2026 HANDBOOK

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National Office and Canberra Campus

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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.

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UNITY COLLEGE AUSTRALIA

2026 HANDBOOK

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NOTES

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1. VISION, MISSION AND VALUES

OUR VISION

Unity College Australia is a Christian vocational education institution that seeks to bring positive transformation to individuals and communities through training, equipping and strategically partnering with organisations across all sectors of society.

OUR MISSION

Our mission is to provide training which:

- is relevant and of high quality, for application in society's workplaces and marketplaces
- assists students to contribute to, and lead effectively, in the workplace, in local communities and in Christian ministry contexts
- develops an awareness of others' needs and skills to respond appropriately
- promotes an appreciation of the contribution of Christian faith and values 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

General Values relevant to all our courses:

Welcoming: We value and welcome students from all cultures and backgrounds, and honour the uniqueness of each individual in a dynamic and supportive learning environment.

Community: We value relationships so that we may build strong, ethical and nurturing communities of learning.

Excellence: We value best practice in both our training processes and outcomes. This includes innovation, ethical standards, sustainability and creativity in all areas of college life.

Whole Person: We believe that training in knowledge and skills should be implemented in a context which recognises the whole person, including aspects of character, emotional and spiritual growth, and which reflects Biblical values in relation to this.

Values relevant to the College's Christian ethos and Ministry and Creative Courses:

Christian Worldview: We value relationship with God through Jesus Christ and in the power of the Holy Spirit.

Life Giving: Our Christian Worldview leads us to value the living presence of God in the world and to seek to love mercy, do justly and walk humbly before God and others (Micah 6:8)

Christian Discipleship: We value the Christian lifestyle as reflected by the Scriptures such as: Gal. 5:14-16, 19-23; Matthew 19:4-6.

Unity: The College is trans-denominational and Christian Studies courses are open to students from all members of the body of Christ who subscribe to our ethos and values. We seek to serve and work with local churches and other Christian community groups and organisations and to serve. God's kingdom whether through church, the workplace or marketplace.

UNTIL NOW...

Unity College was established in Canberra, Australia, in 1995 (originally known as the Canberra Ministry Training College) and has its foundations in grass roots ministry training for local churches.

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The new name “Unity College” was chosen to reflect the value we place on collaboration, partnership and working together to achieve our vision, and recognises that this enables the provision of more effective training.

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. Our first overseas students trained with us in 2000 and soon after we were granted CRICOS registration.

Since then the college has taken up a national focus to provide training in other centres around the country. From 2004 onwards, campuses 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.

Over the years, the college has trained in a number of course areas under its scope of registration. These have had more general vocational outcomes, in addition to Christian Studies courses.

2024 marked the end of 30 years of our college’s history. We saw exciting growth and development during the first three decades of training and continue to look forward to further opportunities in the years ahead.

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 workplace and/or Christian ministry related skills) and
- character development - personal growth based on Christian character foundations.

Vocational outcomes range from leadership in the workplace and/or 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 and registered charity with a call to bring transformation through training and

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equipping individuals who can take their place in key sectors of contemporary society. Training is conducted in an environment which aims to give students the opportunity to experience the love of Christ, and to develop skills in Christian ministry and service where called to this. The college receives no government funding and relies solely on student fees to operate.

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. Donations can be made by cash, credit card or direct deposit into the college bank account (details are available on the website at *https://unity.edu.au/index.php/study-information/financial-help*

Please contact the College for further information on how you can partner with us and be involved in the ministry of Unity College Australia.

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2. ORGANISATIONAL ARRANGEMENTS

MANAGEMENT STRUCTURE

Unity College Australia operates with a Governance Board (which meets 6 - 8 times a year, but is available for out-of-session consultations). The college is a not-for-profit company limited by guarantee.

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

- Director/Chief Executive Officer
- Principal Executive Officer (CRICOS)
- Academic Management
- Training Centre & Partner Services
- Student Services
- College Services
- Marketing and Events Services
- Administrative & Support Services

COLLEGE CAMPUSES

The National Office of Unity College Australia is based in Canberra, and provides administrative oversight and support for a number of 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;
- 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 Higher Education institutions. Current arrangements are with Alphacrucis College and Southern Cross University.

Unity College Australia is a member of the Independent Tertiary Education Council of Australia (ITECA).

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

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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.

The college establishes and maintains relationships with a range of organisations and individuals in various industry and community sectors. Surveys of students, Industry and 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.

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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* unity.edu.au

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 organisation 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 may request advice from the Commonwealth Ombudsman. This is a free service. Contact information: Ph: 1300 362 072 http://www.ombudsman.gov.au/

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4. INTERNATIONAL STUDENTS

CRICOS

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

Unity College Australia provides courses for overseas students under the Education Services for Overseas Students Act 2000 (ESOS Act). Within the ESOS Act, the National Code of Practice for Providers of Education and Training to Overseas Students ~~2018~~ (National Code) and ELICOS Standards ~~2018~~ specify legal conditions and requirements for providers and students. These codes have a key objective in delivering education of integrity and quality.

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 REQUIREMENTS

International students must submit evidence of English proficiency to a minimum of IELTS 6.0 (or equivalent result in another approved testing program) for admission to any course other than ELICOS General English. Unity College Australia offers stand-alone English as a Second Language (ELICOS) courses that are available to meet this requirement where their level of English proficiency is not adequate for the course they apply for.

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 9 of this handbook.

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PERSONAL DETAILS AND INFORMATION

Students are required to keep the college up to date with current contact details (i.e. 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. The related policy is also available on the college website.

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 or term 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 7 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 this 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 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 licences, 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 (Grievances) Policy. Dispute resolution procedures are outlined in Section 11 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 National Code 2018, Unity College Australia (UCA) has obligations to meet in relation to accepting students from, or allowing students to transfer to, another CRICOS provider. A student cannot transfer to or from a college before the end of

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the first 6 months of their principal course without release from the principal course provider. This 6 month period is called the "Restriction Period". The principal course of study is generally the final course of study covered by the overseas student's visa. Therefore, transfer restrictions apply to all courses of study prior to and including the first 6 months of the overseas student's principal or final course.

Transfer to Unity College Australia (UCA):

- UCA 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").
- Students seeking to enrol at UCA should inform the college if they currently have enrolment at another college when applying for enrolment.
- If the student is within the restriction period the student must have been granted a Letter of Release from their original course provider before enrolment at UCA will be confirmed.

Transferring from Unity College Australia (UCA) to another approved provider:

A student will generally not be able to transfer from UCA to another provider until they have completed at least 6 months of study in their principal course at UCA. This policy may be waived in certain exceptional circumstances.

- 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 application must be accompanied by the reason for the transfer request, including documentary evidence of compassionate and compelling circumstances, and proof of a valid Letter of Offer from the new CRICOS-approved course provider.
- The request will be considered by the Director/Principal of UCA on the basis of what the college considers to be in the student's best interests taking into account evidence the student has provided.
- A request will generally not be granted for reasons which are based on finances or a migration strategy.
- A request will not be considered if the student has outstanding fees due to the college.
- Students may access the college's complaints and appeals process if their request to transfer is not approved, unless the student has outstanding fees.

  The student remains enrolled in the course and must continue to attend classes until a request to transfer has been approved or while an appeal is being processed. A student who does not continue to attend may be reported to the Department of Home Affairs on the basis of not meeting visa conditions due to non-attendance. This may affect the student's visa.

INTERNATIONAL STUDENT POLICIES AND PROCEDURES

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

- Course Enrolment (Section 6)
- Fee Payment and Refunds (Section 7)
- Deferment, Suspension or Cancellation of Enrolment (Section 7 and Section 11)
- Assessment, Attendance and Course progress requirements (Section 9)
- General policies including Complaints and Appeals (Section 11 & Section 12)

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

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5. 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, including English language, in order to undertake further training or education courses
- Those wishing to develop skills to gain employment in the workplace (e.g. in a Community Services organisation or small or large business)
- Those wishing to develop the required skills for leadership in a variety of spheres.
- Those wishing to undertake paid or volunteer work in a Christian ministry context (e.g. church, cross-cultural mission, creative ministries, 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 and/or taught from a Christian perspective.

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, i.e. Pentecostal/ Charismatic/ Evangelical.

Subjects are concurrently academic and practical in nature, with a strong ministry application e.g. 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.

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- 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 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

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6. COURSE REQUIREMENTS

ENTRY REQUIREMENTS

Minimum Age Requirement

The minimum age entry requirement for domestic students in most courses is 17 at the time of commencement of study. International students on a student visa should be 18 years or older at the time of course commencement.

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 Year 12 along with any required pre-requisite lower level qualifications or can demonstrate equivalent competency.

Language, Literacy, Numeracy and Digital Literacy Requirements

Specific elements of competency in language, literacy, numeracy and digital literacy (LLND) 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:

- understand the meaning of the text (explaining it in their own words using key terms to support explanation)
- communicate thoughts and ideas in written statements, demonstrating a reasonable vocabulary and an understanding of the writing process, use of basic sentence structure/ punctuation etc.
- express themselves verbally using clear sentences and appropriate terms, vocabulary and grammer.
- identify and interpret data and information, as relevant to the course being studied

The English language requirement for each course is IELTS 6.0 (or equivalent) as stated in the relevant course outline (available at www.unity.edu.au).

Students who have undergone testing showing that they don't have these skills are able to apply to enrol in Unity College's English language (ELICOS) programs.

Students must also demonstrate Digital literacy skills relevant to the course for which they are applying. These include word processing skills, email communication skills, ability to access the internet and use an online meeting platform. Students will be required to provide evidence of these skills as part of the application process. Course Orientation will include computer use work health and safety and appropriate use of the internet as a learning resource. Guidance in the use of an online learning platform will be covered if relevant to the course being studied.

Application Process Requirements

The general college entry process involves:

- A completed application form
- Provision of any required documentary evidence in relation to prerequisites
- A successful interview with the Principal or representative (if deemed required)

Specific Requirements

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

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- 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 must also satisfy visa and English language requirements according to the Department of Home Affairs (DHA). 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 (for courses other than ELICOS).

Students coming from countries the Department of Home Affairs (DHA) deems necessary are required to sit an IELTS (or equivalent) English language test and achieve a minimum IELTS score relevant to the course for which the student is applying. The required score is specified in the relevant course outline available on the college website. Testing requirements vary from country to country. For more information visit the DHA website: http://www.homeaffairs.gov.au/ .

Students seeking to study an ELICOS (English as a Second Language) course, are required to undertake English language testing either before or on arrival. The student's score will be used to determine their course level.

INTERNATIONAL ENROLMENT PROCESS

Enrolments for international students can take a considerable amount of time, especially when enrolling from countries that DHA 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

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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 (CoE) 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, a current IELTS or TOEFL score (or other recognised international English test) will be required. This English language test is administered through the Australian consulate/embassy as part of applications for student visas.

   The English test score required for each course is stated on the relevant course outline. Students wishing to study English as a Second Language will also need to complete an English placement test.

Once steps 6 to 8 are completed an electronic Confirmation of Enrolment (CoE) 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 CoE 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 may 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 (usually 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 which are part of a course offered by UCA.

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/units using direct evidence. RPL is normally considered where there is an obvious relationship between external studies and UCA subjects, 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

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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 assessments)

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.

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. Fee payment is required before initial RPL assessment is undertaken.

Further charges: will be determined in consultation with the student at the initial interview and on consideration of evidence provided. They will usually vary between 25% of course fees up to the full cost depending on the course selected and amount of RPL being assessed.

Appeals:

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

CHANGE TO COURSE ENROLMENT

Change of course

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 change after the commencement of a course will be considered only in rare cases. Course change can only occur if entry requirements are met and may have visa implications.

A re-enrolment fee (no more than the initial application fee) will be charged for students wishing to change their course enrolment. For international students approved to change enrolment, the college will provide a new

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electronic Confirmation of Enrolment (CoE) which the student must present to the Department of Home Affairs in order to update their visa.

Course Extension

A student may apply to extend their study period in a course if they have been unable to complete their course within the original timeframe. Satisfactory progress in at least 50% of the course is usually required along with documentary evidence of compassionate and/or compelling circumstances to support the extension application.

A course extension is normally for a maximum of 6 months for a 12 month course. Extensions for international students will be subject to meeting visa conditions (e.g. study load and maintaining satisfactory progress requirements). Approval will be at the discretion of the Principal or delegate.

Deferral and college transfer

International Students are not able to defer, other than in exceptional or 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 (see Section 4: International Students/Overseas Student Transfers Between Providers).

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7. 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 or if an upgraded course is implemented to meet Australian Government requirements.

International Student Course Fees

Course fees and payment requirements 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.

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

Bank account details for payments are available on the UCA website at www.unity.edu.au

ADDITIONAL FEES

Application Fees

For students wishing to study a course at credit or assessed level, 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
Domestic students enrolling in a new course	$150
RPL Application: Domestic students RPL	$250
International students RPL	$300

Credit Card and Bank Fees

The college is entitled to add a surcharge for payments made by credit cards. In addition, the college is entitled to recover any bank fees charged on international money transfers.

Non-tuition, Textbooks and Materials Fees

Students will be notified of additional Non-tuition or Materials Fees which apply to any course along with any textbooks required to be purchased in addition to course training materials. The student will be given information of where to purchase books, including if they are available at the college.

Recognition of Prior Learning (RPL)

An RPL Interview Assessment is included with the Application Fee.

The basic RPL assessment fee is $250/unit. Further charges may apply where additional evidence or "gap" assessment is required and will be advised post the RPL interview.

Late enrolment fee

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

Late payment fee

$75 late fee will be charged where a course related payment is not made by the due date as listed on the respective Letter of Offer.

Student card replacement

$15 will be charged for replacement of a lost or damaged Student ID card.

Replacement Award fee

Replacement of a lost or damaged award for:

1. an award issued within the past 10 years $30
2. an award issued older than 10 years $50

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Late Assessment fees

Acceptance of an assessment after the due date for submission is at the discretion of the trainer/course coordinator. If accepted, late fees will apply:

- $10 per week up to 4 weeks late
- After 4 weeks: if the assessment(s) is/are accepted for marking a late submission fee equal to 50% of the full subject/unit fee may be charged.
- If the assessments are not accepted for marking the student may be required to pay to re-enrol in the subject/unit when next offered.
- If a late fee is not paid and the assessment not submitted by the revised due date the college reserves the right to increase the fee or to not accept or mark the assessment.
- Late fees must be paid in order to have assessments marked and/or results issued for the respective subject/unit.
- The college reserves the right to close a student's access to online assessments once the submission deadline has passed. In this case the student will be required to apply to regain access and pay a late fee based on the above guidelines in order to submit assessments.

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

Re-sit/resubmission fees

A student is usually allowed a maximum number of 3 attempts for unit assessments. A fee may be charged where a student is given the option to make additional submissions of an assessment item or to resit a test. The fee is $60 per individual assessment item or up to 50% of the full subject/unit fee for multiple assessments or where the unsatisfactory assessment submission was related to unsatisfactory attendance or unapproved absence.

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

Attendance make-up session fees

The college reserves the right to close a student's access to online assessments in the case of unsatisfactory attendance for any subject/unit (below 80%). A student may be offered the opportunity to attend make-up classes or tutorials where their attendance was between 50-80% due to unforeseen circumstances (e.g. health or family issues). The fee is $60 per additional session where the absence is supported by appropriate documentary evidence. A $100 fee will be charged where a student is given the option to attend a make-up session without supporting evidence.

Where a student is required to re-sit a subject/unit due to unsatisfactory attendance the charge will be the full subject/unit fee.

Course Extension fees

Where a student is offered the opportunity of a course extension, a re-enrolment fee and a course fee equivalent to the current course fee will be charged (on a pro-rata unit basis). That is, if the extension is for 50% of the course period or units, the fee will be 50% of the full course fee.

Deferral fees

A deposit and/or ongoing periodic payments will be required for deferrals part way through a course unless tuition fees have been paid in advance. This deposit secures the course enrolment and issuance of an adjusted Confirmation of Enrolment. If the deferral lasts for more than 12 months a re-enrolment request will be required. A re-enrolment fee of $150 will apply and an increase in tuition fees may also apply if course prices have increased.

Accommodation search fee

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

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Airport Pick-up

$50 where requested by an incoming student.

FINANCIAL ASSISTANCE

Government Funding: Currently no courses at UCA attract government funding.

Study Assistance Allowance: Australian/domestic 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

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.

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 electronic CoE (Confirmation of Enrolment).
- International students will be issued a payment plan in their Letter of Offer to ensure that fees for subsequent study periods are paid in advance of study.
- If students are enrolled in consecutive courses a deposit will be required prior to commencement of the new course, along with a payment plan (as per the Letter of Offer).

DOMESTIC STUDENTS:

- Students will be required to pay a deposit of up to $1500 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.

Part-time and Casual Students (Domestic students only):

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

All students

Full fees must be paid or a deposit/payment plan arrangement must be in place for a student to be allowed to attend class.

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 remain overdue after a date set for catch up payments passes. Outstanding fees will still be owed and recorded as a debt to the college.

Overdue Fees - Holds

Overdue fees, late assessment submission 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 'Change of

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Enrolment Request' form must be completed and submitted to the Unity College Australia office. The withdrawal request date is the date by which written notification is received by the Unity College office. 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

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 or discount for approved late commencements.
- All decisions re refunds are at the discretion of the Principal or delegate, and will take into account timing of the receipt of the refund request in writing, payment dates and reason for the request, including evidence of any relevant compassionate or compelling circumstances.
- 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 for overseas students studying on a Student Visa.

(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 are 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 delegate according to relevant policies. Requests must be in writing and be accompanied by documentary evidence. The granting of the request, and amount of refund, will be at the discretion of the Principal or delegate, and will take into account timing of the receipt of the refund request in writing, payment dates and evidence of any relevant compassionate or compelling circumstances.
- Requests for refunds prior to application for or granting of a visa must be in writing and be accompanied by documentary evidence. The granting of the request, and amount of refund, will be at the discretion of the Principal or delegate, and will take into account timing of the receipt of the refund request in writing, payment dates and evidence of relevant circumstances.
- Pre-paid course fees deemed non-refundable are not transferable from one student to another.
- In all cases, apart from visa refusal, a minimum $500 administration fee will be retained by the college.

(B) AFTER COMMENCEMENT OF STUDY:

The refund amount = weekly tuition fee x weeks in default period in the following cases:

1. A student visa is refused (e.g. in the instance such as an on-shore visa renewal, or moving to a student visa from another visa type);

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2. There is a provider default; or
3. A provider does not enter into a compliant student default agreement

All Students

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 (does not meet enrolment or course requirements). This includes cancellation of enrolment by the college (for example for unsatisfactory attendance or disciplinary reasons).
- If a student applies to withdraw from a course within 10 working days of the commencement of a study period, or within 10 working days of a fee payment due date, fees for that study period (minimum 3 months/1 term) will remain due, unless documentary evidence of compassionate or compelling circumstances is provided, in which case the amount of refund will be at the discretion of the Principal or delegate.
- If a student has been granted a fee discount due to payment of full fees in advance, any refund due to withdrawal or cancellation prior to the end of study will be calculated on the basis of the full course fee which would otherwise apply
- Other details re fee payments and refunds are specified in the relevant Policy and Procedure documents available from the college and on the college website www.unity.edu.au.
- Any approved refund, apart from a case of visa refusal or provider default, will be paid within 20 working days of the refund decision being made.

DEFERMENT OF ENROLMENT

Students wishing to defer their enrolment in a course or individual subject must apply in writing to the college Principal or Registrar. Deferment for international students can only be considered and approved in certain circumstances as certain factors need to be taken into account regarding the student's course enrolment conditions and visa status.

Deferment of Individual Subjects/Units:

DOMESTIC STUDENTS:

- Where a student withdraws after the commencement of a subject/unit no refund can be given. However, should the student choose to re-enrol at a later date the re-enrolment fee for that subject will be 50% of the relevant subject fee current at the time.
- Enrolment fees are not transferable from subject to subject or to another student if the student withdraws after commencement.

Deferment of Full Courses:

ALL STUDENTS:

The refund policy for course deferment is as for course withdrawal. 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. Re-enrolment fees will be based on the course and subject fees current at time of course resumption.

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 compassionate and 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 made within 4 weeks from the date of refund approval.

The UCA *Complaints & Appeals (Grievance) Policy & Procedure* that fully details procedures for appeals or disputes of refunds is outlined in Section 11 of this Handbook and published and publicly available on the UCA website (www.unity.edu.au) at *Complaints & Appeals (Grievance) Policy & Procedure*

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8. 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 Canberra Campus and partner 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, www.myskills.gov.au and cricos.education.gov.au

ELICOS/ENGLISH AS A SECOND LANGUAGE (ESL)

UCA offers an ELICOS General English course. ELICOS = English Language Intensive Courses for Overseas Students.

5 module levels are available:

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

COMMUNITY SERVICES

UCA offers courses in Community Services at Certificate IV and Diploma levels. These courses train students in general support worker and case management skills and involve work experience and field placements in local community service organisations.

LEADERSHIP & MANAGEMENT

UCA offers a course in Leadership and Management at Diploma level, designed to cover knowledge and skills applicable to a wide range of industry areas.

MINISTRY & THEOLOGY

Unity College Australia and its partner campuses offer courses in Christian Ministry & Theology from Certificate, through Diploma to Graduate Certificate levels which prepare students for a range of ministry, missional, pastoral, teaching and service roles in churches and communities.

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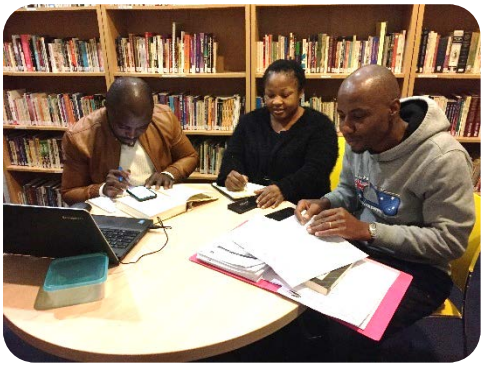

College Australia's website as they are programmed.

MUSIC

UCA and its partner campuses offer studies in Music from Certificate to Diploma levels, with an emphasis on application to worship and Christian ministry contexts.

NON-ACCREDITED PROGRAMS

Seminar and Intensive Programs

Seminar and intensive programs provide opportunities for Christians and other interested people to develop life-skills and gain insights on particular issues relevant to our society. These supplement 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 the college office and on Unity

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9. 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 (e.g. community service).
- Fulfilment of any prescribed practical requirements (e.g. 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.

RE-ISSUE 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 strategies in the ELICOS program are developed to measure a student's achievement of learning outcomes in the English language areas of speaking, reading, listening and writing. Each area will be graded according to the student's achievement.

Assessments for 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 may 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) or Not Yet Competent (NYC).

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Students 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 made available at the commencement of each unit/subject.

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).

Field placement 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
- supervisor reports

ATTENDANCE AND ABSENCE POLICIES

General Requirements:

Satisfactory attendance and participation is a requirement for satisfactory achievement in all units/subjects and courses studied at Unity College Australia. Student attendance is recorded and monitored regularly.

While 80% is the expected minimum attendance, students should aim for 100% attendance. Where this is not possible due to illness or other unavoidable circumstances the student is required to notify the college of the reason for absence and, where possible or required, provide evidence. 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 and evidence will be required.

In certain exceptional circumstances beyond the students control (e.g. extended sickness, personal trauma), students may apply to the Campus Principal or Course Coordinator for special consideration. Students should apply in writing as soon as possible detailing the circumstances and reasons why special consideration would be granted and providing documentary evidence to support the application.

Upon approval, alternate pathways for the fulfilment of course requirements may be granted, such as attending extra classes or tutorials or completing additional course work.

A student must demonstrate that they have covered the content missed through absence in order to gain competence in that subject/unit. Completion of assessment items demonstrating acquisition of relevant knowledge and skills will be required. This must be negotiated with the relevant trainer.

Where a student has unsatisfactory attendance or is absent for the majority of classes and in-class assessments, the college reserves the right to withdraw the student from that unit of study.

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In that case the student will need to apply to resit the unit at a later date.

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 and course progress

Specific attendance and course progress requirements apply to international students on a Student Visa as per the ESOS National Code 2018 and ELICOS Standards 2018.

Attendance and absences:

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

The minimum attendance requirement for students enrolled in ELICOS courses is 80% of all classes and learning activities scheduled per term. Students enrolled in other CRICOS courses are also expected to attend a minimum of 80% of scheduled classes. This may be lowered to 70% where compassionate or compelling circumstances apply (see below). Students should aim for 100% attendance.

As a guide, 80% attendance means that students cannot miss more than 10 sessions each term for ELICOS courses or 2 days per month for vocational courses. Partial attendances (late arrivals or early departures) will be included in attendance calculations.

Students absent for more than 2 consecutive days of scheduled classes due to illness should submit an official medical certificate as evidence.

Students who are absent for more than five successive days without notification or approval or who are not consistently attending their course will be contacted and formally counselled. Any student who is not able to be contacted after 5 days or who misses more than two successive weeks of classes without explanation will be issued a warning of enrolment cancellation and intention to report to the government. If this occurs a student's visa may be reviewed and possibly cancelled.

The college will attempt to contact the student using the most recent contact information available. Note: Students are required under the ESOS Act 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.

Examples of compassionate or compelling circumstances may include:

- Extended sickness or impairment (physical or mental) limiting ability to participate in or complete course work
- Trauma associated with an event experienced by the student or a close relative, or which occurs in their home country
- An emergency or unforeseen situation, out of the student's control, and which prevents the student from attending college

In certain cases, the college may offer a student the opportunity to attend additional sessions in order to make up time for absences or to complete assessments missed due to absence. This may incur additional cost depending on the circumstances and will be at the discretion of the Course Coordinator or Principal (see Fees and Refunds).

Course progress

Minimum satisfactory course progress for all VET courses is satisfactory achievement of at least 50% of academic requirements during a designated study period (usually 6 months or a semester).

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Students who are assessed as being at risk of not making satisfactory progress and/or not meeting attendance requirements will be:

1. counselled when the issue first becomes apparent
2. issued a warning letter if poor attendance or poor course progress remains an issue
3. issued written notification of intention to cancel enrolment, once a student's attendance or course progress falls below the minimum requirements and cannot be redeemed during the course, and no compassionate or compelling circumstances have been provided. At this point the student has 20 working days to access the college's Complaints and Appeals process. This includes both internal and external appeal stages (see Section 11 of this Handbook).
4. issued written notification of enrolment cancellation and intention to report this to the Australian Government if the appeal against the enrolment cancellation is unsuccessful or if the student has chosen not to access the full appeals process. Note: No refund of tuition fees owed to the college applies in the case of an enrolment cancellation implemented by the college.

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 may also be considered depending on the amount of study completed.

A Statement of Attainment can be issued upon successful completion of one or more units if a student exits prior to completion of the graduation requirements for the full qualification being studied.

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10. ACADEMIC POLICIES

GRADING

Formal assessment in vocational courses is described as Competent (C) or Not Yet Competent (NYC). A student is assessed as 'Competent' when he/she is able to demonstrate achievement of each element and performance criteria of a Unit of Competency.

For example, a student who achieves four of five elements of competency but doesn't achieve the fifth element of competency will be graded 'Not Yet Competent'.

Individual trainers/tutors may choose to allocate marks and/or grades for subjects and individual assessment tasks but this is not a formal requirement.

Formal assessment of Learning Outcomes in ELICOS courses are graded A-D.

ASSESSMENT SUBMISSION

Assessments should follow assessment submission and presentation guidelines as specified for each course/unit/subject.

On-line assessment submission follows the process outlined in the on-line system for the course being studied.

Other written assessments should be submitted with a completed and signed 'Assessment 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.

The date of receipt of all assessments will be recorded.

Students are required to retain a copy of every assessment. 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

Students not able to complete an assessment task by the due date will need to negotiate an extension with the trainer/tutor or course coordinator. This must be done before the due date. Extensions will normally be granted for a maximum of one week (longer in extenuating circumstances). The individual trainer/tutor or course coordinator will decide whether or not to grant an extension and whether any evidence (e.g. medical certificate) is required.

Extension requests and approvals must be in writing, either by email or completion of an 'Assessment Extension Request' form.

Late Submission of Assessments

Acceptance of an assessment after the due date or end date of a subject/unit is only at the discretion of the Trainer/Course Coordinator and will be based on the associated circumstances. If not accepted the student will be awarded an NYC grade for the unit/subject. To complete the subject the student may be given the option to re-enrol and resit the subject. A Resit-fee will apply.

A Late Assessment submission fee will be charged for assessments which are allowed to be 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. Re-enrolment generally applies once an item is more than 1 month overdue without an approved extension.

Current late submission and resit fee rates are as per Section 7 Fees and Refunds.

Once a student has ceased studying at the college (e.g. withdrawn, deferred their course or the study period has ended) a student cannot apply to submit any outstanding assessment work. This may be waived in certain

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circumstances in which case an additional assessment fee may be charged.

Unsatisfactory Attendance

In the case of a student having one or more unapproved full or partial absences from a subject/unit:

- the student may not be allowed to submit assessment work for that subject/unit, may be graded NYC and may be required to re-enrol in the unit at a later date
- if assessment submission is allowed, or if submission is after the due date, the student may be required to attend extra classes/tutorials and/or pay additional fees in order to submit assessments
- if a student submits unsatisfactory assessment work, they will be required to pay a resubmission fee if given the option to resubmit

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

Continued unsatisfactory attendance may result in the student's enrolment being reviewed.

Resubmission and Re-marking

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

- resubmitting an amended assessment 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 Course Coordinator or College Principal)

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

A resubmission must be received by the revised due date or within 2 weeks of return of an assessment (whichever is earlier) or a late fee will apply.

A maximum of 3 submissions will be allowed.

Further re-assessment may involve payment of an additional fee (see Section 7 Fees and Refunds).

Specific assessment policy guidelines for each course will be made available at course commencement.

WRITTEN ASSESSMENT PRESENTATION GUIDELINES

Presentation

All assessments should:

- Include an Assessment Cover Sheet if hard copy (available from the Unity College Office or Common Room).
- Include appropriate referencing.
- Be typed or word processed if hard copy
- Be double spaced if hard copy
- Be written on one side of the page only if hard copy
- Have left and right-hand margins of approximately 3 cm if hard copy

Word Count

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

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

Assessment Format

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

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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 assessment 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 Home Affairs (DHA) 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 term/semester.
- Receive an NYC result for a compulsory unit more than 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 DHA 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, unit 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 assessments, resubmissions and/or academic counselling.

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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 7-FEES AND REFUNDS', if the student is offered the opportunity to resubmit or resit the item
- review 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 or test
- Having a substitute person sit an examination in place of the candidate
- Copying part or all of another student's work during a test or for an assessment
- Submitting work for assessment knowing it is the work of another person, or sourced from the internet or using artificial intelligence (AI)
- Submitting a falsified or unauthorised medical certificate
- Plagiarism (see below)

  Students are required to sign a declaration on the Assessment Cover Sheet that submitted assessments are their own work. To present someone else's work as your own is plagiarism. 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. You should identify others' work in your assessments by listing the sources in footnotes and Bibliographies. There is a limit to how much of any assessment can be direct quotation. See above for guidelines on assessment submission, layout, word count and acknowledgement of sources. Detailed guidelines for referencing will be provided at Orientation.

- Collusion

  Unless a team project or assessment 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 11 GENERAL POLICIES, under the heading Procedures for Dealing with Complaints or Grievances.

The UCA *Complaints & Appeals (Grievance) Policy & Procedure* that includes Academic Appeals is published in full and publicly available at *Complaints & Appeals (Grievance) Policy & Procedure*

ACCESS TO RESULTS

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

The college commits to the return of marked assessments and tests within 4 weeks of the due

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date. This does not apply if assessments are not received by the due date.

Students will receive an unofficial subject/unit results record after the conclusion of a period of study (term/semester) or at other times upon request.

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11. 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

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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

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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 Home Affairs 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.

DIVERSITY AND INCLUSION (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. Subject to meeting relevant and appropriate course entry requirements, 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 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 principles of diversity, inclusion, 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

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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 behaviours which may contribute to the disadvantages suffered by under-represented groups both in employment and in education.

Legislative Obligations

UCA's Diversity and Inclusion (Access and Equity) Policy acknowledges its legal obligations under the relevant Federal, State and Territory 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.

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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 assessment, from entry to the end of the course of study, will be based on merit in relation to course requirements and 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 entry and support for students from equity groups. This is provided on an individual, case by case basis.

STUDENT SELECTION

Students will be selected on their capacity to benefit from, and meet entry requirements and outcomes of, 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 interview/audition as relevant to the nominated course
- 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

Christian Ministry Theology and Music courses implemented at Unity College Australia are delivered in a Christian context in line with traditional Biblical doctrines, tenets, beliefs and values. The courses are aimed at developing knowledge and skills for application in Christian church and Christian community/ministry contexts.

Most students, including Aboriginal and Torres Strait Islanders and students from diverse ethnic backgrounds, who apply to study Christian Studies courses expect to study in a learning environment which promotes traditional Biblical beliefs and values, including those relating to marriage and sexuality. Training involves practical ministry opportunities in Christian churches and various community contexts, including Aboriginal and multicultural communities which uphold traditional Biblical values. Therefore, additional consideration will be given to the applicant's Christian life experience, life calling and ability to meet the course expectations and relevant employment outcomes, when assessing suitability for entry. Once enrolled, students are expected to live consistently with traditional Biblical standards and Christian character.

Admission documentation must therefore be endorsed by the applicant's Pastor and a nominated Christian leader.

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

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- 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, GRIEVANCES OR APPEALS

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

The UCA *Complaints & Appeals (Grievance) Policy & Procedure* that details procedures for dealing with complaints or grievances is published in full and publicly available on the Unity College Australia website - www.unity.edu.au

Informal Complaints/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 endeavour 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. Where the student chooses to access an external mediator (Stage Three) UCA may be able to advise on, but has no control over, any costs involved.

The following 3 stage procedure applies to general complaints or grievances (see below for the appeal process relating to International Student enrolment cancellation)

Stage One (Internal)

Formal grievances should be submitted in writing to the Course Coordinator or Student Registrar. The grievance will be assessed, and the outcome will be communicated to the complainant in writing within 10 working days.

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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 (Internal)

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. 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 (External)

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 conducted by an agency independent of UCA, such as.

- The Commonwealth Ombudsman *https://www.ombudsman.gov.au*
- The Australian Government Department of Education https://www.education.gov.au/
- Australian Skills Quality Authority (ASQA) https://www.asqa.gov.au/

Note: a student is expected to have accessed and completed the internal complaints and appeals process with Unity College Australia prior to contacting or making a complaint with any of the above external offices or agencies.

Unity College Australia will give due consideration to any recommendations arising from the external mediator within 10 working days.

Enrolment of International students will be 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 a potential 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 Intention to Cancel Enrolment will be issued.
- The student will have 20 working days to submit an appeal re the notification stating reasons, with documentary 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 will be notified within 10 working days. The student will have the opportunity to access the external stage of the Complaints and Appeals Process as outlined in this Handbook.
- The student should continue to attend classes and continue to progress through their studies during the appeal period unless the cancellation is also associated with a default on fee payments, or if circumstances deem attendance not to be in the best interests of the student or other students or staff (e.g. due to safety).
- The student's enrolment will only be cancelled if they withdraw from, or do not access, the internal and external appeals process, or if the final decision supports cancellation of enrolment.

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- Note: this process does not apply where an enrolled student does not commence a course or is absent without explanation or contact for a period of up to 2 weeks. The college will report a student absent in these circumstances, and who has not responded to contact attempts, to the Australian Government to fulfil our duty of care.

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 safe, 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, including those with different ethnic, racial or religious backgrounds or with a disability.

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 address 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.

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Information

Information and advice is available from your local campus delegates. For more information you should contact the local campus Principal or HR officer. Information and confidential advice is also available from a third party if needed.

Process

Initial reporting of an alleged incident of harassment can be made verbally but must be followed by submission of a written complaint to be formally acted upon.

Upon receipt of the written complaint an investigation will be implemented by an independent delegate of the college Principal and a report prepared following guidelines as set out in the college's Harassment Policy.

The full Harassment policy and procedure is available from the college office upon request.

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12. 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

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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 assessments, 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 (diversity and inclusion) policy;
- provide all personal information relevant to studies, when asked to do so;
- dress in an appropriate manner, e.g. cleanliness, neatness, moderate forms of dress - speak to the local Principal if in doubt;
- participate in College functions relating to their course of study, e.g. concerts, excursions, graduation ceremonies;
- find out about their possible entitlements to Government benefits, e.g. Youth Allowance, Austudy, Abstudy;
- be considerate and respectful of all trainers staff and fellow students, striving for unity, mutual support and encouragement;
- work within agreed protocols for complaints, grievances and suggestions.

For Creative Ministries/Music and Christian Ministry and Theology 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.

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STUDENT LIFE

Orientation: Orientation will be held for all students at the commencement of their course. Attendance at Orientation sessions is compulsory. Orientation will cover enrolment requirements, academic requirements, campus familiarisation, health and safety 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 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 7 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.

All students are expected to respect the Christian ethos and associated biblical principles on which the college is established and operates. Students involved in Christian ministry courses 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 classes while under the influence. ACT Government regulations do not permit smoking in any enclosed public places or within 10 metres of a public building. Vaping without a medical prescription is illegal in Australia. The Canberra campus is a non-smoking and non-vaping environment and students are to refrain from smoking or vaping 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:

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- any matter of a criminal nature (e.g. 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 on a regular basis 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, Numeracy and Digital Literacy

The college considers a student's language, literacy (including digital literacy) and numeracy levels when advising on enrolment in particular courses. Students should meet minimum requirements for individual course entry. 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,

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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 will be required to take an English language proficiency test (IELTS, TOEFL or another government approved test) as part of their application process. Other students may also be required to undertake English language and/or digital literacy 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, where possible, be offered options to assist their learning experience, including enhanced positioning in the learning environment, recordings, session 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 and the course of study.

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 endeavour to assist you to overcome any barrier in order for you to make the most of your learning experience.

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

God bless you as you devote yourself to learning!

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