HOPE COLLEGE AUSTRALIA 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

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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 Education

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

Intake: Monthly

Fees: Please see Schedules of fees on our website

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.

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 (Core)

- CHCLEG001 Work legally and ethically
- CHCDIV001 Work with diverse people
- CHCCOM002 Use communication to build relationships

Providing Pastoral Care (Core)

- 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

Electives

- CHCCCS003 Increase the safety of individuals at risk of suicide
- CHCCCS038 Facilitate the empowerment of people receiving support
- CHCYTH013 Engage respectfully with young people
- CHCPRT025 Identify and report children and young people at risk

Work-Based Training: Work-Based Training (WBT) is volunteer on-the-job training. All students are expected to be working in a role related to chaplaincy/community services or undertake placement in a chaplaincy/community services context. This is the opportunity for the student to put into practice the skills and knowledge from the training.

In order to meet the requirements of CHCPAS002 Provide pastoral and spiritual care, students must complete at least 100 hours of Chaplaincy/community work-based training over the duration of the course as outlined in the assessment requirements of the Unit of Competency. 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.

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

Assessments: Assessments are designed to provide students with the opportunity to demonstrate competence in work skills and knowledge required for work in chaplaincy/community services. The tasks may include case studies, research tasks, reflections on practical tasks as well as tasks in the workplace.

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 Education

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

Intake: Monthly

Fees: Please see Schedules of fees on our website

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 (3 core and 6 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 (3 core and 6 electives):

- NATI1237001 Apply knowledge of the Bible (Core)
- NATI1237002 Interpret biblical texts (Core)
- NATI1237003 Develop and apply knowledge of key Christian beliefs (Core)
- NATI1236002 Research Christian scripture and theology
- NATI1237006 Explain Christian beliefs to a non-Christian audience
- NATI1237010 Plan and lead ministry activities
- NATI1237008 Use spiritual practices to support own personal development
- NATI1237009 Develop and implement self-care strategies in ministry
- BSBCRT311 Apply critical thinking skills in a team environment

Subjects:

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

Work-Based Training requirements: Supervised field placement (Work-Based Training or WBT) at your local church or a parachurch organization, in an area of ministry determined by your local church leader or supervisor, is an important component of your course. It provides you with the opportunity to apply the skills and knowledge you are gaining throughout the course in a real ministry or work environment. You are expected to complete 240 hours of work-based training over the duration of the 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 Education

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

Intake: Monthly

Fees: Please see Schedules of fees on our website

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):

- **NAT11238001** Apply advanced knowledge of the Bible (Core)
- **NAT11238002** Compare and explain Christian beliefs and practices (Core)
- **NAT11238003** Research and present a biblical theme
- **NAT11238006** Compare worldviews and religions
- **NAT11237002** Interpret biblical texts
- **NAT11238007** Explain and discuss the person and work of the Holy Spirit
- **CHCCCS017** Provide grief and loss support
- **CHCGRP002** Plan and conduct group activities
- **NAT11237012** Develop own leadership skills
- **CHCCCS016** Respond to client needs

24 Subjects:

- New Testament Themes
- Old Testament Themes
- Interpreting the Bible
- Theological Foundations
- Genesis
- 1 Corinthians
- Character of God
- Defending your faith
- Life and work of Jesus II
- Hebrews
- Romans
- Ephesians
- Develop a biblical worldview II
- Responding to world beliefs
- Sharing your faith II
- Revival history
- Spirit-filled living II
- The Book of Acts II
- Communicating in Ministry II
- Team ministry II
- Develop own leadership skills II (Biblical leadership)
- Develop own leadership skills II (Disciplines for Godliness II)
- Responding to pastoral care issues
- Supporting people in grief and loss

Work-Based Training requirements: Supervised field placement (Work-Based Training or WBT) at your local church or a parachurch organization, in an area of ministry determined by your local church leader or supervisor, is an important component of your course. It provides you with the opportunity to apply the skills and knowledge you are gaining throughout the course in a real ministry or work environment. You are expected to complete 480 hours of work-based training over the duration of the 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. Some useful online resources include:

- Open Access Digital Theological Library (OADTL) https://libguides.thedtl.org/oadtl
- Open Access Resources: Biblical Studies https://libguides.tyndale.ca/c.php?g=315370&p=2107772
- Theological book network https://www.theologicalbooknetwork.org/join-the-network/free-digital-resources
- Asia Pacific Theological Seminary open access resources https://www.apts.edu/library/open-access-resources
- Pentecostal journals https://wapte.org/resources/pentecostal-journals/; https://wapte.org/resources/
- Online study tools: e-Sword, Blue Letter Bible, Logos

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. Online Application:

Complete and submit an online application to Hope College Australia via the college website (https://hopecollege.com/). You will receive an email from registrar@hopecollege.com outlining the next steps of your application process.

- Ensure to provide an accurate **Unique Student Identifier number (USI)**. If you do not have USI number, please go to https://www.usi.gov.au/students/get-a-usi to obtain USI.

Step 2: Payment of Application Fee

Make your **Application Fee Payment** at our website.

- **$150 non-refundable Application Fee** (per course)

Step 3: Submission of Required Documents

Complete the following documents and return them to distance@hopecollege.com.

For CMT courses (11237NAT and 11238NAT):

- **Pastoral reference form** (Pastoral Reference Form should be completed by your local Pastor)

- **Short essay** giving your reasons for studying the course (250-500 words)
- **Work-Based Training Agreement and Training Plan** with Pastor/Leader's signature.
- Provide verified copy/copies of the previous education qualification/s (if applicable)

For Chaplaincy course (CHC42315):

- **Chaplaincy Pastoral reference form**
- **Chaplaincy Questionnaire** to ascertain your suitability for community-based work:
- **Work-Based Training Agreement and Training Plan** or a **Letter of Employment** as a chaplain from your employer.
- Provide verified copy/copies of the previous education qualification/s (if applicable)

Step 4: Language, Literacy, and Numeracy (LLN) test

Complete an **LLN test**. Hope College Australia will send you a link for the LLN test.

Step 5: Application Interview

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

Step 6: Letter of Offer

Following your interview, if Hope College Australia is satisfied that you have met the entry requirements, you will be issued with a letter of offer including a tuition payment plan. You need to sign and return the signed letter of offer.

Step 7: 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 students to provide 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

If you are unsuccessful in your student admission application, Hope College Australia will discuss with you about alternative study/pathway options.

Course Fees

Please visit our website to view the current fee schedule. To ensure student tuition fee protection, we do not accept upfront course fees exceeding $1500.00.

Fees published on our website may be reviewed from time to time. The fee advised and accepted at enrolment is ordinarily the fee payable for that enrolment. Any proposed fee change affecting an enrolled student will be communicated clearly in writing before it takes effect.

Continuation of Enrolment and Revised Tuition Fees

If you do not complete the course within the original enrolment period due to student-requested or student-caused circumstances, we may offer you a continuation of enrolment for the part of the course you still need to complete. A revised tuition fee may apply to that continuation period only. It will not be applied retrospectively to the original enrolment period.

Before any revised tuition fee is charged, we will provide written details of what remains to be completed, the revised tuition fee, and the payment arrangements. You must agree in writing before the continuation of enrolment starts.

Please refer to the Fees and Refund Policy, which is available to students on Moodle.

Training and Assessment Support

Hope College Australia is committed to providing a supportive and inclusive learning environment for all students. We will work with you to identify 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.

Students with disability are encouraged to let us know about any support or adjustment needs at enrolment or at any time during their studies. Reasonable adjustments may be made to training, learning materials, and assessments to ensure fair access and participation, while maintaining the requirements of the course.

All information shared about support needs is treated confidentially, and support arrangements will be discussed with you and put in place as soon as possible to ensure you are not disadvantaged during your training and assessment.

Our support includes:

During your course there are many ways to seek student support:

- You can **speak** with the College student support team between the hours of 9am-4.00pm AEST Monday to Thursday by calling **+61 435 787 914**
- Attend one of our **Monthly Drop-in Tutorial Sessions** at this link Teams Meeting

  The sessions are conducted by our Academic support team between 1 and 1.45pm (AEST) monthly on the last Tuesday of the month

  Microsoft Teams meeting

  Join: https://teams.microsoft.com/meet/432726025398 54?p=lLyhvT3mh5hRolOymX

  Meeting ID: 432 726 025 398 54

  Passcode: 2MF9YY3y

  Any currently enrolled learners are welcome to attend to discuss:

  - Assessment questions
  - Feedback queries
  - Practical assessment queries
  - Work- based training queries
  - Other learning needs
- You can also book an **individual student support** session here: Booking app https://outlook.office.com/book/HopeCollege_Distancehopecollegecom@hopecollege.com/

Diversity and Inclusion

At Hope College Australia, we are committed to promoting and supporting the diversity of all students. We recognise and respect individual differences, including age, social and ethnic background, gender and physical ability and prior education or life experience.

We do this by:

- Providing a safe, respectful and inclusive learning environment for students
- Providing a culturally safe learning environment for First nations people

- Treating all students fairly and equitably, free from discrimination or harassment
- Making reasonable adjustments to support students with disability or individual learning needs
- Using inclusive teaching and assessment practices
- Offering access to learner support services and referrals where required
- Encouraging open communication and respecting student confidentiality

All students have the right to participate fully in training and assessment and to be treated with dignity and respect.

Student Wellbeing

Hope College Australia is committed to supporting student wellbeing by providing a safe, respectful and inclusive learning environment. Support is available for students experiencing personal, health, emotional or study-related challenges.

Students are encouraged to seek assistance if wellbeing concerns impact their learning. Pastoral care is available, and students may also be supported through learner support services or referred to external wellbeing services where appropriate. All requests for support are treated confidentially and with care.

Please see page 18 for useful external support contact details.

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. Staff commit to follow our staff code of conduct. Students are expected to practice and maintain a Christian lifestyle and be actively involved in a Christian church. We are committed to creating a culturally safe learning environment which is respectful of diversity and has zero tolerance of the following behaviours:

- Harassment/ vilification of any kind, including conduct based on gender, race (including antisemitism), age, sexual orientation, or religious beliefs
- Unwelcome sexual behaviour, such as:
  - Unsolicited physical contact
  - Unwanted sexual requests or demands
  - Sexualised comments or remarks
  - Any other conduct of a sexual nature that is inappropriate or unwelcome
- Abusive, intimidating, or aggressive behaviour that causes offence, fear, or harm, including verbal abuse or threats
- Misuse of technology to threaten, harass, intimidate, or humiliate others, including through collaboration tools, communication platforms, and social media, causing fear or distress

As a student we expect you to:

- Take responsibility for own learning and actively participate in the learning processes. This includes ensuring that you do not:
  - Directly copy another person's work without proper acknowledgement (including the use of Generative Artificial Intelligence tools e.g. ChatGPT).
  - Use another person's ideas without acknowledging them (including the use of Generative Artificial Intelligence tools e.g. ChatGPT).
- Respect the safety, well-being and property of others.
- Refrain from any behaviour that may be perceived as unsafe, intimidating, discriminating, harassing, bullying or disruptive. Such behaviour will not be tolerated at Hope College Australia,
- Respect Hope College Australia's resources and facilities.
- Meet academic progress and completion requirements for your study.

- Be proactive to ask for assistance from 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 regardless of gender, race (including antisemitism), age, sexual orientation, or religious beliefs.
- Provide a safe learning environment (through the implementation of WHS processes).
- Provide support services to assist you in your student journey and to support your well-being.[CM1.1]
- 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.

Breach of Student Code of Conduct

1. Any breach of the Student Code of Conduct may result in disciplinary actions, including serious consequences such as suspension or cancellation of a student's enrolment.
2. The Principal will determine appropriate disciplinary action for any breach of the Student Code of Conduct, taking into account the nature and severity of the breach, any mitigating factors, and the student's previous conduct.
3. The severity of any disciplinary action will be consistent with the seriousness of the breach of the Code of Conduct, and students may access relevant complaints and appeal procedures.
4. Informal Disciplinary Process
   a) In the case of a minor breach of the Code of Conduct, the College may address the matter through an informal disciplinary process. This process may include conducting an interview, providing a counselling session, or offering support to assist the student in improving their future conduct.
   b) The purpose of the informal process is to resolve minor issues promptly and constructively while supporting the student's ongoing development.
5. Formal Disciplinary Process
   a) In the event of a major breach of the Code of Conduct, the College shall initiate a formal disciplinary process. The College will provide the student with a written notice specifying the nature of the alleged breach and outlining the procedures to be followed in addressing the incident.
   b) The student shall have the right to respond to the notice either by attending a meeting or submitting a written response within five (5) business days from the date of the notice.
   c) If the student fails to attend the scheduled meeting or submit a written response within the specified timeframe, the College may proceed with the disciplinary process in the student's absence to determine whether the breach is substantiated.
   d) The College shall communicate the outcome of the disciplinary process to the student through a formal Student Disciplinary Notice within five (5) business days of the decision. This notice shall detail the findings and inform the student of their right to appeal.
   e) The disciplinary decision shall only take effect upon the completion of any appeals process initiated by the student.
6. Students who are unwilling to abide by the Student Code of Conduct may be refused admission to a course of study at Hope College Australia. This measure ensures the College maintains a safe, respectful, and academically conducive environment for all students and staff.

Assessments

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: Students are provided with a due date when they receive their subject materials via email or Moodle. Assessments must be submitted by email to assess@hopecollege.com or

via the assessment submission point on Moodle, with a completed assessment cover sheet attached. Failure to provide a completed assessment cover sheet will be considered a non-submission. Final grades, once marked by the assessor, will be made available via email or Moodle. Due dates must be strictly adhered to.

Extensions: Any request for an assessment extension must be submitted at least 7 days prior to the due date, in writing or via email to the assessor. Upon approval, an extension of up to four weeks may be granted. A $50.00 extension fee applies to all extensions. Please note that, regardless of whether an assessment extension is granted, students must continue to pay course fees as outlined in the Hope College Australia's schedule of fees and must submit all assessments within the required timeframe.

Supplementary Assessments: If any assessment submitted by a student is assessed as 'Not Yet Satisfactory,' the student will be required to undertake supplementary assessments and/or provide additional evidence until competency is achieved. Details of the work required to achieve competency will be outlined in the Assessment Record. The student will have 14 days from the date of receiving the Assessment Record to submit the required additional 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)

Academic Integrity

Hope College Australia is committed to ensuring that all assessments in students' studies uphold the principles of academic integrity. This means that the work you submit must represent your own skills and knowledge, and any ideas or material taken from other individuals or sources must be properly acknowledged and referenced.

Please refer to our presentation on Academic integrity available on Moodle.

Plagiarism and Collusion

Plagiarism can sometimes occur unintentionally—for example, when insufficient care is taken during research or when learners work together too closely. It is important to understand what constitutes **plagiarism** and **collusion**, and to avoid these unethical behaviours. Both are forms of dishonesty in assessment and can result in your work being invalidated.

Plagiarism is the use of another person's work or ideas without appropriate acknowledgment of the source.

Collusion refers to unauthorised collaboration, where learners work together on an assessment task and each submits the same or very similar work as if it were completed independently.

Examples of plagiarism and collusion include:

- **Inadequate acknowledgment** - copying material word-for-word and citing it as paraphrased or paraphrasing without citing the original source.
- **Collusion** - copying from another learner's work with their knowledge or agreement.
- **Verbatim copying** - reproducing material exactly as found, without any acknowledgment of the original source.
- **Ghost writing** - submitting an assignment written by someone else as if it were your own.
- **Purloining** – using material from another learner's work without their knowledge or permission.

To avoid accidental plagiarism:

- Clearly mark direct quotes in your notes.
- Ensure paraphrased material is genuinely rewritten in your own words.

While we encourage learners to support one another, each student must submit work that is authentically their own. Collaborative or group work is only permitted if explicitly stated in the task instructions or approved by the trainer or assessor.

Hope College Australia provides the following documents on Moodle to help students avoid plagiarism and maintain academic integrity in all assessments: *the Academic Integrity Presentation* (DO-7-R1-1) and the *How to Reference Guide* (DO-7-R1-2).

Plagiarism or collusion invalidates assessment evidence. Whether intentional or unintentional, it cannot be accepted as a true representation of your knowledge. If detected, the assessment will be marked unsatisfactory, and you will be required to complete a supplementary task - not a simple resubmission of the same work.

Repeated instances of plagiarism or collusion may result in you being responsible for the cost of reassessment.

Why Academic Integrity Matters

Academic integrity ensures that your learning is truly your own and that assessments accurately reflect your understanding. It is a matter of respect for the work, ideas and contributions of others. It is also a key professional skill for trainers, who are responsible for upholding academic integrity of their students.

Artificial Intelligence: Can I Use AI in My Assessments?

Generative AI tools like ChatGPT create new content by accessing and processing vast amounts of data. While these tools can assist in sourcing and writing material, there are important principles to follow when using AI in your study:

1. **The purpose of your study at Hope College Australia is to develop your understanding**. Learning tasks and assignments are specifically designed to help you build knowledge. Using AI to shortcut these tasks hinders your learning and constitutes academic dishonesty.
2. **AI can be a helpful tool in professional contexts - but only if you understand the content yourself**. Without a solid foundation in biblical scripture and theology, you will not be able to assess the appropriateness or accuracy of AI-generated content for use in a Christian ministry work setting context. If you use AI for research or to refine your writing, you must cite it as a source.

Assessment in your studies is based on your knowledge - not AI's.

Do not use AI as a shortcut to bypass your learning. Your personal knowledge and skillset are what you will take into the workplace. Once those are well developed, AI can become a powerful tool when used wisely and ethically.

If you are unsure about the appropriate use of AI in your assessments, please read our AI Use Policy (PO-11-05) available on our website and Moodle. If you need further guidance, please speak with your trainer or assessor.

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

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.

Cancelation of enrolment based on Inactivity

If 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.

Administration

Students are advised to email distance@hopecollege.com for any admin related enquires and assess@hopeceollege.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. You may also contact us during office hours, Monday to Thursday, between 9:00 am and 4:00 pm.

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 Hope College Australia in the event that the college fails to provide the agreed services. Refund requests must be submitted in writing or via email to registrar@hopecollege.com. All refunds will be issued to the individual who originally paid the fees. This does not affect the student's right to take further action under Australia's Consumer Protection Laws. Refunds will be processed within 30 days.

Please refer to the Fees and Refund Policy, which is available to students on Moodle.

Suspension

We recognise that at times your studies may be impacted by circumstances outside your control. For this reason, you may apply to suspend your studies for a maximum suspension period of 6 months and still maintain your enrolment status. Generally, this will only be allowed once during the course. You should apply for a suspension to the college by completing a "Deferral Suspension Application" form and submit the form to distance@hopecollege.com. You will receive written notification and a revised COE (Confirmation of Enrolment) if your suspension is granted.

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. (Ref: RTO Standards 2025, Outcome Standards 2.7 and 2.8)

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) Complaints and appeals processes are available to students at no cost.
   e) Each complainant has the opportunity to present their case to the Principal.
   f) Students and / or the College may be accompanied and assisted by a support person at all relevant meetings.
   g) 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.
   h) 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.
   i) For the duration of the internal complaints and appeals process the student's enrolment will be maintained. 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.
   j) 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.
   k) 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.
   l) 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 the appropriate working-with-children clearance for your state or territory before commencing any work-based training that involves contact with children or young people.

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

Copyright protects literary, dramatic, musical, and artistic works. In Australia, under the Copyright Act 1968, copyright owners have exclusive rights to use their material in certain ways.

Copyright applies automatically as soon as an idea is expressed in material form—such as being written down or recorded. This includes books, music CDs, websites, and other electronic or physical formats. Copyright exists in both published and unpublished works and protects all forms of documented expression.

As a registered training organisation, Hope College Australia holds a Statutory Education Licence, which allows it to legally copy and distribute copyright material to students without seeking individual permission—provided that fair compensation is made to the original creators. This compensation is managed through copyright fees paid to the Copyright Agency Limited (CAL).

All learning materials and readings provided to students as part of their studies will include a copyright notice. This notice identifies that the material has been provided by Hope College Australia "pursuant to Part VB of the Copyright Act 1968 (the Act)," and that the material "may be subject to copyright under the Act" and that "any further reproduction or communication of this material by you may be the subject of copyright protection under the Act."

Students at Hope College Australia are bound by Australian copyright law. **Materials provided under the college's copyright licence must not be reproduced or redistributed by students.** Reproducing copyright material without permission from the copyright owner is usually an infringement of copyright.

Exceptions to Copyright Infringement

Certain exceptions, known as fair dealing, allow limited use of copyrighted material without permission:

- For the purpose of research or study:

  You may copy a reasonable portion of a work, such as:

  - 10% or one chapter of a literary, dramatic, or musical work (if the work is at least 10 pages long)
  - One article from a periodical or journal

- For the purpose of criticism or review:

  You may use copyrighted material fairly, provided you include proper acknowledgement of the original work.

As a student at Hope College Australia and as a professional, it is essential that you understand and follow copyright law in both your studies and your workplace.

Further information and resources are available at:

- www.copyright.org.au
- See also the Short Guide to Copyright produced by the Attorney-General's Department.

Refer to the section on Academic Integrity (page 10) in this Course Guide.

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 NCVER 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 NCVER 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 NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.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 NVETR 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 NCVER 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 or 0435 787 914
Email: registrar@hopecollege.com

External Support

Emergency Support
Dial 000 for Police, Ambulance or Fire if you're worried you may harm yourself or someone else, or if someone else needs immediate help.

1800Respect
1800 737 732
1800respect.org.au
National Sexual Assault, Domestic Family Violence Counselling Service

Lifeline
13 11 14
24/7 crisis support line

Headspace
1800 650 890
headspace.org.au | headspace.org.au/eheadspace
National Youth Mental Health Foundation

APPENDIX 1: ACKNOWLEDGEMENT DECLARATION

I, _____ (print name) acknowledge that:

I have been provided with a copy of the Hope College Australia Student Handbook V9.3 (DO-02-01). 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 understand that a unit or subject is considered commenced when I access learning materials, attend training, participate in learning activities, or submit assessment for that unit or subject.

I understand that fees relating to commenced units or subjects are non-refundable unless otherwise required by law or approved under special circumstances.

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

SIGNATURE: _____ DATE: _____