assignment is accepted after the due date for submission, late fees will apply:

- \$10 up to 1 week, \$30 up to 2 weeks, \$60 up to 3 weeks, \$100 up to 4 weeks late
- After 4 weeks: \$200 plus \$20 per week until submission
- Where more than one assignment is involved for the same subject the maximum late submission fee will be equal to 50% of the full subject fee up until the close of the subject. After this the full subject fee may be charged if the assignment(s) is/are accepted for marking or the student may be required to re-enrol in the subject when next offered.
- These late fees must be paid in order to have assessments marked and results issued for the respective subject.

For more details about late assignment submission see Section 9: Academic Policies.

Re-sit/resubmission fees

A fee may be charged where a student is given the option to re-sit or resubmit an assessment item. The fee is \$60 per assessment.

Where an assignment shows evidence of academic misconduct (see Section 9: Academic Policies for details), the fee will be \$100 per re-assessment.

Where a student is required to re-sit a subject the charge will be the full subject fee.

Deferral fee

Ongoing periodic payments or a deposit will still be required for deferrals part way through a course if tuition is outstanding. If the deferral lasts for more than 12 months a re-enrolment request will be required. This will mean a re-enrolment fee of \$100 and could also mean an increase in tuition fees if course prices have increased.

Accommodation search fee

\$150 where assistance is requested by an incoming student to find short-term accommodation on arrival.

Airport Pick-up

\$50 where requested by an incoming student.

All Fees listed above are subject to change at the beginning of each academic year.

FINANCIAL ASSISTANCE

Government Funding: Selected courses may attract government funding for all or part of the course fee. Contact the college for information and eligibility.

Scholarships: A limited number of scholarships are available at times to assist students with fees. Scholarships are awarded to students on recommendation and approval by the Principal or Dean.

Study Assistance Allowance: Australian students may be eligible for Youth Allowance, AUSTUDY or ABSTUDY. Contact the college for information and/or a confirmation of enrolment letter. Further information is available at www.studyassist.gov.au

Government Loans: Unity College Australia is an approved VET Student Loans provider. Some Unity College courses at Diploma, Advanced Diploma and Graduate Certificate levels are approved for government loans for eligible students. To be entitled a person must be either an Australian Citizen, the holder of a Permanent Humanitarian visa in one of the approved categories or a New Zealand citizen who meets certain eligibility criteria (and who will be resident in Australia for the duration of their VET Unit/s of Study).

It is the student's responsibility to make themselves aware of loans program guidelines before they choose to apply.

Please contact the college for details and; visit www.studyassist.gov.au and the Unity College Australia website.

FINANCIAL POLICIES

Student Payments

Payments are to be made directly to the Unity College Australia office in Canberra (or authorised representative for courses held in other locations). Initial payments may be made in person (cash, credit card or eftpos), by phone (credit card), by mail (money order or bank cheque), or by direct deposit to the college bank account.

Full-time students

INTERNATIONAL STUDENTS:

- Are required to pay all initial fees that are listed on their Letter of Offer, upon submission of their Acceptance of Place and in advance of issue of an eCoE.
- Prior to class commencement, international students will be required to set up a payment plan where payments are deducted from a nominated bank account in order to ensure that fees for subsequent study periods are paid in advance of study.
- If students are enrolled in consecutive courses a \$1000 deposit will be required along with a payment plan prior to commencement of the new course.

STUDENTS ENTITLED TO ACCESS THE VET STUDENT LOANS PROGRAM FOR DIPLOMA/ADVANCED DIPLOMA/GRADUATE CERTIFICATE LEVEL COURSES:

- Fees due will be reported to the government on the census date for the relevant Unit of Study as per the published Schedule of Tuition Fees (on the college website).

OTHER DOMESTIC STUDENTS:

- Students will be required to pay a deposit of up to \$1000 by the specified cut-off enrolment date.
- The balance will be charged by regular direct debit from the student's nominated bank

account or through a pre-approved arrangement made with Accounts.

ALL STUDENTS:

A PAYMENT PLAN MUST BE SET-UP AND/OR A DEPOSIT HAS NOT BEEN MADE STUDENTS WILL NOT BE ALLOWED TO ATTEND CLASS.

Part-time and Casual Students

STUDENTS ENTITLED TO ACCESS THE VET STUDENT LOANS PROGRAM FOR DIPLOMA/ADVANCED DIPLOMA/GRADUATE CERTIFICATE LEVEL COURSES:

- Fees will become due on the published census date for the relevant Unit of Study.

OTHER DOMESTIC STUDENTS:

- All term and semester subject fees should be paid in full prior to commencing study.

All students

If a payment is missed the college has the right to:

- charge a late payment fee as listed previously in this section under 'Additional Fees'.
- require students to stop attending classes until their fees are in order.
- dismiss the student from the college where tuition fees are overdue for two weeks or more. Outstanding fees would still be owing to the college. A payment plan must be set-up and/or a deposit has not been made students will not be allowed to attend class.

Overdue Fees - Holds

Overdue fees and outstanding library books or equipment loans will result in a hold being placed on:

- Further enrolments
- Issue of academic results/awards

Withdrawals

If a student wishes to withdraw from a subject/unit or a whole course, a 'Notification of Withdrawal' form must be completed and

submitted to the Unity College office linked to your study. The withdrawal date is the date by which written notification is received by the Unity College office. This also applies to students receiving government loans. The date of withdrawal will determine whether a course/subject/unit fee is incurred and whether or not the student is entitled to any refund according to the policy below.

REFUND POLICY

Students entitled to access VET Student Loans

Some Unity College Australia courses at Diploma or Advanced Diploma or Graduate Certificate level are approved for VET Student Loans.

Refunds are offered in accordance with the provisions of the Higher Education Support Act 2003 (Schedule 1A) as quoted in the Policy.

This refund policy applies to all students who are for the VET Student Loans Program, even if they choose not to access it.

Unity College Australia will repay to a student who is, or would be, entitled to a VET Student Loan any VET tuition fees that he or she may have paid for a VET Unit of Study if the student withdraws from that Unit of Study on or before the relevant published census date.

This does not apply where VET tuition assurance arrangements have been activated and the student has elected the VET course assurance option for that unit (in the case of course or provider closure).

Where a student withdraws from a VET Unit of Study after the relevant census date, any refund of VET tuition fees is at the discretion of Unity College Australia. The full Refund, Student Review and Re-credit policies and procedures are available on the UCA website and from the National Office.

All other students

The refund policy takes into account the commitment the college has to make to trainers in deciding if courses/subjects have sufficient numbers of students enrolled to proceed.

If tuition fees have been paid, Unity College Australia will refund all or part of your fees on the following basis:

All students

- Student application fees are non-refundable.
- There is no refund for late commencements.
 - A late commencement is after a maximum of two weeks after the commencement date.
- The Principal of the local campus of Unity College will make the final decision about refunds. Refunds will be made in Australian dollars even if the initial payment was made in another currency and paid in accordance with Policy. The student is liable for any currency conversion and bank costs.
- If the college defaults in its delivery (e.g. where a course doesn't run), the total amount of course money received from the student will be refunded.

International Students

Refunds are provided in line with the provisions of the ESOS Act 2017.

(A) BEFORE COMMENCEMENT OF STUDY:

- If a visa application is refused and the student fails to start: The refund is the amount of the course fees, minus the lesser of the following amounts (i) \$500 or (ii) 5% of the total amount of course fees received. 'Course fees' is defined as the sum of tuition fees and non-tuition fees received by the provider in respect of the student. Application/enrolment fees are non-refundable.
- Documentary evidence of the visa refusal must be provided with a refund request.

- Refunds will be paid within 10 working days after written advice and complete banking details arrears received.
- Once a visa has been granted, applications to withdraw from a course or transfer to another course or institution must be dealt with by the Principal or Dean of Studies. No refund will be given except in exceptional or compelling circumstances. This will be at the discretion of the Principal.

(B) AFTER COMMENCEMENT OF STUDY, IF:

1. A visa is refused and the student has commenced. (This may be in the instance such as an on-shore visa renewal, or moving to a student visa from another visa type);
2. There is a provider default; or
3. A provider does not enter into a compliant student default agreement

Then the refund amount = weekly tuition fee x weeks in default period.

(C) STUDENT WITHDRAWAL OR DEFAULT:

- Once study has commenced no refund is available for the relevant period of study (term or semester, depending on course) if a student withdraws from a course or defaults.

Other (non-international) students studying courses not eligible for a VET FEE-HELP/VET Student loan

- Prior to the cut-off enrolment date for each semester (one week prior to the first Monday of semester) – full refund less 10% of relevant semester subject fees paid.
- After the cut-off enrolment date - no refund is payable.

After the cut-off enrolment date, outstanding monies still owing for the current semester will remain payable.

Deferment of Enrolment

Students wishing to defer their enrolment in a course or individual subject must apply in writing to the college Principal or Dean. Deferment will not necessarily be approved

Deferment of Individual Subjects:

STUDENTS ENTITLED TO ACCESS A VET STUDENT LOAN FOR DIPLOMA/ADVANCED DIPLOMA/GRADUATE CERTIFICATE LEVEL COURSES:

- As per the VET FEE-HELP/VET Student Loan Refund policy. Re-enrolment will be on the same basis as initial enrolment.

OTHER DOMESTIC STUDENTS:

- Where a student withdraws from a subject after week one, with the intention of re-enrolling at a later time no refund can be given. However the re-enrolment fee for that subject will be 50% of the relevant subject fee current at the time of re-enrolment.
- Enrolment fees are not transferable from subject to subject if the student withdraws after week one.

Deferment of Full Courses:

STUDENTS ENTITLED TO ACCESS A VET STUDENT LOAN FOR DIPLOMA/ADVANCED DIPLOMA/GRADUATE CERTIFICATE LEVEL COURSES:

- As per the VET Student Loan Refund policy. Re-enrolment will be on the same basis as initial enrolment.

OTHER STUDENTS:

The refund policy for course deferment is as for course withdrawal.

Re-enrolment fees will be based on the course and subject fees current at time of course resumption.

Deferment policy applies for a period of up to 2 years from the beginning of the term/semester in which course deferral is requested and granted.

Note re International Students:

In all cases of withdrawal or deferral International Students must comply with the rules of their Visa. International students' deferrals are limited in accord with their visa conditions and the ESOS Act, and usually only granted in cases of compelling circumstances.

Appeals

Any disputes to the proposed level of refund are to be taken up in writing with the Principal who will review the circumstances and advise the student of the outcome. Refunds are to be made promptly once agreement has been reached. This is not to exceed 4 weeks duration.

The UCA *Grievance Policy & Procedure* that fully details procedures for appeals or disputes of refunds is published and publically available at <http://www.unity.edu.au/en/more-info/unity-college-policies>.

STUDENT REVIEW (VET STUDENT LOANS)

Student Review Requirements

Incurring a VET Student Loans Debt

A student who is, or would be, eligible for the VET Loans Scheme and has requested a Loan, who withdraws from a Unit of Study on or before the census date will not incur a loan debt for the tuition fees for that Unit of Study.

Students who have requested a VET Student Loan who remain enrolled after the published census date will incur a VET Student Loans debt. A student who withdraws from a Unit of Study after the published census date for that Unit will incur a VET Student Loan debt for that Unit. The exception is if a request for re-credit is upheld on the basis of compassionate or compelling circumstances.

Re-crediting a FEE-HELP Balance

Students who withdraw from a Unit after the published census date, or fail to complete a Unit, may apply to have their VET Student Loan balance re-credited with respect to the Unit if they believe special circumstances apply in accordance with the following procedures.

Special Circumstances

Unity College Australia (UCA) will re-credit the student's FEE-HELP Balance if it is satisfied that Special Circumstances apply to the student that were:

- beyond their control, and
- these circumstances did not make their full impact on the student until on, or after the census date; and
- these circumstances were such that it was impracticable for the student to complete the requirements for the unit in the period during which the student undertook or was to undertake the unit.

For circumstances to be beyond a student's control, the situation should be that which a reasonable person would consider is not due to the student's action or inaction, either direct or indirect, and for which the student is not responsible. The situation must be unusual, uncommon or abnormal to be considered special circumstances.

Special Circumstances do not include:

- a lack of knowledge or understanding of requirements for a VET Student Loan ; or
- a student's incapacity to repay a VET Student Loan debt.

Re-Crediting a FEE-HELP Loan Balance

The Process:

Each application for re-credit of a student's FEE-HELP Loan balance will be considered on its merits together with all supporting documentation substantiating the special circumstances claim.

The *Student Services Manager* is the designated VET FEE-HELP/VET Student Loan officer of UCA.

The above officer is responsible for the assessment of a student's request for a re-credit of their FEE-HELP Loan balance due to special circumstances and for the initial decision regarding the request.

1. A student must apply in writing to the Student Services Manager within 12 months of the withdrawal date, or if the student has not withdrawn, within 12 months of the specified completion date of the Unit/s of Study. UCA has the discretion to waive this requirement if it is satisfied that it was not possible for the application to be made within the 12 month period. Relevant supporting documentation will be required to substantiate the claim.
2. The application for re-crediting a FEE-HELP balance must include details of the:
 - Unit(s) of Study for which a student is seeking to have a FEE-HELP Loan balance re-credited and
 - special circumstances as referred to above, including supporting documentation
3. UCA will consider each application within 10 working days of receipt of the application. Applicants will be notified in writing of the decision within 20 working days.

Review of Decision

4. Where UCA makes a decision NOT to re-credit a student's FEE-HELP balance that decision may be subject to review.
5. If a student is not satisfied with the decision made by UCA the student may apply, within 28 days of the receipt of the original decision, for a review of the decision.
6. Applications should be made in writing to the Principal who will designate a suitable Review Officer of any decisions relating to a request for re-crediting of a FEE-HELP balance.

7. The Review Officer will:
 - acknowledge receipt of the application for review of a decision in writing within 10 working days; and
 - inform the student that if the Review Officer has not advised them of a decision within 45 days of receipt of the application for review, it is taken that the Review Officer has confirmed the original decision.
8. The Review Officer will then:
 - review the information from the original decision and then assess any new evidence provided by the student.
 - provide written notice to the student of the decision, setting out the reasons for the decision
 - inform the student of their right to apply to the Administrative Appeals Tribunal (AAT) if they disagree with the Review Decision, and timelines involved (see below).

Reconsideration by the Administration Appeals Tribunal (AAT)

The relevant officer will inform a student in writing of their right to appeal to the Administrative Appeals Tribunal (AAT) if they are not satisfied with the outcome and the contact details of the closest AAT office and the approximate costs of lodging an appeal. The Application must be lodged at the AAT within 28 days of receiving written notice of the Review Decision.

Note: Full details of the AAT application process and fees payable are available on the AAT Registry's website: www.aat.gov.au. An application fee may have to be paid. Applications cannot proceed until the fee has been paid or waived. Applications for fee waiver must be made to the AAT. Refer to the AAT website for more details.

The UCA Student Review VET Student Loan Policy & Procedure that fully details procedures for Student Review Requirements & Re-Crediting a

FEE-HELP Balance is published and publically available at <http://www.unity.edu.au/en/more-info/unity-college-policies>.

VET Student Loans Ombudsman

Students may at any time contact the VET Student Loans Ombudsman for advice concerning any question, issue or complaint they may have in relation to their VET Student Loan or VSL provider. The Ombudsman is available at www.ombudsman.gov.au/about/vslo Ph: 1300 362 072

Students may also contact the Australian Government Department of Education and Training for information or advice concerning VET Students Loans at education.gov.au/vet-student-loans

7. COURSE LISTING

COURSES LEADING TO FORMAL QUALIFICATIONS

The following is a list of courses areas currently available through Unity College Australia. Not all courses are available at all training centres or run at any given time. Most courses of study can be undertaken in either a full or part time mode. Some options are also available for casual students to attend individual subjects that make up part of a course. Some courses are available for international students (CRICOS) and some via On-line study or blended learning.

For a complete list of courses currently available at the college training centres and further details about each course visit the college website www.unity.edu.au. The current course listing is also published on training.gov.au and www.myskills.gov.au

MINISTRY & THEOLOGY

UCA offers courses in Christian Ministry & Theology from Certificate to Graduate Certificate levels.

PASTORAL CARE

UCA offers Chaplaincy and Pastoral Care studies



MUSIC

UCA offers studies in Music Industry courses from Certificate to Diploma levels, with an emphasis on application to worship and Christian ministry contexts.

For the above courses full time students would anticipate completion of Certificate IV courses in one year, Diploma courses in two years and Advanced Diploma courses in one year following the completion of the lower qualification in the same course area.

BUSINESS & MANAGEMENT

UCA offers various courses in Business, Leadership and Management at Diploma and Advanced Diploma levels



INFORMATION TECHNOLOGY

UCA offers courses in Information Technology at Certificate and Diploma levels.



ENGLISH AS A SECOND LANGUAGE (ESL)

ELICOS General English – 5 module course:

- Elementary level
- Pre-Intermediate Level
- Intermediate Level
- Upper-intermediate level
- Advanced level



All above courses are approved under the Vocational Education and Training Quality Framework leading to nationally recognised qualifications.

Some of the above and various other courses are offered in Unity College campuses nationally, by Unity College partners and online. For more information please see the full course outlines at Unity College web site www.unity.edu.au.

NON ACCREDITED CREATIVE ARTS & OTHER PROGRAMS

Music School

Our high quality music school offers tuition across a wide range of instruments and voice for adults, youth and children.



Seminar and Intensive Programs

Seminar and intensive programs provide opportunities for Christians and other interested people to gain insights on particular issues facing our society and supplements our formal course program by allowing casual students to experience training in areas for which Unity College Australia has developed a strong reputation.

Information about seminars and intensives will be available from Unity College Australia's website as they are programmed.

8. GRADUATION & ASSESSMENT

GRADUATION REQUIREMENTS

To graduate from a course of study the student must complete the set course requirements including:

- Attendance at classes as outlined below in the Attendance & Absences policy
- Completion of required assessments and graded as competent in all course competencies.
- Fulfilment of any specified co-curricular requirements (eg community service).
- Fulfilment of any prescribed practical assignments (eg student service, ministry activities, field trips, on-the-job/work placements)
- Full payment of fees
- Return of all library books and other college resources
- Maintenance of a satisfactory level of conduct during his/her time at College

Students who satisfy these criteria will be awarded the appropriate Certificate together with a Statement of Results detailing the units of competency successfully achieved. It is expected that students will receive this at the graduation ceremony where their achievements will be honoured.

Students who fail to achieve the full list of criteria to qualify for the award may apply to receive a Statement of Attainment.

GRADUATION

Graduation ceremonies are held after the completion of courses and provide an opportunity for Unity College Australia to acknowledge graduating students.



REISSUE OF QUALIFICATIONS

Students wishing to request a reissue of a qualification (testamur) whether it be a Certificate, Statement of Results or Statement of Attainment are required to make this request to the college in writing providing information about when they undertook their study with the college and what testamur they are requesting. A form is available from reception. There will be a charge for this service as outlined in the fees policy.

ASSESSMENT STRATEGIES

Assessment for the Certificate and Diploma courses have been developed to conform to the recommendations contained in the VET Quality Framework in line with the principles of competency based training.

Where appropriate, more than one unit and/or element of competency will be assessed in a single assessment activity. Assessment results will indicate either achievement or non-achievement of competence.

Results will be expressed as

Competent (C)

Not Yet Competent (NYC)

Participants are able to negotiate the assessment methodology relating to subject competencies where they have specific learning requirements.

An outline of subject/unit content, learning outcomes and associated assessment tasks will be distributed by individual trainer/tutors (during the first 2 weeks of term/semester).

Courses include a variety of assessment methods, instruments and events which include but are not limited to:

- Written tests/assignments/presentations
- Oral questioning/presentations
- Group activities including role play
- Practical application of skills/performance under supervision
- Research tasks/projects
- Attendance and participation;
- Practical performance, rehearsal & fieldwork as applicable;
- Written assignments, exercises, tutorial/ seminar presentations, tests as applicable;
- Journal/notebook completion as applicable.
- Peer/collaborative/self-assessment
- Recognition of Prior Learning
- Recognition of national qualifications and competencies gained at other Recognised Training Organisations (RTOs).

Fieldwork or on-the-job training refers to training conducted under working conditions; that is, completed and assessed within the workplace or field. These can be carried out in a wide range of environments where the student will be under the supervision of an experienced worker or trainer.

On-the-job assessment results will be recorded by a variety of methods that may include but are not limited to:

- on-the-job log books
- training record books
- skills passports

ATTENDANCE AND ABSENCES

All Students

Satisfactory attendance is a requirement for achievement of competency in subjects and courses studied at Unity College Australia. Unity College has a government obligation to record student attendance and monitor this regularly. Students are required to attend at least 80% of classes in order to meet minimum attendance requirements. This means that students cannot miss more than 2 classes each term for subjects scheduled once per week, or more than a total of 4 weeks per semester. Partial attendances (late arrivals or early departures) will be included in attendance calculations.

Students absent for more than 2 consecutive days due to illness must submit an official medical certificate as evidence.

Where a student is absent from a class, they must demonstrate that they have covered the content missed in order to gain competence in that subject/unit. For example, students could read the teaching notes and provide a short summary or do an activity which demonstrates that they have considered the material. If pre-existing assessment items require an understanding of the teaching notes this may be adequate. This must be done in consultation with the relevant trainer/tutor.

In certain exceptional circumstances beyond the students control (extended sickness, personal trauma and the like), students may apply to the Campus Principal, Dean or Head of School) for special consideration. Upon approval, alternate pathways for the fulfilment

of course requirements may be granted. Students should apply in writing as soon as possible detailing the circumstances and reasons why special consideration would be granted. Students will be notified of the outcome in writing.

Students are required to advise the college in advance of any foreseen class absences, noting only compelling and/or compassionate circumstances will normally be accepted.

An outline of expectations and procedures regarding attendance is provided to students at Orientation. Unity College Australia's Attendance and Absences Policy is available to students upon request.

International Students

Attendance for International students will be monitored and calculated regularly during each study period (term or semester).

Minimum attendance requirements for students enrolled in ELICOS courses is 80% of all scheduled course sessions (as per the ESOS National Code 2017).

Minimum satisfactory course progress for all courses is satisfactory achievement of at least 50% of academic requirements.

Students who are assessed as being at risk of not making satisfactory progress due to inadequate attendance will be:

1. Counselling when the issue first becomes apparent
2. Issued a warning letter if poor attendance remains an issue
3. Once a student's attendance or course progress falls below the minimum requirements and cannot be redeemed during the current study period, and no compassionate or compelling circumstances can be provided, the student will be issued written notification of intention to cancel enrolment. At this point the student has 20

working days to access the college's Appeals process.

The Australian government also requires the college to formally counsel students who are absent for more than five successive days without approval or who are not consistently attending their course. Any student who is not able to be contacted after 5 days must be reported to the government.

The college has a requirement to advise the Department of Immigration and Border Protection (DIBP) if any international student misses more than two successive weeks of classes. If this occurs a student's visa status may be reviewed and students may be required to leave Australia.

In all cases the college will attempt to contact the student using the most recent contact information supplied by the student. Students are required to notify the college of any change to their contact details (email, phone and/or postal/living address) within 7 days of the change occurring.

The above attendance requirements may be waived in exceptional circumstances as noted previously where the appropriate procedures are adhered to and in line with the ESOS Act. Medical reasons must be supported by an official medical certificate.

EXIT POINTS

There are no formal exit points in multi-year courses however students may be able to apply for Recognition of Prior Learning towards a lower level qualification depending on the amount of study completed.

A Statement of Attainment can be issued upon successful completion of one or more subjects where those subjects are aligned to a complete unit of competency, even if a student exits prior to completion of the graduation requirements for the full qualification being studied.

9. ACADEMIC POLICIES

GRADING

Formal assessment in Unity College course subjects/units is described as Competent (C) or Not Yet Competent (NYC). Individual trainers/tutors may choose to allocate marks and/or grades for subjects and individual assessment tasks but this is not a formal requirement. A student is assessed as 'Competent' when he/she is able to demonstrate achievement of each element of any underlying competencies in a subject.

For example a student who does very well in four of five elements of competency but doesn't achieve the fifth element of competency because they didn't submit an assessment item will be graded 'Not Yet Competent'.

ASSIGNMENT SUBMISSION

All written assignments should be submitted with a completed and signed 'Assignment Cover Sheet' by the due date to the relevant Unity College Australia campus office. If alternative arrangements have been negotiated with the trainer/tutor or campus coordinator a copy of the assessment must be submitted to the relevant office.

Assignments should follow the specified assignment presentation guidelines. The office will stamp assignments with the date received, record the submission in an assignment register and pass them on to the appropriate trainer/tutor for marking.

Students are required to retain a copy of every assignment. While every care is taken to ensure students' work is not mislaid, in the rare case that this happens, a replacement copy provides both evidence of submission and a copy for marking.

Extensions

If you are not able to complete an assessment task by the due date you will need to negotiate an extension with the trainer/tutor. This must be done before the due date. If you are not able to contact the trainer/tutor directly you should notify the college office. Extensions will normally be granted for a maximum of one week (longer in extenuating circumstances). It will be up to the individual trainer/tutor to decide whether or not to grant an extension and whether any evidence (e.g. medical certificate) is required.

An 'Assignment Extension Request' form is to be completed and signed by the trainer/tutor or delegate and submitted with the assignment.

Late Submission of Assignments

A Late Assessment submission fee will be charged for assessments submitted after the due date or negotiated extension date. The fee is determined by the number of weeks the assessment is late and is payable at the time of submission. Current fee rates are as per Section 6 Fees and Refunds.

Acceptance of an assessment after the finish date of a subject is only at the discretion of the Trainer/Principal or delegate. If not accepted the student will be awarded an NYC grade for the subject. To complete the subject the student may be given the option to re-enrol and resit the subject.

Once a student has ceased studying at the college (withdrawn from or deferred their course) the maximum time a student can apply to submit any outstanding assessment work is 6 months (1 semester) from the date of leaving or close of subject (whichever is the earlier).

This policy will be waived only at discretion of the Principal in exceptional circumstances (eg extended sickness accompanied by a medical certificate).

Resubmission and Re-marking

If an assessment task is graded as 'Not Yet Competent' you have the opportunity, as negotiated with the trainer/tutor, to be re-assessed by:

- resubmitting an amended assignment or re-sitting a test;
- completing an additional assessment task (at the trainer/tutor's discretion); or
- applying for a re-mark (this is to be arranged through the Head of School or College Principal)

Applications for re-assessment should be received by the College office within one week of return of the relevant assignment/test.

Re-assessment may involve payment of an additional fee (see Section 6 Fees and Refunds).

WRITTEN ASSIGNMENT PRESENTATION GUIDELINES

Presentation

All assignments should include:

- Assignment Cover Sheet (available from the Unity College Office or Common Room).
- Assignment content - response to the assessment task.
- Bibliography (list of references/resources used in the preparation of the assignment) - see separate guidelines for setting out citation footnotes and bibliographies.

To facilitate marking, please do not place individual pages in separate plastic sleeves of a folder.

Layout

All assignments should:

- Be typed or word processed
- Be double spaced
- Be written on one side of the page only
- Have left and right hand margins of approximately 3 cm

Word Count

Where a word count is specified, assignments should be within 10% of that amount. Where a range is specified (e.g. 1000 - 1500 words) assignments should fall within that range.

The word count includes small quotes within the body of the assignment which should not total more than 10% of the assignment. The Bibliography, footnotes and any large quotes should be excluded from the word count.

Assignment Format

The exact format of the assignment may vary depending on the type of assignment (e.g. essay, book review, fieldwork report etc.) and individual trainer/tutor's guide-lines.

Essays: the format should involve the following sections -

- Introduction - a paragraph introducing the topic and giving a brief outline of how you are going to approach it, what you will cover in your essay.
- Body/development - this section is the major part of your essay. Here you need to state your main points and develop your ideas. Thoughts need to be presented logically and clearly and should always relate to the topic of the essay.
- Conclusion - a closing paragraph or two which summarises your main points and conclusions about the topic.

Reports: the format for a report will depend on the nature of the material being reported on -

- Subheadings for different sections will probably be appropriate.
- Content may include lists of information gathered (facts, figures etc.). These may be included in an appendix but must be referred to in the content of the report. Information should still be presented logically and in a way the reader can understand its relevance to the topic.
- An introduction and conclusion/summary are still required. Both must be related to the assignment topic.

ACADEMIC PERFORMANCE

All students are required to maintain an acceptable standard of academic performance throughout each academic period in order to pass their course.

International Students

The Department of Immigration and Border Protection (DIBP) requires international students to be performing at a satisfactory level in their studies.

Students are deemed to be performing at an unsatisfactory level where they:

- Have unsatisfactory achievement in more than 50% of their subjects/units in any one semester.
- Receive an NYC result for a compulsory unit twice.

Students whose academic progress throughout a study period is observed to be unsatisfactory will be offered counselling. Once course results are available an official warning letter will be issued if progress is found to be unsatisfactory. The reasons for this letter will be outlined as well as actions required to redress the situation and potential consequences, including notification of enrolment cancellation, if not followed. The

student will be invited to discuss the issues with the Campus Dean or Principal who may choose to review any official warning where extenuating circumstances outside of the students control occur.

Otherwise if the student does not comply with the outlined requirements at the end of the study period, termination of enrolment along with reporting to DIBP via the International Student Registrar may result. Students will be notified in writing prior to this happening. Students will have access to the college's Appeals processes from the date of initial notification of enrolment cancellation.

ACADEMIC SUPPORT

Students having difficulty completing assessment requirements for any individual subject or course are welcome to discuss their difficulties with their relevant trainer or course coordinator who can suggest appropriate strategies for dealing with issues raised. These could include one-on-one sessions, alternative assignments, resubmissions and/or academic counselling.



ACADEMIC MISCONDUCT

Unity College regards any academic misconduct as a serious matter and will take appropriate action, including:

- disqualification of the relevant assessment work

- charging of resubmission fees as per 'Section 6-FEES AND REFUNDS', if the student is offered the opportunity to resubmit or resit the item
- reassessment of the student's continued enrolment in the subject and/or course

Examples of academic misconduct include but are not limited to:

- Taking unauthorised materials into an examination
- Having a substitute person sit an examination in place of the candidate
- Copying another student's work during a test
- Submitting work for assessment knowing it is the work of another person
- Submitting a falsified or unauthorised medical certificate
- Plagiarism

Students are required to sign a declaration on the Assignment Cover Sheet that submitted assignments are their own work. To present someone else's work as your own is plagiarism. In effect it is stealing. Copyright laws protect the intellectual property of the creator of written work, so only limited copying is permitted, if at all, and acknowledgment must be given to the author. When using other writer's words or thoughts, it is ethical to give credit to them. You should identify others' work in your assignments by listing the sources in footnotes and Bibliographies. See above for guidelines on assignment submission, layout, word count and acknowledgement of sources. Detailed guidelines for referencing will be provided at Orientation.

- Collusion
Unless a team project or assignment is indicated, any obvious copying of another

student's work will mean disqualification of both students' entire work.

ACADEMIC APPEALS

The purpose of this policy is to assist clients wishing to appeal academic decisions made by staff of Unity College Australia.

Procedure

All appeals should be made in writing to the delegate (Head of School, Dean or Principal) within two weeks of return of the assessment.

Detailed procedures are outlined in Section 10 GENERAL POLICIES, under the heading Procedures for Dealing with Complaints or Grievances.

The UCA *Grievance Policy & Procedure* that includes Academic Appeals is published in full and publically available at www.unity.edu.au/unity-college-policies.

ACCESS TO RESULTS

Students are to have timely access to current and accurate records of their participation and progress.

The college commits to the return of marked assignments and tests within 4 weeks of the due date. This does not apply if assessments are not received by the due date.

Students will receive an unofficial subject results record after the conclusion of a course of study, after each semester for courses one year or longer, or at other times upon request.



10. GENERAL POLICIES

WORK HEALTH AND SAFETY (WHS)

Unity College Australia (UCA) is committed to safeguarding the health and safety of staff and students. Students should acquaint themselves with their responsibilities and the avenues available for them to safeguard their health and safety.

Overview

UCA will take all reasonable steps to ensure that students are not exposed to any risk while at or near its premises or while utilising its services. The College will strive to improve the standards and practices of work health and safety in all premises it uses. It will regard all existing community standards as the minimum standards.

To achieve its WHS objectives the College's policy will:

- provide appropriate information and training, including during induction training or orientation, on WHS to all staff and students, to enable them to perform their work and/or studies in a manner that is safe and without risk to their health or to the health of others;
- hold all levels of management responsible and accountable for health, safety and rehabilitation matters in the areas under their control
- provide staff with information on their responsibilities for WHS;
- ensure that expert advice is available on WHS matters affecting staff, students, members of the public and contractors;
- conduct regular work health and safety audits;

- place the safety and health of employees ahead of the protection of equipment and services;
- enable the provision and maintenance of safe plant, equipment and systems of work including safe storage and handling of substances;
- immediately notify staff, students, visitors and the relevant authorities of all accidents, hazardous situations, dangerous occurrences or immediate risks to health and safety; and
- where work/study environment is such that for staff or students to continue to perform their usual duties would be a danger to their health, instruct them to use suitable alternative premises until any hazard has been eliminated or controlled.

Student Responsibilities

Students are expected to take all reasonably practicable steps to:

- ensure proper use of appropriate safeguards, safety devices and safety equipment provided by the College and follow agreed safe work practices;
- ensure that they do not take any action, or make any omission, that creates a risk, or increases an existing risk, to their health and safety, or of other persons on the College premises;
- use equipment, in accordance with any instruction given by management consistent with its safe and proper use; and
- co-operate with the College, to the extent necessary to enable it to fulfil its duties and obligations, especially in emergencies.
- Inform College administration of any potentially hazardous situations.

Duty of Care

UCA will ensure that all written or oral information or advice given is accurate, timely and complete and that they are duly authorised to give out such information.

UCA recognises a student's right to know how and why decisions were made. In order to help understand the reason for those decisions, UCA will endeavour to ensure that students:

- receive clear information about the policies and instructions affecting their case (care will be taken to ensure all relevant facts are known and understood);
- have an opportunity to provide all the information about their case (even after the making of a decision, as it may be that the new information results in a different decision being made);
- are given an explanation of why, if it is not possible to give a favourable decision; and
- are aware of any rights of review.

MENTORING

UCA recognises the importance of mentoring of students as a key mechanism of their sustained growth as noted by Stanley and Clinton[#] "Mentoring is a relational experience through which one person empowers another by sharing God-given resources." The resources may be wisdom, information, experience, modelling, confidence, insights, direction, relationship status, etc.). Empowering means imparting strength, persistence and encouragement in times of weakness or uncertainty, so that the person will have competence in applying knowledge gained. Hence mentoring is about realising the mentee's full potential. It establishes accountability, and encourages consistency in moral and character development.

Mature successful leaders testify to several significant individuals whose timely help enabled them to grow and finish well. Mentoring needs

to be deliberate (by spoken agreements) and intensive (ideally weekly contact), rather than occasional or non-structured.

Where students are studying courses with a Christian focus, UCA works on the principle that the basic mentoring provider for non-academic matters (and provider of primary pastoral care) is their local church or the Christian community to which they belong. For students not currently based in a local church (e.g. students who have moved from overseas or interstate) the College will provide the mentoring framework until the student finds a local church/group to do so.

The College has a Policy on Mentoring and maintains resources to assist Mentors with advice on the various available programs as required by students and the mentor.

For students in courses such as IT and ESL, the college provides general support to students as the need arises.

[#] Stanley, Paul. D. & Clinton, J. Robert "Connecting" Navpress 1992

CONFIDENTIALITY OF PERSONAL INFORMATION

Introduction

Unity College Australia (UCA) has certain obligations in relation to the personal information which it holds about its students.

Students are entitled to protection of their privacy, as are staff and others who might have dealings with UCA. Privacy considerations apply to all information UCA may hold about students, including factual data (address, phone numbers, age, enrolment status, etc.), academic progress (examination results, evaluation and assessment and academic standing) and personal welfare (family matters, medical matters, financial matters, etc.).

UCA will seek to minimise the information it needs to hold in respect of individual students.

Commitment

Data collected by the college will be limited to personal contact details and other factual data that is relevant to their activities as a student of the college. The college aims to keep personal information of individuals up to date and requires individuals to keep the College updated with respect to changes to personal factual data including contact details. UCA may require access at times to personal information about you, in your interests. To the extent that the information is private, UCA will restrict access to those staff who may need the information in order to carry out their responsibilities in your personal and/or academic interests as a student.

UCA will not disclose personal information of any students/staff to other students, or staff who have no need of access to the information, nor to people outside the college (other than in accordance with any legal or academic obligation, e.g. to government departments such as the Department of Immigration and Border Protection or Centrelink) without a person's explicit written consent.

This means that UCA does not release any information held about students/staff, including addresses or results, even to close relatives, without explicit permission. As a general rule, details of friends, family members and others who contact UCA seeking information about students/staff (including personal contact details) will be passed on to the student/staff member, for action as they see fit.

The college gives the student the right to access their own personal information and will provide the information on formal request in most situations unless limited by the provision of Australian Privacy Principle 12. The procedure for this is listed under the heading "Access to Personal Records"

Students applying to transfer to another tertiary institution, may request UCA to release to that institution or a tertiary admissions centre, information about their academic progress at

this college. This may be done through your consent to this in your application to a new institution.

UCA commits itself to ensuring that all information about students/staff is stored securely.

UCA reserves the right to use any photographs, recordings and/or film or video taken of staff and students as part of college activities in its marketing materials. This right is acknowledged by students at the time of signing a Student Application form and by staff as part of their induction.

ACCESS AND EQUITY

Purpose

Unity College Australia (UCA) is firmly committed to achieving best practice in the provision of vocational education and training.

UCA acknowledges that this is dependent on non-discriminatory access to services and comparable educational outcomes by all groups in society. By providing accessible and equitable vocational education and training all clients will be able to develop knowledge and skills to enhance life and work opportunities.

UCA recognises that particular groups of people in society have experienced, and continue to experience, institutional disadvantage and unequal educational outcomes. Target groups include women, Aboriginal and Torres Strait Islanders, people of non-English speaking backgrounds, people with physical or intellectual disabilities, older people, young people identified as 'Youth at Risk', women, and the rurally isolated. This policy aims, therefore, to assist the College community to achieve best practice by promoting the establishment of strategies and processes which effectively redress past disadvantage and improve the position of these groups in society.

Commitment

UCA's commitment to the principle of access and equity in vocational education and training for the above target groups gives practical expression to the goal of improving the knowledge, skills, and quality of life for Australians & Internationals, having regard to the particular needs of these target groups.

In keeping with this commitment UCA will strive to ensure that programs and services are relevant, accessible, fair and inclusive by:

- promoting programs and services to the community in a manner that includes and reflects the diverse client population, to ensure that all prospective students are well informed on the options available to meet their individual training needs;
- increasing the skills base of clients to improve their employability in line with the skills requirements of the various industries that UCA delivers training in;
- providing an effective range of vocational preparation programs to the community;
- ensuring that those groups traditionally under-represented in vocational education and training have the opportunity to participate and achieve the same outcomes as other members of the community;
- implementing fair educational program and resource allocation practices, to maximise the participation of target groups;
- facilitating access to culturally inclusive literacy and numeracy training that meets individual, community and industry needs;
- undertaking to eliminate policies, practices, structures, assumptions and behaviors which may contribute to the disadvantages suffered by under-represented groups both in employment and in education.

Legislative Obligations

UCA's Access and Equity Policy acknowledges its legal obligations under the relevant State and Territory equal opportunity laws, to ensure that our working and teaching practices are fair and equitable, and our learning environment non-discriminatory.

Roles and Responsibilities

UCA's Board and staff are change agents and foster the implementation of access and equity best practice by ensuring that:

- UCA's corporate goals clearly define its role in meeting the educational needs of all clients, including equity target groups;
- equal opportunity policies are in place and understood;
- barriers to participation are identified and strategies developed to overcome them;
- key staff have identified responsibility and expertise in equal opportunity matters;
- UCA's policies and procedures are non-discriminatory and inclusive;
- staff are provided with information about access and equity issues;
- students are provided with information about access and equity issues;
- levels of participation and attainment by equity target groups are recorded;
- staff members are aware of progress in the participation and outcomes for equity target groups and action plans are developed and put in place to meet any deficiencies.

Staff are responsible for ensuring that they understand and implement the policy and behave in a courteous, sensitive and non-discriminatory manner when dealing with other staff, students and other clients.

Students are responsible for behaving in a courteous, sensitive and non-discriminatory manner when dealing with trainers, staff, other students and clients.

Fair treatment and equal opportunity

UCA ensures fair treatment and equal opportunity to all existing and potential students through open, fair and transparent selection procedures.

All students, regardless of background, circumstance or eligibility for funding, will be assessed for entry to study through the same published entry requirements and through the same process. See www.unity.edu.au/courses for entry requirements for each specific course offered by the college.

All students who are eligible for funding under government loan schemes or programs will be advised of this right on application or interview for entry. Applicants will neither be advantaged nor disadvantaged by their eligibility for any loan scheme or program. All assessment, from entry to the end of the course of study, will be based on merit on an individual, case to case basis.

Applicants who are refused entry to a course have the right to appeal this decision to the Principal of the appropriate campus and then to the CEO, if the response is not satisfactory, they are entitled to ask for a written explanation as to the grounds for refusal of entry.

UCA actively promotes equity in, access to, and participation in, vocational education and training. It applies the principle of 'reasonable accommodation' in providing support for students from equity groups. This support is provided on an individual, case by case basis.

STUDENT SELECTION

Students will be selected on their capacity to benefit from the nominated course. This will be done through:

General Courses

- Meeting of all necessary prerequisites
- Review of previous studies and experience as submitted in the application
- Student auditions which are required for Creative Arts courses
- In addition should a surplus of applicants meet the necessary standard, places will be awarded on a first come, first served basis

Christian Studies Courses

As these courses are delivered in a Christian context in line with the relevant employment outcomes, additional consideration will be given to the applicant's Christian experience and life calling when assessing suitability for entry.

Admission documentation must therefore be endorsed by applicants' Pastors. Students are expected to behave consistently with Biblical standards and Christian character.

As part of college life, students are also expected to attend and be actively involved in a local church/ Christian community of their choice.

ACCESS TO PERSONAL RECORDS

UCA's procedure for students to access personal records is:

- Students are required to apply in writing
- The Principal or delegate will arrange a mutually satisfactory meeting time within the next one to five teaching days.
- Files may only be viewed on site, and in the presence of the delegated staff member
- Students are able to make changes to their personal information for accuracy, completeness, relevancy or currency.

PROCEDURES FOR DEALING WITH COMPLAINTS OR GRIEVANCES

Unity College Australia (UCA) is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all students and staff related to both academic and non-academic matters.

The UCA *Grievance Policy & Procedure* that details procedures for dealing with complaints or grievances is published in full and publically available at <http://www.unity.edu.au/en/more-info/unity-college-policies>.

Informal Grievance Procedure

Any issues or concerns related to academic and non-academic matters, which are unable to be resolved firstly with the trainer/supervisor (where relevant), may be raised with the Dean or Principal (preferably verbally in the first instance) who will endeavor to resolve them informally in a timely manner. If the issue is unable to be resolved informally, the **Formal Grievance** procedure must be followed.

This *Informal Grievance* procedure is not mandatory for non-academic grievances and complainants may access the *Formal Grievance* procedure at any time.

Academic Grievances/Appeals either informal or formal should be made within two weeks of the return of the assessment and should include:

- particulars of the assessment that is appealed against
- details of who made the assessment and the date it was returned to the client
- a copy of the Resubmission and Re-Marking application and the outcome/s (where relevant)

Formal Grievance Procedure

General principles applying to all stages of this grievance procedure which will be adhered to by Unity College Australia are:

- The complainant and respondent will have the opportunity to present their case in person at each stage of the procedure
- The complainant and the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire
- The complainant and the respondent will not be discriminated against or victimised
- At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. This will be a fair summary of the evidence provided and/or gathered and will show the manner in which the enquiry was conducted. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the complainant and/or the respondent if requested
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored in the office of the Dean/ Principal/ Director
- A complainant shall have access to the UCA grievance procedure at no cost, however where they choose to access an external mediator (Stage Three) UCA has no control over costs.

Stage One

Formal grievances should be submitted in writing to the Dean.

The Dean of UCA will then assess the grievance, determine the outcome and advise the complainant in writing of their decision within ten working days.

The complainant will be advised of their right to access Stage Two of this procedure if they are not satisfied with the outcome of Stage One.

Stage Two

If the complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with the Principal.

The complainant's appeal will be determined by a Reviewer, not previously involved in the grievance

procedure, who will be appointed by the Principal. The Reviewer will be an independent and impartial senior officer of UCA.

The Reviewer will conduct all necessary consultations with the complainant and other relevant persons and make a determination of the appeal. The complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within 10 working days of the submission of the appeal.

The complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

Stage Three

If the complainant is not satisfied with the outcome of Stage Two they may request that the matter be referred to an external dispute resolution process by an agency independent of UCA.

UCA are members of LEADR - Association of Dispute Resolvers (for Domestic and International students) who can be engaged to offer the complainant referral to a suitable mediator to facilitate resolution of the dispute. Complainants should be aware that there are costs associated with the use of this service. Current indicative costs are available upon request from UCA.

Contact details:

LEADR
Level 1, 13-15 Bridge Street
Sydney NSW 2000
Ph: 1800 651 650
www.leadr.com.au

Unity College Australia will give due consideration to any recommendations arising from the external mediator within ten working days.

International students

International students will have their enrolment retained on PRISMS for the duration of the complaints process unless enrolment would have ceased for a reason unrelated to the complaint.

INTERNATIONAL STUDENT APPEALS RE CANCELLATION OF ENROLMENT

Where a student on an International Study Visa chooses to appeal enrolment cancellation due to unsatisfactory attendance or course progress, the following process will be followed:

- Once unsatisfactory attendance or course progress has been identified, and failed to be rectified following the offer of appropriate counselling and support, a Notification of Cancellation of Enrolment will be issued.
- The student will have 20 working days to submit an appeal re the notification stating reasons, with evidence, as to why their enrolment should not be cancelled.
- If the appeal is accepted the student's enrolment will not be cancelled.
- If the appeal is not accepted the student's enrolment and CoE will be cancelled within 5 working days of the decision being made.
- The student may continue to attend classes during the appeal period unless the cancellation is also associated with a default on fee payments.

International students are also entitled to access the Overseas Students Ombudsman (www.oso.gov.au) should they wish to take any matter further.

HARASSMENT

Unity College Australia (UCA) is committed to the prevention of harassment of any kind and recognises the right of all students and staff to study and work in an environment which is free from harassment and which is not hostile.

The College is also committed to creating an environment where all staff and students are treated with dignity and respect

Definition

Harassment is any unwanted, unwelcome or uninvited behaviour of a verbal, non-verbal, physical or sexual nature, which makes a person feel humiliated, intimidated or offended.

Any behaviour fitting the above definition will not be tolerated by the college and may result in suspension or dismissal from duties or from a course currently being undertaken at Unity College Australia.

Please note that sexual harassment is prohibited by the Equal Opportunities Act 1995 and the Federal Sex Discrimination Act 1984.

Role and responsibility of Unity College Australia

The College undertakes to:

- Inform both the staff and student body of the policy and definition of harassment and the possible consequences of such proven behaviour.
- Appoint both male and female mentors to whom complaints may be made
- Carefully investigate all alleged incidents of harassment taking into account the statements and opinions of all involved and of witnesses, if appropriate
- Deal with complaints in a sensitive, equitable, fair, timely and confidential manner which assures that respondents are accorded natural justice through the use of procedures which are impartial, open, and fair to all parties
- Counsel all parties involved with a view to deeper understanding of the issues leading to forgiveness and reconciliation if possible
- Ensure that complainants are protected from victimisation or reprisals
- Should a complaint be upheld consequences for the respondent will depend on the seriousness of the case.

Consequences for staff could include: making an apology, undertaking counselling, and a change in job responsibility up to and including dismissal. Consequences for students could include: making an apology, a reprimand, suspension or dismissal.

- Suspend or dismiss parties in the event of an action which is in breach of the criminal code or for whom no other resolution is appropriate.
- Keep all records in a secure environment

Note: Managers are accountable for the conduct of staff and students under their management. It is their responsibility to identify, prevent and redress potential problems in the College. Therefore, any manager, or staff member who observes inappropriate behaviour has a duty to raise it with the person so behaving and to take further action if the behaviour does not cease. This duty exists even in the absence of a complaint.

Information

Information and advice is available from your local campus delegates. For the Canberra campus the following people have been appointed.

Male: Rev Mick Brown

Female: Pastor Roma Hosking

Information and confidential advice is also available from a 3rd party if needed.

A full outline of the college's Harassment Policy is available from the college office upon request.

11. STUDENT INFORMATION

EXPECTATIONS STATEMENT FOR STUDENTS

Introduction

Unity College Australia (UCA) places strong emphasis on providing a high quality education and training program that is both academically sound and geared to the development of Christian character values. The following outlines the College's commitments to you and our expectations of all participating students.

What you can expect from us:

- A college that is committed to its Christian mandate.
- An educational provider committed to and observing the principles outlined in its Client Service Charter.
- Students will be treated with respect, as adult men and women who have established their purpose and goals for studying at the College.
- A high standard of vocational education and training by trainers who are academically and experientially qualified.
- Education and training that is duly accredited (in terms of Syllabus and Registered Training Organisation status) for the qualification for which students enrol.
- Students will receive clear information about policies and instructions affecting their studies.
- The College will respond to the training needs of students and will employ the principles of flexible delivery in ensuring such needs are met, within approved curricula.
- A high standard of personal care will be provided, including student/academic counselling (subject always to the principle that staff will not provide information beyond their level of professional expertise and competence).
- Trainers will be available for assistance with coursework.
- Trainers will provide feedback to students in terms of their progress (and any related issues).
- The College will provide access to suitable resources to enable students to complete their coursework (including text books, library resources).
- Personal information required from students will be kept to a minimum; any information students provide to the College will be protected and will not be disclosed to other parties without the student's prior written consent.
- The College will ensure WHS standards are observed.
- The College will provide documentation required in connection with applications for Government benefits to which students believe they may be entitled.
- The College will ensure that client documents and personal information will remain confidential.
- Following successful completion of an approved program of studies, the College will confer the qualification earned by the student, in the approved format.

What we expect from you:

It is expected that students will:

For All Courses

- enrol only when they have taken time to find out about courses on offer and believe involvement with, and studies in, the College will further their vocational aims;

- become aware of college expectations, principles, policies and processes as outlined in the college handbook and orientation documents.
 - act in an ethical way in one's involvement with the college that is consistent with Christian values
 - attend classes on time, participating in them as appropriate;
 - pay all fees promptly;
 - undertake agreed course work, including assignments, tutorial preparations, rehearsals, recitals, etc.;
 - hold in trust any College property (e.g. books, instruments, equipment) lent to them and return such property when required or, at the latest, when they conclude their studies at the College;
 - advise the local Principal of any issues that are likely to affect their studies;
 - commit to the College's WHS policy;
 - advise the College of any medical issues and medication required;
 - commit to the College's access and equity policy;
 - provide all personal information relevant to studies, when asked to do so;
 - dress in an appropriate manner, eg cleanliness, neatness, moderate forms of dress - speak to the local Principal if in doubt;
 - participate in College functions relating to their course of study, eg concerts, graduation ceremonies;
 - find out about their possible entitlements to Government benefits, eg Youth Allowance, Austudy, Abstudy;
 - be considerate of trainers and other staff as well as one another, striving for unity and mutual support and encouragement;
 - work within agreed protocols for complaints, grievances and suggestions.
- For Creative Ministries/Music, Christian Ministry and Theology, Pastoral Care and Celebrancy Courses:*
- before enrolment, pray about their future and enrol only when they have taken time to find out about courses on offer and believe involvement with, and studies in, the College will further those aims;
 - seek pastoral endorsement prior to enrolment;
 - take seriously the fact that they are attending the College for Christian ministry training;
 - seek to act and live according to biblical values while a student at college and while representing the College elsewhere and otherwise abide by rules of conduct contained in this Handbook;
 - read and commit to expectations for Christian students as outlined on the application form
 - read and commit to the College's Statement of Faith.

If you have any questions about this statement please talk to your campus Principal.

STUDENT LIFE

Orientation: Orientation will be held for all students at the commencement of first and second semester. Attendance at Orientation sessions is compulsory.

Orientation will cover campus familiarisation, study and research techniques and other essential information.



Accommodation: UCA's Canberra campus currently operates as a non-residential campus. For students moving to Canberra from interstate or overseas, the college can assist with suggestions and accommodation options such as student residences (200 meters from college), boarding with a church family etc. If you wish UCA to assist in arranging short-term accommodation, this can be done for a non-refundable fee. Current fee rates are as per Section 6 FEES AND REFUNDS, Additional Fees.



Encounter: Participation in weekly Encounter/college meetings is a prescribed part of selected courses for credit students. All students and staff of the college are welcome to participate.



Library and Facilities: Student library facilities are available and students can also have access to other theological and public libraries in Canberra. The Canberra campus has computers with internet access available for student use. Students are able to use college musical equipment on campus by arrangement.



Conduct and Dress: There is no prescribed form of dress for the College. However students are asked to bear in mind modesty, cleanliness, neatness and to wear moderate forms of dress appropriate to Christian dignity and to respect the various cultures represented in the college.



Students involved in Christian ministry are expected to conduct themselves in a manner that brings honour to Christ and by their lifestyle express the whole ethos of Unity College Australia.

Photography, Audio and Video rights:

By attending Unity College Australia students give Unity College Australia the right to use any photographic reproduction of a student undertaking college activities for college purposes such as promotion, unless the student explicitly withdraws this right in writing.



Alcohol, smoking and drugs: No student may consume alcohol or non-medicinal drugs on campus nor be allowed to attend lectures while under the influence. ACT Government regulations do not permit smoking in any enclosed public places or within 10 metres of a public building. The Canberra campus is a non-smoking environment and we request students refrain from smoking in the immediate college environs.



SUSPENSION AND DISMISSAL

UCA has the right to suspend (remove from classes and/or college premises) or dismiss students without prior notice in any of the following situations:

- any matter of a criminal nature (eg assault)
- use of, being under the influence of or handling of illegal drugs on the college premises

- consumption or being under the influence of alcohol while on campus
- theft or misuse of college equipment
- dishonesty
- use of obscene language
- harassment, verbal abuse or showing disrespect of a trainer, college staff member or student
- academic misconduct as defined above

In such situations the student will not be entitled to any refund of tuition and related payments for the current period of study.

In the case where the student wishes to appeal the decision they have seven days to make an appeal to the Principal as per Stage 1 of the Formal Grievances policy listed in Section 10 of this handbook. They are not entitled to have any suspension in place revoked while appeals are being considered.

STUDENT COUNSELLING AND LEARNER SUPPORT

An academic counselling process ensures the needs of students are identified and responses developed. It aims to ensure reliability, trust, expert knowledge, responsiveness, individual service and empathy. Such support of individual students in turn enriches the College community.

UCA has procedures to address student welfare and guidance. The well-being and personal development of students is as important to the College as is the quality of our courses.

Individual interviews are held each term for students in some courses and small classes enable staff to be aware of student issues. Members of the Faculty and staff provide a support structure for students and are available to discuss their needs.

A number of Unity College staff and trainers are experienced in providing mentoring and guidance on a range of issues. Unity College Australia works in conjunction with local

counselling provider services if external, professional or more specific counselling services are required.

INFORMATION FOR STUDENTS WITH SPECIAL NEEDS OR WHO EXPERIENCE BARRIERS TO EDUCATION

Introduction

Unity College Australia (UCA) is committed to achieving best practice in the provision of vocational education and training services for students who wish to use its services.

UCA's Access and Equity Policy recognises that particular individuals and groups in society experience disadvantage and unequal educational outcomes; we believe we have a role to play in overcoming these barriers. Teaching staff are required to be sensitive to the special, cultural and learning needs of trainees.

Practical Assistance to Students

The Principal and Staff of each college campus will provide practical help to new or existing students who experience barriers to education and training.

Language, Literacy and Numeracy

The college considers a student's language, literacy and numeracy levels when advising on enrolment in particular courses. Where necessary and appropriate we will assist students where their language, literacy and numeracy skills are below the level required to undertake training successfully. For example we will guide students with low levels of schooling and/or students with diverse cultural and linguistic backgrounds to make appropriate course choices.

Needs identified once training has commenced will be supported by providing additional assistance or, if possible and appropriate, adjusting the training and assessment approach.

Such assistance will include either access to external services to improve these skills or advice regarding enrolment in the English courses offered by Unity College. Either option can occur concurrently with participation in other subjects offered by the College, provided the student is still able to undertake their study requirements.

International students may be required to take an English language proficiency test (IELTS or TOEFL) as part of their application process. Other students may also be required to undertake English testing in order to provide the appropriate level of assistance needed.

Other matters

Students with physical disabilities will be assisted on a case-by-case basis. Special arrangements can be made for some situations.

Students who experience hearing or visual impairments will, after consultation with the campus Principal, be offered options to assist their learning experience, including enhanced positioning in the learning environment, tapes, lecture outlines and extra tuition (if needed).

UCA will, if possible, assist students with identified intellectual disabilities. The appropriate response will be determined according to the need.

What you need to do

If you experience any difficulty that you believe will affect your ability to achieve your educational goals please advise the college staff either prior to or during your study with us. We will endeavor to assist you to overcome any barrier in order for you to make the most of your learning experience.



The details in this Handbook are designed to give you information to assist your enrolment and progress in the study area of your choice at Unity College Australia.

The College Handbook refers to various guidelines, policies and procedures. From time to time these are updated in line with changes in government legislation and continuous improvement.

For the latest version of this Handbook and further advice about any of the information contained in the Handbook or any other matters related your enrolment or study at Unity College Australia please visit the college website www.unity.edu.au or contact your campus office or Principal/Administrator.

We hope your time at Unity College Australia is
fulfilling and rewarding.

God bless you as you devote yourself to learning!