



# Student Handbook

*-Chaplaincy Training-*

**CHC42315 Certificate IV in Chaplaincy and Pastoral Care**

**10445NAT Diploma of Ministry (Pastoral Care)**



## **CONTACT HOPE**

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## Welcome to Hope College!

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

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

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

### QUALIFICATIONS

**CHC42315 Certificate IV in Chaplaincy and Pastoral Care** **1 year full-time**

**10445NAT Diploma of Ministry (Pastoral Care)** **2 years full-time**

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

### COURSE STRUCTURE

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

**10445NAT Diploma of Ministry (Pastoral Care)** is a nationally recognised course consisting of 21 units of competency delivered within 16 Bible/Ministry subjects and 8 specialist Chaplaincy subjects.

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

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

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

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

**RECOGNISED PRIOR LEARNING (RPL)** Recognised Prior Learning (RPL) will be given to students who have completed studies or have previous experience in the area of their selected course and supply appropriate documentary evidence, matching that evidence against the criteria for each unit of competency. Students will need to demonstrate their knowledge is current. It is recommended that RPL is applied for prior to commencement of studies. An RPL kit is available upon request - the RPL kit details the costs involved, outlines the RPL process and the supporting evidence required. Students submit the completed RPL application, and documentary evidence mapped against criteria, with the RPL Fee. Hope College will process the RPL application and advise the student of the outcome within 30 days. If the evidence provided confirms competency, the student will receive recognition. If gaps are identified, the student will be asked to provide further evidence or to successfully complete those units required to obtain the Statement of Attainment or Qualification.

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

**WITHDRAWAL AND REFUNDS** Students may withdraw at any time by advising the Student Registrar in writing/via email. Please note, multiple individual subjects could be linked to a single unit of competency. Students need to be aware that should they withdraw from the course, they may not receive a Statement of Attainment if they have not achieved a full unit of competency. Refunds for any subject must be requested in writing/via email to the Student Registrar before day six of the month (Census day). Only on the basis of legitimate dissatisfaction of the course, a complete refund of the fees paid for the current subject will be paid, excluding the non-refundable Application Fee (Certificate IV only). All refunds will be issued to the individual who originally paid the fees. This agreement does not remove the right to take further action under Australia's Consumer Protection Laws. Refunds will be posted within 30 days. For students receiving VET FEE-HELP please read our VET FEE-HELP refund policy and our VET FEE-HELP Student Review Process, available at our website <http://hopecollege.com/vet-fee-help/>.

**WORK-BASED TRAINING (WBT)** Work-based Training (WBT) is volunteer on the job training. **CHC42315 Certificate IV in Chaplaincy and Pastoral Care** Students complete 120 hours of chaplaincy/community work-based training over the duration of the course. **10445NAT Diploma of Ministry (Pastoral Care)** students complete 480 hours of work-based training over the duration of the course comprising of 320 hours of ministry work-based training within their church and 160 hours of chaplaincy/community work-based training outside their church. Responsibilities and requirements are outlined in the WBT Chaplaincy Roles & Responsibilities, WBT Agreement and the WBT Training Plan. WBT providers must have appropriate insurance that covers voluntary workers. WBT Exemption: Students who are already employed as a chaplain do not need to complete WBT and must submit to Hope College a letter from their organisation verifying they are employed as a chaplain, the hours worked and a summary of their role and responsibilities.

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

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

- **CHC42315 Certificate IV in Chaplaincy and Pastoral Care:** Full time study is to be completed in **1 year** (by submitting one subject per month and completing **120** WBT hours). Part time study is to be completed in **2 years** (by submitting one subject every two months and completing **120** WBT hours).
- **10445NAT Diploma of Ministry (Pastoral Care):** Full time study is to be completed in **2 years** (by submitting one subject per month and completing **480** WBT hours). Part time study is to be completed in **4 years** (by submitting one subject every two months and completing **480** WBT hours).

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

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

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

**VET FEE-HELP** Hope College is an approved VET FEE-HELP provider. VET FEE-HELP is an Australian Government loan scheme available for Diploma level (not Certificate IV) of VET approved courses. Eligible students can use VET Fee Help to cover all or part of tuition fees for higher-level vocational education and training. For more information visit [www.studyassist.gov.au](http://www.studyassist.gov.au) or call the VET FEE-HELP Student Hotline on 13 38 73.

#### **COURSE FEES**

**CHC42315 Certificate IV in Chaplaincy and Pastoral Care:** Total cost of the course is \$2310 which includes a \$150 non-refundable Application Fee. Course fees total \$2160 and are paid in 12 instalments of \$180 as students purchase each subject. Students must pay for each subject before it is issued. The first subject can be paid for once the student receives their Confirmation of Enrolment letter (see Enrolment Procedure).

**10445NAT Diploma of Ministry (Pastoral Care):** Course fees total \$4560 and are paid in 24 instalments of \$190 as students purchase each subject. Students must pay for each subject before it is issued. The first subject can be paid for once the student receives their Letter of Acceptance (see Enrolment Procedure).

The Course fees cover the cost of all course materials, and postage and handling from Hope College. They do not cover the students cost of postage and handling when returning their assessments and WBT documentation to Hope College. A Re-enrolment Fee of \$150 (CHC42315 Certificate IV in Chaplaincy and Pastoral Care only) applies if a student wishes to continue their studies after their enrolment status has lapsed (see Assessment Timeframes), or if they defer their studies for longer than 6 months (see Assessments, Deferral).

Course fees can be paid by credit card, direct deposit, cheque, money order or cash in person at our Gold Coast campus. Direct Deposit payments via branch, phone or internet banking must be referenced with the student's name and/or student number. Students with unreferenced direct deposits will be considered as not having paid Hope College at all. Late Fees: A standard administration fee of \$50 applies to all submissions after due dates including late assessments, late supplementary assessments and late extensions (see Assessments). Late fees must be paid at the time of the next instalment. The next subject will not be given until outstanding late fees are paid. Hope College reserves the right to change fees. Students will be informed of any changes.

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

1. Complete and submit to Hope College the following application documents:
  - Student Application Form
  - Student Handbook Declaration Slip
  - Chaplaincy Questionnaire
2. Give a Pastoral Reference Form to their Pastor asking him or her to complete the form and return it to Hope College.
3. Complete a Work-based Training Agreement and Work-based Training Plan in consultation within your organisation/church with the Director/Senior Pastor and designated workplace supervisor.
4. Provide Hope College with your Unique Student Identifier number (USI). (Login to: <http://portal.usi.gov.au/student> and follow directions to obtain USI)
5. CHC42315 Certificate IV in Chaplaincy and Pastoral Care ONLY - enclose the following:
  - \$150 Application Fee (non-refundable)

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

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

*Re-enrolment:* If a student wishes to continue their studies after their enrolment status has lapsed (see Assessment Timeframes) or they have deferred their studies for longer than 6 months (see Assessments, Deferral), they must re-enrol in the course by completing a new Application Form, reading and signing a new Student Handbook, paying a re-enrolment fee (CHC42315 Certificate IV in Chaplaincy and Pastoral Care only, see Course Fees) and obtaining a new Pastor's Reference if the lapse of enrolment is longer than 1 year.

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

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

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

*Assessment Timeframes for Full Time Study Load:* **CHC42315 Certificate IV in Chaplaincy and Pastoral Care** students have 1 year to complete the assessment tasks for all 12 subjects (averaging 1 subject per month). With prior approval an extension of 1 month is permissible. A full-time student's enrolment status lapses at the end of 13 months. **10445NAT Diploma of Ministry (Pastoral Care)** students have 2 years to complete the assessment tasks for all 24 subjects (averaging 1 subject per month). With prior approval an extension of 1 month is permissible. A full-time student's enrolment status lapses at the end of 25 months.

*Assessment Timeframes for Part Time Study Load:* **CHC42315 Certificate IV in Chaplaincy and Pastoral Care** students have 2 years to complete the assessment tasks for all 12 subjects (averaging 1 subject every 2 months). With prior approval an extension of 1 month is permissible. A part-time student's enrolment status lapses at the end of 25 months. **10445NAT Diploma of Ministry (Pastoral Care)** students have 4 years to complete the assessment tasks for all 24 subjects (averaging 1 subject every 2 months). With prior approval an extension of 1 month is permissible. A part-time student's enrolment status lapses at the end of 49 months.

*Extensions:* Any request for an assessment extension must be applied for in writing/via email to the Student Registrar, and **approved prior to the due date**. Upon approval, an extension of two weeks will be granted. Assessments submitted after the extension due date will incur a \$50 administration fee per late subject.

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

**ASSESSMENT APPEALS POLICY** Students have the right to appeal against an assessment decision with which they are not satisfied. Appeals must be submitted in writing to the 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 email [complaintsteam@asqa.gov.au](mailto:complaintsteam@asqa.gov.au)

**TESTAMUR AND RESULTS** ALL STUDENTS MUST PROVIDE A VALID USI NUMBER TO RECEIVE ANY RESULTS FROM HOPE COLLEGE Testamur/ results will be issued subject to the successful completion of all assessments (including WTB hours), or achieving recognition of the skills and knowledge required (RPL), and the payment of all fees. Students will receive a Testamur within 21 days of successful completion of the course. Students undertaking partial completion of the course will receive a Statement of Attainment within 21 days of successful completion of their nominated units of competency.

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

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

For complaints and appeals related to teaching, assessments, finance, trainers, administration or alleged breach of civil law, the Principal will arrange a meeting/phone conference with the staff member/trainer and the student to discuss the issue and seek to resolve it. If this approach is not satisfactory, resolution will be offered through an independent complaints and appeals resolution committee within 14 days consisting of the Principal, an independent person and the student. If the complaints and appeals are not resolved to the student's satisfaction, they will be referred to the Australian Skills Quality Authority (ASQA) or the National Training Complaints Hotline PHONE 13 38 73 [www.industry.gov.au](http://www.industry.gov.au) or Email: [skilling@education.gov.au](mailto:skilling@education.gov.au)

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws. If students are concerned about Hope College's conduct, then they may contact ASQA, who have authority to suspend or cancel the registration of Hope College.

RETURN TO:

HOPE COLLEGE  
PO Box 35  
Varsity Lakes QLD 4227

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

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

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

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

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



CHAPLAINCY

OFFICE USE ONLY: Student ID

### STUDENT HANDBOOK DECLARATION

**STUDENT NAME:** \_\_\_\_\_

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

I have received, read and understood the Student Handbook, and I hereby confirm that I will uphold the rules and agreements outlined.  Yes

**SIGNATURE:** \_\_\_\_\_ **DATE:** \_\_\_\_\_

**RETURN TO: Hope College PO Box 35, Varsity Lakes QLD 4227**