



# INTERNATIONAL STUDENTS ORIENTATION





# INTERNATIONAL STUDENTS

International students are those students who are enrolled at CHC on the basis of a temporary visa issued by the Australian Department of Home Affairs (DHA). This is normally a *student visa*, although international students can hold a different kind of temporary visa that allows study.

All visas have conditions that international students must continue to meet or they risk having their visas cancelled.

The following information relates to *student visas* only. If you hold another type of visa, you are advised to contact DHA for information on the conditions of that visa.



**INTERNATIONAL STUDENTS**

## **VISA CONDITIONS**

**As a student visa holder, you must continue to meet the conditions of your visa in order to continue your enrolment in your course. These conditions include:**

**ATTENDANCE**

**STUDY LOAD**

**STUDY MODE**

**COURSE PROGRESS**

**EMPLOYMENT**



**GO FURTHER, DO MORE.**



# INTERNATIONAL STUDENTS

## ATTENDANCE

### REQUIREMENTS

CHC has requirements for attendance at on campus units and engagement in online units

### MONITORING

Attendance at and engagement in units is monitored; may fail units if requirements are not met

### CONTACT

You must attend all scheduled classes (on campus & virtual) unless special circumstances apply

### TIMETABLE

Class schedules (on campus & virtual) are available via MyCHC



# INTERNATIONAL STUDENTS

## STUDY LOAD

### DURATION

Each course has a duration as stated on your CoE and Written Agreement (includes credit transfer)

### FULL-TIME

You must finish your course in the specified duration; normally requires a full-time study load of 4 units

### EXCEPTIONS

You can vary your study load semester-by-semester as long as the course end date is not affected

### EXTENSIONS

A course end date can be extended only if compassionate or compelling circumstances exist



# INTERNATIONAL STUDENTS

## STUDY MODE

### ON CAMPUS

International students are required to enrol in on campus units for the majority of their studies

### ONLINE

A maximum of 1/3 of your course can be done by online mode (eg 80cp in a Bachelor degree of 240cp)

### SEMESTERS

You cannot enrol exclusively in online units in Semester 1 or Semester 2; there is no limit in Semester 3

### FINAL UNITS

If you completing your final semester, you can enrol in online units (if available) in your home country

This condition is being relaxed during the COVID-19 pandemic to allow more online study.



# INTERNATIONAL STUDENTS

## COURSE PROGRESS

### CONDITION

International students are required to maintain satisfactory course progress

### AT RISK

If you fail 2 or more units in a semester you are at risk and must engage in an intervention strategy

### STRATEGY

The intervention strategy identifies the factors that caused you to fail so that they are not repeated

### REPORTING

If you are successful in the next semester you can continue; if not, you are reported to the Department



# INTERNATIONAL STUDENTS

## EMPLOYMENT

### HOURS

International students can work a maximum of 40 hours in any 2-week period while the course is in session

### SEMESTERS

The maximum of 40 hours applies only to Semester 1 and Semester 2; there is no limit in Semester 3

### MONITORING

CHC does not monitor international students' employment

### REPORTING

CHC does not report international students' employment; if a breach is found your visa will be cancelled





# INTERNATIONAL STUDENTS

## OTHER CONDITIONS

Other conditions that apply to international students' enrolment at CHC include:

**TUITION FEES**

**REFUNDS**

**LEAVE OF ABSENCE**

**TRANSFERS**

**CANCELLATION**



# INTERNATIONAL STUDENTS

## TUITION FEES

### DEPOSIT

International students pay a non-refundable deposit that is applied to the tuition fees for their first semester

### ANNUAL FEES

Tuition fees are subject to annual increase; apply to all international students enrolled in that year

### PAYMENT

Fees are based on the number of units in a semester; must be paid by a specified due date

### NON-PAYMENT

If fees are not paid by the due date, CHC can cancel your CoE and report you to the Department

## TUITION FEES

Information regarding tuition fees and other costs is available on the CHC website at:

### Unit Costs

### Units on Offer

UNIT COSTS  
2021

This document sets out the unit costs that apply to students at CHC for the 2021 academic year. These consist of unit fees and other costs. It also includes information regarding HELP and the non-payment of tuition fees and student contribution amounts, refunds and the remittance of VETiF fees, and student assistance.

All amounts are given in Australian dollars.

This document should be read in conjunction with the Units on Offer, Fee Allocation of Units and EFTS Values for Units of Study documents on the CHC website.

UNIT FEES

The unit fees payable by students are determined according to whether they are domestic students or international students, as follows:

TYPE OF STUDENT	COURSE
Domestic students (page 1-5)	The fee list applies to the domestic students in the following categories: - Australian citizens - Australian permanent residents - Australian permanent humanitarian visa holders - New Zealand citizens
International students (page 1-6)	This fee list applies to the international students in the following categories: - Citizens of countries that are not on the list of countries - Citizens of countries that are on the list of countries

**DOMESTIC STUDENTS**

Domestic students are those students who belong to the following categories:

- Australian citizens;
- Australian permanent residents;
- Australian permanent humanitarian visa holders; and
- New Zealand citizens.

Domestic students may be fee-paying places or in Commonwealth supported places.

**FEE-PAYING PLACES**

Domestic students in fee-paying places pay tuition fees as set by CHC. Tuition fees are subject to annual review, with the revised fees applying to all commencing and continuing domestic students in fee-paying places in an academic year.

Tuition fees are charged according to the courses in which students are enrolled. Where units of study are offered in multiple courses, domestic students pay tuition fees as applicable to their course of study, not to the courses in which units of study are housed for administrative purposes.

UNIT COSTS  
2021

UNITS ON OFFER  
SEMESTER 1, 2021

This document lists the units of study that are available to students in CHC courses in Semester 1, 2021 and the units of study that are available to Years 11 and 12 students in the LAUNCH program in Semester 1, 2021. This information is made available to current and prospective students to assist with the calculation of tuition fees and student contribution amounts (as applicable) for units of study at CHC in Semester 1, 2021.

This document should be read in conjunction with the Unit Costs 2021, Allocation of Units to Fields of Education 2021 and EFTS Values for Units of Study 2021 documents on the CHC website.

Information for units of study is provided as follows:

- Business;
- Education;
- Humanities and Liberal Arts;
- Information;
- Social Sciences; and
- LAUNCH program.

Christian Heritage College (CHC) reserves the right to remove units of study from offer, in which case CHC will contact students regarding alternative arrangements.

The following information is provided for each of the units to be offered in Semester 1, 2021 (as applicable).

**MODES OF DELIVERY**

The modes of delivery used in this document are as follows:

- Internal** - denotes weekly on-campus classes, usually consisting of three hours of face-to-face contact per teaching week;
- Intermittent** - denotes periodic on-campus classes, usually consisting of two or three sessions of whole-day face-to-face contact during a semester; and
- External/online** - denotes distance education with no on-campus classes.

For each mode, virtual classes might be scheduled from time to time using platforms such as Microsoft Teams and Zoom.

**CREDIT POINT WEIGHTING**

The credit point weighting indicates the number of hours per week that students would normally be expected to devote to studies in each unit of study across the semester. This includes (as applicable) attendance at on-campus classes, participation in online classes, reading and preparation for classes, study and research, assessment work, etc.

UNITS ON OFFER  
SEMESTER 1, 2021

### Administrative Fees

ADMINISTRATIVE FEES  
2021

This document sets out the administrative fees that apply to students at CHC for the 2021 academic year. All amounts are given in Australian dollars. All administrative fees are non-refundable.

**ALL STUDENTS**

The following administrative fees are payable by all students.

**STUDENT ID CARD**

Students are issued with a Student ID card at no charge at the beginning of their enrolment in a course of study. This card is required for library borrowing and for entry to examination rooms.

Students who request a replacement Student ID card will incur a fee.

REPLACEMENT STUDENT ID CARD	SEE ANNUAL
Student ID card	\$ 1000

**REPLACEMENT UNIT OUTLINES**

Students are provided with unit outlines at the commencement of each semester of enrolment.

Students who request replacement unit outlines from past semesters (for example, for transfer of credit assessments at other providers) will incur a fee. Requests for replacement unit outlines must be made by contacting the CHC Library.

REPLACEMENT UNIT OUTLINES	SEE ANNUAL
Unit outlines (per request)	\$ 1000

**LIBRARY FINES FOR OVERDUE RESOURCES**

CATEGORY OF RESOURCE	SEE ANNUAL
Library fine (per item)	\$ 100 per item per hour or part thereof
One Week loan items	\$ 100 per item per day or part thereof
Two Week loan items	\$ 200 per item per day or part thereof

ADMINISTRATIVE FEES  
2021



## REFUNDS

### WITHDRAWAL FROM COURSE

To withdraw entirely from your course at CHC, use an *Advice of Withdrawal* form; emails are not accepted

### DROPPING UNITS

To drop a unit (or units) from your semester study load, use the MyCHC portal; after Week 2, use an *Application for Change to Unit Selection* form; emails are not accepted



# INTERNATIONAL STUDENTS

## REFUNDS

### PROCESS

The same process and conditions apply both to withdrawing from a course and dropping units in a semester

### UNSPENT FEES

Refunds may be given for 'unspent' tuition fees (paid in advance); use an *Application for Refund* form

### POLICY

Refund applications are assessed against CHC Policy: *Refunds for Overseas Students*

### CONDITIONS

You may be eligible for a refund of 'unspent' tuition fees depending on when you withdraw



## REFUNDS

**Refunds are subject to the date in a semester that you withdraw from your course:**

### ON OR BEFORE CENSUS DATE

Refund of unspent tuition fees less Withdrawal fee

### AFTER CENSUS DATE

No refund unless special circumstances apply

**The census date is the date in the semester that your enrolment must be finalized.**



## REFUNDS

**'Special circumstances' are circumstances that are beyond your control and which impact upon your course progress and/or well being, such as:**

- serious illness or injury
- traumatic experience
- death of close family member

- political upheaval or natural disaster in your home country which requires emergency travel

**Certified evidence must be provided to demonstrate special circumstances.**



## LEAVE OF ABSENCE

You can request a temporary leave of absence from your course.

### SUSPEND

During your course you may apply to suspend your studies for a semester; called a Leave of Absence

### APPROVED

A Leave of Absence can be approved only if compassionate or compelling circumstances exist

### REPORTED

CHC reports Leaves of Absence to the Department; new CoE is issued if the course end date changes

### REMAIN

The Department will decide if you can stay in Australia for the Leave of Absence or must return home





# INTERNATIONAL STUDENTS

## TRANSFERS

**You can request a transfer to another provider after completing 6 months of study.**

### PRINCIPAL COURSE

You cannot transfer to another provider before completing six months of your principal course.

### SPECIAL CIRCUMSTANCES

Transferring prior to completing six months is allowed only where special circumstances as described in policy exist.

### DIRECTION OF TRANSFER

The policy applies to students who want to transfer from CHC as well as those who want to transfer to CHC.

### RELEASE LETTER

Providers must issue students with a release letter where a transfer is approved prior to completing six months.



# INTERNATIONAL STUDENTS

## CANCELLATION

**Your enrolment can be cancelled, either by you or by CHC.**

### INITIATED

Cancellation of enrolment can be initiated by students either prior to or during their course, or by CHC.

### STUDENTS

Cancellation by students prior to commencement will be approved only if special circumstances as described in policy exist.

### CHC

CHC can cancel a student's enrolment for student default, non-payment of fees, lack of course progress or code of conduct issues.

### REPORT

Where CHC cancels a student's enrolment, a Notice of Intent to Report will be issued.



# INTERNATIONAL STUDENTS

## COMPLAINTS AND APPEALS

Should you be unhappy with a decision made by CHC, you are able to request a review of the decision under CHC Policy: *Grievances for Overseas Students*. This addresses:

### ACADEMIC

eg: curriculum, credit transfer, assessment,  
unit results, course progress

### NON-ACADEMIC

eg: admission, resources, facilities, services,  
accessibility

Each process consists of five stages: a preliminary phase and four stages you can progress through should you remain unsatisfied with the decision.



## COMPLAINTS AND APPEALS

### PRELIMINARY

Self-reflection and analysis to determine if grounds exist – error, injustice, failure to adhere to policy sufficient to cause disadvantage.

#### INFORMAL

Discussion with  
relevant staff member

#### FORMAL

Consideration by  
relevant panel

#### REVIEW

Independent review of  
panel's decision

#### EXTERNAL

Consideration by  
external officer or body

**If you consider that grounds exist, you can commence either at Stage 1 or Stage 2 of the process.**



## CAMPUS SAFETY

Every CHC student and staff member has the right to feel safe and be treated in a respectful way. CHC is committed to providing a safe campus.

### SASH

Sexual harassment is not tolerated on the CHC campus

### SAFE ZONE

If you feel unsafe while on campus, go to the CHC Library

### CRITICAL INCIDENTS

What to report and how to report it

### EMERGENCY '000'

Police, Ambulance, Fire Service



# INTERNATIONAL STUDENTS

## SASH

**Sexual assault and sexual harassment (SASH) are not tolerated on the CHC campus. Incidents of SASH can both happen to and be witnessed by students, and both can be reported.**

### WHAT TO DO

Get to a safe place  
Emergency – 000  
CHC Safe Zone

### IMMEDIATE SUPPORT

Call 1800 RESPECT  
(1800 737 732)

### REPORT

CHC verbally  
CHC online form  
Police

### CHC SUPPORT

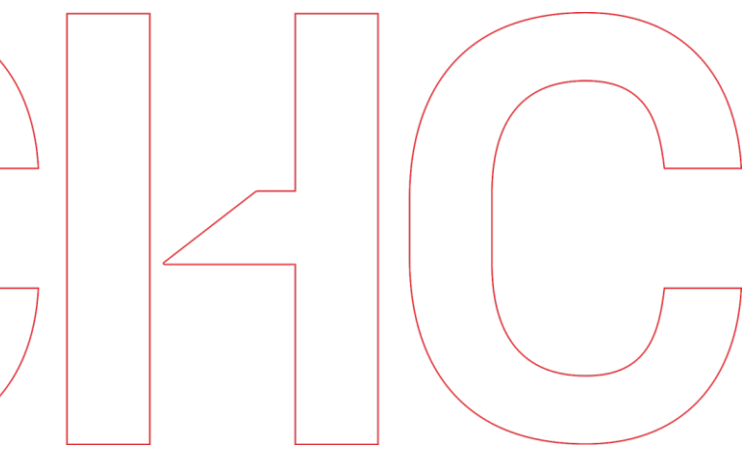
First Responder  
Counselling Centre  
External services

**SEXUAL  
HARASSMENT  
IS NOT  
OK.**

[www.chc.edu.au/sash-support](http://www.chc.edu.au/sash-support)



**GO FURTHER, DO MORE.**



# INTERNATIONAL STUDENTS

## SAFE ZONE

**[FEELING  
UNSAFE?]**  
GO TO CHC'S  
**SAFE  
ZONE**

**If you are:**

- facing an emergency
- feel unsafe on campus
- are in need of first aid attention

**go to the CHC Safe Zone in the Library (Learning Hub). Staff are trained as first responders and can provide assistance or can refer you to other organisations.**

### THE LEARNING HUB SAFE ZONE



**FIRST AID**



**EMERGENCY**



**HELP!**

**EMERGENCY CONTACT**  
**0428 078 935**

**IN NEED OF HELP?**

1800RESPECT	1800 737 732
LIFELINE	13 11 14
BEYOND BLUE	1300 224 636
SEXUAL ASSAULT HOTLINE	1800 010 120

CHC'S COUNSELLING  
& SUPPORT CENTRE

COUNSELLING@CHC.EDU.AU

# CHC



**GO FURTHER, DO MORE.**



## CRITICAL INCIDENTS

A critical incident is a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. There are many kinds of critical incidents, and they can both happen to and be witnessed by students. They are of such severity that they interfere with usual methods of coping and can cause a level of trauma that is beyond a person's normal experiences.

### EXAMPLES

Death of family member; Serious accident or illness; Threat of violence; Assault; Natural disaster

### REPORT

Any CHC staff member; Direct to VP-Operations via form on CHC website

**CHC Policy: *Critical Incidents for Overseas Students*** describes the actions CHC will take and the support agencies that students can access.





# INTERNATIONAL STUDENTS

## EMERGENCY '000'

If you are faced with an emergency, the phone number to call in Australia is '000' – triple zero.

**Police Service**



**Ambulance**



**Fire Services**





**INTERNATIONAL STUDENTS**

## **STUDENT SERVICES**

**CHC has services available to help you through your course of study and can direct you to community services to support you as you settle into life in Australia.**

### **CHC SERVICES**

Academic and study support  
Advocacy service  
Disability support  
Personal support and counselling  
Pastoral care and spiritual support

### **COMMUNITY SERVICES**

English language assistance  
Health services  
Legal services  
Living in Australia  
Workplace issues



# INTERNATIONAL STUDENTS

## STUDENT SERVICES

See the CHC 'Essential Information' brochure for more information or the following websites:

### Study Queensland

[www.studyqueensland.qld.gov.au](http://www.studyqueensland.qld.gov.au)

1800QSTUDY (1800 778 839) – 24/7 support hotline

### Study in Australia

[www.studiesinaustralia.com](http://www.studiesinaustralia.com)

1300 363 079 – Monday to Friday 8am-6pm

### Council of International Students Australia

[www.cisa.edu.au](http://www.cisa.edu.au)

0432 400 788; @international.students.aus (FB)

### Fair Work Ombudsman

[www.fairwork.gov.au](http://www.fairwork.gov.au)

13 13 94 – Monday to Friday 8am-5.30pm



**INTERNATIONAL STUDENTS**

## **STUDENT SERVICES**

**Student Services:**  
[studentservices@chc.edu.au](mailto:studentservices@chc.edu.au)

**Study Support:**  
[studysupport@chc.edu.au](mailto:studysupport@chc.edu.au)

**Personal Support:**  
[counselling@chc.edu.au](mailto:counselling@chc.edu.au)



# INTERNATIONAL STUDENTS

## QUESTIONS

**Student Administration**  
[sadmin@chc.edu.au](mailto:sadmin@chc.edu.au)

**CHC Accounts**  
[accounts@chc.edu.au](mailto:accounts@chc.edu.au)

**Business:** [business@chc.edu.au](mailto:business@chc.edu.au)

**Education:** [education@chc.edu.au](mailto:education@chc.edu.au)

**Liberal Arts:** [millis@chc.edu.au](mailto:millis@chc.edu.au)

**Ministries:** [cmc@citipointechurch.com](mailto:cmc@citipointechurch.com)

**Social Sciences:** [socsci.general@chc.edu.au](mailto:socsci.general@chc.edu.au)



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