



# Distance Student Handbook

## *-Christian Ministry and Theology-*

**10742NAT Certificate IV in Christian Ministry and Theology**

**10743NAT Diploma of Christian Ministry and Theology**

**10744NAT Advanced Diploma  
of Christian Ministry and Theology**

**10745NAT Graduate Certificate  
in Christian Ministry and Theology**

**10746NAT Graduate Diploma  
of Christian Ministry and Theology**

### ENROL TODAY:

PH: (07) 55510269 FAX: (07) 56417810  
PO Box 35 Varsity Lakes QLD 4227 Australia  
EM: [reception@hopecollege.com](mailto:reception@hopecollege.com)  
W: <https://hopecollege.com>  
RTO 2942 CRICOS 01679M Centrelink 4P105



## Welcome to Hope College!

Our nationally accredited **Christian Ministry and Theology** courses provide participants with biblical knowledge and skills to serve effectively as workers, leaders and pastors in churches, Christian ministry and mission endeavours. 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

**CHRISTIAN MINISTRY AND THEOLOGY QUALIFICATIONS** Please note the prerequisites for each qualification above Certificate IV.

### COURSE DELIVERY

The Christian Ministry and Theology and Ministry courses listed above are delivered by distance education. Students receive their course materials as PDFs via email (or in paper format for an additional \$30). Student support and assessor feedback are provided by phone, mail or email.

### BIBLE STUDY TOOLS

Completing these courses will require access to a Study Bible (e.g. NIV Study Bible, Life Application Study Bible), a Bible Concordance, Bible Dictionary and Bible Commentary which can be purchased from Christian bookstores or accessed via the internet. A list of free online links will be supplied by Hope College upon commencement of the course.

### COURSE STRUCTURE

**10742NAT Certificate IV in Christian Ministry and Theology:** Is a nationally recognised course consisting of 10 units of competency delivered within 12 Bible and Ministry subjects.

**10743NAT Diploma of Christian Ministry and Theology:** Is a nationally recognised course consisting of 10 units of competency delivered within 24 Bible and Ministry subjects.

**10744NAT Advanced Diploma of Christian Ministry and Theology:** Is a nationally recognised course consisting of 10 units of competency delivered within 24 Bible and Ministry subjects.

**10745NAT Graduate Certificate in Christian Ministry and Theology, and 10746NAT Graduate Diploma of Christian Ministry and Theology:** Both of these nationally recognised courses consist of 5 units of competency delivered within 6 Bible and Ministry subjects (Graduate Certificate) and 8 Bible and Ministry subjects (Graduate Diploma). In addition to course fees, students are required to purchase and read the following prescribed textbooks: Barker, Kenneth and Kohlenberger, John R III (2004) *The Expositor's Bible Commentary* (2 Volume Set) Grand Rapids, Zondervan; and Williams, J Rodman (1996) *Renewal Theology: Systematic Theology From a Charismatic Perspective* (3 Volumes in 1) Grand Rapids, Zondervan.

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 in which they are enrolled, will be issued a Statement of Attainment listing those units of competency for which all requirements have been satisfied. (see *Withdrawal and Refunds*)

<b>Code</b>	<b>Course Name</b>	<b>Length of Course</b>
<b>10742NAT</b>	<b><i>Certificate IV in Christian Ministry and Theology</i></b>	<b><i>1 year full time 2 years part time</i></b>
<b>10743NAT</b>	<b><i>Diploma of Christian Ministry and Theology</i></b>	<b><i>2 years full time 4 years part time</i></b>
<b>10744NAT</b>	<b><i>Advanced Diploma of Christian Ministry and Theology</i></b>	<b><i>2 years full time 4 years part time</i></b>
<b>10745NAT</b>	<b><i>Graduate Certificate in Christian Ministry and Theology</i></b>	<b><i>6 months full time 1 year part time</i></b>
<b>10746NAT</b>	<b><i>Graduate Diploma of Christian Ministry and Theology</i></b>	<b><i>1 year full time 2 years part time</i></b>

## **ENTRY REQUIREMENTS**

Each of the Christian Ministry and Theology or Ministry qualifications are separate courses that require separate enrolment.

**10742NAT Certificate IV in Christian Ministry and Theology** To be eligible to enrol an applicant must:

- be a person who is actively involved in a Christian Church
- be 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.
- Preference will be given those have completed Year 12 or mature age entry

**10743NAT Diploma of Christian Ministry and Theology** To be eligible to enrol an applicant must:

- be a person who is actively involved in a Christian Church
- be 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.
- Completed Year 12 or equivalent or mature age entry

**10744NAT Advanced Diploma of Christian Ministry and Theology** To be eligible to enrol an applicant must:

- be a person who is actively involved in a Christian Church
- be 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.
- fulfilling the prerequisite requires the student to have completed a Diploma of Biblical Studies, Theology, Ministry and Christian Studies or equivalent

**10745NAT Graduate Certificate in Christian Ministry and Theology** To be eligible to enrol an applicant must:

- be a person who is actively involved in a Christian Church
- be 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.
- fulfilling the prerequisite requires the students to have completed a 10744NAT Advanced Diploma of Christian Ministry and Theology or equivalent, or recognised Australian undergraduate degree or higher, or equivalent overseas qualification in any area

**10746NAT Graduate Diploma of Christian Ministry and Theology** To be eligible to enrol an applicant must:

- be a person who is actively involved in a Christian Church
- be 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.
- fulfilling the prerequisite requires the students to have completed a 10744NAT Advanced Diploma of Christian Ministry and Theology or equivalent, or recognised Australian undergraduate degree or higher, or equivalent overseas qualification in any area.

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 LLN 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 be 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 qualification.

## **RTO'S OBLIGATION TO RECOGNISE – Direct Credit Transfer (DCT)**

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.

## **WORK-BASED TRAINING (WBT)**

Work-Based Training (WBT) is volunteer on the job training. Work-Based Training must be completed within the context of the local church where the student has opportunity to gain knowledge and experience in ministry. Examples of ministry contexts could include (but is not limited to): youth, children, women, men, service, hospitality, music, small group, community, media or pastoral care ministries. Responsibilities and requirements are outlined in the

WBT Roles & Responsibilities, WBT Agreement and the WBT Training Plan. WBT Providers must have appropriate insurance that covers voluntary workers. As part of the course requirements, applicants must complete a Work-Based Training Agreement and Work-Based Training Plan in consultation with their local church Senior Pastor and designated workplace supervisor. Throughout the course students will be required to submit WBT Participation Records to verify the ministry hours completed. Late fees may apply if submitted past the due date. WBT Exemption: Students who are already employed as a minister with their local church do not need to complete WBT and must submit to Hope College a letter from their church verifying they are employed as a minister, the hours worked and a summary of their role and responsibilities.

**WBT roles and levels of responsibility:**

**10742NAT Certificate IV in Christian Ministry and Theology**

- Students must complete **240** hours of work-based training over the duration of the course.
- ROLE: Ministry Worker
- LEVEL OF RESPONSIBILITY: Serving in a helping/practical capacity, undertaking a wide range of tasks, in any ministries where needed, being accountable to a Leader/Pastor in church.

**10743NAT Diploma of Christian Ministry and Theology**

- Students must complete **480** hours of work-based training over the duration of the course.
- ROLE: Assistant Leader/Ministry or Group Leader
- LEVEL OF RESPONSIBILITY: Serving in one or two ministries as a leader, demonstrating commitment to those ministries and participating in the ongoing development of those ministries, being accountable to a Leader/Pastor in church.

**10744NAT Advanced Diploma of Christian Ministry and Theology**

- Students must complete **480** hours of work-based training over the duration of the course.
- ROLE: Senior Leader/Missionary Worker
- LEVEL OF RESPONSIBILITY: Serving as a minister/missionary worker committed to developing and leading others, generating ideas and strategies, demonstrating accountability for group outcomes, being accountable to a Leader/Pastor in church.

**10745NAT Graduate Certificate in Christian Ministry and Theology**

- Students must complete **120** hours of work-based training over the duration of the course.
- ROLE: Ministry/Group Leader; Teacher/Instructor
- LEVEL OF RESPONSIBILITY: Serving as a minister/missionary worker committed to developing and leading others, generating ideas and strategies, demonstrating accountability for ministry outcomes, contributing to the overall mission of the organisation, being accountable to a Leader/Pastor in church.

**10746NAT Graduate Diploma of Christian Ministry and Theology**

- Students must complete **240** hours of work-based training over the duration of the course.
- ROLE: Ministry/Group Leader; Teacher/Instructor
- LEVEL OF RESPONSIBILITY: Serving as a minister/missionary worker committed to developing and leading others, generating ideas and strategies, demonstrating accountability for ministry outcomes, contributing to the overall mission of the organisation, being accountable to a Leader/Pastor in church.

**STUDY LOAD**

Please note: students who plan to access Government Subsidies will need to ensure they meet the study requirements for eligibility. Only Certificate IV 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>

**10742NAT Certificate IV in Christian Ministry and Theology**

Applicants indicate by a tick on their Student Application Form if they will be studying full time or part time.

- Full time study is to be completed in **1 year** (by submitting one subject per month and completing **240** WBT hours within the year)
- Part time study is to be completed in **2 years** (by submitting one subject every two months and completing **240** WBT hours within the two years)

**10743NAT Diploma of Christian Ministry and Theology**

Applicants indicate by a tick on their Student Application Form if they will be studying full time or part time.

- Full time study is to be completed in **2 year** (by submitting one subject per month and completing **480** WBT hours within the year)
- Part time study is to be completed in **4 years** (by submitting one subject every two months and completing **480** WBT hours within the two years)

**10744NAT Advanced Diploma of Christian Ministry and Theology**

Applicants indicate by a tick on their Student Application Form if they will be studying full time or part time.

- Full time study is to be completed in **2 year** (by submitting one subject per month and completing **480** WBT hours within the year)
- Part time study is to be completed in **4 years** (by submitting one subject every two months and completing **480** WBT hours within the two years)

**10745NAT Graduate Certificate in Christian Ministry and Theology**

Applicants indicate by a tick on their Student Application Form if they will be studying full time or part time.

- Full time study is to be completed in **6 months** (by submitting one subject per month and completing **120** WBT hours within the year)
- Part time study is to be completed in **1 year** (by submitting one subject every two months and completing **120** WBT hours within the two years)

**10746NAT Graduate Diploma of Christian Ministry and Theology**

Applicants indicate by a tick on their Student Application Form if they will be studying full time or part time.

- Full time study is to be completed in **1 year** (by submitting one subject per month and completing **240** WBT hours within the year)
- Part time study is to be completed in **2 years** (by submitting one subject every two months and completing **240** WBT hours within the two years)

**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 Christian 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 a College staff member 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**

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. A standard administration fee of \$50 applies to each assessment submitted after due dates including late assessments; late supplementary assessments and late extensions (see Assessments). Hope College reserves the right to change fees at any time; students will be informed of any changes. The Course fees cover the cost of all course materials, and standard 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.

<i>Code</i>	<i>Course Name</i>	<i>Total Cost</i>
<b>10742NAT</b>	<b><i>Certificate IV in Christian Ministry and Theology</i></b>	<b><i>\$2,550*</i></b>
<b>10743NAT</b>	<b><i>Diploma of Christian Ministry and Theology</i></b>	<b><i>\$5,190*</i></b>
<b>10744NAT</b>	<b><i>Advanced Diploma of Christian Ministry and Theology</i></b>	<b><i>\$5,910*</i></b>

***\* \$150 non-refundable Application Fee included***

Course fees for each qualification are paid in 12 instalments of \$200 (Certificate IV in Christian Ministry and Theology), 24 instalments of \$210 (Diploma of Christian Ministry and Theology), and 24 instalments of \$240 (Advanced Diploma of Christian Ministry and Theology) 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 Letter of Acceptance (see Enrolment Procedure). Late fees must be paid at the time of the next instalment. The next subject will not be given until any outstanding fees are paid.

<i>Code</i>	<i>Course Name</i>	<i>Total Cost</i>
<b>10745NAT</b>	<b><i>Graduate Certificate in Christian Ministry and Theology</i></b>	<b><i>\$1,770*</i></b>
<b>10746NAT</b>	<b><i>Graduate Diploma of Christian Ministry and Theology</i></b>	<b><i>\$3,390*</i></b>

***\* \$150 non-refundable Application Fee included***

Course fees for each qualification are paid in 6 instalments of \$270 (Graduate Certificate in Christian Ministry and Theology) and 8 instalments of \$405 (Graduate Diploma of Christian Ministry and Theology) 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 Letter of Acceptance (see Enrolment Procedure). Late fees must be paid at the time of the next instalment. The next subject will not be given until any outstanding fees are paid.

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 designated timeframe (see Assessments, Deferral).

## **ENROLMENT PROCEDURE**

Hope College offers course placement based on satisfactory completion of the application process. Each qualification in Christian Ministry and Theology requires a separate enrolment. To enrol in any Christian Ministry and Theology qualification, an applicant must:

1. Complete and submit to Hope College the following application documents:

- Student Application Form
- Student Handbook Declaration Slip
- Nominate your current student who introduced you (*if applicable*)

2. Give a Pastoral Reference Form to your local church Pastor asking him/her to complete the form and send it to Hope College.

3. Complete a Work-Based Training Agreement and Work-Based Training Plan in consultation with your local church Senior Pastor and designated workplace supervisor.

4. Enclose the following:

- \$150 Application Fee per course (non-refundable)
- Short essay giving your reasons for studying this course
- Provide Hope College with your Unique Student Identifier number (USI).

Login to: <http://portal.usi.gov.au/student> 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. By enrolling in Hope College, you agree to fully pay for the course fee, complete/submit all required assessments within the required timeframes, participate in WBT (if you are not already employed as a minister) 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 Confirmation of Enrolment letter.**

**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. A Statement of Attainment can be issued, if applicable. 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 (this includes both theory and practical work). Refunds for any subject must be requested in writing/via email to the Distance Education Student Services Coordinator before day six of the month (Census day). Only on the basis of legitimate dissatisfaction 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.

**ASSESSMENTS** On receipt of their Letter of Acceptance, students can commence study after paying for, and then receiving from Hope College, their first subject and related assessment tasks. Assessments will be based on the assessment criteria outlined within the course materials. Students complete all the assessment tasks for that subject and submit them to Hope College. The student then pays for and receives the next subject and related assessment tasks. Completed WBT Participation Records are submitted every 12 weeks.

*Supplementary Assessments:* Should any assessments submitted by the student be assessed as "Not Yet Satisfactory" the student will need to undertake supplementary assessments and/or provide extra evidence until successful in achieving competency. The student will be issued with a Supplementary Assessment Request Form and will have 14 days from the date on the form to produce the extra evidence. Evidence submitted after 14 days will incur a \$50 administration fee per assessment and WBT Participation Record. WBT Participation hours range from 10 hours to 30 hours per subject.

Once all assessments for a particular subject have been marked by a Hope College assessor, students will be issued with results and feedback for that subject. It is the student's responsibility to complete and submit all their assessments within the required guidelines and timeframes.

*Deferral:* With prior approval by Hope College students may defer their studies and maintain their enrolment status once only during the course, for a maximum deferral period of six months. A deferral must be applied for in writing/via email to the Distance Education Student Services Coordinator.

### **10742NAT Certificate IV in Christian Ministry and Theology**

*Assessment Timeframes for Full Time Study Load:* Students have 1 year to complete the assessment tasks for all 12 subjects (averaging 1 subject per month). With prior approval an extension of 1 month is permissible (see Extensions). A full-time student's enrolment status lapses at the end of 13 months.

*Assessment Timeframes for Part Time Study Load:* Students have 2 years to complete the assessment tasks for all 12 subjects (averaging 1 subject every 2 months). With prior approval an extension of 1 month is permissible (see Extensions). A part-time student's enrolment status lapses at the end of 25 months.

*Extensions:* Any request for an extension of the course completion date must be applied for in writing/via email to the Distance Education Student Services Coordinator before the end of the year (for a full-time student) or end of the second year (for a part-time student). Upon approval, an extension of 1 month will be granted. Assessments submitted after the 1 month extension date will incur a \$50 administration fee per assessment.

### **10743NAT Diploma of Christian Ministry and Theology**

*Assessment Timeframes for Full Time Study Load:* Students have 2 years to complete the assessment tasks for all 24 subjects (averaging 1 subject per month). With prior approval an extension of 1 month is permissible (see Extensions). A full-time student's enrolment status lapses at the end of 25 months.

*Assessment Timeframes for Part Time Study Load:* Students have 4 years to complete the assessment tasks for all 24 subjects (averaging 1 subject every 2 months). With prior approval an extension of 1 month is permissible (see Extensions). A part-time student's enrolment status lapses at the end of 49 months.

*Extensions:* Any request for an extension of the course completion date must be applied for in writing/via email to the Distance Education Student Services Coordinator before the end of the year (for a full-time student) or end of the second year (for a part-time student). Upon approval, an extension of 1 month will be granted. Assessments submitted after the 1 month extension date will incur a \$50 administration fee per assessment.

### **10744NAT Advanced Diploma of Christian Ministry and Theology**

*Assessment Timeframes for Full Time Study Load:* Students have 2 year to complete the assessment tasks for all 24 subjects (averaging 1 subject per month). With prior approval an extension of 1 month is permissible (see Extensions). A full-time student's enrolment status lapses at the end of 25 months.

*Assessment Timeframes for Part Time Study Load:* Students have 4 years to complete the assessment tasks for all 24 subjects (averaging 1 subject every 2 months). With prior approval an extension of 1 month is permissible (see Extensions). A part-time student's enrolment status lapses at the end of 49 months.

*Extensions:* Any request for an extension of the course completion date must be applied for in writing/via email to the Distance Education Student Services Coordinator before the end of the year (for a full-time student) or end of the second year (for a part-time student). Upon approval, an extension of 1 month will be granted. Assessments submitted after the 1 month extension date will incur a \$50 administration fee per assessment.

### **10745NAT Graduate Certificate in Christian Ministry and Theology**

*Assessment Timeframes for Full Time Study Load:* Students have 6 months to complete the assessment tasks for all 6 subjects (averaging 1 subject per month). With prior approval an extension of 1 month is permissible (see Extensions). A full-time student's enrolment status lapses at the end of 7 months.

*Assessment Timeframes for Part Time Study Load:* Students have 1 year to complete the assessment tasks for all 6 subjects (averaging 1 subject every 2 months). With prior approval an extension of 1 month is permissible (see Extensions). A part-time student's enrolment status lapses at the end of 13 months.

*Extensions:* Any request for an extension of the course completion date must be applied for in writing/via email to the Distance Education Student Services Coordinator before the end of six months (for a full-time student) or end of the year (for a part-time student). Upon approval, an extension of 1 month will be granted. Assessments submitted after the 1 month extension date will incur a \$50 administration fee per assessment.

### **10746NAT Graduate Diploma of Christian Ministry and Theology**

*Assessment Timeframes for Full Time Study Load:* Students have 1 year to complete the assessment tasks for all 8 subjects (averaging 1 subject every one and a half months). With prior approval an extension of 1 month is permissible (see Extensions). A full-time student's enrolment status lapses at the end of 13 months.

*Assessment Timeframes for Part Time Study Load:* Students have 2 years to complete the assessment tasks for all 8 subjects (averaging 1 subject every 3 months). With prior approval an extension of 1 month is permissible (see Extensions). A part-time student's enrolment status lapses at the end of 25 months.

*Extensions:* Any request for an extension of the course completion date must be applied for in writing/via email to the Distance Education Student Services Coordinator before the end of six months (for a full-time student) or end of the year (for a part-time student). Upon approval, an extension of 1 month will be granted. Assessments submitted after the 1 month extension date will incur a \$50 administration fee per assessment.

**ASSESSMENT APPEALS POLICY** Students have the right to appeal against an assessment decision with which they are not satisfied. Appeals should 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>

**COURSE CHANGES** 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.

**TESTAMUR AND RESULTS** ALL STUDENTS MUST PROVIDE A VALID USI NUMBER TO RECEIVE ANY RESULTS FROM HOPE COLLEGE, NO EXCEPTIONS. Testamur/results will be issued subject to the successful completion of all assessments (including WBT hours), or achieving recognition of the skills and knowledge required, and the payment of all fees. Students will receive a Testamur within 30 calendar days of successful completion of the course. Should a student withdraw before completing the course, a Statement of Attainment will be issued within 30 calendar days if the student has achieved any units of competency (see Withdrawal and Refunds). Replacements for lost Testamurs or Statement of Attainments can be obtained for a fee of \$150 per copy and will be issued within 30 calendar days upon payment of the fee.

**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](http://www.education.gov.au/email-complaints) Email: [NTCH@education.gov.au](mailto: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 may 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.

**COPYRIGHT** Under the Copyright Act 1968, copyright owners have exclusive rights to do certain things with their material. Reproducing copyright material without the copyright owner's permission will usually be an infringement of copyright. Exceptions to the infringement include: *Fair dealing for the purpose of research or study* (allows a student or researcher to copy protected materials-copying 10% or one chapter of a published literary, dramatic or musical work of 10 pages or more; and one article from a periodical is deemed fair); *Fair dealing for the purpose of criticism or review* (allows reviewers to make a fair use of copyright material provided they acknowledge the work); or *Library provisions* (as a non-profit library, Hope College Library has the right to reproduce or communicate copyright work for a student to be included in their study materials).

**LEGISLATION** Hope College recognises its moral and legal responsibility to abide by Commonwealth and State legislation that impacts 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 student's 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](http://www.ncver.edu.au)).



RETURN TO:

HOPE COLLEGE  
PO Box 35  
Varsity Lakes QLD 4227



CHRISTIAN MINISTRY AND THEOLOGY AND MINISTRY

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](mailto:reception@hopecollege.com)**

**DISTANCE Student Handbook V5.5 March 2019**