



STUDENT HANDBOOK 2021



Study at CHC

CHC

CHRISTIAN HERITAGE COLLEGE

**Christian Heritage College
Student Handbook 2021**

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

This Student Handbook is to be read in conjunction with the CHC Courses Handbooks 2021.

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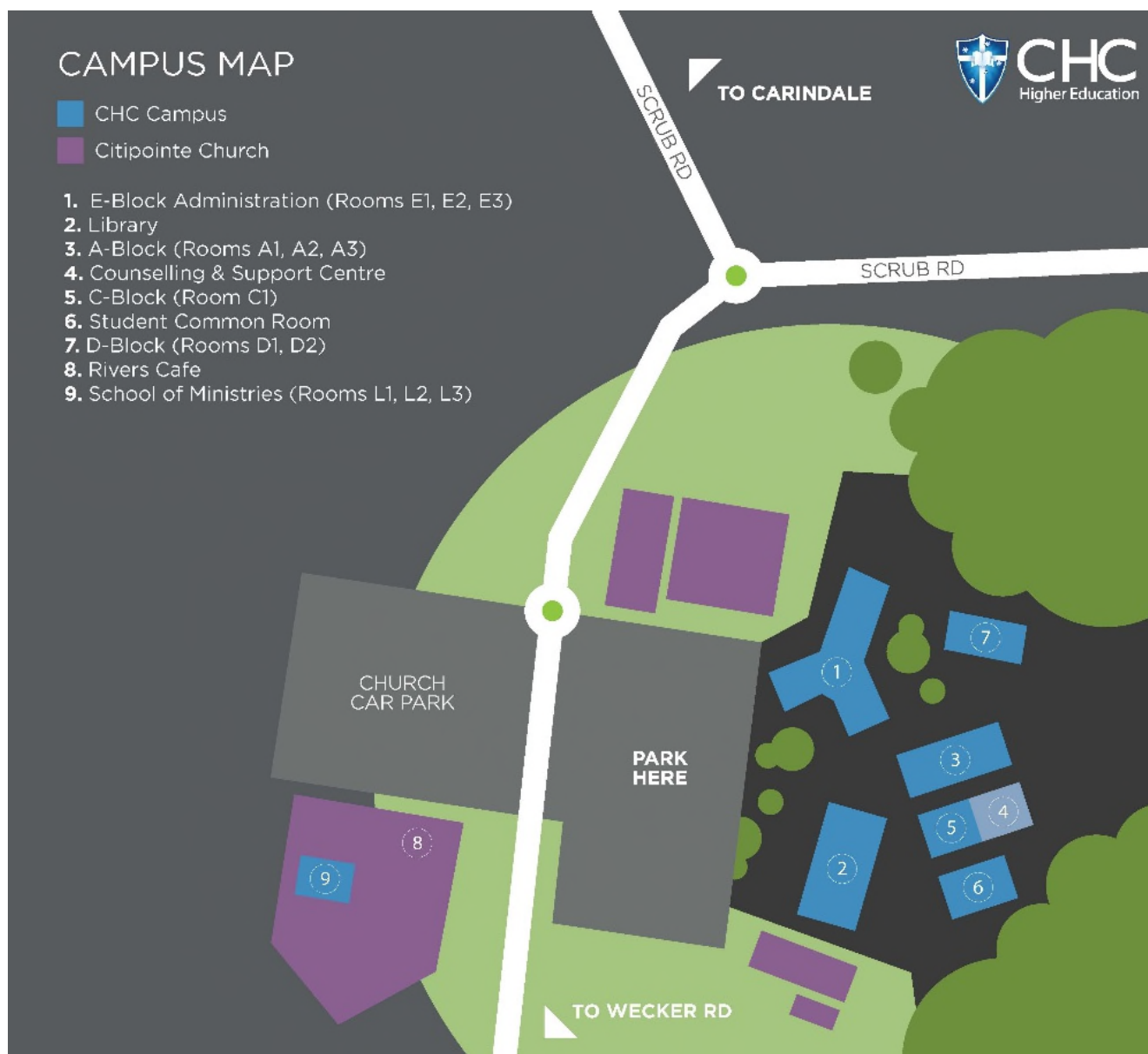
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Campus Map



Section 1: Introduction

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

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

1.1 About CHC

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

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

1.2 Strategic Plan 2020-2022

The CHC *Strategic Plan 2020-2022: Leading the Legacy* builds upon the outstanding contributions of previous strategic planning initiatives undertaken at CHC. From this firm foundation, this plan's strategic themes are:

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

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

1.3 Purpose, Mission and Vision statements

CHC Purpose	<i>Transforming people to transform their world through distinctively Christian higher education.</i>
CHC Mission	<i>The formation of people in Christian character, scholarship and leadership to influence their world for God and the common good.</i>
CHC Vision	<i>To be a relevant and redemptive voice influencing Australian society for God and the common good through the integration of faith, learning and scholarship.</i>

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

1.4 CHC values

Founded on God's Word

CHC is committed to Scripture as the ultimate foundation of Christian life, thought, and social engagement. Our college community builds on this foundation as we seek to integrate faith, learning, and service for the common good.

Centred on Christ

CHC is committed to the person of Jesus Christ, who reveals both God's nature and the image of restored humanity. Our college community seeks to embody the pattern of Jesus' life, death, and resurrection through worship, service, and mission for the common good.

Seeking Truth

CHC seeks to kindle a love of truth in every student and in every academic discipline. Faith calls us to seek understanding through learning, teaching, scholarship, and a rich cultivation of the life of the mind for the common good.

Cultivating Community

CHC celebrates the rich diversity of human beings as unique bearers of God's image. Through a sharing of diverse gifts and graces, our college community seeks to cultivate human flourishing for the sake of the common good.

1.5 Graduate Attributes

CHC's Graduate Attributes have been developed to ensure that graduates are not only job-ready but also ready to impact their world for the common good and to help their communities and workplaces flourish.

CHC graduates will demonstrate:

- commitment to a Christian worldview, to Christian discipleship, and to living in accordance with Christian ideals;
- a well-developed ethical framework supported by Scripture;
- a sound academic knowledge base which includes the theoretical foundations of the relevant discipline(s);
- effective professional practice, through the application of professional knowledge and skills, and a commitment to the ethics and values of the relevant profession;
- effective interpersonal and communicative skills;
- a well-developed capacity for reasoning, insight, critique, analysis of complex ideas, and reflection upon practice;
- a habit of intellectual curiosity, a questioning mind, a commitment to continuing learning, and an understanding of how to learn and acquire new knowledge; and
- a commitment to good citizenship, to making a difference in the world and serving others.

1.6 Policies

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

1.7 Calendar and Important Dates

For up-to-date information, please check the *Calendar* and *Important Dates* on the [Documents](#) page of the CHC website on a regular basis as dates are subject to change.

These documents provide semester start and finish dates, census dates and other administrative dates. It is important that you are aware of these dates for meeting your responsibilities regarding your enrolment and payment of unit costs.

Section 2: Administrative Matters – Domestic Students

- 2.1 Classification of students**
- 2.2 Fee-paying places**
- 2.3 Commonwealth supported places (CSP)**
- 2.4 Tuition fees and Student contribution amounts**
- 2.5 Higher Education Loan Program (HELP)**
- 2.6 Courses and units**
- 2.7 Academic calendar**
- 2.8 Equivalent Full-time Student Load (EFTSL)**
- 2.9 Census dates**
- 2.10 Census dates and HELP**
- 2.11 Modes of study**
- 2.12 Commonwealth Assistance Notice (CAN)**
- 2.13 Commonwealth Higher Education Student Support Number (CHESSN)**
- 2.14 Accessing student assistance records**
- 2.15 Student Code of Conduct**
- 2.16 Tuition Protection arrangements for domestic students**
- 2.17 Grievance policies for domestic students**

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

2.1 Classification of students

The Australian government's higher education legislation classifies students as being fee-paying students or Commonwealth supported students.

Fee-paying students may be domestic students or international students.

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

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

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

2.2 Fee-paying places

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

At CHC, fee-paying places are available in the following courses in 2021:

Undergraduate courses	Postgraduate courses
<ul style="list-style-type: none"> • Undergraduate Certificate in Biblical Studies • Undergraduate Certificate in Business Studies • Undergraduate Certificate in Counselling Studies • Undergraduate Certificate in Educational Studies • Undergraduate Certificate in Human Services • Undergraduate Certificate of Literature • Undergraduate Certificate in Ministry Leadership • Diploma of Business • Diploma of Liberal Arts: Foundations of Wisdom • Diploma of Ministry • Diploma of Social Science • Bachelor of Arts in the Liberal Arts • Bachelor of Arts/Bachelor of Education (Secondary) • Bachelor of Business • Bachelor of Counselling • Bachelor of Education (Primary) • Bachelor of Education (Secondary) • Bachelor of Human Services • Bachelor of Ministry 	<ul style="list-style-type: none"> • Graduate Certificate in Applied Neuroscience • Graduate Certificate in Biblical Studies • Graduate Certificate in Christian Education • Graduate Certificate in Counselling Studies • Graduate Certificate in Executive Leadership • Graduate Certificate in the Liberal Arts • Graduate Certificate in Management • Graduate Certificate in Ministry • Graduate Certificate in School Leadership and Management • Graduate Certificate in Social Science Leadership • Graduate Diploma in the Liberal Arts • Graduate Diploma in Management • Graduate Diploma in Ministry • Master of Business Administration • Master of Counselling • Master of Education • Master of Ministry Leadership • Master of Social Science Leadership • Master of Teaching (Primary) • Master of Teaching (Secondary)

2.3 Commonwealth supported places

A Commonwealth supported place (CSP) is a higher education place for which the Australian government covers the majority of the cost of students' education, and towards which students pay student contribution amounts. Different student contribution amounts apply to units of study depending upon the fields of education into which those units are classified, as determined by the Australian government.

To be eligible for a Commonwealth supported place, a student must meet the following requirements:

- be an *Australian citizen* who will complete some of their course of study in Australia **or** a *New Zealand citizen, permanent visa holder or permanent humanitarian visa holder* who will be in Australia for the duration of their study; and
- meet the USI (Unique Student Identifier) requirements (for students who commence their courses on or after 1 January 2021).

At CHC, Commonwealth supported places are available in the following courses in 2021:

Undergraduate courses	Postgraduate courses
<ul style="list-style-type: none"> • Undergraduate Certificate in Business Studies¹ • Undergraduate Certificate in Counselling Studies • Undergraduate Certificate in Educational Studies • Undergraduate Certificate of Literature • Bachelor of Education (Primary) • Bachelor of Education (Secondary) • Bachelor of Arts/Bachelor of Education (Secondary) 	<ul style="list-style-type: none"> • Graduate Certificate in Applied Neuroscience¹ • Graduate Certificate in Counselling Studies • Graduate Certificate in Management¹ • Graduate Certificate in School Leadership and Management • Master of Teaching (Primary) • Master of Teaching (Secondary)

¹ Semester 2, 2021 only.

2.4 Tuition fees and Student contribution amounts

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

Students in Commonwealth supported places pay student contribution amounts as set by CHC up to a maximum as determined by the Australian government, according to the fields of education in which units are classified.

Detailed information regarding tuition fees and student contribution amounts is presented in Section 6 of this Handbook and in the *Unit Costs* information sheet on the [Documents](#) page of the CHC website.

2.5 Higher Education Loan Program (HELP)

Students who meet the eligibility requirements have access to the Australian government's Higher Education Loan Program (HELP). These are income-contingent loans that assist students to pay their tuition fees and student contribution amounts. Further information, including the eligibility requirements for [FEE-HELP](#) and [HECS-HELP](#), are available on the [HELP Loans](#) and [HELP resources](#) pages on the *Study Assist* website.

2.6 Courses and units

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

Each unit carries a weighting of 10 credit points (10cp) and a minimum semester workload of 150 hours unless otherwise indicated. This includes aspects such as scheduled contact time, personal study, preparation of assessment tasks and examinations (as applicable). Unit outlines include a breakdown of these aspects as they apply to each unit.

2.7 Academic calendar

The academic year is divided into two standard semesters, each of 17 weeks (including holidays): Semester 1 runs from February/March to June, and Semester 2 from July to November.

CHC also offers two non-standard teaching periods in the academic year – Winter Semester, which runs across June-July, and Semester 3, which runs from November to February of the following year. These non-standard semesters have fewer teaching weeks than Semesters 1 or 2 and have only a limited range of units available in intensive or external modes.

The CHC *Calendar* is available on the [Documents](#) page of the CHC website.

For the postgraduate Business courses, the academic year is divided into six study periods, three of which are in Semester 1 and three of which are in Semester 2. Entry is available into each of the study periods.

2.8 Equivalent Full-time Student Load (EFTSL)

Equivalent Full-time Student Load, or 'EFTSL', is a measure of students' annual study load. A normal full-time study load over one year in any given course is equivalent to a value of '1.0', meaning that each unit that is undertaken in that course has an EFTSL value attached to it which indicates its value in relation to a normal full-time study load and is an equal fraction of '1.0'.

The standard annual full-time study load for CHC courses is eight units, or four units per semester (Semesters 1 and 2 only), with each unit having an EFTSL value of one-eighth of 1.0, or 0.125. Students who enrol in an above-normal study load of five or more units in Semester 1 or Semester 2 enrol in above-normal EFTSL load of 0.125 EFTSL per unit.

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

For further information, see the *EFTSL Values for Units of Study* information sheet on the [Documents](#) page of the CHC website.

2.9 Census dates

CHC sets a census date for each unit of study offered in an academic year. The census date is the date by which students' enrolment details for a particular semester or study period must be finalised. Census dates apply to units regardless of their type or mode of delivery, such as intensives, practicums and internship units.

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

Census dates are available on the *Census Dates* information sheet on the [Documents](#) page of the CHC website.

2.10 Census dates and HELP

For students in fee-paying places

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

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

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

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

Students who formally discontinue their enrolment in a unit on or before the census date will not incur a FEE-HELP debt for that unit.

For students in Commonwealth supported places

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

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

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

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

Students who formally discontinue their enrolment in a unit on or before the census date will not incur a HECS-HELP debt for that unit.

For all students

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

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

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

If, by the census date, students do not ...	Then ...
• complete their enrolment requirements	CHC may cancel their enrolment.
• complete a <i>Request for Commonwealth support and HECS-HELP form</i>	CHC must cancel their enrolment as Commonwealth supported students.
• submit their Tax File Number (TFN) <i>or</i> make a full upfront payment of their student contribution	CHC must cancel their enrolment as Commonwealth supported students.
• complete a <i>Request for FEE-HELP loan form</i> , and • have not paid their tuition fees in full	CHC may cancel their enrolment as fee-paying students.
• submit their Tax File Number (TFN) and a <i>Request for FEE-HELP loan form or</i> make a full upfront payment of their tuition fees	CHC may cancel their enrolment as fee-paying students.

2.11 Modes of study

There are two modes in which units at CHC may be delivered. These modes are internal and external/online.

The modes in which particular units are delivered can vary from semester to semester. Information regarding the modes in which units are to be delivered in the coming semester is available in the *Units on Offer* documents that are published on the CHC website.

Internal mode

Units that are delivered by the internal mode are conducted on campus in a face-to-face context. The contact hours for a unit may be delivered as **weekly classes** across the semester, or as **intensive sessions** which condense the contact hours into a number of whole days. Internal mode classes might also involve online classes.

All arrangements regarding units that are offered in the internal mode are advertised prior to the beginning of the semester in which they are being offered, in the CHC *Timetable* on the [Documents](#) page of the CHC website and in students' MyCHC portal.

Weekly classes:

Internal mode units that are scheduled with weekly classes normally have three hours of classes per week, although this can differ according to the requirements of particular units. Some units, for example, may have fewer on campus classes and include online classes to make up the required number of contact hours.

Involves:		
- lectures and tutorials	- generally 3 hours per week of face-to-face contact (on campus and/or online classes)	- digital communication
- weekly schedule	- up to 10 hours per week of reading and assessment preparation*	- digital learning support
- at least 80% attendance		- communication with staff and students

* Students for whom English is not their first language may require additional time for study.

Intensives:

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

Involves:		
- on campus activities	- generally 4-5 days per semester of face-to-face contact (on campus and/or online classes)	- digital communication
- in whole-day blocks	- up to 10 hours per week of reading and assessment preparation*	- digital learning support
- attendance at each day and at least 80% attendance overall		- communication with staff and students

* Students for whom English is not their first language may require additional time for study.

External/online mode

Units that are offered in the external/online mode are those that are undertaken in students' own locations and allow for flexibility in choosing where and when to study. This might be supplemented by online classes that are held at various points during the semester.

Involves:		
- off campus activities (may or may not be supplemented by online classes)	- digital communication	- appointments can be made with unit lecturers
- study materials	- digital learning support	
- 10 to 11 hours per week of reading and assessment preparation	- communication with staff and students	

2.12 Commonwealth Assistance Notice (CAN)

CHC must issue a Commonwealth Assistance Notice (CAN) to all students enrolled in a unit of study who have requested FEE-HELP and/or HECS-HELP assistance, and/or who are Commonwealth supported for that unit.

For students in fee-paying places

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

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

- the amount of FEE-HELP assistance they have received; and
- the loan fee for undergraduate units of study, as levied by the Commonwealth government.

The loan fee on undergraduate studies has been waived by the Commonwealth government for 2021 as part of its COVID-19 pandemic relief package. From Semester 1, 2022 the loan fee will be 20% of the amount of FEE-HELP assistance received. This is reduced from its previous level of 25%.

For students in Commonwealth supported places

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

- the units of study for which they have received Commonwealth assistance;
- the student contribution amounts for their unit(s);
- the amount of any upfront payments they have made;
- the amount of HECS-HELP discount on any upfront payments made of \$500 or more; and
- the amount of HECS-HELP assistance they have received.

Checking the CAN

It is students' responsibility to ensure that the information contained in the CAN is accurate.

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

2.13 CHESSN and USI

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

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

CHESSNs remain linked to students for the length of their academic lives and, after that, for the purposes of managing the Higher Education Loan Program (HELP) and Commonwealth Scholarships. The CHESSN is limited in its use to monitoring Commonwealth Assistance to eligible higher education students, including the provision of data to the Tax Office regarding HELP debts.

You must make note of your CHESSN and keep it in a safe place. It is important that you have only one CHESSN, even if you study with multiple providers. If you have studied elsewhere prior to enrolling at CHC and have been given a CHESSN, you must tell CHC of your CHESSN.

Arrangements from 2021

Starting in 2021, students who are new to post-secondary education will need to apply for a Unique Student Identifier (USI). The USI is being extended from the vocational education and training sector to the higher education sector.

By 2023, all higher education students (including those who commenced prior to 2021), will need to have a USI and must have a USI in order to graduate with their nominated award.

The USI will replace the CHESSN, which will gradually be decommissioned. This will reduce the number of student identifiers in the tertiary system, record a student's entire tertiary education journey and help inform higher education policy and programs.

2.14 Monitoring your HELP balance

Students can monitor their HELP balance via the [myHELPPbalance](#) portal. It is students' responsibility to monitor their available HELP balance to ensure that they do not exceed the combined HELP loan limit.

If you are approaching your combined HELP loan limit and do not have enough HELP balance to cover your tuition fees or student contribution amounts, you must inform CHC and advise how much HELP (FEE-HELP or HECS-HELP, as applicable) you want to access for your units. In 2021, the HELP loan limit that applies to courses in the fields of education offered by CHC is \$108,232.00.

You should visit the [myHELPPbalance](#) portal regularly during your enrolment at CHC to ensure that your records are accurate and include all units undertaken in your course.

2.15 Student Code of Conduct

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

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

CHC Policy: *Student Code of Conduct* may be accessed on the [Policies](#) page of the CHC website.

2.16 Tuition Protection arrangements for domestic students

CHC is required to provide domestic students with tuition protection arrangements in the event that CHC closes or ceases to be able to provide a course of study.

If CHC ceases to be able to provide a course of study, students enrolled in that course are able, if necessary, to receive a payment equivalent to any student contribution amount (for students in Commonwealth supported places) or tuition fees (for domestic students in full fee places) that has been paid upfront for any undelivered unit of study. A refund need not be paid to a student where CHC, with the agreement of the student, transfers to another provider the student's contribution amount or tuition fees for any uncompleted units of study in order for the student to complete study with that provider. CHC has established Tuition Assurance arrangements through its parent company, Christian Outreach Centre (trading as International Network of Churches).

If CHC ceases to be able to provide a course of study, an agreement between Australian Christian Higher Education Alliance (ACHEA) member institutions is in place to allow students enrolled in that course to enrol in a similar course of study with another ACHEA higher education provider and receive full credit towards the same or a comparable qualification from the second provider for any successfully completed units of study undertaken as part of that course of study.

Where CHC is not able to fulfil its tuition assurance obligations, domestic students are protected by the Australian government's *Tuition Protection Service* (TPS). The TPS commenced in 2013 for international students and was extended in 2020 to include domestic students who access FEE-HELP or HECS-HELP loans for their studies. This was further extended in 2021 to include domestic students who pay their tuition fees upfront.

Under this scheme, domestic students who are actively studying or have an approved leave of absence in place at the time that a provider ceases to deliver their course or closes will be assisted by the TPS either to continue their studies in a suitable replacement course with another provider, if one is found to be available, or to receive a refund of fees paid, or a re-credit of their HELP balance, for their affected units of study.

The following information applies to students who have made up-front payments of their tuition fees.

Up-front payments tuition protection

Up-front payments tuition protection provides protection and assistance to support domestic higher education up-front paying students if their private higher education provider defaults.

A provider defaults in relation to a unit or course if it:

- fails to commence a unit or course,
- ceases to deliver a unit or course after the unit or course has started and before it has ended, or
- closes completely.

In the case of a provider defaulting in relation to a unit or course, affected students will be assisted to either:

- complete their studies in an equivalent or similar unit and/or course with the same or another higher education provider, or
- receive a refund for the up-front tuition fee payments paid towards their unit that they were undertaking when their provider defaulted.

If the defaulting provider is unable to assist affected students, the Higher Education Tuition Protection Director from the Tuition Protection Service (TPS) will step in to assist students.

Personal information

Your personal information will be collected for the purposes of tuition protection.

Your personal information is protected by law, including under the *Privacy Act 1988* (Privacy Act).

Personal information is information or an opinion about an identifiable individual, or an individual who is reasonably identifiable:

- whether the information or opinion is true or not, and
- whether the information or opinion is recorded in a material form or not.

Personal information includes an individual's name and contact details.

Purpose of collecting your personal information

As a registered higher education provider, Christian Heritage College (CHC) is required by law (under the *Tertiary Education Quality Standards Act 2011* [TEQSA Act]) to collect your personal information for the purpose of administering tuition protection for domestic up-front paying students.

If you do not provide some or all of the personal information requested, in the case that CHC defaults in relation to a unit or course you are enrolled in, you may not be able to be assisted through the:

- provision of a suitable replacement unit or course or
- provision of a refund of any up-front tuition fee payments you made in relation to your units.

How CHC and other bodies disclose your personal information

CHC will collect, hold, use and disclose your information in accordance with the law, including the Privacy Act, TEQSA Act and the *Higher Education Support Act 2003*.

As a registered higher education provider, CHC is required under the TEQSA Act to disclose the personal information we collect about you to the Department of Education, Skills and Employment (the department) for the purposes of administering tuition protection. A registered higher education provider may also disclose personal information to the Tertiary Education Quality and Standards Agency for the purposes of performing functions under the TEQSA Act.

The department may disclose your information to the Higher Education Tuition Protection Director in the event CHC defaults or is viewed by the department to be at risk of defaulting. This is in order for the TPS to assist affected students under the TEQSA Act.

In the event CHC defaults and you are assisted to complete your studies in an equivalent or similar unit and/or course with a replacement higher education provider, then CHC and the Higher Education Tuition Protection Director may disclose your personal information to the replacement higher education provider in order for you to be enrolled in a replacement unit and/or course.

The department and the Higher Education Tuition Protection Director may also disclose some of your personal information to the Australian Government Actuary for the purposes of administering the up-front payments tuition protection levy payable by providers under the *Higher Education (Up-front Payments Tuition Protection Levy) Act 2020*.

Your personal information may also be disclosed to other parties where you have provided consent, or where it is otherwise permitted under law.

Personal information CHC must disclose

The personal information that CHC may collect and disclose about you to the department in relation to up-front payment tuition protection includes your:

- name, date of birth, contact details and identifiers (e.g. Unique Student Identifier),
- study arrangements and details including enrolments and course progress, and
- payment arrangements, including tuition fees paid or payable, scholarships and payments by third parties.

For more information about what personal information CHC collects and discloses to the department in relation to up-front payments tuition protection can be found in sections 11 and 12 of the *Tuition Protection (Up-front Payments Guidelines) 2020*, which is available on the Federal Register of Legislation at <https://www.legislation.gov.au/Series/F2020L01635>.

Contact information

At any time, you may contact CHC to:

- request access to your personal information,
- correct your personal information,
- make a complaint about how your personal information has been handled, or
- ask a question about this Privacy Notice.

CHC can be contacted on these matters by emailing sadmin@chc.edu.au or telephoning (07) 3347 7900.

CHC Policy: Privacy can be accessed on the [Policies](#) page of the CHC website.

For more information about how the department will handle your personal information, please refer to the department's Privacy Policy at <https://www.dese.gov.au/privacy> or by requesting a copy from the department at privacy@dese.gov.au.

To contact the department about your personal information please email privacy@dese.gov.au.

For more information about how the Higher Education Tuition Protection Director will handle your personal information, please refer to the Tuition Protection Service Director's Privacy Policy at <https://tps.gov.au/StaticContent/Get/Privacy> or by requesting a copy from the TPS at operations@tps.gov.au.

To contact the TPS about your personal information please email operations@tps.gov.au.

A fact sheet regarding the Tuition Protection Service for domestic students is available on the [Department of Education, Skills and Employment](#) website. Information regarding the services available to students can be found on the [TPS website](#).

2.17 Grievance policies for domestic students

In accordance with its foundation on Christian principles, CHC is concerned to maintain the highest levels of student confidence in the quality and integrity of its courses and administrative practices. Separate grievance policies exist, depending upon the nature of the grievance:

- *Academic Grievances – Domestic Students*

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

- *Non-Academic Grievances – Domestic Students*

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

These policies may be accessed on the [Policies](#) page of the CHC website.

Section 3: Administrative Matters – International Students

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

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

3.1 Classification of students

The Australian government's higher education legislation classifies fee-paying students as being domestic students or international students, based upon students' citizenship.

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

International students who come to Australia for the purpose of undertaking a course of study do so under the provisions of a student visa issued by the Department of Home Affairs (DHA) of the Australian government. Student visas are a type of temporary visa and, as with holders of all types of temporary visas, international students must observe the conditions of their visa. These conditions are outlined in legislation such as the *Education Services for Overseas Students (ESOS) Act (Cth)*, and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (the [National Code](#)) which is established under the ESOS Act.

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

The information included in this section applies to international fee-paying students who are studying under the provisions of a student visa.

3.2 The ESOS Act (2000) (Cth)

The Tertiary Education Quality and Standards Agency (TEQSA) regulates the education and training sector's involvement with international students studying in Australia on student visas. It does this through the *Education Services for Overseas Students (ESOS) Act (2000) (Cth)* which protects the interests of these students. The legislation mandates a nationally consistent approach to registering education providers so that the quality of the tuition and associated services offered to international students remains high. The integrity and professionalism of the industry is further maintained by the legislation's interface with immigration law. This imposes visa related reporting requirements on both international students and providers. A description of the [ESOS legislative framework](#) is available on the website of the Australian government's Department of Education, Skills and Employment.

CHC is registered with TEQSA to provide higher education courses to international students and complies with the National Code. CHC is included on the [Commonwealth Register of Institutions and Courses for Overseas Students \(CRICOS\)](#), which is managed by the Department of Education, Skills and Employment.

3.3 International student tuition fees

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

Tuition fees for international students are subject to annual increase. The revised annual fees apply to all international students who are currently enrolled at CHC, not to commencing students only.

International students are not eligible for FEE-HELP or HECS-HELP assistance and must pay their tuition fees upfront on a semester-by-semester basis.

For information regarding tuition fees for international students, see the *Unit Costs* information sheet on the [Documents](#) page of the CHC website.

Requesting a refund of monies paid

If, after the census date for a semester, students discontinue their enrolment in a unit or course and wish to apply for a refund of monies paid, they are to submit a completed [Application for Refund – International Students](#) form that outlines the reasons for their request and includes any information and/or documentation which is relevant to the request (see CHC Policy: *Refunds for Overseas Students* on the [Policies](#) page of the CHC website.)

3.4 Courses and units

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

Each unit carries a weighting of 10 credit points (10cp) and a minimum semester workload of 150 hours unless otherwise indicated. This includes aspects such as scheduled contact time, personal study, preparation of assessment tasks and examinations (as applicable). Unit outlines include a breakdown of these aspects as they apply to each unit.

3.5 Academic calendar

The academic year is divided into two standard semesters, each of 17 weeks (including holidays): Semester 1 runs from February/March to June, and Semester 2 from July to November.

CHC also offers two non-standard teaching periods in the academic year – Winter Semester, which runs across June-July, and Semester 3, which runs from November to February of the following year. These non-standard semesters have fewer teaching weeks than Semesters 1 or 2 and have only a limited range of units available in intensive or external modes.

The CHC *Calendar* is available on the [Documents](#) page of the CHC website.

3.6 Equivalent Full-time Student Load (EFTSL)

Equivalent Full-time Student Load, or 'EFTSL', is a measure of students' annual study load. A normal full-time study load over one year in any given course is equivalent to a value of '1.0', meaning that each unit that is undertaken in that course has an EFTSL value attached to it which indicates its value in relation to a normal full-time study load and is an equal fraction of '1.0'.

The standard annual full-time study load for CHC courses is eight units, or four units per semester (Semesters 1 and 2 only), with each unit having an EFTSL value of one-eighth of 1.0, or 0.125. Students who enrol in an above-normal study load of five or more units in Semester 1 or Semester 2 enrol in above-normal EFTSL load of 0.125 EFTSL per unit.

For further information, see the *EFTSL Values for Units of Study* information sheet on the [Documents](#) page of the CHC website.

3.7 USI

Starting in 2021, students who are new to post-secondary education will need to apply for a Unique Student Identifier (USI). The USI is being extended from the vocational education and training sector to the higher education sector.

By 2023, all higher education students (including those who commenced prior to 2021), will need to have a USI and must have a USI in order to graduate with their nominated award.

3.8 Census dates

What is the census date?

CHC sets a census date for each unit of study offered in an academic year. The census date is the date by which students' enrolment details for a particular semester or study period must be finalised. Census dates apply to units regardless of their type or mode of delivery, such as intensives, practicums and internship units.

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

The census dates are available on the *Census Dates* information sheet on the [Documents](#) page of the CHC website.

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

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

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

3.9 Completion within the expected duration of study

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

The expected duration of study of a course is used to determine the course end date which is specified on a student's Confirmation of Enrolment certificate (CoE). CHC is able to extend the expected duration of a student's course in a limited number of circumstances only. These include:

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

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

3.10 Study loads

Australian student visa conditions require that international students maintain a study load which results in the completion of their course within the expected duration of study.

International students will normally need to undertake a standard full-time study load in each semester (compulsory study periods only) in order to complete their course within this timeframe. Student visa conditions do allow some flexibility in study programs by permitting students to vary study loads across semesters – that is, to undertake a normal, reduced or increased study load in each study period – as long as the course is completed by the end date specified on a student's CoE. In advising students of study programs to ensure that they complete their courses within the expected duration of study, CHC will assume that students will undertake a standard full-time load in each semester (compulsory study periods only) as applicable to their courses.

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

3.11 Modes of study

There are two modes in which units at CHC may be delivered. These modes are internal and external/online.

The modes in which particular units are delivered can vary from semester to semester. Information regarding the modes in which units are to be delivered in the coming semester is available in the *Units on Offer* documents that are published on the CHC website.

Internal mode

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

Weekly classes:

Internal mode units that are scheduled with weekly classes normally have three hours of classes per week, although this can differ according to the requirements of particular units. Some units, for example, may have fewer on campus classes and include online classes to make up the required number of contact hours.

Involves:		
- lectures and tutorials	- generally 3 hours per week of face-to-face contact (on campus and/or online classes)	- digital communication
- weekly schedule		- digital learning support
- at least 80% attendance	- up to 10 hours per week of reading and assessment preparation*	- communication with staff and students

* Students for whom English is not their first language may require additional time for study.

Intensives:

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

Involves:		
- on campus activities	- generally 4-5 days per semester of face-to-face contact (on campus and/or online classes)	- digital communication
- in whole-day blocks		- digital learning support
- attendance at each day and at least 80% attendance overall	- up to 10 hours per week of reading and assessment preparation*	- communication with staff and students

* Students for whom English is not their first language may require additional time for study.

External/online mode

Units that are offered in the external/online mode are those that are undertaken in students' own locations and allow for flexibility in choosing where and when to study. This might be supplemented by online classes that are held at various points during the semester.

<i>Involves:</i>		
- off campus activities (may or may not be supplemented by online classes)	- digital communication	- appointments can be made with unit lecturers
- study materials	- digital learning support	
- 10 to 11 hours per week of reading and assessment preparation	- communication with staff and students	

Requirements for international students

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

International students may also enrol in internal mode units that are offered as intensives, in which the contact hours for the semester are condensed into a number of whole days. These may be scheduled together as consecutive days, or as a series of one-, two- or three-day sessions at various points during the semester and may be held both at weekends and during holiday periods. CHC requires that, in Semesters 1 and 2, international students enrol in a minimum of one internal unit for which classes are scheduled weekly across the semester. Variations to this may be allowed for reasons of course progression and/or completion and are able to be granted by the Academic Registrar (or their delegate) only.

All arrangements regarding units that are offered in the internal mode are advertised prior to the beginning of the semester in which they are being offered, in the CHC *Timetable* on the [Documents](#) page of the CHC website.

Australian student visa conditions also allow international students to undertake up to one third of their total course in the external/online mode. International students are not permitted to enrol exclusively in external/online mode units in Semesters 1 and 2 but may study entirely by external/online mode in Semester 3. If international students wish to undertake units in the external/online mode, they are to consult their Course Coordinator for information regarding which of the units in their course are available in this mode. They will also need to consult CHC Student Administration to ensure that they do not exceed the maximum number of units that they are able to undertake in the external/online mode.

If international students reach the final semester of their course and have one unit complete and wish to remain in Australia for this unit, they must undertake it in the internal mode, unless it is undertaken in Semester 3. If this final semester is either Semester 1 or Semester 2, and the unit is available in the external/online mode, students may ask CHC to cancel their CoE and return to their home country to complete the unit.

3.12 Satisfactory course progress

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

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

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

If, following this intervention strategy, a student again fails two or more units in a semester or fails a further unit more than once, they will be deemed as failing to maintain satisfactory course progress. At this point, CHC will notify the student in writing that it intends to report them to the Department for failing to maintain satisfactory course progress and to cancel their enrolment. The student will then have 20 working days in which to formally request a review of this decision, as outlined in CHC Policy: *Grievances for Overseas Students*. CHC will not report the student to the Department during this period, or the period of any review process, and the student's enrolment at CHC will remain active.

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

These policies may be accessed on the [Policies](#) page of the CHC website.

3.13 Student Code of Conduct

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

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

CHC Policy: *Student Code of Conduct* may be accessed on the [Policies](#) page of the CHC website.

3.14 Tuition Protection Service (TPS)

The Australian government has established the Tuition Protection Service (TPS) to assist international students in the event that education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to complete their studies in another course or with another education provider or to receive a refund of their unspent tuition fees.

Information regarding the services available to students can be found on the [TPS website](#).

3.15 Grievance policy for international students

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

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

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

- Academic grievances

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

- Non-academic grievances

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

The processes that apply to these procedures are described more fully in CHC Policy: *Grievances for Overseas Students* on the [Policies](#) page of the CHC website.

Section 4: Enrolment Matters – Domestic Students

- 4.1 Communicating with CHC
- 4.2 Forms
- 4.3 Publications
- 4.4 Providing personal details
- 4.5 Changing personal details
- 4.6 Student identification (ID) cards
- 4.7 Blue card
- 4.8 Cancellation of enrolment
- 4.9 Deferring the commencement of a course
- 4.10 Unit selection
- 4.11 Compulsory modules
- 4.12 Credit transfer
- 4.13 Changing unit selection
- 4.14 Leave of Absence
- 4.15 Transferring to a different CHC course
- 4.16 Withdrawing from a course
- 4.17 Non-engagement in studies
- 4.18 Cross-institutional enrolment
- 4.19 Graduating from a course

4.1 Communicating with CHC

Who to contact

Knowing who to contact enables communication to be delivered and received more effectively. The table below indicates the person(s) to whom students should direct enquiries, depending upon the issue involved.

Topic/Issue	Staff Member
Counselling and Support Centre	counselling@chc.edu.au
Disability support	disabilitysupport@chc.edu.au
Examinations	School Administration Officers
Enrolment issues and student enquiries	Student Administration (sadmin@chc.edu.au)
FEE-HELP and HECS-HELP enquiries	Student Administration (sadmin@chc.edu.au)
IT support	itsupport@chc.edu.au
LAUNCH	Student Administration (sadmin@chc.edu.au)
Moodle support	moodle@chc.edu.au
International Student Officer	Student Services (studentservices@chc.edu.au)
Payment of monies	Pay Online or Student Administration
Resource materials	Library staff
Student Advocacy Officer	studentadvocacy@chc.edu.au
Student grievances	Student Services (studentservices@chc.edu.au)
Student Representative Council	studentcouncil@chc.edu.au
Student Services	Hannah Cully (studentservices@chc.edu.au)

Topic/Issue	Staff Member
Study Support Tutor	studysupport@chc.edu.au
Timetable	Student Administration (sadmin@chc.edu.au)
Tuition fees and student contribution amounts	CHC Accounts Office (accounts@chc.edu.au)
Unit work	Unit lecturers/tutors

How to contact

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

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

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

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

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

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

4.2 Forms

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

Please be aware that the forms used by CHC are being reviewed during the second half of 2021. This may result in the forms referred to in this section being renamed or replaced. Any questions regarding the use of forms can be directed to Student Administration at sadmin@chc.edu.au.

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4.4 Providing personal details

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

Information that students provide to CHC is used to assess their entitlement to Commonwealth assistance under the *Higher Education Support Act* (2003) and is also disclosed to the Department for the purpose of national surveys. The information is stored securely in the Higher Education Information Management System (HEIMS) and may be disclosed by the Department to the ATO. CHC and the Department will not otherwise disclose information without students' consent unless required or authorised by law. Students might also be contacted at their CHC email addresses from time to time in relation to research that is undertaken at or through CHC. Participation in such research is voluntary.

CHC may disclose your personal information to Australian government agencies, including Services Australia, where this is required or authorised by Australian law. Information about your enrolment at CHC may be disclosed if you are claiming or receiving a payment from Services Australia. You are still required to notify Services Australia of any change in circumstances that may affect your payment. Personal information disclosed to Services Australia is protected by law, including the [Privacy Act 1988](#). More information about the way that Services Australia handles personal information can be found on the Services Australia website at <https://www.servicesaustralia.gov.au/individuals/privacy>.

By accepting their offer of admission to CHC, students agree to the following use of information:

- data that is produced in Moodle as a result of student participation may be used for the purpose of course improvement, including de-identified log file data being used in research as approved by Higher Education Research Committees; and
- classes in units of study that are conducted via online platforms such as Microsoft Teams and Zoom may be recorded and posted to the unit Moodle page for subsequent access by CHC students enrolled in the unit, with students' video and audio participation in online classes being open to view by other participants in both live and recorded forms.

4.5 Changing personal details

Students are able to make changes to their personal details as held by CHC, including address, telephone and mobile number, via [MyCHC](#).

Changes to students' names can only be made by submitting a [Change to Personal Details](#) form. Certified copies of any official documentation related to changes to name, marital status or citizenship/residency status must be provided to CHC before such changes will be processed.

4.6 Student identification (ID) cards

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

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

4.7 Blue card

Some professions have legal requirements attached to the right to practise where contact will be made with children under the age of 18. In these cases, practitioners are required to hold a blue card. The blue card system is administered by the Blue Card Services department of the Queensland government and assesses a person's eligibility to work with children and young people based on their known past police and disciplinary information. Other states and territories have similar conditions relating to professional practice.

Students who are enrolled in courses that involve contact with children under the age of 18, such as counselling, human services, ministry and teaching, must hold a valid blue card in order to undertake the practical requirements of their course. Students who require blue cards should apply early in their course to allow processing time prior to the commencement of their practical requirements. Failure to gain a blue card prior to the commencement of practical requirements will impede students' progress through their course, and the receipt of a negative notice may lead to students' enrolment in the course being cancelled.

Blue card eligibility requirements can be found on the [Blue Card Services website](#). Application forms are available from the relevant CHC School Administration Office.

4.8 Cancellation of enrolment

For students in full fee places

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

For students in Commonwealth supported places

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

4.9 Deferring the commencement of a course

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

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

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

For further information, see CHC Policy: *Deferral for Domestic Students* on the [Policies](#) page of the CHC website.

4.10 Unit selection

Students who are admitted to courses at CHC are provided with information to access the [MyCHC](#) portal to complete their unit selections. For each semester of their courses, students need to complete their unit selection via MyCHC. Students will be notified when unit selections for each semester become available.

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

4.11 Compulsory modules

In their first semester of enrolment, students will be given access to two compulsory modules:

1. Academic Integrity (AIM)
2. SASH Prevention (SASH)

The purpose of the AIM module is to help students understand what constitutes academically honest behaviour and to provide them with useful information and strategies – for example, help with quoting and citing, taking notes, managing time and so on. The module is compulsory for all commencing students as CHC wants to ensure that all students have the same understanding of what is acceptable, academically honest behaviour and what is unacceptable behaviour. Continuing students are also able to do the module should they wish, or when recommended to do so by a staff member.

CHC is committed to providing safe working and learning environments and has zero tolerance for sexual assault and sexual harassment. The SASH module alerts students to acceptable and unacceptable behaviours and provides a range of assistance options.

These free modules are to be completed in students' first semester of study at CHC. Unit exit results for students' first semesters of study will not be released until both modules have been completed. They are not onerous and take only about one hour to complete. More information on the modules is provided upon enrolment.

4.12 Credit transfer

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

Students should consult the rules of their courses regarding the maximum amount of credit transfer allowed. This is normally 50% of the credit points available in a course – any differences will be noted in the course rules. Further, there are limits that apply to the age of previous studies and also to the length of time that can be taken to complete a course for which credit transfer has been granted. CHC Policy: *Recency of Study for Transfer of Credit Purposes* and CHC Policy: *Time Limits for Course Completion* contain the rules that apply to these issues. These policies may be accessed on the [Policies](#) page of the CHC website.

Students should be aware that credit transfer will not be granted for units in which they are currently enrolled, and also that an application for credit transfer does not guarantee an offer of credit or the acceptance of a cross-institutional enrolment.

Students who wish to apply for credit transfer should submit a completed [Application for Transfer of Credit \(Domestic Students\)](#) form, accompanied by certified copies of relevant documentation, at the time of entry into a course, although later applications may be accepted. This application will be assessed by the relevant Course Coordinator and students will be informed of the outcome of their application. Students are to respond only if they wish to decline the offer. Student who do not respond are deemed to have accepted the offer and are at that point deemed as having utilised their credit transfer.

4.13 Changing unit selection

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

Students may change their unit selection (add and drop) units via the unit enrolment section of [MyCHC](#) until the end of Week 2 of the semester in which the units are offered.

After the end of Week 2, students must complete a [Change to Unit Selection](#) form. Students may drop units at any time during the semester in which the units are offered but are subject to academic and financial penalties depending upon the date on which the form is submitted.

Students who wish to drop all of the units in which they are enrolled in a particular semester are to first consult their Course Coordinator and then complete an [Application for Leave of Absence](#) form or [Advice of Withdrawal](#) form, depending upon their circumstances and upon the point in the semester that the application is made.

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

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

4.14 Leave of Absence

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

Formal approval for a leave of absence is required to preserve a student's enrolment status and/or entitlement to Commonwealth support and/or assistance. Leave of absence applies to Semesters 1 and 2 only: that is, students do not have to apply for a leave of absence if they are not undertaking studies in Winter Semester or Semester 3. Students are to note that periods of leave of absence contribute to course completion times.

Applications for leave of absence must be made using the [Application for Leave of Absence](#) form **prior to** the census date of the semester in which the leave of absence is to take effect. Students who wish to apply for a leave of absence in a semester for which the census date has passed are to contact CHC Student Administration.

For further information, see CHC Policy: *Leave of Absence for Domestic Students* on the [Policies](#) page of the CHC website.

4.15 Transferring to a different CHC course

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

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

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

Students who have completed previous studies other than CHC studies that they wish to have transferred into their new course must also submit a completed [Application for Transfer of Credit \(Domestic Students\)](#) form and any supporting documentation.

Applications to transfer course are not granted 'automatically' but are subject to issues such as entry requirements, personal suitability and the availability of places. If a student's application is successful, their enrolment will be transferred to the new course. Please note that a student does not surrender their place in their original course upon submitting an application to transfer to a new course.

Students who successfully transfer to a new course become commencing students in that course. Students who access HELP will be required to submit a new *Request for HELP* form for their new course.

For further information, see CHC Policy: *Transfer of Course* on the [Policies](#) page of the CHC website.

4.16 Withdrawing from a course

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

Students are able to withdraw from their course at any time following their acceptance of an offer of admission to CHC, using an [Advice of Withdrawal](#) form. However, there are academic and financial implications associated with withdrawing from a course which relate to the date in the semester on which the withdrawal takes effect, as noted in the table below:

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

Students who withdraw from a course are able to apply to re-enter that course, or to apply for entry to a different course, at any time in the future by completing a new application for the course, either through QTAC or by direct application to CHC (as appropriate to the particular course).

For further information, see CHC Policy: *Withdrawal for Domestic Students* on the [Policies](#) page of the CHC website.

4.17 Non-engagement in studies

Students who do not engage in their courses for a period of two years (not including approved leave of absence) but who do not formally withdraw are considered to have discontinued their studies. Students who wish to re-engage with their studies after this time are required to re-apply for admission by completing a new application for the course, either through QTAC or by direct application to CHC (as appropriate to the particular course).

4.18 Cross-institutional enrolment

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

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

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

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

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

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

When the official result from the cross-institutional study has been issued by the host institution, students must submit an *Application for Transfer of Credit* form to CHC.

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

4.19 Graduating from a course

CHC conducts two conferral periods each year – mid-year and end-of-year – with the annual CHC graduation ceremony being held in December except for School of Ministries students, the ceremony for whom is held in a Citipointe Church service early in the following year.

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

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

To graduate from a course, students must:

- meet all course requirements (academic and other) associated with a course of study;
- settle all financial accounts with CHC (including tuition fees, student contribution amounts, Library fines);
- return all CHC resources; and
- submit an [Application to Graduate](#) form by the publicised closing date for the relevant conferral period.

Course requirements

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

Students are to be aware that changes to course requirements for graduation (academic and other) can occur during their enrolment in a course. Such changes may be made in response to student feedback, changes to registration requirements with professional bodies or regulators, changes in market demands and trends, or through the annual review process. Students will be informed of any such changes by the relevant CHC School and through publications such as the relevant *Courses Handbook*. Where appropriate, transition arrangements may be implemented to ensure that students are not disadvantaged by the changed requirements.

Applying to graduate

The *Application to Graduate* form is made available on the CHC website in February for the mid-year conferral period, and in July for the end-of-year conferral period. All applications to graduate are made with respect to a particular conferral period; consequently, if students do not qualify for an award in their nominated conferral period, they must submit a further *Application to Graduate* form for a subsequent conferral period.

The closing date for submitting an *Application to Graduate* form is advertised via various means such as the CHC website, unit Moodle pages and social media platforms. CHC will not send emails to students to remind them to submit an *Application to Graduate* form by the relevant closing date.

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

Please note that an *Application to Graduate* form must be submitted even if students do not intend to participate in the relevant graduation ceremony.

Graduation ceremony

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

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

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

Section 5: Enrolment Matters – International Students

- 5.1 Communicating with CHC
- 5.2 Forms
- 5.3 Publications
- 5.4 Providing personal details
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- 5.17 Withdrawing from a course
- 5.18 Non-engagement in studies
- 5.19 Cross-institutional enrolment
- 5.20 Graduating from a course

5.1 Communicating with CHC

Who to contact

Knowing who to contact enables communication to be delivered and received more effectively. The table below indicates the person(s) to whom students should direct enquiries, depending upon the issue involved.

Topic/Issue	Staff Member
Counselling and Support Centre	counselling@chc.edu.au
Disability support	disabilitysupport@chc.edu.au
Examinations	School Administration Officer
Enrolment issues and student enquiries	Student Administration (sadmin@chc.edu.au)
FEE-HELP and HECS-HELP enquiries	Student Administration (sadmin@chc.edu.au)
IT support	itsupport@chc.edu.au
LAUNCH	Student Administration (sadmin@chc.edu.au)
Moodle support	moodle@chc.edu.au
International Student Officer	Student Services (studentservices@chc.edu.au)
Payment of monies	Pay Online or Student Administration
Resource materials	Library staff
Student Advocacy Officer	studentadvocacy@chc.edu.au
Student grievances	Student Services (studentservices@chc.edu.au)
Student Representative Council	studentcouncil@chc.edu.au

Topic/Issue	Staff Member
Student Services	Hannah Cully (studentservices@chc.edu.au)
Study Support Tutor	studysupport@chc.edu.au
Timetable	Student Administration (sadmin@chc.edu.au)
Tuition fees and student contribution amounts	CHC Accounts Office (accounts@chc.edu.au)
Unit work	Unit lecturers/tutors

How to contact

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

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

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

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

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

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

5.2 Forms

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

Please be aware that the forms used by CHC are being reviewed during the second half of 2021. This may result in the forms referred to in this section being renamed or replaced. Any questions regarding the use of forms can be directed to Student Administration at sadmin@chc.edu.au.

5.3 Publications

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

5.4 Providing personal details

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

Information that students provide to CHC is used to assess their entitlement to Commonwealth assistance under the *Higher Education Support Act* (2003) and is also disclosed to the Department for the purpose of national surveys. The information is stored securely in the Higher Education Information Management System (HEIMS) and may be disclosed by the Department to the ATO. CHC and the Department will not otherwise disclose information without students' consent unless required or authorised by law. Students might also be contacted at their CHC email addresses from time to time in relation to research that is undertaken at or through CHC. Participation in such research is voluntary.

CHC may disclose your personal information to Australian government agencies, including Services Australia, where this is required or authorised by Australian law. Information about your enrolment at CHC may be disclosed if you are claiming or receiving a payment from Services Australia. You are still required to notify Services Australia of any change in circumstances that may affect your payment. Personal information disclosed to Services Australia is protected by law, including the [Privacy Act 1988](#). More information about the way that Services Australia handles personal information can be found on the Services Australia website at <https://www.servicesaustralia.gov.au/individuals/privacy>.

By accepting their offer of admission to CHC, students agree to the following use of information:

- data that is produced in Moodle as a result of student participation may be used for the purpose of course improvement, including de-identified log file data being used in research as approved by Higher Education Research Committees; and
- classes in units of study that are conducted via online platforms such as Microsoft Teams and Zoom may be recorded and posted to the unit Moodle page for subsequent access by CHC students enrolled in the unit, with students' video and audio participation in online classes being open to view by other participants in both live and recorded forms.

5.5 Changing personal details

Students are able to make changes to their personal details as held by CHC, including address, telephone and mobile number, via [MyCHC](#).

Changes to students' names can only be made by submitting a [Change to Personal Details](#) form. Certified copies of any official documentation related to changes to name, marital status or citizenship/residency status must be provided to CHC before such changes will be processed.

5.6 Student identification (ID) cards

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

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

5.7 Blue card

Some professions have legal requirements attached to the right to practise where contact will be made with children under the age of 18. In these cases, practitioners are required to hold a blue card. The blue card system is administered by the Blue Card Services department of the Queensland government and assesses a person's eligibility to work with children and young people based on their known past police and disciplinary information. Other states and territories have similar conditions relating to professional practice.

Students who are enrolled in courses that involve contact with children under the age of 18, such as counselling, human services, ministry and teaching, must hold a valid blue card in order to undertake the practical requirements of their course. Students who require blue cards should apply early in their course to allow processing time prior to the commencement of their practical requirements. Failure to gain a blue card prior to the commencement of practical requirements will impede students' progress through their course, and the receipt of a negative notice may lead to students' enrolment in the course being cancelled.

Blue card eligibility requirements can be found on the [Blue Card Services website](#). Application forms are available from the relevant CHC School Administration Office.

5.8 Cancellation of enrolment

Under the guidelines which govern the enrolment of international students in Australia, CHC is able to cancel a student's enrolment on the basis of, but not limited to, grounds such as misbehaviour, failure to pay the required amount to undertake or continue the course as stated in the Written Agreement, or a breach of course progress or attendance requirements.

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

For further information, see CHC Policy: *Cancellation of Enrolment for Overseas Students* on the [Policies](#) page of the CHC website.

5.9 Deferring the commencement of a course

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

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

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

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

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

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

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

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

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

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

For further information, see CHC Policy: *Deferral for Overseas Students* on the [Policies](#) page of the CHC website.

5.10 Unit selection

Students who are admitted to courses at CHC are provided with information to access the [MyCHC](#) portal to complete their unit selections.

For each semester of their courses, students need to complete their unit selection via [MyCHC](#). Students will be notified when unit selections for each semester become available.

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

5.11 Compulsory modules

Apart from the courses and units in which you enrol, you will be given access to two compulsory modules:

1. Academic Integrity (AIM)
2. SASH Prevention (SASH)

The main purpose of the AIM module is to help students understand what academically honest behaviour is and to provide them with useful information and strategies – for example, help with quoting and citing, taking notes, managing time and so on. The module is compulsory for all commencing students as CHC wants to ensure that all students have the same understanding of what is acceptable, academically honest behaviour and what is unacceptable behaviour. Continuing students are also able to do the module should they wish, or when recommended to do so by a staff member.

CHC is committed to providing safe working and learning environments and has zero tolerance for sexual assault and sexual harassment. The SASH module alerts students to acceptable and unacceptable behaviours and provides a range of assistance options.

These free modules should be completed in students' first semester of study at CHC. The unit exit results for students' first semesters will not be released until both modules have been completed. They are not onerous and take only about one hour to complete. More information on the modules is provided upon enrolment.

5.12 Credit transfer

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

Students should consult the rules of their courses regarding the maximum amount of credit transfer allowed. This is normally 50% of the credit points available in a course – any differences will be noted in the course rules. Further, there are limits that apply to the age of previous studies and also to the length of time that can be taken to complete a course for which credit transfer has been granted. CHC Policy: *Recency of Study for Transfer of Credit Purposes* and CHC Policy: *Time Limits for Course Completion* contain the rules that apply to these issues. These policies may be accessed on the [Policies](#) page of the CHC website.

Students should be aware that credit transfer will not be granted for units in which they are currently enrolled, and also that an application for credit transfer does not guarantee an offer of credit or the acceptance of a cross-institutional enrolment.

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

A non-refundable application fee is charged to cover the costs of processing applications for credit transfer. Where applications are successful, a further fee per credit point granted is charged. Details regarding these fees are included in the *Unit Costs* information sheet on the [Documents](#) page of the CHC website.

5.13 Changing unit selection

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

Students may change their unit selection (add and drop) units via the unit enrolment section of [MyCHC](#) until the end of Week 2 of the semester in which the units are offered.

After the end of Week 2, students must complete a [Change to Unit Selection](#) form. Students may drop units at any time during the semester in which the units are offered but are subject to academic and financial penalties depending upon the date on which the form is submitted.

Students who wish to drop all of the units in which they are enrolled in a particular semester are to first consult their Course Coordinator and then complete an [Application for Leave of Absence](#) form or [Advice of Withdrawal](#) form, depending upon their circumstances and upon the point in the semester that the application is made.

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

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

5.14 Leave of Absence

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

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

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

For further information, see CHC Policy: *Leave of Absence for Overseas Students* on the [Policies](#) page of the CHC website.

5.15 Suspending enrolment in a course

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

For further information, see CHC Policy: *Leave of Absence for Overseas Students* on the [Policies](#) page of the CHC website.

5.16 Transferring to a different CHC course

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

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

Students who wish to transfer across schools are to submit a further [Application for Admission \(International Students - Onshore\)](#) form by the closing date for applications, which is published on the CHC website.

Please note that, while these are the CHC closing dates, it is recommended that students apply to transfer course as early as possible as they will be required to contact DHA to apply for a new student visa.

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

Students who have completed previous studies other than CHC studies that they wish to have transferred into their new course must submit a completed [Application for Transfer of Credit \(International Students\)](#) form, and any supporting documentation, with their *Application to Transfer Course* form or *Application for Admission (International Students - Onshore)* form (as applicable).

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

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

Students who successfully transfer to a new course become commencing students in that course.

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

5.17 Cancelling enrolment in a course (Withdrawal)

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

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

For further information, see CHC Policy: *Cancellation of Enrolment for Overseas Students* on the [Policies](#) page of the CHC website.

5.18 Non-engagement in studies

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

5.19 Transferring to another provider

If a student commences studies at CHC but later considers that this course does not suit their needs or interests, they may transfer to another provider. Students who wish to enquire about changing provider are to consult CHC Student Administration regarding the processes involved and the implications for their student visa.

Student visa conditions allow international students to transfer their enrolment from CHC to another registered provider following the completion of one semester of study in their principal course of study at their original provider. In some circumstances, transfer may be permitted prior to the completion of one semester of study.

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

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

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

Please note that transferring providers may require students to obtain a new visa, and students should seek advice from DHA in this regard. Following the completion of these processes, CHC will notify the Department of the transfer and the student's CHC CoE will be cancelled.

For further information, see CHC Policy: *Transfer Between Registered Providers* on the [Policies](#) page of the CHC website.

5.20 Graduating from a course

CHC conducts two conferral periods each year – mid-year and end-of-year – with the annual CHC graduation ceremony being held in December except for School of Ministries students, the ceremony for whom is held in a Citipointe Church service early in the following year.

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

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

To graduate from a course, students must:

- meet all course requirements (academic and other) associated with a course of study;
- settle all financial accounts with CHC (including tuition fees, student contribution amounts, Library fines);
- return all CHC resources; and
- submit an [Application to Graduate](#) form by the publicised closing date for the relevant conferral period.

Course requirements

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

Students are to be aware that changes to course requirements for graduation (academic and other) can occur during their enrolment in a course. Such changes may be made in response to student feedback, changes to registration requirements with professional bodies or regulators, changes in market demands and trends, or through the annual review process. Students will be informed of any such changes by the relevant CHC School and through publications such as the relevant *Courses Handbook*. Where appropriate, transition arrangements may be implemented to ensure that students are not disadvantaged by the changed requirements.

Applying to graduate

The *Application to Graduate* form is made available on the CHC website in February for the mid-year conferral period, and in July for the end-of-year conferral period. All applications to graduate are made with respect to a particular conferral period; consequently, if students do not qualify for an award in their nominated conferral period, they must submit a further *Application to Graduate* form for a subsequent conferral period.

The closing date for submitting an *Application to Graduate* form is advertised via various means such as the CHC website, unit Moodle pages and social media platforms. CHC will not send emails to students to remind them to submit an *Application to Graduate* form by the relevant closing date.

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

Please note that an *Application to Graduate* form must be submitted even if students do not intend to participate in the relevant graduation ceremony.

Graduation ceremony

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

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

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

Section 6: Financial Matters

- 6.1 Unit costs for domestic students
- 6.2 Unit costs for international students
- 6.3 Notification of unit costs
- 6.4 Payment of unit costs
- 6.5 Accessing HELP
- 6.6 HELP arrangements
- 6.7 Repaying HELP debt
- 6.8 Refunds of payments and re-crediting of HELP debt
- 6.9 Other unit costs
- 6.10 Administrative fees
- 6.11 Financial assistance

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

6.1 Unit costs for domestic students

Unit costs are classified according to the type of place held by domestic students:

- domestic students who are in fee-paying places pay *tuition fees*;
- domestic students who are in Commonwealth supported places (CSP) pay a *student contribution amount*.

Tuition fees

The tuition fees payable by domestic students in fee-paying places are set by CHC and are subject to annual review. The tuition fees for an academic year apply to all students who are enrolled in that academic year, not to commencing students only.

Student contribution amounts

The student contribution amounts payable by domestic students in Commonwealth supported places are set by CHC in accordance with Commonwealth government guidelines and are subject to annual review. The student contribution amounts for an academic year apply to all students who are enrolled in that academic year, not to commencing students only, unless grandfathering arrangements are in place for continuing students.

6.2 Unit costs for international students

The tuition fees payable by international students are set by CHC in accordance with Commonwealth government guidelines and are subject to annual review. The tuition fees for an academic year apply to all international students who are enrolled in that academic year, not to commencing students international only.

6.3 Notification of unit costs

Information regarding the tuition fees and student contribution amounts that apply to students for an academic year are published in the *Unit Costs* information sheet on the [Documents](#) page of the CHC website.

Students are able to view their semester's unit costs in the *MyCHC* student portal. The portal displays the units in which a student is enrolled for a semester, the costs payable for each of those units, the total of the costs payable and the due date for payment. Invoices will not be sent to students, but are available upon request.

All amounts are given in Australian dollars.

6.4 Payment of unit costs

Payment of unit costs are to be made by the date shown on the invoice. Methods of payment include cash, cheque or EFTPOS in person at the CHC Student Administration Office, credit or debit card via telephone to Student Administration staff, or online via the 'Pay Online' facility on the CHC website, the MyCHC portal or bank electronic transfer (account details are available from the CHC Finance Office).

Domestic students

Domestic students who meet eligibility requirements may defer the payment of all or part of their unit costs by accessing either FEE-HELP (for fee-paying places) or HECS-HELP (for Commonwealth supported places).

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

Domestic students who do not meet their financial obligations may have their enrolment at CHC cancelled.

International students

International students who do not meet their financial obligations may be reported to the Department and have their CoE and their enrolment at CHC cancelled.

6.5 Accessing HELP

Upon the completion of the admission process, eligible students are sent an email by the Department of Education, Skills and Employment that contains a link to the relevant HELP form.

Fee-paying students

Eligible fee-paying students who wish to access FEE-HELP must submit a *Request for FEE-HELP loan* form by the census date of the first semester in which they wish to access FEE-HELP. Once submitted, the form will apply to the remainder of students' enrolments in their courses.

Students in fee-paying places who do not wish to access FEE-HELP are not required to submit a *Request for FEE-HELP loan* form.

Request for FEE-HELP loan forms cannot be applied retrospectively (that is, to previous semesters).

Commonwealth supported students

Eligible Commonwealth supported students must submit a *Request for Commonwealth support and HECS-HELP* form by the census date of the first semester of their enrolment in their course. Once submitted, the form will apply to the remainder of students' enrolments in their courses.

Eligible Commonwealth supported students who do not submit a *Request for Commonwealth support and HECS-HELP* form by the census date of the first semester of their enrolment in their course will have their enrolment cancelled.

6.6 HELP arrangements

FEE-HELP

The eligibility requirements for students to access FEE-HELP assistance are described on the [FEE-HELP page](#) of the *Study Assist* website.

Students in undergraduate courses who access FEE-HELP pay a loan fee of 20%, as levied by the Australian government, which is added to a student's HELP debt. This loan fee does not apply to postgraduate courses. *The loan fee on undergraduate courses has been waived by the Commonwealth government for 2021.*

Students who commenced their course from 1 January 2018 and who undertake eight or more units in a bachelor or higher course, or four or more units in a diploma or associate degree, must pass **at least 50%** of their total attempted units in order to remain eligible for FEE-HELP. Students who do not maintain this pass rate will need to pay their tuition fees upfront to continue in their course of study unless they are able to demonstrate that special circumstances apply.

HECS-HELP

The eligibility requirements for students to access HECS-HELP assistance are described on the [HECS-HELP page](#) of the *Study Assist* website.

Students in Commonwealth supported places who are eligible for HECS-HELP assistance receive a 10% discount on any upfront payments of \$500 or more towards their student contribution amount. Upfront payments are payments that are made to CHC on or before the census date of the unit to which the payment applies.

HELP loan limit

The combined HELP loan limit is the maximum amount that students can borrow with respect to tuition fees and student contribution amounts and includes HECS-HELP, FEE-HELP, VET FEE-HELP and VET Student Loans. HECS-HELP debt that was accrued prior to 1 January 2020 and the FEE-HELP loan fee levied against undergraduate courses are not included in a student's HELP loan limit.

In 2021, the HELP loan limit that applies to courses in the fields of education offered by CHC is \$108,232.00.

HELP balance

A student's HELP balance is their available borrowing capacity for HELP loans. It is calculated by subtracting the amount of current HELP debt from the HELP loan limit in a given year: for example, a student who enrolls in a course of study in 2021 with a current HELP debt of \$43,500.00 will have an available HELP balance of \$108,232.00 – \$43,500.00 = \$64,732.00.

Taking out a further HELP loan will reduce the available HELP balance, while making a repayment will increase the available HELP balance.

HELP balances are renewable. Students who reach the HELP loan limit can make repayments on their HELP debt and access HELP until they reach the applicable HELP loan limit again. Information about the amount of repayments made will be communicated by the Australian Taxation Office (ATO) to the Department at various points throughout the year. This information will be used to adjust a person's HELP balance so that they can access those funds again, up to the relevant HELP loan limit of that year.

Payments that are made via salary deduction are not credited to a person's HELP debt as they are deducted as these payments are not 'received' by the ATO until an individual submits their tax return and has their tax return processed by the ATO.

No interest is charged on HELP debt; however, indexation is added on 1 June annually to maintain its real value by adjusting it in line with changes in the cost of living. Information on current and past indexation rates is available on the [ATO website](#).

Students can get information about their HELP balances via the following means:

- **myHELPbalance** – Students can monitor their HELP balance via the [myHELPbalance](#) portal. Students will need to access this portal regularly to ensure that the records are accurate and include all units undertaken, and that they have enough HELP assistance available to cover their tuition fees.
- **myGov** – Students' *myGov* accounts will show how much HELP debt they owe and any repayments they have made.

6.7 Repaying HELP debt

HELP debt is repaid through the tax system once students earn above the compulsory repayment threshold. For the 2020-2021 income year, this is \$46,620.00. A student's compulsory repayment amount is calculated by the Australia Taxation Office (ATO) as part of their annual tax assessment. Further information regarding [repayment of HELP debt](#) is available on the Study Assist website. Voluntary repayments can be made to the ATO at any time.

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

6.8 Refunds of payments and re-crediting of HELP debt

On or before census date

Students who formally discontinue their enrolment in a unit on or before the census date of a semester are not liable for the tuition fees or student contribution amount for that unit. Students will receive a refund of any tuition fees or student contribution amount paid upfront to CHC for that unit and no HELP debt will be reported to the ATO in respect of that unit.

After census date

Students who formally discontinue their enrolment in a unit after the census date of a semester remain liable for the tuition fees or student contribution amount for that unit. Students will not receive a refund of any tuition fees or student contribution amount paid upfront to CHC for that unit and the applicable amount of HELP debt will be reported to the ATO in respect of that unit.

Domestic students

If domestic students were not able to complete the requirements for a unit due to what they consider to be special circumstances, they may apply for a refund of fees where these have been paid upfront to CHC, or to have their HELP debt re-credited where unit costs have been deferred to FEE-HELP or HECS-HELP loans.

The relevant processes are described in CHC Policy: *Re-crediting 'HELP' Debt and Review of Decisions* on the [Policies](#) page of the CHC website.

Applications for refunds or re-crediting must be made in writing to CHC within twelve months of the date of withdrawal from the unit or from the end of the semester concerned, as applicable.

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

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

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

International students

If international students were not able to complete the requirements for a unit due to what they consider to be special circumstances, they may apply for a refund of fees.

The relevant processes are described in CHC Policy: *Refunds for Overseas Students* on the [Policies](#) page of the CHC website.

Applications for refunds must be made in writing to CHC within twelve months of the date of withdrawal from the unit or from the end of the semester concerned, as applicable.

Before refunding tuition fees, CHC must be satisfied that the circumstances involved satisfy each of the following requirements:

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

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

6.9 Other unit costs

Some units involve other costs, separate to tuition fees and student contribution amounts, that are to be met by students. Many are associated with elective units and will be incurred only if students choose to enrol in those units; however, some costs are associated with activities that are part of core units.

These other unit costs are payable in the semesters in which the unit enrolments occur and must be paid according to the arrangements that are provided to students at the beginning of those semesters. They are not able to be deferred to FEE-HELP or HECS-HELP and are non-refundable.

For further information, please see the relevant section of the *Unit Costs* information sheet on the [Documents](#) page of the CHC website.

6.10 Administrative fees

A range of administrative fees are payable by students for various services and actions. Payment of these fees is to be made at the time of the service or action or by the due date specified on the relevant invoice (as applicable). All administrative fees are non-refundable.

All information regarding the administrative fees that apply to an academic year are published on the *Administrative Fees* information sheet on the [Documents](#) page of the CHC website.

6.11 Financial assistance

CHC scholarships

CHC offers a range of scholarships to commencing and continuing students. Details of these scholarships are available on the [Scholarships](#) page of the CHC website.

Student payments

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

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

Eligibility for study support payments generally requires a full-time study load unless special circumstances can be demonstrated. For Centrelink purposes, 'full-time' is defined as a study load of at least 75% of a standard full-time study load. Students who are in receipt of student payments must plan their course programs to ensure that they remain eligible by maintaining at least 75% of a standard full-time study load in their course.

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

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

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

Student Start-up Loan

The [Student Start-up Loan](#) is a voluntary loan that assists eligible students with the upfront costs of study. It is available to eligible students who receive Youth Allowance, Austudy or ABSTUDY Living Allowance. Students who are claiming these payments can apply for the Student Start-up Loan during the period of their claim. Loans are tax free and do not need to be declared as income for regular student payments. Loans are repaid through the ATO when students' income exceeds the minimum repayment threshold.

Further information regarding the Student Start-up Loan is available on the [Services Australia](#) website.

Relocation Scholarship

The [Relocation Scholarship](#) offered by the Australian government aims to assist eligible students with costs associated with having to move to study. It is a payment that is made once a year to help eligible students who receive Youth Allowance or ABSTUDY Living Allowance if they need to move to or from a regional or remote area for higher education study.

Students who undertake a compulsory practical placement in a regional or remote area may qualify for the Relocation Scholarship if they have not already received a Relocation Scholarship for the same year and meet all the eligibility requirements for the scholarship. Verification of the location of the compulsory placement will be required before the Relocation Scholarship can be paid.

Further information regarding the Relocation Scholarship is available on the [Services Australia](#) website.

Tertiary Access Payment

The [Tertiary Access Payment](#) is a one-off, non-indexed, means-tested payment of \$5,000 made to school-leavers who relocate at least 90 minutes by public transport from their family home to undertake full-time study at Certificate IV level or above. To be eligible, students must undertake tertiary study directly after finishing Year 12 or equivalent (that is, enrol in the next available study period after Year 12 with no gap year) and must be enrolled in either face-to-face study or a combination of face-to-face and online study. Students whose study programs are only delivered online are not eligible. The payment is intended to assist students with the cost of moving to study and can go towards anything, including bond for accommodation, assistance with rent and other household bills, groceries, textbooks and other study supplies. Students who enrol at a non-university higher education provider must apply for the Tertiary Access Payment through Services Australia.

Further information regarding the Tertiary Access Payment is available on the [Services Australia](#) website.

Section 7: CHC Life

- 7.1 Academic support**
- 7.2 Attendance and engagement**
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7.1 Academic support

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

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

The Academic Support Office is located in the CHC Library+ building. The Study Support Tutor is available by appointment and can be flexible with times to meet the needs of individuals or groups as required. Students can make appointments by email at studysupport@chc.edu.au, or ask at the Library front desk.

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

7.2 Attendance and engagement

Attendance and engagement expectations may apply differently across CHC Schools and courses, and students have a responsibility to ensure that they are fully aware of the attendance policies that apply to their enrolment. Students may place their results for the semester in jeopardy if they fail to satisfy unit attendance and engagement requirements.

7.3 Classroom conduct

CHC aims to create a constructive environment for academic achievement, for Christian community and for personal growth. The Scriptures establish basic principles of behaviour and respect and CHC expects all students to maintain high standards of Christian conduct.

Respect for your fellow students and lecturers include the following:

- polite and appropriate engagement in the planned learning activities;
- appropriate use of personal computers (see below);
- turning mobile phones off or on silent mode;
- ignoring calls and messages during class times; and
- avoiding eating in classes, except where required by medical conditions.

Students are welcome to use notebook computers and other electronic devices during classes for taking notes and accessing online resources, although such use might be restricted in some Liberal Arts classes. Where students are granted permission to use electronic devices, it is understood that such use is for class purposes only and students must ensure that such use does not impede the learning of fellow students. Appropriate security of personal property remains the responsibility of individual students.

7.4 Chapel

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

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

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

7.5 Counselling and Support Centre

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

Our student counsellors are trained in a variety of counselling theories, therapies and techniques that are effective in dealing with the problems faced in the fast-paced and sometimes confusing world in which we live. They have completed a majority of their course work and are thoroughly trained in counselling approaches and skills. In addition, they are mentored by an academic staff member and supervised by a registered counsellor whom they also see regularly. Students are carefully assessed as competent by academic faculty members before becoming counsellors in the centre.

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

7.6 Dress code

CHC seeks to encourage an atmosphere conducive to study and positive social relationships. Students should dress modestly, in good taste and practise good personal hygiene. According to Workplace Health and Safety regulations, closed in shoes must be worn on campus.

7.7 Food facilities

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

The Student Common Room contains vending machines.

7.8 Safety on campus

At CHC, respect and safety on campus for staff and students is imperative. There is no place for bullying, harassment or sexual misconduct, or any form of discrimination. Behaviour that is intimidating, abusive, disrespectful or threatening, including instances of sexual harassment, sexual assault or rape, are not acceptable within the CHC community or on the CHC campus.

If you experience an incident, there are services available that will provide you with support and that can help you report the incident if you want to. In particular, there is a designated campus 'Safe Zone' with trained supportive staff available – this is the CHC Library+ building. Additional support and information can be found on the CHC website on the [SASH Support](#) and [Safety on Campus](#) pages.

7.9 Social guidelines

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

The Scriptures do not provide specific guidelines covering every social practice or situation but do advocate moderation and self-restraint in that which is offensive or harmful to others (Romans 14: 1-7). Christians are also called to abstain from all appearance of evil (1 Thessalonians 5:22) and CHC takes seriously its responsibility to exemplify Christian values and standards in its institutional life.

CHC specifically prohibits gambling and the possession or consumption of alcohol or illegal drugs on campus. The CHC campus is a smoke-free zone.

For further information, see CHC Policy: *Student Code of Conduct* on the [Policies](#) page of the CHC website.

7.10 Student Common Room

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

7.11 Student Representation

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

Student Representative Council (SRC)

The SRC is elected as a representative body each year and includes students from across Schools and year levels. It aims to organise events which enrich student life and the CHC student experience, such as sporting activities, beach days, BBQs and other social activities. It also plays a prominent role in CHC functions such as Orientation Week and Open Day. See the SRC page on the CHC website for details and information regarding the SRC or contact the SRC by email at studentcouncil@chc.edu.au.

Student representation on committees

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

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

7.12 Orientation program

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

7.13 Pastoral care

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

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

Pastor Chris Ensbey coordinates pastoral care for the School of Ministries. Students are able to make an appointment to see him at any stage throughout their studies regarding professional or personal issues. Chris can be contacted by email at censbey@citipointechurch.com.

7.14 Student advocacy

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

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

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

7.15 Student awards

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

Letters of Congratulations

Letters of Congratulations are sent after Semesters 1 and 2 to continuing students who achieved notable academic success in that semester. To receive a Letter of Congratulations, students must have been enrolled in at least two units in the semester and achieved a semester grade point average (GPA) of at least 6.0.

Deans' Commendations

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

Denneil Aiton Award

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

President's Awards

The President's Awards are presented at the annual CHC graduation ceremony. The President's Award for Outstanding Service to the CHC Community is given to a graduate who has consistently contributed in practical and significant ways to CHC life and culture, while the President's Award for Distinguished Leadership is presented to a graduate who has been an exceptional role model, servant leader, promoter and encourager of CHC culture and who leaves an inspirational legacy and example to the entire institutional community, and is the highest honour that can be bestowed upon a graduate at CHC. Nominations for these awards are made by staff, with a selection process undertaken by a panel. The President's Awards may not be presented each year.

7.16 Vehicles and parking

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

It is expected that drivers will exercise due care and attention at all times and observe all speed limits as posted. Drivers should be aware of the school zone reduced speed limit that applies to Wecker Road. Christian Outreach Centre International reserves the right to prohibit the entry of drivers who fail to exercise due care and attention at all times and to observe the property speed limit.

Section 8: Resources

- 8.1 Library
- 8.2 Computing and printing facilities
- 8.3 Library rooms
- 8.4 Use of CHC equipment
- 8.5 Textbooks
- 8.6 CHC website
- 8.7 IT services

8.1 Library

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

Library hours

Semesters 1 and 2 – Teaching, Study and Exam weeks	
Monday to Thursday	8:30am – 8:00pm
Friday	8:30am – 5:00pm
Saturday - Sunday	CLOSED
Winter Semester, Semester 3 and mid-semester lecture breaks	
Monday to Friday	8:30am – 5:00pm
Saturday - Sunday	CLOSED

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

Contacting the Library

The Library can be contacted regarding loan requests, reservations and renewals on at circulation@chc.edu.au or by telephone on (07) 3347 7908.

General enquiries can be directed to (07) 3347 7908 or library@chc.edu.au.

Library policies

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

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

These policies may be accessed on the [Policies](#) page of the CHC website.

8.2 Computing and printing facilities

The Library provides a range of computing facilities:

- wireless access;
- internet access;
- twenty computers are available for student use, all with access to the Library catalogue, internet and printing facilities;
- three quick reference computers for catalogue and internet;
- interactive whiteboard installed for student use in Seminar Room 1; and
- secure facility for charging laptops.

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

Photocopying/printing costs are as follows:

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

Students may add funds to their printing account at the Circulation Desk.

Students may also use the copier to scan and save to their OneDrive storage or a USB drive, or scan to an email address, at no cost.

When a document is sent to the printer, it will remain in the print queue until you log into the printer and request that document to print. To log into the printers, enter your student number preceded by 's'. Your password is the same as that used for your CHC email and Moodle. You may select all your documents to be printed in one session, or you may select individual print jobs. Always log off when finished printing.

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

	A4 Pouches	A3 Pouches	Binding Combs	Clear A4 Front Cover	White Card Backing Sheet
Cost	15c	30c	30c	50c	50c

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

8.3 Library rooms

Three seminar rooms are available for small group use. Bookings for these rooms are essential and may be made at the Circulation Desk.

8.4 Use of CHC equipment

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

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

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

8.5 Textbooks

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

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

- Amazon www.amazon.com
- The American Bookstore www.americanbookstore.com.au
- The Book Depository www.bookdepository.com
- Booko www.booko.com.au
- Booktopia www.booktopia.com.au
- Fishpond www.fishpond.com.au
- Koorong www.koorong.com.au
- Word Bookstore www.word.com.au

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

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

8.6 CHC website

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

8.7 IT services

When students enrol at CHC, they are assigned a MyCHC account, a CHC Office 365 account, a CHC network account and a Moodle account. Each of these services is accessed through the [Student Portal](#) link on the CHC website. Instructions regarding the accessing and use of these services are available via the *CHC Wheel* which was sent with the *Welcome to CHC* email and in Moodle.

Your MyCHC account

MyCHC provides a portal with access to student services including online unit selection, payments, academic results and communication. You can also change your password and update some of your personal details in MyCHC.

Your CHC email address (Office 365)

Your CHC email address (Office 365) is accessible anywhere that you have internet access. As noted in earlier sections in this Handbook, the only way in which CHC staff will contact you to deliver important information and documents regarding your enrolment at CHC will be via your CHC email address. Please check your emails on a regular basis in order to stay up to date with any communication with CHC staff members.

If you have forgotten your password, you may reset it by accessing the 'Forgot Password' function in MyCHC or by contacting itsupport@chc.edu.au.

Your CHC network account

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

When using the CHC desktop computers, ensure that your files are saved to your OneDrive storage or USB drive. Saved files on desktops will be lost once you log off as these computers automatically reboot at the end of each day. Please note that it is most important that you remember to log off when you finish using the computer, otherwise you will allow other people access to your profile.

If you are on campus with a mobile device, you may connect to the wireless network. Once you have onboarded your device to the CHC wifi, you will have access to the internet through your preferred web browser. Please note that CHC monitors student usage of the internet and bandwidth for security and quality purposes. If you access the internet from the CHC desktop computers or connect your own device to the CHC wifi, you are deemed to have acknowledged this essential term. If you are unsure of the expectations for network and internet usage, please familiarise yourself with the Information Technology policies on the on the [Policies](#) page of the CHC website.

If you experience problems with your CHC network account, please contact itsupport@chc.edu.au.

Your CHC Moodle account

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

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

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

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

Section 9: Academic Guidelines and Procedures

- 9.1 Credit points**
- 9.2 Unit outlines**
- 9.3 Essay writing and referencing guides**
- 9.4 Academic transcripts**
- 9.5 Academic freedom**
- 9.6 Assessment**
- 9.7 Assignment presentation**
- 9.8 Assignment submission**
- 9.9 Assignment collection**
- 9.10 Extensions**
- 9.11 Examinations**
- 9.12 Completion of unit assessment tasks**
- 9.13 Academic integrity and plagiarism**
- 9.14 Unit exit results**
- 9.15 Statement of Results**
- 9.16 Grade Point Average (GPA)**
- 9.17 Review of academic decisions**
- 9.18 Review of Academic Progress (RAP)**
- 9.19 Review of Enrolment Process (REP)**

9.1 Credit points

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

Non-standard units that have credit point weightings that are multiples of 10 have EFTSL values and minimum semester workloads that are multiplied by the same factor; for example, a 20-credit point unit has an EFTSL value of 0.25 and a minimum semester workload of 300 hours, and a 30 credit point unit has an EFTSL value of 0.375 and a minimum semester workload of 450 hours.

9.2 Unit outlines

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

Unit outlines contain the following information:

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

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

For further information, see CHC Policy: *Assessment* on the [Policies](#) page of the CHC website.

9.3 Essay writing and referencing guides

Resources regarding the requirements for essay writing, style, use of quotations, acknowledging sources, presenting a bibliography and appendices and general notes on assignment presentation are available on the *Academic Writing and Referencing Guides* Moodle page.

9.4 Academic transcripts

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

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

9.5 Academic freedom

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

9.6 Assessment

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

For further information, see CHC Policy: *Assessment* on the [Policies](#) page of the CHC website.

9.7 Assignment presentation

There are protocols regarding the presentation of assignments that relate to genre or type of task, and to the reference system used. Information about these protocols is available on the Academic Writing and Referencing Guides Moodle page. There may be additional information in individual unit assessment guides, unit outlines or in the relevant *Courses Handbook* that are available on the [Documents](#) page of the CHC website.

You are to submit the originals of your work. However, if required you must be able to reproduce the work within a minimum of 24 hours in the event that the work is damaged or misplaced. ***If you cannot produce copies of assessment tasks upon request and within the parameters defined by lecturers, the work in question will be considered as not submitted and the appropriate penalties applied.***

9.8 Assignment submission

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

Electronic submission

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

Paper-based submission

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

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

- Assignments that are submitted by mail are to be addressed to:

Assignments
Christian Heritage College
PO Box 2246
Mansfield BC QLD 4122

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

Assignments
Citipointe Ministry College
PO Box 2111
Mansfield BC QLD 4122

9.9 Assignment collection

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

9.10 Extensions

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

CHC Policy: *Extensions* policy sets out the circumstances under which extensions to due dates for assessment tasks may be given and allows for schools-based conditions for the granting of extensions, including penalties. It is recognised that students may need extensions for work-, illness-, personal-, or mission-related issues and CHC is committed to working with students to accommodate reasonable requests that are made on or before the due date of an assessment item.

Submission of assessment items past the end of semester

There may be occasions when students are permitted to submit assessment tasks past the end of the semester in which they were originally due: for example, students might be asked to resubmit certain assessment tasks following an end-of-semester Examiners Meeting or granted long-term extensions due to special circumstances.

Students who have been granted permission to submit assessment tasks past the end of a semester are to submit these tasks via the relevant School's Long-Term Extension (LTE) Moodle page. Instructions regarding the accessing of this page will be provided to students upon confirmation of the extended assessment due date. Questions regarding the submitting of assessment items via the LTE Moodle page are to be sent to the relevant School Administration Office.

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

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

Submission of assessment items without formal extensions

Where assessment tasks are submitted past an assessment due date, the following conditions will apply:

- A grace period of three days following an assessment due date will apply to the submission of assessment tasks during which no penalty will be applied.
- From the fourth day following an assessment due date, students without an approved extension will lose one full result on the assessment item.
- After seven days following an assessment due date, students without an approved extension will fail the assessment item.

9.11 Examinations

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

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

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

Special Consideration

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

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

Examinations in external mode units

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

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

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

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

9.12 Completion of unit assessment tasks

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

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

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

9.13 Academic integrity and plagiarism

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

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

- when you paraphrase (reword) something from another author;
- when you use facts or ideas not your own;
- definitions, statistics, terminology; and
- when you give a direct quote.

CHC defines plagiarism as the action or practice of using someone else's ideas or phrasing and representing them as your own, either on purpose or through carelessness, without acknowledgment. 'Ideas or phrasing' includes written or spoken material, from whole papers and paragraphs to sentences, statistics and graphs, and even phrases. 'Someone else' can mean an author of a book or journal, an electronic resource such as material found on the worldwide web, CHC lecture notes, power points, handout, things lecturers say or another student. Please refer to the hierarchy of sources (found in the Academic Writing Guide on the CHC website) for a list of appropriate sources.

Plagiarism also relates to work that is produced co-operatively between two or more students without the lecturer's consent. If a student repeats a class for whatever reason, they are not permitted to resubmit the same work that may have been submitted in a previous enrolment. This is also considered plagiarism. There are several different types of plagiarism:

- Self-plagiarism - submitting an assignment that was previously submitted for the same or another unit.
- Purloining - copying from someone else's work without their knowledge.
- Sham paraphrasing - using key phrases from someone else's work without using quotation marks, which implies that the words are yours.
- Verbatim copying - using a direct quote, even if slightly modified, without using quotation marks.
- Ghostwriting - submitting an assignment that was written by someone else.
- Illicit paraphrasing - paraphrasing someone else's ideas without acknowledging them.

Further, when writing an assessment, do not simply drop quotations into your paper. Just because it is referenced, does not mean that it is good academic writing. A writer cannot simply use one source after the other as this does not show understanding of the topic and an ability to write at an academic level. Quotes must be integrated into the text of the student's work otherwise there can be a lack of original content. When a student over quotes, it makes the content look questionable and it can also be considered lazy and/or plagiarism.

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

9.14 Unit exit results

The various exit results awarded to students are as follows:

Result	Grade	Result	Grade
HD : High Distinction	7	S : Satisfactory	N/A
D : Distinction	6	UP : Ungraded Pass	N/A
C : Credit	5	N : Supplementary Task Granted	N/A
P : Pass	4	IX : Incomplete – Extension Granted	N/A
NP : Pass Following Supplementary Task	4	W : Withdrawal	N/A
PC : Pass Conceded	3	RP : Results Pending	N/A
F : Fail	1	AS : Advanced Standing	N/A
IF : Incomplete Fail	1	TC : Transfer of Credit	N/A
WF : Withdrawal Fail	1	COVID-F : Fail Due to COVID-19 Pandemic ²	N/A
U : Unsatisfactory	1	LAN-P : LANTITE – Pass	N/A
		LAN-F : LANTITE – Fail	N/A

² Awarded in 2020 only.

The following are exit results that are awarded to students following their completion of the assessment program of a unit, as assessed by the unit lecturer and ratified by the School Examiners Meetings at the end of each academic semester:

HD	High Distinction (> 85%)
D	Distinction (75-84%)
C	Credit (65-74%)
P	Pass (50-64%)
F	Fail (< 50%)
S	Satisfactory
UP	Ungraded Pass
NP	Pass Following Supplementary Task
PC	Pass Conceded
IF	Incomplete Fail
COVID-F	Fail Due to COVID-19 Pandemic

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

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

The following are used to indicate an incomplete result:

IX	Incomplete - Extension Granted
RP	Result Pending
N	Supplementary Task Granted

These are explained as follows:

- IX: used when a student has been granted an extension for at least one of the required assessment tasks for a unit (includes approved deferred examination sittings). A revised exit result will be awarded following the student's submission of the assessment task(s) and the inclusion of such tasks in the student's assessment profile for the unit.
- RP: used when a student's result for a unit cannot be finalised for reasons such as the non-completion of non-graded requirements, issues of academic integrity or plagiarism and late assessment tasks that have been submitted but not yet marked. A revised exit result will be awarded following the completion of processes associated with the finalising of the student's assessment profile for the unit.
- N: used when a student does not clearly demonstrate the satisfactory achievement of unit learning outcomes and is offered the opportunity to resubmit an assessment task or to complete a supplementary examination in order to provide unit lecturers with further evidence to determine whether students should be awarded a passing grade for a unit. Students who are granted a resubmission of an assessment task or a supplementary examination will be notified by their respective Schools following the relevant Examiners Meeting. This will include the nature of the task and all conditions regarding length or duration, and due date for submission or examination sitting. Students who complete such tasks successfully will be awarded a maximum exit result of *Pass Following Supplementary Task* ('NP'). Generally, supplementary tasks are not granted to students who do not meet attendance requirements.

The following are administrative results:

AS	Advanced Standing
TC	Transfer of Credit
W	Withdrawal
WF	Withdrawal Fail
LAN-P	LANTITE – Pass
LAN-F	LANTITE – Fail

These are explained as follows:

- **AS:** used when a student has been granted advanced standing into a course based on the previous completion of a nested course.
- **TC:** used when a student has been granted transfer of credit for a unit based on previous studies or recognition of prior learning.
- **W:** used when a student withdraws from a unit after census date to end of Week 8 (Semesters 1 and 2) and after census date to end of Week 6 (Semester 3); for postgraduate Business students, used when a student withdraws from a unit after census date to end of Week 4 (Study Periods 1-6).
- **WF:** used when a student withdraws from a unit between the end of Week 8 and the end of the semester (Semesters 1 and 2), or between the end of Week 6 and the end of the semester (Semester 3); for postgraduate Business students, used when a student withdraws from a unit between the end of Week 4 and the end of the Study Period.
- **LAN-P:** used when a student has achieved a passing result in the LANTITE literacy and numeracy tests that are administered by an external body and are required for graduation from the Bachelor of Education and Master of Teaching courses.
- **LAN-F:** used when a student has achieved a failing result in the LANTITE literacy and numeracy tests that are administered by an external body and are required for graduation from the Bachelor of Education and Master of Teaching courses.

9.15 Statement of Results

At the end of each semester, a Statement of Results for that semester is forwarded to each student via their CHC email address. Students' unit exit results are also displayed in the MyCHC portal. Please note that a Statement of Results is not an official academic record.

Please note that unit exit results are withheld by CHC in cases where students' have not settled their financial accounts for the semester in which the units were undertaken.

9.16 Grade Point Average (GPA)

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

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

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

Examples of the latter include the following:

Nested courses

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

‘Forced’ transfer

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

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

9.17 Review of academic decisions

Students who wish to request a review of an academic decision, such as the result for an individual assessment task or the awarding of a unit exit grade, are to consult CHC Policy: *Academic Grievances – Domestic Students* or CHC Policy: *Grievances for Overseas Students* on the [Policies](#) page of the CHC website.

9.18 Review of Academic Progress (RAP)

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

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

The RAP process applies to domestic and to international students, and the conditions that govern it are available in CHC Policy: *Review of Academic Progress for Domestic Students* and CHC Policy: *Review of Academic Progress for Overseas Students* on the [Policies](#) page of the CHC website.

The provisions of these policies do not negate CHC’s right to require a student to show cause why enrolment should not be cancelled at any time where there is evidence of academic impropriety.

9.19 Review of Enrolment Process (REP)

If, after being invited to engage in a Review of Academic Progress, a domestic student does not maintain satisfactory progress in a subsequent semester, a Review of Enrolment Process (REP) will occur. A REP may also be triggered by the instance of gross failure, where a student fails 50% or more of the units in which they are enrolled in a semester or fails the same unit more than twice.

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

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

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

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

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

These policies may be accessed on the [Policies](#) page of the CHC website.

Section 10: Glossary

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

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

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

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

ATAR – the Australian Tertiary Admission Rank, which indicates a Queensland Year 12 student's state-wide rank position from 99.95 in decreasing increments of 0.05, based on the student's achievement in a profile of Year 12 subjects.

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

Blue card – issued by the Blue Card Services department of the Queensland government and required for students whose courses involve working with children under the age of 18.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Department (the) – the Department of Education, Skills and Employment of the Australian government.

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

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

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

Direct entry – Applications that are made directly to CHC.

EFTSL – an acronym for Equivalent Full-time Study Load, where an annual full-time study load in a course is expressed as 1.0. Individual units have an EFTSL value that is determined by the standard number of units in an annual full-time study load. At CHC, this is 80 credit points, or 8 units of 10 credit points each. This gives each unit an EFTSL value of 1/8 of 1.0, which is expressed in decimal form as 0.125. Units that have higher a credit point weighting have a higher EFTSL value.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Moodle – the online learning management system used at CHC.

MyCHC – the online portal for students to view and manage their enrolment details, personal details, unit selection, payment details and exit results.

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

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

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

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

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

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

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

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

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

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

Services Australia – the department of the Australian government that delivers government payments and services.

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

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

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

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

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

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

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

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

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

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

Undergraduate Certificate – the title for an undergraduate course (eg Undergraduate Certificate in Business Studies) that requires the completion of 40 credit points and takes one semester of study to complete, at a standard full-time enrolment rate of four units per semester.

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

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

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

Withdrawal – to cease enrolment in a course.

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