



Student Handbook

-Chaplaincy Training-

CHC42315 Certificate IV in Chaplaincy and Pastoral Care

ENROL TODAY:

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Welcome to Hope College!

Our nationally accredited courses provide participants with biblical knowledge as well as spiritual, personal and professional skills to serve effectively as a chaplain. As you launch out to learn more of God's Word we pray you will grow in wisdom, grace and maturity, empowered by the Holy Spirit to live out your God-given calling.

"Do your best to present yourself to God as one approved, a worker who does not need to be ashamed and who correctly handles the word of truth." 2 Timothy 2:15

"But grow in the grace and knowledge of our Lord and Saviour Jesus Christ. To him be glory both now and forever! Amen." 2 Peter 3:18

QUALIFICATIONS

CHC42315

Certificate IV in Chaplaincy and Pastoral Care

1 year full-time

COURSE DELIVERY This chaplaincy course is delivered by distance education. Students receive their course materials as PDF's via email (or in paper format for an additional \$30 each subject). Student support and assessor feedback is provided by phone, mail or email.

SCHOOL CHAPLAINCY and the National School Chaplaincy Program (NSCP): This nationally accredited CHC42315 Certificate IV in Chaplaincy and Pastoral Care meets the minimum qualification standards of the NSCP including the required units of competency: CHCMHS001 and CHCPR003.

COURSE STRUCTURE

CHC42315 Certificate IV in Chaplaincy and Pastoral Care is a nationally recognised course consisting of 13 units of competency delivered within 12 specialist Chaplaincy subjects.

Upon successful completion of all course requirements students will be awarded the particular qualification in which they enrolled. Students who do not complete all the requirements of the qualification will be issued a Statement of Attainment listing those units of competency for which all requirements have been satisfied (*see withdrawal and refunds*).

ENTRY REQUIREMENTS To be eligible to enrol an applicant must be:

- 18 years or over
- a person who is actively involved in a Christian Church
- able to read and write English to a sufficient standard to work with the supplied course materials. Samples of the course materials are available for review.

Should any special needs or language, literacy and numeracy needs (LL&N) be identified, Hope College will make reasonable adjustments necessary to create outcomes more achievable to the individual. If further LL&N assistance is needed we will refer Australian residents to specialist support.

RECOGNISED PRIOR LEARNING (RPL) Recognised Prior Learning (RPL) will be given to students who have completed studies or have previous experience in the area of their selected course and supply appropriate documentary evidence, matching that evidence against the criteria for each unit of competency. Students will need to demonstrate their knowledge is current. It is recommended that RPL is applied for prior to commencement of studies. An RPL kit is available upon request - the RPL kit details the costs involved, outlines the RPL process and the supporting evidence required.

Students submit the completed RPL application, and documentary evidence mapped against criteria, with the RPL Fee. Hope College will process the RPL application and advise the student of the outcome within 30 days.

If the evidence provided confirms competency, the student will receive recognition. If gaps are identified, the student will be asked to provide further evidence or to successfully complete those units required to obtain the Statement of Attainment or Qualification.

RTO'S OBLIGATION TO RECOGNISE Hope College recognises and accepts Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by any other Registered Training Organisation (RTO). Direct Credit Transfer (DCT) will be given to any student who has successfully completed units in any of our accredited courses with another RTO. Students must produce a certified copy of their Record of Results/Statement of Attainment for our records prior to the commencement of studies. There is no fee for DCT.

WITHDRAWAL AND REFUNDS Students may withdraw at any time by completing a withdrawal application form and submit it to the Distance Education Student Services Coordinator by post or via email with \$150 withdrawal application fee. The form can be obtained via email by requesting from the Distance Education Student Services Coordinator. Please note, multiple individual subjects could be linked to a single unit of competency. Students need to be aware that should they withdraw from the course, they may not receive a Statement of Attainment if they have not achieved a full unit of competency. Refunds for any subject must be requested in writing/via email to the Student Registrar before day six of the month (Census day).

Only on the basis of legitimate dis-satisfaction of the course, a complete refund of the fees paid for the current subject will be paid, excluding the non-refundable Application Fee. All refunds will be issued to the individual who originally paid the fees. This agreement does not remove the right to take further action under Australia's Consumer Protection Laws. Refunds will be posted within 30 days.

WORK-BASED TRAINING (WBT) Work-based Training (WBT) is volunteer on the job training. Students complete 120 hours of chaplaincy/community work-based training over the duration of the course outside their church. Responsibilities and requirements are outlined in the WBT Chaplaincy Roles & Responsibilities, WBT Agreement and the WBT Training Plan. WBT providers must have appropriate insurance that covers voluntary workers. WBT Exemption: Students who are already employed as a chaplain do not need to complete WBT and must submit to Hope College a letter from their organisation verifying they are employed as a chaplain, the hours worked and a summary of their role and responsibilities.

As part of the enrolment process, applicants are to complete a Work-based Training Agreement and Work-based Training Plan in consultation within your church/organisation with the Senior Pastor/Director and designated workplace supervisor.

STUDY LOAD Applicants indicate by a tick on their Student Application Form if they will be studying full time or part time. Full time study: to be completed in **1 year** (by submitting one subject per month and completing **120** WBT hours). Part time study: to be completed in **2 years** (by submitting one subject every two months and completing **120** WBT hours).

Please note: students who plan to access Government Subsidies will need to ensure they meet the study requirements for eligibility. This course is Centrelink approved. You may qualify for Austudy, Youth Allowance, Abstudy or PES. For information on your eligibility, contact Centrelink

<https://www.humanservices.gov.au/individuals/centrelink>

STUDENT CONDUCT Hope College is a Christian college. All staff and students are encouraged to maintain high ethical standards. By not meeting the following standards, students may be unable to complete their course. Any form of cheating is unacceptable, will be investigated by the Campus Director, and may result in the student being dismissed from the course.

Students are required to practice and maintain a Christian lifestyle and be actively involved in a Christian church. By the very nature of the award and the responsibility of a chaplain to remain accountable to their local church, it is a course requirement that students participate in their local church's services regularly as defined by their Senior Pastor. This will be validated via a confirmation of church participation on the student's WBT Attendance Record, which is signed off by the student's supervising church leader. Notification of unsatisfactory church participation will trigger an interview with the Campus Director to explain the reasons. If the explanation is considered unjustified the student will receive a warning. Another lapse in attendance will result in a second and final warning. A third occurrence will result in immediate expulsion from Hope College.

COURSE FEES

Total cost of the course is \$2550 which includes a \$150 non-refundable Application Fee. Course fees total \$2400 and are paid in 12 instalments of \$200 as students purchase each subject. Students must pay for each subject before it is issued. The first subject can be paid for once the student receives their Confirmation of Enrolment letter (see Enrolment Procedure).

The Course fees cover the cost of all course materials, and postage and handling from Hope College. They do not cover the students cost of postage and handling when returning their assessments and WBT documentation to Hope College.

A Re-enrolment Fee of \$150 applies if a student wishes to continue their studies after their enrolment status has lapsed (see Assessment Timeframes), or if they defer their studies for longer than 6 months (see Assessments, Deferral).

Course fees can be paid by credit card, direct deposit, cheque, money order or cash in person at our Gold Coast campus. Direct Deposit payments via branch, phone or internet banking must be referenced with the student's name and/or student number. Students with unreferenced direct deposits will be considered as not having paid Hope College at all.

Late Fees: A standard administration fee of \$50 per assessment applies to all submissions after due dates including late assessments, late supplementary assessments and late extensions (see Assessments). Late fees must be paid at the time of the next instalment. The next subject will not be given until outstanding late fees are paid. Hope College reserves the right to change fees. Students will be informed of any changes.

ENROLMENT PROCEDURE Hope College offers course placement based on satisfactory completion of the enrolment process. To enrol an applicant, you must:

1. Complete and submit to Hope College the following application documents:
 - Student Application Form
 - Student Handbook Declaration Slip
 - Chaplaincy Questionnaire
 - \$150 non-refundable application fee
2. Give a Pastoral Reference Form to your Local Church Pastor asking him or her to complete the form and return it to Hope College.
3. Complete a Work-based Training Agreement and Work-based Training Plan in consultation within your organisation/church
with the Director/Senior Pastor and designated workplace supervisor.
4. Provide Hope College with your Unique Student Identifier number (USI). (Login to: <https://www.usi.gov.au/students/create-usi> and follow directions to obtain USI).

Acceptance of enrolment is based on completed and approved application documents, payment of the Application Fee and on the understanding that you have read, understood and will obey the student rules and obligations within this Handbook and have not deliberately given false or misleading information or withheld personal information pertinent to your ability to complete the course including all WBT requirements. Hope College reserves the right to change or cancel advertised courses, assessors, course fees and other such details due to any circumstances beyond our control. Every effort will be made to advise students of changes.

By enrolling in Hope College, you agree to fully pay for the course, complete/submit all required assessments within the required timeframes, participate in WBT (if you are not already employed as a chaplain) and fulfil student conduct requirements. Hope College undertakes a duty of care toward its student body to supply all course materials, mark assessments, answer questions, provide support services and provide career guidance. Students will be notified of their successful enrolment via a Letter of Acceptance.

ASSESSMENT APPEALS POLICY Students have the right to appeal against an assessment decision with which they are not satisfied. Appeals must be submitted in writing to the Campus Director within 30 days of receiving notification of your results. The Campus Director will conduct a re-assessment in consultation with the assessor. If the outcome of the appeal does not satisfy the student, a further appeal may be made within 14 days of notification of the result, to an independent arbiter who has agreed to conduct appeals without bias. Contact details are available from the Campus Director. Beyond this an appeal may be lodged with the ASQA Info line on 1300 701 801 or <https://www.asqa.gov.au/complaints/getting-started-making-complaint-about-training-provider>

TESTAMUR AND RESULTS ALL STUDENTS MUST PROVIDE A VALID USI NUMBER TO RECEIVE ANY RESULTS FROM HOPE COLLEGE Testamur/results will be issued subject to the successful completion of all assessments (including WTB hours), or achieving recognition of the skills and knowledge required (RPL), and the payment of all fees. Students will receive a Testamur within 30 calendar days of successful completion of the course. Students undertaking partial completion of the course will receive a Statement of Attainment within 30 calendar days of successful completion of their nominated units of competency.

COMPLAINTS AND APPEALS POLICY Should students choose to access Hope College's complaints and appeals processes, their enrolment will be maintained while the complaints and appeals process is ongoing. Hope College will not charge any fees for any student to access this complaints and appeals process. Students may be accompanied and assisted by a support person at any relevant meetings/phone conferencing.

Any complaints and appeals must be lodged in writing to the Campus Director. The Campus Director will investigate, assess the situation and take appropriate action within 10 working days of the formal lodgement of the complaint and supporting information. All reasonable measures will be taken to finalise the process as soon as practicable. If an appeal regarding the decision is lodged it must be made within 30 days of the complaint being lodged. If the complaint handling or appeal process results in a decision that supports the student, Hope College will immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome.

For complaints and appeals related to teaching, assessments, finance, trainers, administration or alleged breach of civil law, the Campus Director will arrange a meeting/phone conference with the staff member/trainer and the student to discuss the issue and seek to resolve it. If this approach is not satisfactory, resolution will be offered through an independent complaints and appeals resolution committee within 14 days consisting of the Campus Director, an independent person and the student. Where Hope College considers more than 60 calendar days are required to process and finalise the complaint or appeal, Hope College informs the student in writing, including reasons why more than 60 calendar days are required, and regularly updates the student on the progress of the matter. If the complaints and appeals are not resolved to the student's satisfaction, they will be referred to the Australian Skills Quality Authority (ASQA) or the National Training Complaints Hotline PHONE 13 38 73 Website: www.education.gov.au/email-complaints
Email: NTCH@education.gov.au

This dispute resolution process does not prevent a student from exercising their rights to other legal remedies. If students are concerned about Hope College's conduct, then they may contact ASQA, who have authority to suspend or cancel the registration of Hope College.

WORKING WITH CHILDREN AND YOUNG PEOPLE UNDER 18 YEARS OF AGE It is the students responsibility to obtain a "Blue Card" in QLD or a "Working with Children Check" in NSW **before they commence any work-based training** that involves contact with children and/or young people. Students outside of NSW and QLD must meet their relevant state/territory government requirements.

ACCESS AND EQUITY Our policy is to ensure equal opportunity and access to all of our courses for all students regardless of gender, race, age, nationality, marital status, physical ability, religion, political or Christian faith convictions. Responsibilities of Hope College staff for access and equity are provided for in the Hope College Policy and Procedure Manual. To successfully complete a course, students must fulfil all course requirements including student conduct and work-based training requirements.

CHANGES TO AGREED SERVICES Where there are any changes to agreed services (e.g. new third party arrangements, change in ownership or changes to existing third party arrangements), Hope College will advise students as soon as practicable.

LEGISLATION Hope College recognises its moral and legal responsibility to abide by Commonwealth and State legislation that impact on its operations. Hope College will exercise and demonstrate due diligence to ensure all relevant legislative obligations are met. Students are Responsible to abide by the obligations of all relevant legislation. This includes (but is not limited to) Commonwealth WHS, Discrimination, Copyright and Privacy legislation; and, in Queensland, the WHS Act 2011, Anti-Discrimination Act 1991, Training and Reform Act 2003, Vocational Education, Training & Employment Act 2000 and Commission for Children and Young People and Child Guardian Act 2000. It is necessary for students working in a state/territory other than Queensland to abide by that state/territory's equivalent legislation.

USE OF PERSONAL INFORMATION All students personal information remains confidential. Personal information will be securely stored and only made available to other employees of Hope College, Centrelink, ASQA and WBT Providers. Students have a right to access and challenge information held on file. Hope College will only release a students personal information to bodies or people other than those previously listed, with the students written permission.

PRIVACY NOTICE Under the Data Provision Requirements 2012, Hope College is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). Your personal information (including the personal information contained on this enrolment form), may be used or disclosed by Hope College for statistical, administrative, regulatory and research purposes. Hope College may disclose your personal information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted. NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).



RETURN TO:

HOPE COLLEGE
PO Box 35
Varsity Lakes QLD 4227



Chaplaincy and Pastoral Care
STUDENT HANDBOOK DECLARATION

STUDENT NAME: _____

I give consent to Hope College to use any photographs, video or sound recordings of me for promotional purposes. Yes No

I declare that the information I have provided to the best of my knowledge is true and correct. Yes

I have received, read and understood the Student Handbook, and I hereby confirm that I will uphold the rules and agreements outlined during my enrolment at Hope College Yes

SIGNATURE: _____ **DATE:** _____

RETURN TO Hope College:
By POST Hope College, PO Box 35, Varsity Lakes QLD 4227
By EMAIL reception@hopecollege.com

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