



Queensland International Student Handbook

**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**



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Welcome to Hope College!

This Student Handbook forms part of the legal agreement between Hope College and the student.

Our nationally-accredited courses provide participants with biblical knowledge and skills to serve effectively as pastors, leaders and workers 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 Tim. 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

MINISTRY QUALIFICATIONS

10743NAT	Diploma of Christian Ministry and Theology	2 years full-time
10744NAT	Advanced Diploma of Christian Ministry and Theology	2 years full-time
10745NAT	Graduate Certificate in Christian Ministry and Theology	6 months full-time
10746NAT	Graduate Diploma of Christian Ministry and Theology	1 year full-time

COURSE DELIVERY

The courses listed above are delivered on campus. Training is delivered by face-to-face lectures, online tutorials, chapel and work-based training. In the first term, a username, password and address for Hope College's e-learning website, Moodle, is e-mailed to students. They need to enter their username and password into the Moodle login webpage to access their course materials as PDF's at the commencement of each term. Student support and assessor feedback is provided by phone, mail, email, Moodle or a scheduled appointment with an assessor. Chapel is a key component of all Ministry courses and students are required to actively participate. Some subjects are delivered in Korean. Upon enrolment students must inform the International Student Services Director which language stream they choose: English or Korean stream. Korean students are advised that some classes are English only and form part of the course requirements.

ATTENDANCE

WARNING—Students are reminded that the primary purpose of their visa being granted is to study a course at Hope College. Students are encouraged to prioritise their student visa conditions and course requirements in relation to their time in Australia. As part of student visa requirements, it is **compulsory for students to attend at least 80% of the scheduled course contact hours of classes and work-based training. The weekly scheduled course contact hours is 20 hours.** An average 10-week term, with 9 hours of face-to-face classes on campus, 5 hours worth of work in online tutorials on Hope College's Moodle website* and 6 hours of work-based training per week, has 200 hours in total (140 hours of class and 60 hours of work-based training). In such a term, students must attend at least 80% of the scheduled contact hours (i.e. 160 hours). If, at any point in this term, students are absent for more than 20% of the scheduled course contact hours of the term, then they have failed to meet satisfactory attendance. Where students are at risk of their attendance dropping below 80%, the international student Service Director contacts them with a warning letter to counsel them about their attendance. If students fail to meet satisfactory attendance requirements, then they will be notified in writing and reported to the Department of Home Affairs (Immigration). Hope College has an electronic roll call system that requires all students to use a fingerprint machine to check in subject lectures before the class commences and to check out after subject lectures finishes. If a student uses the fingerprint machine after the scheduled class time they will be considered late and the time will be deducted off their attendance hours. If this occurs students are required to complete an Attendance Monitoring Slip and have the Assessor sign it, the student must then submit the form to the International Student Services Director. This electronic system is used for each subject and the student must use the fingerprint machine at the start and end of each lecture.

(Please note: in order to complete their course, all students must complete the full amount of WBT designated for their course)

*** Online Tutorials**

Students are required to provide a 200-word answer to 1 online question per week over the term's weeks for each of the 3 subjects, starting with question 1. Answers are due by 11:59 pm (Queensland time) on Thursday of each week. Reading is required in order to answer the questions. Students need to give informed, succinct answer based on their reading. They then carefully read the response of all other students in their class. Students must select one student's response to the weekly questions and provide a 100-word reply. It is important that their response is thoughtful and that they interact with the material. Comments such as "that's good" or "I agree" are insufficient without some reasoned discussion and insight. Students' responses are due by 11:59 pm (Queensland time) on Saturday of that same week. Due dates and minimum word count requirements should be strictly adhered to. Off-topic, insufficient, late or non-submitted online work will deduct time from students' overall required minimum 20 scheduled course contact hours per week as detailed on the Moodle website.

COURSE PROGRESS

It is a mandatory condition of enrolment that all students demonstrate satisfactory course progress. This includes attendance, theory and practical components in order to maintain current student status. Students who do not meet satisfactory course progress requirements by: failing to submit all assessments by due dates; WBT practical hours and satisfactory in class attendance by the end of the term in which they are due, will be excluded from all classes the following term until such time as all outstanding course progress requirements have been met. Exclusion from classes may compromise a student's visa conditions due to unsatisfactory mandatory attendance requirements. Students who fail to meet attendance requirements will be notified in writing and reported to the Department of Home Affairs (Immigration).

BIBLE STUDY TOOLS

To complete these courses you will need a Study Bible (e.g. NIV Study Bible, Life Application Study Bible) and access to a Bible Concordance, Bible Dictionary, and Bible Commentary, which can be purchased or accessed via the Internet. A list of free online links will be supplied by Hope College upon commencement of course. Graduate Certificate and Graduate Diploma students are required to purchase prior to course commencement (in addition to course fees) 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.

COURSE STRUCTURE

10743NAT Diploma of Christian Ministry and Theology:

This nationally-recognised course consists of 10 units of competency delivered within 24 Bible and Ministry subjects.

10744NAT Advanced Diploma of Christian Ministry and Theology:

This nationally-recognised course consists of 10 units of competency delivered within 24 Bible and Ministry subjects.

10745NAT Graduate Certificate in Christian Ministry and Theology:

This nationally-recognised course consists of 5 units of competency delivered within 6 Bible and Ministry subjects.

10746NAT Graduate Diploma of Christian Ministry and Theology:

This nationally-recognised course consists of 5 units of competency delivered within 8 Bible and Ministry 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 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*).

ENTRY REQUIREMENTS

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

- be at least 18 years old. Completed Year 12 or equivalent or mature age entry
- 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.

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

- be at least 18 years old
- 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 at least 18 years old
- 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 10744NAT Advanced Diploma of Christian Ministry and Theology or equivalent, or recognised Australian undergraduate degree or higher, or equivalent overseas qualification in any area for a 10745NAT Graduate Certificate in Christian Ministry and Theology.

10746NAT Graduate Diploma of Christian Ministry and Theology

To be eligible to enrol an applicant must:

- be at least 18 years old
- 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 10744NAT Advanced Diploma of Christian Ministry and Theology or equivalent, or recognised Australian undergraduate degree or higher, or equivalent overseas qualification in any area for a 10746NAT Graduate Diploma of Christian Ministry and Theology.

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 Statement of Attainment or Qualification. RPL may lead to a shortening of the student's course.

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

WBT roles and levels of responsibility:

COURSE	ROLE	RESPONSIBILITIES	HOURS
10743NAT Diploma of Christian Ministry and Theology	Assistant Leader Ministry Group Leader	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.	Students must complete 480 hours of work-based training over the duration of 2 years. This is broken down to 60 hours Of work-based training each term. There are 4 terms per year.
10744NAT Advanced Diploma of Christian Ministry and Theology	Ministry Leader Missionary Worker	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.	Students must complete 480 hour of work-based training over the duration of 2 years. This is broken down to 60 hours Of work-based training each term. There are 4 terms per year.
10745NAT Graduate Certificate in Christian Ministry and Theology	Ministry Leader Teacher/Instructor	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.	Students must complete 120 hours of work-based training over the duration of 6 months. This is broken down into hours work-based training each term. There are 2 terms for the course.
10746NAT Graduate Diploma of Christian Ministry and Theology	Ministry Leader Teacher/Instructor	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.	Students must complete 240 hours of work-based training over the duration of 1 year . This is broken down into 60 hours of work-based training each term. There are 4 terms per year.

STUDY LOAD

10743NAT Diploma of Christian Ministry and Theology - Study is to be completed in **2 years** by submitting three subjects and completing the online tutorial class each term (there are 8 terms for the duration of the course) and completing **480** WBT hours within the two years.

10744NAT Advanced Diploma of Christian Ministry and Theology - Study is to be completed in **2 years** by submitting three subjects and completing the online tutorial class each term (there are 8 terms for the duration of the course) and completing **480** WBT hours within the two years.

10745NAT Graduate Certificate in Christian Ministry and Theology - Study is to be completed in **6 months** by submitting three subjects and completing the tutorial class each Term (there are 2 terms for the duration of the course) and completing **120** WBT hours within the 6 months.

10746NAT Graduate Diploma of Christian Ministry and Theology - Study is to be completed in **1 year** by submitting three subjects and completing the tutorial class each Term (there are 4 terms per year) and completing **240** WBT hours within the year.

COURSE FEES

10743NAT	Diploma of Christian Ministry and Theology	\$10,400
10744NAT	Advanced Diploma of Christian Ministry & Theology	\$10,400
10745NAT	Graduate Certificate of Christian Ministry & Theology	\$3,000
10746NAT	Graduate Diploma of Christian Ministry & Theology	\$6,000

10743NAT Diploma of Ministry and Theology

Total cost of the course is \$10,400 for each level which is paid in 8 instalments of \$1,300. This payment is made as per the Payment in Arrears Agreement for International Students. The course fees cover the cost of all course materials. Please note that there are no photocopying or printing services on campus. The student application fee of \$150 is paid upon applying for the course and does not form part of the Payment in Arrears Agreement for International Students.

10744NAT Advanced Diploma of Christian Ministry and Theology

Total cost of the course is \$10,400 which is paid in 8 instalments of \$1,300. Payment is made as per the Payment in Arrears Agreement for International Students. The course fees cover the cost of all course materials. Please note that there are no photocopying or printing services on campus. The student application fee of \$150 is paid upon applying for the course and does not form part of the Payment in Arrears Agreement for International Students.

10745NAT Graduate Certificate in Christian Ministry and Theology Total cost of the course is \$3,000 which is paid in 2 instalments of \$1,500.

Payment is made as per the Payment in Arrears Agreement for International Students. The course fees cover the cost of all course materials. Please note that there are no photocopying or printing services on campus. The student application fee of \$150 is paid upon applying for the course and does not form part of the Payment in Arrears Agreement for International Students.

10746NAT Graduate Diploma of Christian Ministry and Theology Total cost of the course is \$6,000 which is paid in 4 instalments of \$1,500.

Payment is made as per the Payment in Arrears Agreement for International Students. The course fees cover the cost of all course materials. Please note that there are no photocopying or printing services on campus. The student application fee of \$150 is paid upon applying for the course and does not form part of the Payment in Arrears Agreement for International Students.

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. Replacements for a lost course manual or student card can be obtained for a fee of \$30 and \$20 each respectively. A standard administration fee of \$50 applies to each late document submitted after due dates including late WBT forms, late assessments, late supplementary assessments and late extensions (see Assessments). While Hope College endeavours to maintain its current fee schedule, it reserves the right to change the fee schedule at any time, due to circumstances beyond its control. Hope College's fee schedule is reviewed on an annual basis. Current students will be notified in writing of the commencement date and changes of any new fee schedule.

BONUS FINANCIAL INCENTIVE

Current Students can introduce a new student to the course and receive a financial credit for one subject the following Term upon the successful enrolment and payment of Application and Course Fees by the introduced friend. The new student must indicate on their Student Application Form that they have been introduced by the current student for this to be applied. If the current student has not been nominated as "introduced by" on the Student Application Form no financial credit will be given. No amendments to submitted application forms will be accepted, if the new student fails to nominate a current student. It is Hope College's policy to not use or deal with any education agents.

PAYMENT IN ARREARS

Students are required to complete and sign a *Payment in Arrears Agreement for International Students*, this is a voluntary agreement that acknowledges the student is undertaking studies with Hope College on a student visa. Course fees are outlined in the Schedule of Payments. Payments are scheduled in Terms for the duration of the course—the first payment per Term is due in the 2nd week when half of the Term fees are due; the second payment per Term is due in the 4th week of the Term. Students will be required to make payments as per the schedule for the number of Terms undertaken during the course. Students are required to sign a Payment in Arrears Agreement for International Students on Orientation Day or on the first day of each Term. Outstanding course fees that remain unpaid by the end of week 2 and week 4 will incur an additional 10% surcharge. If these fees are not paid in full by week 4 and week 6 respectively, the student will be excluded from all classes until all the outstanding fees are paid. Failure to make full payment (including 10% surcharge) by the end of the term will result in the student being reported to the Department of Home Affairs (Immigration) for failure to pay fees. They have the right to appeal Hope College's decision in accordance with its "Complaints and Appeals Policy".

ENROLMENT PROCEDURE

Hope College offers course placement based on satisfactory completion of the enrolment process. To enrol in any of the courses, an applicant must:

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

- A completed Student Application Form
- Signed Student Handbook Declaration Slip
- A copy of your current Passport
- Verified copy of prerequisite qualification (only for *Advanced Diploma, Graduate Certificate and Graduate Diploma of Christian Ministry and Theology*)
- Nominate the current student who introduced you (if applicable)

2. Give a Pastoral Reference Form to your Pastor asking him or her to complete the form and post/email it to Hope College.

3. Enclose the following:

- Application Fee/s (non-refundable—Australian dollars) per course
- Short essay giving your reasons for studying this course (100 words)
- Provide Hope College with your Unique Student Identifier number (USI). (To obtain USI, please go to <https://www.usi.gov.au/students/create-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, 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 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 CoE.

PLEASE NOTE: Due to the extremely high fallout rate of prospective students from Nigeria and not having the resources to launch full-scale and in-depth investigations into each application, Hope College is currently unable to accept any applications from this country.

ORIENTATION DAY

It is compulsory for all new students to attend orientation day before the commencement of the course. All new students will receive their CoE and details for orientation day via email. On orientation day, Hope College will introduce all our staff to the students and explain the class room rules in both English and Korean. Students are required to register their name on the new student name list and are also required to register their fingerprint in our electronic attendance monitor. Students are to sign *Payment in Arrears Agreement for International Students* on that day and submit it to the college. Students' photos will be taken for the purpose of issuing student cards. Students will receive additional documentation that is required for the course including Work-based Training Plan and Agreement, students will need to complete the WBT documents in consultation with their local church's Senior Pastor and return the completed and signed documents to Hope College by the end of week 2 of term.

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 the student 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.

Student must immediately advise Hope College of any change to their personal contact details, including current address, phone and email. Each Term all students are required to complete a "Confirmation of Student Details" form even if the contact details have not changed.

Students are required to apply in writing /via email to the International Student Services Director with a completed "Change of Enrolment Request" form if any of the following circumstances occur. The form can be obtained by request:

- The student wishes to withdraw enrolment
- The student wishes to move Campus
- The student wishes to defer studies

CLASS ROOM RULES

All students are to be prepared and logged in (fingerprint machine see Attendance) prior to the scheduled lecture starting time. Students are required to actively participate and contribute in all lectures, discussions and chapel. Students are not to leave unnecessarily during compulsory contact hour requirements of the course, especially during chapel and lectures, to sit in vehicles, or elsewhere on campus, to make phone calls, rest or to complete assignments. Students are required to be respectful to all students, assessors and staff, ensuring due consideration is given to the diverse cultural backgrounds of the campus attendees. Students are advised that all mobile phones are to be either switched off or in silent mode during chapel and lectures. Mobile phones that make a sound during class or chapel will incur a \$50 fine. Disruptive, abusive or inappropriate behaviour will be dealt with immediately by the lecturer and will be referred to the Campus Director for disciplinary action. If explanation is considered unjustified the student receives a warning. Another disciplinary interview with the Campus Director, if explanation is considered unjustified, will result in a second and final warning. A third disciplinary interview with the Campus Director will result in immediate expulsion from Hope College.

GOLD COAST CAMPUS

Hope College's Gold Coast campus and national office is located in the beautiful suburb of Varsity Lakes in Queensland. Classes take place in an expansive auditorium and other multipurpose rooms, presented by experienced Christian leaders. Audio-visual presentations, interactive discussion by students and lectures form the basis of classes. Educational resources include assessment papers, audio speakers, course manuals, a facsimile, a kitchen, plasma televisions, seats, toilets, a bathroom and whiteboards with markers and wipers.

Students are to bring their own lunch. Tea and coffee are provided by the college. **Only 3 students are allowed to use the kitchen at the same time.** Students are to use appliances including the fridge and microwaves in the staff kitchen area. Rostered duties for the set up of the student breaks, will include tables, chairs, urns for tea and coffee and microwaves for student use. Students will also be on the cleaning and setup roster, this is organised by the students at the start of each Term.

BRISBANE CAMPUS

Hope College's Brisbane campus is located in the multicultural suburb of "Runcorn" in Queensland. Classes take place in multipurpose rooms on the premises of Runcorn Christian Church, presented by experienced Christian leaders. Audio-visual presentations, interactive discussion by students and lectures form the basis of classes. Educational resources include assessment papers, audio speakers, course manuals, data projectors, a kitchen, seats, toilets, and whiteboards with markers and wipers.

Students are to bring their own lunch. Tea and coffee are provided by the college. Rostered duties for the set up of the student breaks, will include tables, chairs, urns for tea and coffee and microwaves for student use. Students will also be on the cleaning and setup roster, this is organised by the students at the start of each Term.

TRANSFER BETWEEN CAMPUSES

Subject to availability of capacity, students are permitted to change the campus that they are studying at only once by completing a "Change of Enrolment Request" form and submitting it with a non-refundable \$50 transfer fee. Applying for change of campus does not guarantee its approval, students are to maintain all visa requirements and course requirements including attendance at the existing campus until they receive written confirmation from Hope College that their application for transfer has been approved.

ASSESSMENTS Assessment tasks include questions, case scenarios, research portfolios and workplace competency based on the assessment criteria outlined within the course materials and WBT documents. It is the student's responsibility to complete and submit all their assessments by the specified due dates provided at the commencement of term. Late fees apply to all assessments and WBT practical hours submitted after the due date.

Assessment Timeframes for Full Time Study Load: Completed assessments for each subject are due as outlined in the subject overviews available from Hope College's Moodle website on the first day of each term. Assessment instructions are not e-mailed to students. Students need to download their individual assessment instruction PDF files from the website. Also, assessments are submitted at the website and should not be e-mailed to Hope College. To submit an assessment, students need to firstly ensure that it saved as the "Rich Text Format" or "PDF" type and is not larger than 10 megabyte. Then they must follow the instructions to upload their assessment. Students should not upload the assessment instruction PDF file, as the website already has this. It is recommended for students to submit their answers in 1 document only. However, if it is required to submit more than 1 document, student still can upload a maximum of 10 documents per assessment. Students must accept the submission statement and click the "submit" button to upload their assessment or it will not be submitted. Their final grade, when marked by the assessor will then be available at this website. Due dates should be strictly adhered to. A \$50 late fee applies to each assessment submitted after the due date, unless approval has been granted for an extension.

EXTENSIONS: Any request for an assessment extension must be applied for in writing/via email to the International Student Services Director. Upon approval, an extension of two weeks will be granted. Assessments submitted after the extension due date will incur a \$50 administration fee per late assessment. Please note: whether a student has received an assessment extension or not, students must continue paying course fees as outlined on the Payment in Arrears Agreement for International Students and submit all assessment within the required timeframe.

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 via Hope College's Moodle website 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 late assessment.

INTERVENTION STRATEGY Assessments are due throughout each term. This allows trainers and assessors to monitor students' course progress. As a condition of enrolment, all students must demonstrate satisfactory course progress. This includes attendance, theory and practical components in order to maintain current student status. If any assignment is assessed as "Not Yet Satisfactory", the student will need to undertake supplementary assessments and/or provide extra evidence until successful in achieving competency (see "Supplementary Assessments" above). Students at risk of failing to meet course progress requirements with their assessments, are identified and assisted by trainers and assessors. If students are having difficulties to achieve competency, then the relevant trainers and assessors will counsel the students and, if necessary, make allowable adjustments to the assessment methods. If students continue to fail in achieving satisfactory course progress, then the Campus Director will counsel the students and draw up a personalised action plan to assist the students to meet course progress requirements. If the student is still unable to demonstrate satisfactory course progress requirements, after intervention has been implemented, the student will be deemed unsatisfactory in areas they have failed to demonstrate competency. The student will be unable to receive a full qualification or potentially a statement of attainment if course requirements are unsatisfactory.

Students are notified that failure to meet course requirements by the end of the term of study will be excluded from the next term until the situation can be rectified.

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>

TIMETABLES

All students will be issued with a subject overview for each subject during the first class of each Term. It is the student's responsibility to monitor the course requirements as outlined on the timetable. Assessments are to be submitted to the Moodle on the specified dates and late fees will occur if a student fails to submit assessment by the due date.

ADMINISTRATION ACCESS

Students are advised to access the administration office during scheduled breaks (see timetable overview supplied at the beginning of each Term). Students may submit their assessments in the locked assessment boxes at reception during the scheduled breaks. Students who try and access the administration area during lectures and chapel will be turned away.

WARNING LETTERS

Hope College will issue a Financial Warning Letter to students who fail to pay their Tuition Fees on time as per the Payment in Arrears Agreement for International Students. Students are required to contact the college within 20 working days to pay the outstanding fees. **Failure to do so will result in the Department of Home Affairs (Immigration) being notified that a breach in their visa conditions has occurred and their visa will be revoked and they will be required to leave Australia.**

WITHDRAWAL AND REFUNDS Students may withdraw at any time by advising the International Student Services Director in writing/via email and submitting a \$150 withdrawal administration fee (which must be received before a Statement of Attainment can be issued). Please note this fee is non-refundable. Students are advised that their Change of Enrolment Request will require a review and satisfactory result for attendance, course completion and payment of any fees as per the Payment in Arrears Agreement. Students must remain in classes until their withdrawal/deferment is approved in writing.

Due to course fees being collected in arrears (i.e. students pay for the tuition that they have already received), no refunds will be given if students wish to withdraw or Hope College defaults due to unforeseen closure. Students are advised, multiple individual subjects could be linked to a single unit of competency. Students need to be aware that should they choose to withdraw from the course, they may not receive a Statement of Attainment if they have not achieved a full unit of competency.

DEFERRAL With prior approval from Hope College, students may defer their studies and maintain their enrolment status only once during the course, for a maximum deferral period of one term under extenuating circumstances. Students are advised that there is **only one allowance for deferral** - serious medical reasons or compassionate leave. The medical certificate must specifically identify the diagnosis and treatment of the serious medical condition. **The student is to request a medical certificate from their medical practitioner at the time of consultation. This medical certificate must clearly identify the students incapacity to fulfil the student visa conditions, in-class attendance and work-based training hours, and specify the dates the student cannot meet these conditions due to the seriousness of their medical condition.** A second term may only be granted with prior approval from the Department of Home Affairs (Immigration) under extenuating circumstances. The student must apply for a deferral to the International Student Services Director by filling out a "Change of Enrolment Request" form and submit the form and a medical certificate and/or relevant supporting documents in person or via email to Hope College with a non-refundable deferral application fee of \$300 for approval. **Applying for deferral does not guarantee its approval.** Students are advised that deferral will impact their visa conditions, and due consideration should be given before applying. The student will receive written notification and a revised CoE upon their deferral being granted. Students who fail to meet satisfactory course progress requirements will not be able to apply for an extension of their enrolment through the deferral process, as it does not fall within the terms outlined above.

TRANSFER BETWEEN PROVIDERS Students are to provide Hope College with a "Letter of Release" from their original Provider/College, upon submitting their application documents. Students transferring from another Provider/College will not be accepted by Hope College unless they have successfully completed at least 6 months of study with the other Provider and met all course requirements of their principal course. Exceptions may occur in the instance that original Provider/College has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the students from continuing their principal course, or any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change. Or the other Provider/College has ceased to be a registered provider of the course in which the student is enrolled in has ceased to be registered and Hope College offers the same/or similar course. Transfers from Hope College to another Provider/College will only be granted, if students complete at least 6 months of their course at Hope College. If students complete less than 6 months of their course at Hope College, a transfer to another college will only be granted, if the new Provider/College confirms by a "Letter of Offer" that a valid enrolment offer has been made and the transfer is not considered detrimental to the student. Failing to meet these conditions provides reasonable grounds for Hope College to refuse the student transfer request. Transfers from Hope College to another Provider/College, when granted, will receive a "Letter of Release" at no cost to the students; the onus is on the student to contact Department of Home Affairs (Immigration) to seek advice on whether a new student visa is required. If Hope College does not grant a letter of release, then students will be provided with written reasons for refusing the request. The timeframe for assessing and replying to students' transfer requests is 5 working days. They have the right to appeal Hope College's decision in accordance with its "Complaints and Appeals Policy".

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 or Statement of Attainment 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. 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.

COMPLAINTS AND APPEALS POLICY

If a matter arises that cannot be resolved informally, then students can choose to access Hope College's formal complaints and appeals processes. Their enrolment will be maintained while the complaints and appeals process is ongoing. Students have the opportunity to formally present their case at minimal or no cost to themselves. 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. Students are given a written statement of the outcome, including details of the reasons for the outcome. 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 students, Hope College will immediately implement any decision and/or corrective and preventative action required and advise the students 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 agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws. 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 student's responsibility to obtain a "Blue Card" in QLD *before they commence any work-based training* that involves contact with children and/or young people.

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 satisfactorily fulfil all course requirements including student conduct, attendance, theory 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, the Anti-Discrimination Act 1991, the Training and Reform Act 2003, the Vocational Education, Training & Employment Act 2000, the Commission for Children and Young People and Child Guardian Act 2000, and the Education Services for Overseas Students (ESOS) framework. The ESOS Act provides the regulatory requirements for education and training institutions offering courses to international students in Australia on a student visa. ESOS provides tuition protection for international students. It is available electronically by the Department of Industry, Innovation, Climate Change, Science, Research and Tertiary Education (<https://internationaleducation.gov.au/regulatory-information/pages/regulatory-information.aspx>). 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 It is a mandatory requirement for all students to immediately notify Hope College of any change of their address or their visa conditions while enrolled in a course. All students' personal information remains confidential. Securely stored personal information is only made available to staff of Hope College, and may be shared between Hope College and the Australian Government and designated authorities and, if relevant, the Tuition Protection Scheme and the ESOS Assurance Fund Manager. This information includes personal and contact details, course enrolment details and changes, and the circumstance of any suspected breach by the students of a student visa condition. 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 student's 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).

ADDITIONAL INTERNATIONAL STUDENT INFORMATION

STUDENT SERVICES AT HOPE COLLEGE

We offer a range of information for overseas students regarding services on campus and/or by referral. These include:

- Campus information
- Introduction to staff
- Medical insurance membership
- Opening bank accounts
- Shopping and entertainment on the Gold Coast
- Course selection
- Tax File Number application
- Transport details
- Academic issues

STUDENT WELFARE SUPPORT SERVICES

Hope College supplies suitably-qualified persons for provision of support services students, including pastoral care and counselling. Additional information on the local living environment, including the cost of living and transport can be obtained from the Hope College. New students will receive orientation on arrival, academic progress updates and information on further study. Hope College's goal is to promote the successful adjustment by students to life and study. Hope College assists students to resolve problems, which could impede successful completion of their study programs and obtain a positive image of Australia and its educational opportunities.

We offer services on campus and/or by referral for overseas students to cover issues such as:

- Loneliness, homesickness
- Personal relationships, harassment
- Academic difficulties
- Accommodation difficulties
- Financial problems
- Personal trauma
- Employment options
- Concerns regarding friends and family
- Personal health
- Legal difficulties

PASTORAL CARE

Our goal is to enable students to make the most of their educational opportunities, to produce academic work that reflects their true potential and to attain their learning, career and ministry goals. Our staff will assist students with a wide range of needs and enquiries related to personal, career, welfare and learning issues. Hope College provides a professional, confidential and pastoral care service to all students. Personal pastoral care is available to assist students facing crisis situations, adjustment difficulties and problems in living. Areas where help may be needed:

- Self Esteem
- Relationships
- Depression and anxiety
- Conflict resolution / problem solving
- Post trauma difficulties

ACADEMIC COUNSELLING

Academic counselling can also assist the student to become a better, more efficient learner. Help is available for on campus and or/by referral:

- Studying efficiently
- Structuring assignments
- Increase motivation and concentration

CAREER COUNSELLING

Career counselling is available on campus and/or by referral to help students:

- Make informed decisions on career directions
- Understand their interests, abilities and values
- Establish possible employment options
- Gain information about further study options

Whether you need assistance with accommodation, personal counselling or academic counselling, our college staff are ready to assist you. No matter the problem, no matter the time or day there is always someone that you can turn to for assistance. In particular, we are conscious of the special challenges that international students face and we endeavour to ensure our procedures and staff are aware of the range of issues and concerns that may arise and how we can assist you in you overcome any difficulties.

MONEY/CURRENCY

You should work out a budget covering accommodation, food, transport, and clothing. Childcare, if applicable, should also be taken into account. The average (single) international student in Australia spends a minimum of \$400 per week on accommodation, food, clothing, transport, telephone and incidental costs. While this is a realistic guide, it is important to remember that individual circumstances will vary by location, course and chosen lifestyle.

Australian currency is the only legal tender in Australia. When you first arrive, money from other countries can be changed at the exchange facilities located at international airports, banks and major hotels. Traveller cheques are easier to use if already in Australian dollars, however, banks will cash travellers cheques in virtually any currency. Major hotels and shops, depending on individual store policy, will cash travellers cheques. Credit cards are widely accepted around Australia. The most commonly accepted credit cards are Visa, MasterCard, American Express and their affiliates. Australia uses a dollars and cents system of decimal currency with 100 cents in a dollar. The bank notes in use are \$5, \$10, \$20, \$50 and \$100. Coins used are the silver coloured 5 cent, 10 cent, 20 cent and 50 cent and the gold coloured \$1 and \$2 coins.

FINANCES AND BANKING

BANKING

It is a good idea to set up an Australian bank account. You will need to provide your visa and evidence of residency. (To prove evidence of residency you will need to provide your bank a copy of your student card, Coe, Health Insurance card, rental agreement, and other utility bills or a drivers licence containing your address.)

Banking services in Australia are extremely competitive. Over 20 local and numerous international banking groups are represented in Australia. All major banks have a branch in cities and regional centres. Most shopping centres have Automatic Teller Machines (ATM) facilities. These machines can be used for deposits and, in many instances, withdrawals 24 hours a day. Many department stores, supermarkets and specialist shops have electronic transfer terminals (EFTPOS) where cash withdrawals can also be made in addition to purchasing goods.

The four main Australian banks are the Commonwealth Bank, ANZ Bank, National Australia Bank and Westpac. Branches of these banks, as well as several regional banks and building societies, are located close to the College in the shopping centres or town centres (e.g. at Mudgeeraba, Robina Town Centre, Burleigh Heads).

Normal trading hours of banks are 9.30 am to 4 pm Monday to Friday, although this may vary between some banks. (Some major bank branches open on Saturday mornings in major shopping centres like Robina Town Centre). Most banks also offer extended banking facilities by way of automatic teller machines (ATMs). These machines can be used for withdrawals and deposits 24 hours a day.

Major department stores, supermarkets and petrol stations also have electronic transfer terminals (EFTPOS) where withdrawals can be made when purchasing goods. Bank charges can vary considerably, and it is advisable to check what fees are involved before opening an account, changing money or arranging any transaction.

OPENING A BANK ACCOUNT

In Australia there are two types of Banking organisations banks and credit unions. Credit unions are co-operative banks. Each person who has an account with a credit union also has shares in the credit union. When you open a bank or credit union account in Australia you need to provide identification. You will need to bring your passport and some other forms of identification (for example your student identification card, birth certificate or driver's license or identity card from your home country).

There are two basic types of accounts:

- an everyday account which provides you with a cash card for use with 24-hour automatic cash dispensers (ATM Machines) and "EFTPOS" (Electronic Funds Transfer at Point Of Sale) facilities at stores. Some everyday accounts also have cheque book facilities. Accounts with cheque books are subject to a special government tax.
- investment accounts - these are designed for people who have a large amount of money to deposit in the bank. Investment accounts pay interest at higher rates than everyday accounts and do not usually have cash card access. Investment accounts are a good place to put your tuition fees. It is best to look around for a bank that suits you. Find a bank that has offices near your home for convenience. Almost all banks charge fees on their accounts. You should make sure you know what the fees are and when they will be charged.

TAX FILE NUMBERS

When you open your bank account the bank will ask you for your Tax File Number. Applying for a tax file number: Tax file numbers are used by the Australian Tax Office to identify people when they pay tax. You do not have to have a Tax File Number if you do not want one. However, if you do not give your bank or employer your Tax File Number, any income you earn (including interest on your bank account) will be taxed at a higher rate than if you had given your Tax File Number to your bank or employer. You can apply for a Tax File Number by going to the local post office and asking for an application form. Follow the instructions on the form and you will be issued with a Tax File Number. Remember to keep your Tax File Number in a safe place and do not disclose it to anyone other than your employer or bank.

GENERAL INFORMATION

Students from all over the world come to Australia to take advantage of our world-class education and experience life in an energetic, friendly and confident community. Our people are innovative, hospitable and culturally diverse. With people from over 140 countries making Australia their home, we are one of the world's most multicultural countries. Australians value the rich contribution international students make to our communities. Hope College is located in the same facility as Hope Church and many overseas students from Bond University attend our church services.

Visitors from many parts of the world are attracted by Australia's spectacular natural environment. They also enjoy the sophistication and excitement of the Gold Coast and the distinctive personality and friendliness of the Australian people. Australia is rich in the arts and is keen to preserve and display its diverse cultural heritage. Australians are also environmentally conscious and keen to preserve the country's natural beauty and scenery. Our Clean Up Australia campaign is being adopted worldwide.

Passenger Movement Charge (PMC)

The Passenger Movement Charge (PMC) is a AUD 60 cost for the departure of a person from Australia for another country, whether or not the person returns to Australia. The PMC replaced Departure Tax. PMC is collected at the time a ticket is sold to a passenger and then forwarded by the carrier (airline carriers, shipping companies and air charter operators) to the Department. Because manual collection of PMC is necessary for small itinerant flights and sea craft, an Australian Border Force Officer will collect AUD 60 directly from each passenger, or from the captain, or agent for each voyage for the total number of passengers at the place of departure. An official receipt is provided after payment of the PMC has been collected.

Where an arrangement with a carrier, air charter operator or shipping entity is in place, payment is made by direct credit. For manual collection, the following payment methods are available:

- AUD 60 in cash; or
- cheque payable to the Department of Home Affairs

The following passengers are exempt from payment of the PMC and should be identified at the time of ticket sale:

- a person less than 12 years of age on the day of departure
- a transit passenger passing through Australia to another destination overseas
- an emergency passenger
- a previous departure by a person from Australia by ship who is in the course of a journey (for example, round-trip cruise)
- a crew member of an aircraft or a ship

DISABLED SERVICES

Most public areas, shopping centres, accommodation, attractions and restaurants have disabled facilities and services. Advance advice about special needs will ensure the best possible assistance from local operators.

For more information:

Tourism and Events Queensland +61 7 3535 3535, info@queensland.com;

Queensland Government Department of Communities, Disability Services and Seniors

Address: 111 George Street Brisbane Qld 4000

Postal address: GPO Box 806 Brisbane Qld 4001

Phone: 13 QGOV (13 74 68), Fax: (07) 3405 6428 Email: enquiries@communities.qld.gov.au

TIME ZONE

The Gold Coast operates on Eastern Standard Time (EST). Daylight saving is observed in New South Wales, however not in Queensland.

PARKING

Metered parking is available in busy areas such as Surfers Paradise, Broadbeach, Southport and Coolangatta. Free parking is generally available at other centres.

TIPPING

Tipping is not the general custom in Australia and service charges are not added to accounts by hotels and restaurants.

CULTURE

Multiculturalism celebrates Australian traditions, recognising that our culture is vibrant, multifaceted, living and constantly evolving. Cultural and linguistic diversity was a feature of life for the first Australians, well before European settlement. It remains a feature of modern Australian life, and it continues to give us distinct social, cultural and business advantages.

Australians recognise, accept, respect and celebrate cultural diversity. We embrace the heritage of Indigenous Australians, early European settlement, our Australian-grown customs and those of the diverse range of migrants now coming to our country. With 43% of the population born overseas or with at least one parent born overseas, and with some 200 languages between us, Australia has one of the most cosmopolitan populations in the world. Almost one in four of Australia's 24 million people were born overseas. In 2015/2016 the number of migrants coming to Australia totalled 178,582 and they came from more than 150 countries. It is a very tolerant society.

International students who come to Australia enjoy the benefits of our multicultural society. Australians are extremely friendly people and welcome international students into their communities and friendship groups. Although English is the official language, a host of other languages are spoken in Australia. As one of the most culturally diverse countries in the world many Australians are naturally fluent in other languages. More than 3.9 million Australians speak a language other than English at home. Within the education and training system about 15 per cent of those of working age studying for an educational qualification have English as a second language. More than 800,000 Australians speak a European Union language, apart from English, in the home. Another 800,000 Australians speak an Asian language in the home.

In Australia not only is there the opportunity to improve your English through specialist study in an English-speaking environment but all sectors of Australian education and training provide tuition in many other languages as well. English as it is spoken in Australia is very easily understood by nearly all people from other English-speaking nations. While there are some minor differences in accent between the cities and country areas the difference is much less than you will find in America, Britain and Canada where French is also spoken. As you improve your English in Australia you will learn some of our slang, and have much fun explaining the meanings to your friends and relatives at home.

RELIGION

Australia is predominantly a Christian country in values but only 10% of the population actually attend church, even though over 70% believe in God. All religions are represented in our multicultural society. Australians respect the freedom of people to practice their choice of religion. Generally, many Australians are very tolerant of other religions. There are many Christian Churches, and synagogues located on the Gold Coast.

HEALTH AND LIFESTYLE

Australia has a very good health care system. All Australians pay a Medicare levy (additional tax) to fund the public health system and ensure everyone gets access to public system doctors, hospitals and other health care services. People who pay extra into a private health insurance fund receive certain privileges when they use private health care services. As well as the usual services available in just about any Australian suburb or town, most Australian institutions also provide special health care services and advice for students.

International students studying in Australia are required to have Overseas Student Health Cover (OSHC) for the duration of their student visa. Hope College can arrange your mandatory health cover for you or you can arrange this yourself.

HOSPITALS

Major public hospitals include:

- Gold Coast University Hospital +61 1300 744 284 and
- Robina Hospital +61 7 5668 6000
- Private hospitals and 24-hour clinics are available.
- Health Services (including Private Health Insurance)

The Gold Coast is served by two general hospitals (at Robina and Southport) and by a number of private hospitals. Medical specialty services and 24-hour medical clinics are available. The area also has a variety of paramedical services, such as physiotherapy, occupational therapy, community health and alternative and holistic practitioners.

DOCTORS/MEDICAL PRACTITIONERS

Doctors throughout the Gold Coast are listed in the Yellow Pages telephone book under "Medical Practitioners." Also included is a Medical Practitioners Locality Guide which lists doctors and medical centres according to suburb or area on the Gold Coast. Should you require emergency medical assistance, call 000 on the telephone. The Queensland Ambulance service is able to respond to emergency calls within just a few minutes. This number should not be used for non-emergency health problems.

If you're an International Student studying in Australia, it is a condition of your student visa that you have private health insurance for the duration of your stay, as you are not covered by Australia's national health system, Medicare. If Hope College is to arrange Overseas Student Health Cover for a potential student, the fees (OSHC) are paid to the College at the time of enrolment. If the potential student arranges their own OSHC they must provide Hope College with evidence of their cover at the time of enrolment. The cost of the OSHC differs depending on the duration of your course. OSHC arranged by Hope College is provided by the British United Provident Association (BUPA) or the Newcastle Industrial Benefits (NIB) Health Funds.

Why are International Students required to maintain Overseas Student Health Cover?

Hospital treatment in Australia can be expensive. International Students are not eligible for Medicare – the Australian Government's public health insurance system. Without access to the safety net of Medicare, International Students may have difficulty paying for medical treatment. As a result, Overseas Student Health Cover (OSHC) was introduced to ensure International Students have adequate health care arrangements during their stay in Australia.

OSHC ensures International Students can access appropriate health care without undue financial hardship. All student visa holders must have Overseas Student Health Cover (OSHC) which provides medical and hospital insurance in Australia. Students must not arrive in Australia before their health insurance starts. If student visa holders in Australia and do not have adequate health insurance, you are in breach of visa condition 8501.

FOOD

Australia has a fantastic variety of food. Our top quality meat, fish, fruits and vegetables are exported to markets all around the globe. There is a large range of fruit and vegetables available at Australian produce markets. You should have no difficulty in finding the foods that you are used to at home. You can sample almost every type of cuisine available throughout the world in our many restaurants. There are elegant restaurants plus McDonalds and other fast food outlets. Ethnic restaurants offer cuisines from all around the world. Good food at reasonable prices can be found at bistros or cafes. And for those who like takeaway, most of the major global fast food chains are well represented. The adventurous can try some of our 'bush tucker'.

CLIMATE

The Gold Coast experiences a mild sub-tropical climate. There are around 280 days of sunshine per year with an average temperature throughout the year of 25 degrees centigrade. In summer the temperature ranges between 27 and 33 degrees centigrade. During the cooler winter months from June through to September the maximum temperature ranges between 20 and 24 degrees centigrade. The rainfall average is 1371 millimetres annually, and the average seawater temperature throughout the year is 22 degrees centigrade.

Climate: The region enjoys a subtropical climate and an average of 280 days sunshine a year.

Spring: September to November 15-25oC / 59-77oF

Summer: December - February 20-35oC / 68-83oF

Autumn: March to May 15-25oC / 61-77oF

Winter: June to August 09-21oC / 52-70oF

SUN PROTECTION

Enjoy outdoor activities without the risk of sun damage by wearing a broad-brimmed hat, a shirt with collar and sleeves and sunscreen on exposed skin. Try to avoid staying outdoors during the middle of the day.

CLOTHING

Casual, lightweight clothes are generally worn on the Gold Coast and Northern New South Wales. A jacket or other suitable outfit may be required in some nightclubs and restaurants. Comfortable shoes are a must for hiking through National Parks.

LIVING EXPENSES

ELECTRICITY

The electrical current in Australia is 240/250 volts AC, 50 cycles. The Australian three-pin plug is extremely safe. Adaptors are usually required for most foreign appliances. A transformer may be required if you bring an appliance from overseas that operates on a different voltage. Universal outlets for 110 volts (shavers only) are standard in hotels, apartments and motels.

TELEPHONE

Australia has a modern telephone system. Many private households now also have internet access. Public telephones are now rarely available at shopping centres and situated on street corners. Public pay phones accept a variety of coins and Phone-cards. Phone cards are pre-paid for use in public pay phones and can be bought at a large number of retail outlets in denominations of \$A5, \$A10, \$A20 and \$A50. Credit phones take most major credit cards such as American Express, Visa, Mastercard and Diners International and can be found at international and domestic airports, central city locations and hotels. Very cheap International pre-paid phone cards are also available for purchase from local community stores. Mobile phones are strongly recommended.

ACCOMMODATION

The first decision to consider is deciding what type of place you want to live in and where you want to live. You can rent your own apartment, flat or house; you can share a flat or house with other people (an arrangement called "share accommodation"). You can look for rental vacancies and share accommodation in the Local Newspaper, The Gold Coast Bulletin, for Brisbane's students The Courier Mail. Alternatively you can contact various local real estates for rental properties or browse their website for vacancies. The following list represents some of the popular local real estates:

Ray White 5553 1100 www.raywhitebroadbeach.com.au; Professionals 5530 5255 www.professionals.com.au;

First National 5520 5122 www.propertygoldcoast.com.au; PRD 5535 4544 www.prd.com.au;

Raine & Horne 5576 2000 www.raineandhorneburleigh.com.au; and collective website www.realestate.com.au (where you can view many agency listings for rental accommodation options)

RENTING YOUR OWN APARTMENT, FLAT OR HOUSE

Renting your own apartment, flat or house means you can choose who lives with you and this may be a good choice for students who prefer their independence. It also means that you may need to buy (or rent) all your own furniture. The estate agent will ask you to sign a contract (tenancy agreement or lease) with the owner, agreeing that you will stay in the place for a minimum period of time (usually 6 or 12 months). Make certain that the accommodation is suitable for your needs and that you can afford it. Contact real estate agents close to the area in which you want to live.

The average apartment, house or flat ranges from \$160 - \$220 per week (one bedroom) or \$350-\$600 per week (two – three bedroom house). A bond or security deposit equal to one month's rent is also required. Bond money is what you pay to the landlord or real estate agent in case you don't fulfil your responsibilities. It is refundable after you move out of the flat or house, provided you leave the property in reasonable condition and fulfil your obligations under the lease.

SHARING AN APARTMENT, FLAT OR HOUSE

This type of rental accommodation can only be arranged after you arrive on the Gold Coast. In a shared apartment, flat or house each person usually has his or her own bedroom and shares the bathroom, kitchen and living areas with other people. Costs depend on the size of the residence and the number of people sharing.

Your budget should allow for food, electricity and other bills, plus transport and other personal costs. Food costs can be shared, with everyone paying an agreed amount per week, or each person buying his or her own food (approximately \$75 to \$110 per week). In most households the cost of electricity, telephone rental and other bills are shared equally (approximately \$65 per week). You will normally record and pay for your own telephone calls. The average cost for one bedroom in this type of accommodation ranges from \$110 - \$150. Usually a bond deposit is required.

HOSTEL ACCOMMODATION

Hostels usually have a bathroom and living and leisure areas that are shared with other residents. Some hostels include meals in their fees, while at others you cook for yourself. You can have your own room at most hostels but this is more expensive than if you are sharing a room with another student. Prices vary from \$100 to \$250 per week. There may be other charges, such as a bond (security deposit) and appliance charges.

OTHER ACCOMMODATION ISSUES

If you choose to rent or live in share accommodation or organise a share accommodation house you should be aware of your legal rights and responsibilities. You can get most of this information from the Residential Tenancies Authority website: <http://www.rta.qld.gov.au>

This website will give you information about your rights as a tenant in rental accommodation and your responsibilities, such as household maintenance and paying your rent on time. You may also be responsible for paying for the cost of the reconnection of the utilities that is to have gas, electricity, water and telephone turned on. When you leave a rental property it is your responsibility to notify the electricity, telephone and gas companies that you have left and are no longer responsible for the bills.

When you move into a place, you need to make sure that you understand all of the papers that you sign. Do not sign anything unless you are fully aware of all terms and conditions, and you are sure you understand them clearly. If you would like clarification of any documents you have to sign, you can visit the College for help.

SCHOOL AND CHILD CARE OPTIONS

If you have dependent children with you during your stay in Australia you may need to arrange schooling or child care for your children. You will need to decide between private and state schooling for your children. Education Queensland runs state schooling in Qld. There are numerous public and private schools located near our campuses. The following website provides a search facility to find a state or non-state (private) school in your area: <https://schoolsdirectory.eq.edu.au/>

The following websites provide search facilities to find childcare centres for your preschool children. <http://www.echildcare.com.au> and www.mychild.gov.au

TRANSPORT

With one of the highest standards of living in the world, Australia offers modern transport systems. Australia has an extensive public transport system that includes trains, buses, tramways, ferries, three major national airlines Qantas, Jet Star and Virgin Australia. Metropolitan areas are divided into zones and your ticket type and cost depends on which zone you are going to travel in and for how long. Tickets can be bought at train stations, on buses and at newsagencies.

Hope College students can arrive in Brisbane Airport & travel by train or coach to the Gold Coast, or you may wish to arrive at Sydney Airport and change flights and fly directly to the Gold Coast Airport. Coaches & Taxis are available from the Gold Coast Airport. Transport to Hope College is by Surfside Bus lines which run Routes 750 and 753 through Varsity Lakes.

Metered taxicabs operate in all major cities and towns. You will find taxi ranks at transport terminals, main hotels or shopping centres or you can hail taxis in the street. A light and sign on the roof indicates if a cab is vacant. There is a minimum charge on hiring and then a charge per kilometre travelled. Taxi drivers do not have to be tipped.

Tourist students may drive in Australia on a valid overseas drivers licence but if the document is not in the English language the visitor must carry a translation with the permit. An international driving licence is not sufficient by itself. The speed limit is 50km/h in residential and commercial areas or where otherwise indicated. A 100kmh speed limit on highways or where otherwise indicated.

SHOPPING, ENTERTAINMENT AND RECREATION

Shopping centres usually include a supermarket for buying food and household items, clothing and shoe stores, travel agents, banks, restaurants and coffee shops, pharmacies, book and photographic shops, jewellers, a medical centre, and other such amenities. Credit cards and charge cards are widely accepted when purchasing goods and services. The most commonly accepted cards are Visa, MasterCard, and American Express. Australia's major centres and capital cities have world-class shopping facilities.

On the Gold Coast we have several major shopping centres: Pacific Fair(the largest shopping centre in QLD), Australia Fair, Robina Shopping Centre, Stockland Burleigh Heads.

Also, in Brisbane we have some major shopping centres: Westfield Chermide Shopping Centre, Westfield Garden City Shopping Centre, and Westfield Carindale Shopping Centre. Part-time positions are available at many of the centres for students.

General shopping hours 9.00 am – 5.30 pm 7 days a week Thursday Late night shopping until 9.00 pm Some small supermarkets like 7Eleven, Night Owl are open 24 hours a day 7 days a week

The Gold Coast is regarded as the tourist capital of Australia, and it offers many opportunities for entertainment and recreation. In addition to over 500 restaurants, a casino and a number of multi-screen movie theatres, theme parks (Seaworld, Warner Bros Movie World, Dreamworld, White Water World, Wet n Wild Water Park, Paradise County, Currumbin Wildlife Sanctuary and Australian Outback Spectacular) as well as many sports Golf, Rugby League, Rugby Union, Soccer, Tennis and Netball and being so close to the water plenty of opportunity for water sports.

There are so many unique tours and experiences on the Gold Coast that include: Tours through the magical Hinterland; Four-wheel-drive and eco tours; Sightseeing tours through the City, Canals, and Broadwater; Shopping tours; Night tours to view Australian native animals; Cruises by catamaran, replica tall ship or luxury cruiser.

If you need additional information on the Gold Coast simply visit—Gold Coast Tourism Bureau www.goldcoasttourism.com.au

EMPLOYMENT/PART-TIME WORK

Students and their dependent family members who were granted a student visa have permission to work. Students and their dependent family members with permission to work must not undertake work until the main student visa holder has started their course in Australia.

They are limited to 40 hours work per fortnight while their course is in session but may work unlimited hours during formal holiday periods. Student visa holders found to be working in excess of their limited work rights may be subject to visa cancellation.

EMPLOYMENT RIGHTS

There is a range of external agencies where you can ask for assistance with employment related issues. Here is a listing of agencies where you can get help:

WORKCOVER

The Queensland WorkCover Authority is the manager of Queensland's workplace safety system, and provides information on work cover and workplace occupational health & safety issues.

For more information, please visit the website: www.workcoverqld.com.au or phone: 1300 362 128

ANTI-DISCRIMINATION COMMISSION

The Anti-Discrimination Board receives complaints from people who feel they have been treated unfairly, have been discriminated against or are experiencing sexual harassment. For more information, please visit:

<http://www.adcq.qld.gov.au> or contact: Enquiries line: 1300 130 670 (toll free) or TTY 1300 130 680, Email: info@adcq.qld.gov.au

Office hours: 9am to 5pm Monday to Friday Fax: (07) 3247 0960

Level 20, 53 Albert Street, Brisbane (cnr Albert and Margaret Streets near the City Botanic Gardens)

AUSTRALIAN TAXATION OFFICE

The Australian Tax Office provides information on taxation and superannuation Issues. For more details, please visit: <http://www.ato.gov.au> or contact the Taxation Office: Phone 13 28 61 for an appointment

FAIR WORK

Fair Work provides information on rates of pay and conditions of employment, award information, and employee entitlements regarding annual leave, sick leave, redundancy pay, superannuation and related issues. For more information, please visit <http://www.fairwork.gov.au>

LEGAL AID COMMISSION

The legal aid commission offers a free telephone advice service and can assist with applications for legal assistance. For more information visit <http://www.legalaid.qld.gov.au> or contact any of the following Queensland Legal Aid Office:

Southport Office - 2/7 Bay Street, Southport QLD 4215 Ph: (07) 3496 7100 Fax: (07) 5583 5486

Brisbane Head Office - 44 Herschel Street, Brisbane QLD 4000 Ph: (07) 3182 5182 fax:(07) 3238 3410

FAIR WORK COMMISSION (FWC)

FWC functions broadly to facilitate agreement making between employers and employees or organisations of employees about wages and conditions of employment and to ensure that a safety net of fair, minimum wages and conditions is established and maintained. For more information contact the Brisbane Office: Level 14, Central Plaza Two, 66 Eagle Street, Brisbane, QLD 4000 Ph: 1300 799 675 <https://www.fwc.gov.au>

EMERGENCY CALLS

Dial 000 from anywhere in Australia for Police, Ambulance or Fire. This ensures that your call will be responded to quickly and efficiently, this number should not be used for non-emergency purposes.

GOVERNMENT SERVICES

The College is located within the area covered by the Gold Coast City Council. The GCCC is responsible for local and municipal services such as the provision of water refuse collection and libraries. The Council-published "Community Services Guide and Events Calendar" contains a listing of services provided by the Gold Coast City Council, together with the phone numbers of the relevant departments. The phone number of the Administration Centre at Nerang is 1300 69 4222. www.goldcoast.qld.gov.au

The Queensland State Government and the Australian Commonwealth Government maintain offices on the Gold Coast for many of their departments. The White Pages index near the front of the Gold Coast telephone book has a comprehensive listing where you can find contact information about the various government services available. Also, the Queensland Government has a free call number to call during business hours (9.00am to 5.00pm Monday to Friday) for inquiries about its services. The number is 1300 130 854. Staff will assist you with your inquiry and provide you with a number for the correct State Government Department or Organisation.

POLICE

The Queensland Police Service has stations located nearby at the following locations:

Robina Station - 291 Scottsdale Drive, Robina Operating Hours: Mon-Fri 8am—4pm Phone: 07 5656 9111

Mudgeeraba Station - 18 Railway Street, Mudgeeraba Operating Hours: Mon-Fri 8am-4pm Phone: 07 5559 3888

Broadbeach Station - Philip Av and Surf Parade, Broadbeach Operating Hours: 24 hours Phone: 0455 812 800

HELP IN YOUR COUNTRY

The Australian Government has an extensive network of Education and Training Counsellors, Australian Education Centres (AEC's) and education advisers around the world providing reliable advice on how to prepare your application to Hope College.

Asia; Europe and the United Kingdom; People's Republic of China; Austria; Brunei; Czech Republic; Hong Kong; Denmark; Chile; India; France; Indonesia; Finland; Japan; Italy; Korea; Germany; Malaysia; Hungary; Singapore; Norway; Taiwan; Poland; Thailand; Spain; Vietnam; Sweden; Switzerland; North America; United Kingdom; United States; South America; Middle East; Brazil; and United Arab Emirates.

Australian Embassies, High Commissions and Consulates Australian Government representation in other countries can take a variety of forms. Our main diplomatic offices are embassies and high commissions. In many countries you will also find Australian consulates and trade offices.

You can find the contact details of your nearest Australian Government office on the Australian Government's Department of Foreign Affairs and Trade website.

Australian Government	www.australia.gov.au
Department of Home Affairs	www.homeaffairs.gov.au/
Queensland Government	www.qld.gov.au

RETURN TO:

HOPE COLLEGE
PO Box 35
Varsity Lakes QLD 4227



INTERNATIONAL STUDENT HANDBOOK DECLARATION AND ACKNOWLEDGEMENT

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

Having received, read and understood the Student Handbook, I hereby agree that I will uphold the conditions 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

International Student Handbook (Queensland) V4.3 March 2019