



DOMESTIC STUDENT HANDBOOK

11237NAT Certificate IV in Christian Ministry and Theology

11238NAT Diploma of Christian Ministry and Theology

CHC42315 Certificate IV in Chaplaincy and Pastoral Care

RTO Provider Number 2942; Centrelink 4P105

CONTENTS

Welcome to Hope College Australia	3
Chaplaincy and Pastoral Care	3
Qualification: CHC42315 Certificate IV in Chaplaincy and Pastoral Care.....	3
Christian Ministry and Theology.....	4
Qualification: 11237NAT Certificate IV in Christian Ministry and Theology	4
Qualification: 11238NAT Diploma of Christian Ministry and Theology	6
Bible Study Tools.....	7
Recognition of Prior Learning.....	7
Credit Transfer (CT).....	7
Enrolment Procedure	8
Cancellation of Courses.....	8
Unsuccessful Admission Applications	9
Course Fees.....	9
Assessments.....	9
Course Progress.....	10
Course Progress Requirement for Distance Student	10
Behavioural Policy	11
Student Code of Conduct.....	11
Administration	11
Withdrawals	11
Refunds.....	12
Suspension.....	12
Testamur and Results.....	12
Complaints and Appeals Policy	12
Working with Children and young people under 18 years of age	13
Access and Equity	13
Changes to agreed services	14
Copyright.....	14
Legislation.....	14
Privacy and Personal Information	14
APPENDIX 1: ACKNOWLEDGEMENT DECLARATION	16

Welcome to Hope College Australia

Our vision at Hope College Australia is to see you grow and be equipped with the skills, experience and knowledge needed to be a Voice of Hope in your local community. Our nationally accredited courses provide you with the knowledge and skills to serve effectively within the area that you are called to. 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 the glory both now and forever! Amen." 2 Peter 3:18

Chaplaincy and Pastoral Care

The CHC42315 Certificate IV in Chaplaincy and Pastoral Care is a nationally accredited course providing you with the skills and knowledge you need to be effective in your role as a chaplain in any workplace context.

Qualification: CHC42315 Certificate IV in Chaplaincy and Pastoral Care

Delivery Mode: Distance

Duration: 1 year full-time, 2 years part-time

Intake: Bi-Monthly

Fees: Please see Schedules of fees

Why you should do this course: The CHC42315 Certificate IV in Chaplaincy and Pastoral Care provides a biblical understanding of the role and responsibilities of a Chaplain. It has been developed in close consultation with industry practitioners, to equip you with the necessary chaplaincy skills to be effective in any workplace. The Course meets the minimum qualification standards of the NSCF including the required units of competency: CHCMHS001 and CHCPRP003

Entry Requirements: To be eligible to enrol an applicant must be:

- 18 years or over
- A person who is actively involved in a Christian Church
- Able to read and write English to a sufficient standard to work with the supplied course materials. (equivalent to ACSF level 3).
- An Australian domestic student

Should any special needs be identified on the enrolment application, Hope College Australia will make reasonable adjustments to support individual needs.

Course Structure: The Certificate IV in Chaplaincy and Pastoral is a nationally recognised course consisting of 13 units of competency (9 core and 4 elective units of competency). Upon successful completion of all course requirements students will be awarded the qualification in which they enrolled. Students who do not complete all the requirements of the qualification will be issued a Statement of Attainment listing the units of competency for which all requirements have been satisfied.

Units of Competency (9 core and 4 electives):

Foundations of Pastoral Care

- CHCLEG001 Work legally and ethically
- CHCDIV001 Work with diverse people
- HLTWHS001 Participate in workplace health and safety (elective)
- CHCCOM002 Use communication to build relationships

Providing Pastoral Care

- CHCPAS001 Plan for the provision of pastoral and spiritual care
- CHCPAS002 Provide pastoral and spiritual care
- CHCCCS017 Provide loss and grief support
- CHCCCS016 Respond to client needs
- CHCMHS001 Work with people with mental health issues
- CHCPRP003 Reflect on and improve own professional practice

Your context

Choose three of the following Elective Units:

- CHCCCS003 Increase the safety of individuals at risk of suicide
- CHCAGE001 Facilitate the empowerment of older people
- CHCDIS007 Facilitate the empowerment of people with a disability
- CHCPAL001 Deliver care services using a palliative approach
- CHCYTH001 Engage respectfully with young people

Work-Based Training requirements: Work-Based Training (WBT) is volunteer on-the-job training; Students must complete a total of 120 hours of Chaplaincy/community work-based training over the duration of the course outside their church. Responsibilities and requirements are outlined in the WBT Chaplaincy Roles and Responsibilities, WBT Agreement and WBT training Plan. Chaplaincy work-based training is covered by Hope College Australia's voluntary worker's insurance.

Students can apply for a work-based training exemption if they are already employed as a chaplain. Students must provide Hope College Australia with a letter from their organisation verifying their employment, their work hours, and a summary of their roles and responsibilities.

As part of the enrolment process, applicants are to complete a work-based training agreement and work-based training plan in consultation with their church/organisation, the senior pastor/director, and their designated workplace supervisor.

Christian Ministry and Theology

Our Nationally accredited Christian Ministry and Theology Course provide students with biblical knowledge and the skill to effectively operate as workers, leaders and pastors in churches, Christian ministries, and mission endeavours. We offer 2 levels of qualification within our Christian Ministry and Theology courses: Certificate IV in Christian Ministry and Theology and Diploma of Christian Ministry and Theology.

Qualification: 11237NAT Certificate IV in Christian Ministry and Theology

Delivery Mode: Distance

Duration: 1 year full-time, 2 years part-time

Intake: Bi-Monthly

Fees: Please see Schedules of fees

About: Do you want to grow your faith? Do you have theological questions? Do you want to serve God? We all need a strong foundation, and this course will do exactly that. This is a great place to start your exciting journey of knowing God and developing your ministry skills and gifts for the glory of God. Students can expect to learn from hands-on experience. This qualification will prepare you for effective ministry within your local church, community, and professional marketplace. Some denominations require a Certificate IV for ordination as a Pastor.

Entry Requirements: To be eligible to enrol an applicant must be:

- 18 years or over

- A person who is actively involved in a Christian Church
- Able to read and write English to a sufficient standard to work with the supplied course materials (equivalent to ACSF level 3).
- An Australian domestic student

Should any special needs be identified on the enrolment application, Hope College Australia will make reasonable adjustments to support individual needs.

Course Structure: The 11237NAT Certificate IV in Christian Ministry and Theology is a nationally recognised course consisting of 9 units of competency (6 core and 3 electives), delivered as 12 subjects. Upon successful completion of all course requirements students will be awarded the qualification in which they enrolled. Students who do not complete all the requirements of the qualification will be issued a Statement of Attainment listing the units of competency for which all requirements have been satisfied.

Units of Competency (6 core and 3 electives):

- NAT11237001 Apply knowledge of the Bible
- NAT11237002 Interpret biblical texts
- NAT11237003 Develop and apply knowledge of key Christian beliefs
- NAT11236002 Research Christian scripture and theology
- NAT11237006 Explain Christian beliefs to a non-Christian audience
- NAT11237010 Plan and lead ministry activities
- NAT11237008 Use spiritual practices to support own personal development
- NAT11237009 Develop and implement self-care strategies in ministry
- BSBCRT311 Apply critical thinking skills in a team environment

Subjects:

- Old Testament Themes
- New Testament Themes
- Interpreting the Bible
- Theological Foundations
- Life and Work of Jesus
- Developing a Biblical Worldview
- The Book of Acts
- Disciplines for Godliness
- Spirit Filled Living
- Sharing Your Faith
- Communicating in Ministry
- Team Ministry

Work-Based Training requirements: Supervised field placement (Work Based training or WBT) at your local church or parachurch organisations in area of ministry decided by local church leader/supervisor is an important component of your course as it gives you the opportunity to put into practice in your ministry/ work environment the skills and knowledge you are learning throughout your course.

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. More information regarding the responsibilities and requirements of WBT are outlined in the WBT Roles & Responsibilities, WBT Agreement and the WBT Training Plan which are part of your enrolment package.

As part of the course requirements, applicants will 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.

Qualification: 11238NAT Diploma of Christian Ministry and Theology

Delivery Mode: Distance and On-Campus

Duration: 2 years full-time or 4 years part-time

Intake: Bi-Monthly (Distance Only) or Term based intake (On-campus)

Fees: Please see Schedules of fees

About: Do you want to be equipped for ministry? Do you desire to have a deeper walk with God and to serve others in ministry? This course is for you if you are preparing for entry into ministry, and service in your community, local church and mission field. You will be challenged to grow spiritually through biblical studies, theological discourse, and practical ministry opportunities, and you will develop the necessary skills to serve effectively in your local church, para-church organisation and other Christian ministries.

Entry Requirements: To be eligible to enrol an applicant must be:

- 18 years or over
- A person who is actively involved in a Christian Church
- Able to read and write English to a sufficient standard to work with the supplied course materials (equivalent to ACSF level 3).
- An Australian domestic student

Should any special needs be identified on the enrolment application, Hope College Australia will make reasonable adjustments to support individual needs.

Course Structure: The 11238NAT Diploma of Christian Ministry and Theology is a nationally recognised course consisting of 10 units of competency (2 core and 8 electives), delivered as 24 subjects. Upon successful completion of all course requirements, students will be awarded the qualification in which they enrolled. Students who do not complete all the requirements of the qualification will be issued a Statement of Attainment listing the units of competency for which all requirements have been satisfied.

Units of Competency (2 core and 8 electives):

- **NATI1238001** Apply advanced knowledge of the Bible
- **NATI1238002** Compare and explain Christian beliefs and practices
- **NATI1238003** Research and present a biblical theme
- **NATI1238006** Compare worldviews and religions
- **NATI1237002** Interpret biblical texts
- **NATI1238007** Explain and discuss the person and work of the Holy Spirit
- **CHCCCS017** Provide grief and loss support
- **CHCGRP002** Plan and conduct group activities
- **NATI1237012** Develop own leadership skills
- **CHCCCS016** Respond to client needs

24 Subjects:

- Interpreting the Bible
- The Book of Acts II
- Develop own leadership skills I (Disciplines for Godliness)
- New Testament Themes
- Spirit-filled living
- Develop own leadership skills II (Biblical leadership)
- Old Testament Themes
- Revival history
- Team ministry I(Group activities)

- Theological Foundations
- Genesis
- 1 Corinthians
- Ephesians
- Romans
- Hebrews
- Develop a biblical worldview
- Sharing your faith II
- Responding to world beliefs
- Defending your faith
- Life and work of Jesus II
- Character of God
- Team ministry II (Communication)
- Provide Grief and loss support
- Responding to pastoral care issues

Work-Based Training requirements: Supervised field placement (Work Based training or WBT) at your local church or parachurch organisations in area of ministry decided by local church leader/supervisor is an important component of your course as it gives you the opportunity to put into practice in your ministry/work environment the skills and knowledge you are learning throughout your course.

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. More information regarding the responsibilities and requirements of WBT are outlined in the WBT Roles & Responsibilities, WBT Agreement and the WBT Training Plan which are part of your enrolment package.

It is expected that students studying the Diploma of Christian Ministry and Theology are in the role of or training to be either an Assistant leader or a Ministry Group Leader.

As part of the course requirements, applicants will 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.

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 can be supplied by Hope College Australia upon request.

Recognition of Prior Learning

Recognition of 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 should submit the completed RPL application, and documentary evidence mapped against criteria, with the RPL Fee.

Hope College Australia 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.

Credit Transfer (CT)

Hope College Australia recognises and accepts Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by any other Registered Training Organisation (RTO). Credit Transfer (CT) will be given to any student who has successfully completed units in any

of our accredited courses with another RTO. Prior to the commencement of studies students must produce a copy of their Record of Results/Statement of Attainment or give the Student Services account permission for Hope College Australia to view their USI transcript online. There is no fee for CT.

Enrolment Procedure

Hope College Australia offers course placement based on satisfactory completion of the application process. To enrol any of the courses, you must:

Step 1: Submission of Application

1. Complete and submit to Hope College Australia the following application documents:
 - A completed **Student Application Form**
 - Read the Student Handbook and Sign the **Student Handbook Declaration Slip**
 - Provide verified copy/copies of the previous education qualification/s (if applicable)
2. Complete a **Pastoral reference form** (Pastoral Reference Form should be completed by your local Pastor)
3. Enclose the following:
 - **\$150 non-refundable Application Fee** (per course)
 - **Short essay** giving your reasons for studying the course (250-500 words): **For CMT course only**
 - Complete a **Chaplaincy Questionnaire** to ascertain your suitability for community-based work: **For CHC42315 course only**
 - Provide Hope College Australia with your **Unique Student Identifier number (USI)**. To obtain a USI, please go to <https://www.usi.gov.au/students/get-a-usi>
 - Complete an **LLN assessment**. Hope College Australia will send you a link for the LLN assessment.
 - Complete and submit **Work-Based Training Agreement and Training Plan** with Pastor/Leader's signature.
 - **Working with Children Check: For CHC42315 course applicants and if required to undertake WBT in a ministry context**

Step 2: Application Interview

Attend a short **application interview** either in person or online

Step 3: Confirmation of Enrolment

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 accepted your rights 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 Australia reserves the right to change or cancel advertised courses, assessors, fees, and other such details due to any circumstances beyond our control.

By enrolling in Hope College Australia, you agree to fully pay for the course, complete/submit all required assessments within the required timeframes, participate in Work-Based Training, regularly attend your local church, and fulfil student conduct requirements. Hope College Australia undertakes a duty of care toward its student body to supply all course materials, mark assessments, answer questions, and provide course feedback. You will be notified of your successful enrolment via a Confirmation of Enrolment Letter.

Cancellation of Courses

Hope College Australia reserves the right to cancel courses, for example, in cases of insufficient enrolment numbers. Alternative arrangements will be discussed with you to ensure you are enrolled in a suitable alternative course.

If the course you are undertaking is superseded or deleted Hope College Australia will consult with you about your study options. Depending on the circumstances, you may need to transition to (i.e. re-enrol in) the most current qualification. If you are required to transition to a new qualification you will be consulted about any change in enrolment, and any differences in fees and completion dates. If you are required to undertake gap training or additional training to transition to the new qualification additional fees may apply.

Unsuccessful Admission Applications

For domestic vocational education and training students, if you are unsuccessful in your student admission application, Hope College Australia will discuss with you alternative study/pathway options.

Course Fees

Please see our website for our current fee schedule.

Assessments

Hope College Australia will work with you to determine your needs and will do our best to provide you with access to the educational and support services necessary for you to successfully complete your qualification. Where appropriate reasonable adjustments will be made to the assessments to take into account your individual needs. Trainers will outline the assessment requirements and the beginning of each subject/unit of competency.

Assessments will be based on the assessment criteria of the relevant qualification. Hope College Australia has systems in place to ensure that all assessments are fair, flexible, valid, and reliable. It is the student's responsibility to complete and submit all their assessments within the required guidelines and timeframes.

Assessment Timeframes for On-Campus Students: Completed assessments for each subject are due as outlined in the subject overviews available from Hope College Australia'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 the College. To submit an assessment, students need to firstly ensure that it is saved as a "PDF" file and is not larger than 10 megabytes. Then they must follow the instructions to upload their assessment. It is recommended for students to submit their answers in 1 document only. However, if it is required to submit more than 1 document, students 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 on this website. Due dates should be strictly adhered to.

Assessment Timeframes for Distance Education Students: Distance education students are given a due date when they receive their subject materials via email. Students must submit their assessments by email to assess@hopecollege.com with an assessment cover sheet attached. Failure to provide a completed cover sheet will be considered as a non-submission.

Extensions: Any request for an assessment extension must be applied for 7 days prior to the due date, in writing/via email to the assessor. Upon approval, an extension of up to four weeks will be granted. A \$50.00 extension fee applies for all extensions. Please note; whether a student has received an assessment extension or not, students must continue paying course fees as outlined in the student handbook and submit all assessments 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 by their assessor and will have 14 days from the date on

the form to produce the extra evidence. Evidence submitted after 14 days may incur a \$50 administration fee.

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 Principal within 30 days of receiving notification of your results. The Principal 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 Principal. Beyond this, an appeal may be lodged with the ASQA Info line on 1300 701 801 or [Complaints about training providers | Australian Skills Quality Authority \(ASQA\)](#)

Course Progress

Hope College Australia is committed to your success as you undertake studies. If you are experiencing challenges with your studies, please contact your Assessor for support. Students who fail to submit all assessments without explanation via the due date will be invited to an Academic intervention meeting with a member of our student support team and an assessor to discuss and agree on strategies and a timeline for the completion of assessments.

Course Progress Requirement for Distance Student

To maximize the likelihood that you successfully complete your training, we require that you complete all assessments and Work-Based Training (WBT) within the agreed timeframe of your enrolment, depending on your study load.

Failure to Meet Course Progress Requirement/Academic Intervention

If we identify that your course progress has stalled or that your circumstances suggest you may not complete your course, Hope College Australia will communicate with you to discuss available support options.

In cases where support and intervention prove insufficient for students to complete their course, the college will collaborate with them to realign expectations and achieve the best possible outcome. This could involve:

- Exiting the course with a statement of attainment for the units they have successfully completed.
- Changing the course to a lower Australian Qualifications Framework (AQF) level.
- Switching to a more suitable course based on their circumstances, which may involve adjusting the study load from full-time to part-time.
- Transferring to another provider who offers a more suitable location, support, or course structure.

Extension of Course Completion Date

With prior approval, a one-month extension of course completion date is permissible. Any request for an extension must be in writing or via email to the Distance Education Student Services Coordinator before the end of the enrolment period, as agreed upon in the Confirmation of Enrolment. Upon approval, a one-month extension will be granted.

If an extension request is not received by the end of enrolment period, the student's enrolment may be subject to cancellation. Should this occur, students have the option to reapply for enrolment in the course, which will require the payment of a \$150.00 application fee.

Cancellation of enrolment based on Inactivity

If distance students remain inactive in their studies for more than 6 months during their enrolment period, their enrolment may be subject to cancellation. Should this occur, students have the option to reapply for enrolment in the course, which will require the payment of a \$150.00 application fee.

Behavioural Policy

Hope College Australia is committed to maintaining a safe, inclusive, and respectful learning environment for all students. As part of this commitment, the college expects all students to adhere to the Student Code of Conduct. Any form of misbehaviour that violates this code may result in serious consequences, including exclusion from class, suspension, or cancellation of a student's enrolment.

Student Code of Conduct

We are an adult learning environment with a diverse student cohort. It is our goal to provide you with a supportive and engaging learning environment.

Hope College Australia is a Christian college, and all staff and students are encouraged to maintain high ethical standards. Students are expected to practice and maintain a Christian lifestyle and be actively involved in a Christian church.

As a student we expect you to:

- Be respectful to all students, and staff, ensuring due consideration is given to the diverse cultural backgrounds of the campus attendees.
- Respect the safety, well-being, and property of others.
- Refrain from behaviour that may be perceived as unsafe, intimidating, discriminating, harassing, bullying or disruptive to others.
- Respect Hope College Australia resources and facilities.
- Actively participate and contribute in all classes, discussions, tutorials, and chapel
- Make every effort to meet assessment requirements and submit work on time.
- Meet academic progress and completion requirements for your study.
- Be proactive to ask for help from our student support services when needed.

In turn Hope College Australia commits to

- Provide you with accurate information about your program and enrolment processes and requirements.
- Treat you fairly and with respect.
- Provide a safe learning environment (through the implementation of WHS processes)
- Provide support services to assist you in your student journey.
- Provide assessment tasks and processes that are fair, flexible, valid, and reliable.
- Ensure that assessment feedback and outcomes are provided in a timely manner and are constructive.
- Treat your personal information confidentially and implement processes to protect your information against unauthorised access in compliance with government requirements.
- Deal with complaints and appeals promptly and objectively as outlined in our Complaints and Appeals policy.

Administration

On Campus: Students are requested to access the administration office during scheduled breaks to ensure that training delivery is not disrupted (see timetable overview supplied in class at the beginning of each Term).

Distance: Students are advised to email distance@hopecollege.com for any admin related enquires and assess@hopecollege.com for any assessment/course enquiries. Please note that our staff will do our utmost to get back to you within 2 business days for general enquiries.

Withdrawals

Students may withdraw at any time by advising the Registrar team in writing/via email with a \$50 withdrawal fee. Please note multiple individual subjects could be linked to a single unit of

competency. Students need to be aware that should they withdraw from the course, they may not receive a Statement of Attainment if they have not achieved a full unit of competency.

Refunds

Students have the right to obtain a refund for services not provided by the RTO in the event that the RTO fails to provide the agreed services. Refunds must be requested in writing/via email to registrar@hopecollege.com. All refunds will be issued to the individual who originally paid the fees. This does not remove the right to take further action under Australia's Consumer Protection Laws. Refunds will be processed within 30 days. Please refer to our Refund Policy, which is available for students on Moodle.

Suspension

With prior approval from Hope College Australia, you may suspend your studies and maintain your enrolment status once only during the course, for a maximum deferral period of 6 months. You must apply for a suspension to the college by filling out a "Deferral Suspension Application" form and submit the form in person or via email to Hope College Australia. Applying for suspension does not guarantee its approval. You will receive written notification and a revised COE (Confirmation of Enrolment) upon your suspension 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 suspension process, as it does not fall within the terms outlined above.

Testamur and Results

All students must provide a valid USI number to receive any results

Testamur/results will be issued subject to the successful completion of all assessments (including work-based training 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. Replacements for lost Testamurs or Statement of Attainments can be obtained for a fee of \$50 per copy and will be issued within 30 calendar days.

Complaints and Appeals Policy

Hope College Australia's **Complaints and Appeals Policy** provides a student with the opportunity to access procedures to facilitate the resolution of a dispute or complaint involving Hope College Australia, or an education agent or third party engaged by Hope College Australia to deliver a service on its behalf.

1. The internal complaints and appeals processes are conciliatory and non-legal.
2. Complaints against other students
 - a) Grievances brought by a student against another student will be dealt with under the college's Code of Conduct.
3. Informal Complaints Resolution
 - a) In the first instance, Hope College Australia requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint.
 - b) Students should contact the trainer or Course Coordinator in the first instance to attempt mediation/informal resolution of the complaint.
 - c) If the matter cannot be resolved through mediation, the matter will be referred to the Principal and Hope College Australia's internal formal complaints and appeals handling procedure will be followed.
4. Formal Internal Complaints Handling and Appeals Process
 - a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
 - b) The student must notify the college in writing of the nature and details of the complaint or appeal.

- c) Written complaints or appeals are to be lodged with the Principal.
 - d) Where the internal complaints and appeals process is being accessed because the student has received notice by the college that the college intends to report him/her for unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of receipt of notification in which to lodge a written appeal.
 - e) Complaints and appeals processes are available to students at no cost.
 - f) Each complainant has the opportunity to present their case to the Principal.
 - g) Students and / or the College may be accompanied and assisted by a support person at all relevant meetings.
 - h) The formal internal complaints and appeals process will commence within 10 working days of lodgement of the complaint or appeal with the Principal and will be finalised within 10 working days or as soon as practicable.
 - i) Where Hope College Australia considers more than 60 calendar days are required to process and finalise the complaint or appeal, Hope College Australia 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 (under RTO Standard 6).
 - j) For the duration of the internal complaints and appeals process the student's enrolment will be maintained, as required under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and the student must continue to attend classes. However, if the Principal deems that the student's health or well-being, or the well-being of others is at risk he/she may decide to suspend or cancel the student's enrolment before the complaints and appeals process has been accessed or fully completed. In such cases, the student may still lodge a complaint or appeal, even if the student is offshore.
 - k) Once the Principal has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome, and a copy will be retained on the student's file.
 - l) If the complaints and appeals procedure finds in favour of the student, Hope College Australia will immediately implement the decision and any corrective and preventative action required, and advise the student of the outcome and action taken.
 - m) Where the outcome of a complaint or appeal is not in the student's favour, the college will advise the student within 10 working days of concluding the internal review of the student's right to access the external appeals process.
5. External Appeals Processes
- a) Should a complaint and appeal not be resolved to the student's satisfaction after all reasonable measures have been taken, they will be referred to the Australian Skills Quality Authority (ASQA) or the National Training Complaints hotline on 13 38 73 or website: <https://www.dewr.gov.au/national-training-complaints-hotline>.
6. Other legal redress
- a) This dispute resolution process does not prevent a student from exercising their rights to other legal remedies. If you are concerned about Hope College Australia's conduct, then you may contact ASQA, which is the national regulator for Australia's Vocational Education and Training.

Working with Children and young people under 18 years of age

It is your responsibility to obtain a "Blue Card" in QLD or a "Working with Children Check" in NSW before you 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 Australia staff for access and equity are provided for in the Hope College Australia 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 Australia 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 Australia Library has the right to reproduce or communicate copyright work for a student to be included in their study materials).

Legislation

Hope College Australia recognises its moral and legal responsibility to abide by Commonwealth and State legislation that impact on its operations. Hope College Australia 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 Reform Act 2003, Vocational Education and Training (Commonwealth Powers) Act 2012, 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.

Privacy and Personal Information

Why we collect your personal information

As a Registered Training Organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you do not provide your personal information to Hope College Australia correctly, Hope College Australia will not be able to enrol you as a student.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may

be used and disclosed by NCVET for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVET is authorised to disclose information to the Australian Government Department of Education and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- Administration of VET, including program administration, regulation, monitoring and evaluation
- Facilitation of statistics and research relating to education, including surveys and data linkage
- Understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVET may also disclose personal information to persons engaged by NCVET to conduct research on NCVET's behalf. The NCVET does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVET will handle your personal information please refer to the NCVET's Privacy Policy at www.ncvet.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DEWR is authorised by law, including the Privacy Act and the NVET Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted. For students who have taken up state or federally funded study, some surveys are required as a part of the terms and conditions of your funded enrolment.

Use of Personal Information

All students' personal information remains confidential. Personal information will be securely stored and only made available to staff of Hope College Australia and WBT providers and may be shared between Hope College Australia and the Australian Government and designated authorities, such as, Centrelink, ASQA. Students have a right to access and challenge information held on file. Hope College Australia will only release a student's personal information to bodies or people other than those previously listed, with the student's written permission.

Contact information

At any time, you may contact Hope College Australia to:

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

Contact us:

Hope of the Gold Coast
4/175 Varsity Pde, Varsity Lakes 4227 Q
Ph: 0755510269
Email: registrar@hopecollege.com

APPENDIX 1: ACKNOWLEDGEMENT DECLARATION

I, _____ (print name) acknowledge that:

I have been provided with a copy of the Hope College Australia Domestic Student Handbook V8.2 (DO-R5-1-Apr25). I have read and understood the policies, procedures and guidelines contained in the Student Handbook, and I hereby agree to abide by these policies, procedures, and guidelines as well as and any other policies made known to me for the duration of my enrolment.

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

SIGNATURE: _____ DATE: _____