



Australian College of Theology Limited

OVERSEAS STUDENT HANDBOOK

Third Edition



STUDY IN AUSTRALIA



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OVERSEAS STUDENT HANDBOOK

Third Edition

This Handbook provides regulations and guidelines for overseas students of the Australian College of Theology. It forms a supplement to the annually published ACT Undergraduate and Postgraduate Handbooks.

Interpretation of this Handbook is to take place within affiliated colleges (where relevant), but final rulings on it come from the Dean and the Academic Board of the Australian College of Theology.

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INTRODUCTION

This handbook for overseas students should be read in conjunction with the policies of the Australian College of Theology, published at: <http://www.actheology.edu.au/policies.php>, and the annual handbooks of the Australian College of Theology, published at: <http://www.actheology.edu.au/handbooks.php>.

The term “overseas student” applies to students and applicants who wish to study a course of the Australian College of Theology while in Australia on a student visa after being granted a Confirmation of Enrolment (CoE) from the Australian College of Theology or one of its affiliated colleges on behalf of the Australian College of Theology. This handbook describes some of the policies and procedures which apply to overseas students.

This term is distinct from an “international student”, which is used for determining the fees paid for units of study. An “international student” is defined as a student who is:

- Not an Australian citizen or New Zealand Citizen;
- Not a student with a permanent Australian visa;
- In Australia with any kind of temporary entry permit;
- A diplomat or a dependant of a diplomat (except New Zealand);
- Resident overseas for the duration of the unit but not an Australian or New Zealand Citizen or permanent resident of Australia (offshore students).

The Australian College of Theology (ACT, the College) is a national provider of accredited higher education courses in theology. The College was established under the auspices of the General Synod of the Anglican Church of Australia in 1891. It is now an ecumenical consortium of over 3,000 students enrolled in 17 affiliated colleges approved to teach the awards of the College on its behalf. These awards range from one and half-year diplomas, three-year undergraduate and coursework masters degrees to masters and doctoral research degrees.

The College was granted self-accrediting authority in mid-2010. The higher education courses of the College have been accredited by the Board of Directors for the period 2012-2016.

The College has a centrally devised and managed curriculum and a quality assurance process that is applied across the whole consortium of affiliated colleges. The day-to-day educational system is managed by the Dean from the College office in Sydney. The Academic Board and its Committees share this responsibility. The Board oversees policy, regulation, review of units, and course structure for research, coursework and diploma awards.

The Academic Board and its Committees are comprised mostly of principals or senior faculty members of affiliated colleges. A number of senior university academics also sit on the Board and its Committees to help ensure that the practice of the College (especially in the outcome of the consideration of research examiner’s reports and general academic policy) remains in line with best practice in the university sector.

The College is governed by a Board of Directors. Its members are drawn from the General Synod of the Anglican Church in Australia, college principals and other persons consistent with the requirements of the Australian Government.

The Australian College of Theology welcomes students from overseas to study at its affiliated colleges which are authorised to accept overseas student enrolments.

The ACT is the registered Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) provider and the legal entity for all courses offered by affiliated colleges. In 2014, the ACT was granted national CRICOS registration, replacing the former state-based registrations. The ACT’s CRICOS provider code is 02650E.

In NSW the following affiliated colleges are endorsed to enrol overseas students:

- Morling College
- Christ College
- Sydney Missionary and Bible College

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- Youthworks College

In Queensland the following affiliated colleges are endorsed to enrol overseas students:

- Brisbane School of Theology
- Malyon College
- Queensland Theological College

In South Australia the following affiliated college is endorsed to enrol overseas students:

- Bible College of South Australia

In Victoria the following affiliated colleges are endorsed to enrol overseas students:

- Melbourne School of Theology
- Presbyterian Theological College
- Reformed Theological College
- Ridley Melbourne

In Western Australia the following affiliated colleges are endorsed to enrol overseas students:

- Trinity Theological College
- Vose Seminary

Not all of the courses of the Australian College of Theology are available to overseas. Only the courses listed below are offered to overseas students:

CRICOS provider code 02650E	English delivery	Chinese delivery
Diploma of Ministry	054659K	083078B
Advanced Diploma of Ministry	054667K	083080G
Diploma of Theology	054649A	083079A
Advanced Diploma of Theology	054663C	083081G
Associate Degree of Theology	054716F	083082F
Bachelor of Christian Studies	054682M	083083E
Bachelor of Ministry	054670D	083084D
Bachelor of Ministry (Honours)	054673A	083085C
Bachelor of Theology	054676J	083086B
Bachelor of Theology (Honours)	054679F	083087A
Graduate Certificate of Christian Studies	076016G	083088M
Graduate Diploma of Christian Studies	054691K	083092D
Master of Arts (Christian Studies)	054694G	083096M
Graduate Certificate of Divinity	076017G	083089K
Graduate Diploma of Divinity	054685G	083093C
Master of Divinity	054688E	083099G
Graduate Certificate of Ministry	076018F	083090F
Graduate Diploma of Ministry	054696E	083094B
Master of Arts (Ministry)	054698C	083097K
Graduate Certificate of Theology	076019E	083091E
Graduate Diploma of Theology	054700C	083095A
Master of Arts (Theology)	054703M	083098J
Master of Theology	054705J	N/A
Doctor of Ministry	054710A	N/A
Doctor of Philosophy	076015J	N/A
Doctor of Theology	054711M	N/A

ARRANGING VISAS

Most overseas students wanting to study in Australia require a student visa. Some other visa holders are also eligible to study as overseas students in Australia. Many students apply for a visa themselves on-line or via the Australian Diplomatic Mission in their country. The visa application process can be complicated and for students from some countries it may be better to submit an application with the assistance of an accredited agent due to their familiarity and experience in the field. The ACT does not employ the use of education agents.

In order to apply for a student visa you will need:

- a valid passport,
- an electronic Confirmation of Enrolment (eCoE)
- and any other documentation required by the Australian diplomatic post with which you lodge your application.

You must ensure you allow enough time for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

Department of Immigration and Border Protection (DIBP)

The Australian Government's Department of Immigration and Citizenship provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit www.immi.gov.au/students/index.htm for the latest information.

Department of Foreign Affairs and Trade (DFAT)

As well as links from the DIAC website the Department of Foreign Affairs and Trade website www.dfat.gov.au/embassies.html as a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

Migration Agents

A migration agent can assist you in submitting your visa application and communicate with DIAC on your behalf, but please note that you do not need to use a migration agent to lodge any kind of visa application.

Education Agents

The ACT and its affiliated colleges do not use Education Agents.

Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

- Complete the course within the duration specified in the CoE
- Maintain satisfactory academic progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.

For a full list of mandatory and discretionary student visa conditions please visit

<http://www.immi.gov.au/students/visa-conditions-students.htm>

STUDENT VISA REQUIREMENTS

The student visa has several separate sub-classes for each education sector. Two of these apply to ACT courses. You should apply under the visa sub-class for your principal course of study.

Student visa sub-classes:

Subclass 573 (Higher Education)

Covers an Undergraduate Diploma, Bachelor degree, Associate Degree, Graduate Certificate, Graduate Diploma and masters by coursework

Subclass 574 (Postgraduate Research)

Covers a Masters degree by Research and Doctoral degrees.

General requirements:

- you are of good character
- you are of sound health
- you have acceptable health insurance through the Overseas Student Health Cover (OSHC) for yourself and members of your family unit accompanying you to Australia
- you have no outstanding debts to the Commonwealth of Australia, or have made arrangements acceptable to the Minister to repay such a debt
- where you are under 18 years of age, acceptable arrangements for your accommodation, support and general welfare are in place. However, the ACT does not admit overseas students under the age of 18 years.

Offer of a place in a course and confirmation of enrolment:

If you are applying outside Australia and your visa application will be assessed at Assessment Level 3, 4 or 5, you should provide:

- an 'offer of a place in a course' letter from your Australian education provider at the time you lodge your application; and
- an electronic confirmation of enrolment certificate issued by your education provider after you lodge your application if you are requested by the Australian overseas mission to do so.

This process allows a preliminary or Pre-Visa Assessment to be made on your application to see if you are genuinely seeking to enter Australia for the purpose of study.

If you are applying outside Australia in Assessment Level 1 or 2, or in Australia in any Assessment Level, an electronic confirmation of enrolment certificate (CoE) is required before you lodge your application and a copy is to be provided with your application.

Note: A letter of offer is acceptable where a client lodges an application within Australia, but they must have a CoE for grant of a student visa application.

Student visa conditions:

- you must satisfy attendance and course requirements and maintain a valid enrolment for your course
- you must not work unless you have been granted permission to do so
- you must maintain your Overseas Student Health (OSHC) cover while in Australia
- you must leave Australia before your visa expires
- you must remain with the education provider you originally enrolled with for the first six months of your course or, if the course is less than six months, for the duration of your course
- you must advise the ACT of your residential address within seven days of your arrival in Australia and must advise any changes of address within seven days
- if you change education provider you must inform the ACT within seven days of issue of an eCoE

Assessment levels for student visas

Each student visa application is assessed according to an assessment level. The assessment level is determined by the passport held and visa subclass applied for.

The assessment levels relate generally to how likely students are to comply with their visa conditions, based on previous students' behaviour. Assessment level 1 represents the lowest assessment level and assessment level 5 the highest.

The higher the assessment level, the more evidence you will need to provide to demonstrate your financial capacity, understanding of the English language and other relevant matters.

You can find out your assessment level by looking up your nationality and visa subclass applied for by visiting the DIAC website.

Important: if you have an assessment level 2, 3, 4 or 5, then you must make your first student visa application while you are outside Australia.

Evidentiary requirements

- your capacity to cover the cost of air fares, course fees and living costs for the duration of your stay in Australia
- your capacity to cover the costs of air fares, living costs and school tuition costs for your family unit members for the duration of your stay in Australia.
- your level of English Language Proficiency in relation to that required for your assessment level and education sector of study
- the situation in your home country e.g. personal or financial commitments that may prompt you to return to your home country
- your academic record and history in the context of the course you intend to study
- your immigration history e.g. previous compliance with immigration laws and whether you have previously applied for entry to Australia
- whether your proposed course of study is what you might reasonably have chosen given your circumstances
- whether your proposed course is consistent with, and appropriate to, your current level of education

Preliminary Assessment

A preliminary assessment will determine your eligibility for a student visa and is necessary if your country is at Assessment Level 3, 4 or 5. You will need to provide an 'Offer of a place in a course' letter from your education provider to the visa processing office. This letter should indicate your proposed entry level, name of course, CRICOS course and provider codes, proposed start and end dates and the full tuition fees for the course. When your application is received, the visa processing office will undertake a preliminary assessment of your ability to meet the student visa requirements applicable to you. If the assessment is favourable, the office will issue you a letter to give to your education provider authorising them to issue you with an eCoE certificate. You will be also advised to pay the tuition fees and OSHC premium, and undergo medical tests. The student visa will be granted when the Electronic Confirmation of Enrolment (eCoE) and all other requirements are satisfied.

Electronic Confirmation of Enrolment

An Electronic Confirmation of Enrolment (eCoE) is issued by your Australian education provider and is the only accepted evidence of enrolment for processing student visa applications. Depending on your country of nationality and your principal course of study you may have to undergo a preliminary assessment (see above) before an institution issues an eCoE. The institution will advise you of its requirements but generally it will require payment of at least one semester of course fees before issuing an eCoE. A copy of your eCoE must be submitted to your local DIAC office before a student visa can be issued.

Information collected through the eCoE process includes the student visa application, visa grant and visa compliance data from a student's arrival in Australia and course commencement through to their departure from Australia.



ARRANGING TRAVEL

You will need to make your own travel arrangements to Australia. Your affiliated college will notify you regarding how soon before the start of Overseas Student Orientation you should arrive to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.

Documents

You should prepare a folder of official documents to bring with you to Australia, including:

- Valid passport with Student Visa
- Offer of a place / admission letter from your enrolling college
- Confirmation of Enrolment (eCoE) issued by the ACT
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card, driver's licence
- Medical records and/or prescriptions

If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

What to Bring

Students are often surprised by how strict Australian Customs Services and Quarantine can be. If you're in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items. Visit the Australian Quarantine and Inspection Service (AQIS) homepage <http://www.daff.gov.au/biosecurity/travel>

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure. Economy passengers are generally permitted 1 x checked luggage (35kg) and 1 x carry-on (7kg) for international flights, but only 20kg of checked luggage on domestic flights within Australia. This will significantly limit the amount of things you can bring, especially if you will fly within Australia to get to your final destination. Therefore, it is essential to think the packing process through very carefully. You will be able to purchase most things upon arrival in Australia but the price may be higher than in your own country.

Seasonal Considerations

Summer in Australia is from December to February, autumn from March to May, winter from June to August, and spring from September to November. For most of the country the hottest months are January and February. If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets. You may also need to purchase a heating appliance once you arrive.

Clothing

On most campuses, students usually dress informally. Jeans or trousers with t-shirts or blouses, sneakers or "running shoes" are almost standard dress. Shorts are often worn during the summer months and sandals are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts although clothing should be neither too tight nor too brief so as to cause offence. This is common during the hotter months. A sports coat or suit and tie for men and appropriate dress for women is necessary for some functions such as formal dinners, a graduation ceremony, student dances or balls. For festive occasions, you may want to bring traditional dress and accessories. Most primary and secondary school students will be required to wear a school uniform to classes and other school activities. You should check with your education provider what is included in the uniform package.

Other items you might need to include (most can also be purchased in Australia):

- alarm clock
- bath towels, bed sheets, pillow cases
- dictionary (bilingual)
- small sewing kit
- music CDs or iPod
- sporting equipment
- toiletries
- umbrella
- scientific or graphics calculator
- camera
- micro recorder for lectures
- spare spectacles or contact lenses
- your optical prescription
- photos of friends and family
- swimming costume
- small gifts from home
- medications or prescriptions

The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.

Bringing your Computer

Bringing a PC or laptop into Australia may be a little more complicated. Items owned and used for more than 12 months prior to arrival are allowed in tax-free. Proof of the date of purchase and purchase price may be required. Computers which are less than 12 months old and over AU\$400 may attract Goods and Services tax (GST) at a rate of 10%. Consideration is given as to whether or not you intend to export the computer at the conclusion of your studies. To satisfy the Customs Officer that you will be taking the computer out of Australia you should bring along a statutory declaration (a written declaration witnessed by the certifying authority in your country) stating that the computer is for use during your studies in Australia, and that you intend to take it back with you when you complete your studies. You may be required to give an undertaking under Section 162 to this effect and provide a cash security to Australia Customs upon arrival.

Mobile Phones & Laptops

If you are considering bringing a mobile phone, laptop, or any communication devices we suggest that you visit the Australian Communications and Media Authority www.acma.gov.au before making any purchases. Some students have brought in their own laptops with internal modems only to discover that they were unable to use their modem in Australia. Any external or built-in modems must be Austel Approved in order to function in Australia.



HEALTH

Emergencies – Dial 000

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life threatening or emergency situations only. Emergency 000 lines should not be used for general medical assistance.

Police

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a non-emergency situation you can contact the local police station directly.

Fire

The fire brigade and Country Fire Authority (CFA) extinguish fires, rescue people from fires in cars and buildings, and help in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention and emergency transportation to hospital.
Dial 000

State Emergency Service

The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a FLOOD or STORM dial 132 500.

Lifeline

Lifeline's 13 11 14 service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hour a day, any day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia. Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

Poisons Information Line

The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australia-wide Poisons Information Centres have a common telephone number: 131 126.

Emergency Translation

For translation service in an emergency situation dial 1300 655 010



WORKING IN AUSTRALIA

Working while studying

If you were granted a Student visa on or after 26 April 2008, you and your dependent family members will already have permission to work included with your visa.

If you were granted a Student visa before 26 April 2008 and have not yet applied for permission to work, you and your dependent family members may only apply for Permission to Work after you have started your course in Australia.

Overseas students are advised to consult the Work Conditions for Student Visa Holders, published by the Department of Immigration and Border Protection at the following link:
http://www.immi.gov.au/students/students/working_while_studying/



FORMALISING YOUR ENROLMENT

Once you have been accepted by an ACT affiliated college, they will formalise your enrolment by way of providing you with a written agreement. That agreement will:

- identify the course in which you are to be enrolled, and any conditions placed on that enrolment;
- provide an itemised list of course money payable by you;
- provide information in relation to refunds;
- set out what happens with the personal information you provide (see also details later in this Handbook);
- advise you of your obligation to notify them of any changes to your contact details while enrolled;
- an explanation of what happens in the event of a course not being delivered; and

- the following statement: “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.”



ORIENTATION

Your enrolling college will provide an Overseas Student Orientation before the commencement of classes and often before commencing local students attend an orientation. It is a requirement of the ESOS (Education Services for Overseas Students) Act 2000. Staff who run the orientation work hard to ensure that you as a student will be well equipped to achieve the best possible success in your studies. If you read through the pre-departure, arrival, and orientation manuals which the institution provides for you, you will see that there is a lot of information for you to understand and consider as you move through your studies. Although the manual will outline what you need to know, it is impossible to understand and recall everything. Once you are concentrating on your studies, you will feel less stressed if you are already comfortable with the institution, the staff and services.

Arriving early to attend orientation gives you the chance to:

- See and talk to the most important people you will need to know at the institution:
 - Overseas Office staff and their duties
 - Course or Academic Advisor
 - ESL Advisor (English as a Second Language)
 - Student Services staff
 - Religious/Cultural/Ministry staff
 - Accommodation/Homestay Coordinator
 - Counsellors
- Enrol early (at some colleges) which will help you to get your student card early. You will need your student card to open bank accounts, borrow books from the library, and more.
- Meet and get advice from your Academic or Course Advisor
- Meet representatives of Student Associations, Clubs, and Mentors
- Find your way around the campus
 - Library
 - Computer rooms and facilities
 - Recreation and eating areas
 - Clubs and Associations
 - Classrooms
- Meet other students who may share your classes, share your concerns or fears.
- Knowing another face on campus as you become more comfortable with the routines can really help you avoid any feelings of isolation.
- Find your way around the public transport/ City/ to and from your accommodation.
- Feel as though you already know some of the things local students know before you get to meet them at orientation activities later.



ACADEMIC ENTRY REQUIREMENTS

The details of the academic entry requirements for each course are listed in the undergraduate and postgraduate handbooks of the college. The handbooks are available online:

Undergraduate handbook: http://www.actheology.edu.au/handbooks_undergraduate.php

Postgraduate handbook: http://www.actheology.edu.au/handbooks_postgraduate.php



ENGLISH LANGUAGE PROFICIENCY

All candidates must be able to communicate adequately in English. The ACT has established certain requirements in English language testing for potential candidates from non-English backgrounds. Applicants are advised to consult the ACT's Admission Policy – English Language Proficiency, which can be found at <http://www.actheology.edu.au/policies.php>.



OVERSEAS QUALIFICATION GUIDE

The following information will help you calculate the entry level equivalences for overseas qualifications.

International Baccalaureate (IB) Diploma

This is the score as reported in the IB Diploma. Incomplete diplomas will not be considered for admission. Students must obtain the minimum of 24 points to be eligible for the award of Diploma and to also achieve the minimum points for course entry eligibility.

China University Entrance Exam (GAO KAO)

University entrance exam. Score is calculated using the total score of the 4 subjects (the maximum score is 750).

GCE A Level

Scores are calculated from the results in three Advanced Level (A2) subjects, where A=5, B=4, C=3, D=2, E=1. Up to two Advanced Subsidiary (AS) level results may be included in the aggregate and will be calculated based on A=2.5, B=2, C=1.5, D=1, E=0.5.

Comparable qualifications include the Cambridge Higher School Certificate (Principal Level), West African General Certificate of Education (Advanced Level), East African Advanced Certificate of Education, Kenya Advanced Certificate of Education, Tanzanian Advanced Certificate of Secondary Education, Uganda Advanced Certificate of Education, University of Malta Advanced Matriculation examinations and ZIMSEC GCE A level 2003 and onwards.

Hong Kong A Level

Scores are calculated on the basis of three Academic Advanced level subjects where A=5, B=4, C=3, D=2, E=1. Advanced Supplementary level results may be included based on A=2.5, B=2, C=1.5, D=1, E=0.5. An extra point can be added for each of the following subjects studied at Advanced level: Pure or Applied Mathematics, Biology, Physics, Chemistry.

India (AISSC)

Refers to the All India Senior School Certificate (AISSC), awarded by the Central Board of Secondary Education (CBSE). Scores are calculated on the basis that A1=5, A2=4.5, B1=3.5, B2=3, C1=2, C2=1.5, D1=1, D2=0.5. The selection score is based on best four externally examined academic subjects. Regional languages will not be considered for this calculation.

India (ISC)

Refers to the Indian School Certificate (ISC), awarded by the Indian Council of School Examinations (ICSE). The selection score is based on percentage grade average in the best four externally examined academic subjects. Regional languages will not be considered for this calculation.

OSSD/ICPU

Represents the Ontario Secondary School Diploma and the International Canadian Pre-University program. Scores are calculated from the average of six University Preparation Courses.

Singapore A Level

Scores are calculated from the results in three H2 level subjects, where A=5, B=4, C=3, D=2, E=1. Students must also present an H1 content-based subject, Project Work and the General Paper (or Knowledge Enquiry), and these scores are added to the total on the basis that A=2.5, B=2, C=1.5, D=1, E=0.5.

USA SAT

Scores represent the total of the Critical Reading, Mathematical and Writing test scores in the SAT Reasoning Test. Students must present a completed US High School Diploma or equivalent secondary studies in addition to their SAT scores to be considered for admission.

Example comparison table:

ACT course	ATAR score	IB Dipl	GAO KAO	GCE A Level	HK A Level	AISSC	ISC	OSSD/ICPU	S'pore A Level	USA SAT
Bachelor of Ministry	75	27	500	7	5.5	9	75	62	14	1690

Important: students should consult with their proposed enrolling college and not assume the above scores will grant them entry. They are to be taken as a guide only.



PERSONAL INFORMATION POLICY

The information provided by you as an overseas student to the Australian College of Theology may be made available to Commonwealth and State agencies and the Fund Manager of the Educational Services for Overseas Students (ESOS) Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code. This information includes personal and contact details, course enrolment details and changes, and the circumstances of any suspected breach of a student visa condition.

The ACT is required, under section 19 of the ESOS Act 2000, to tell the Department about: (i) certain changes to your enrolment; and (ii) any breach by you of a student visa condition relating to attendance or satisfactory academic performance.

Agreement to the above, and the availability of complaints and appeals processes, does not remove your right to take action under Australia's consumer protection laws.



DISPUTE RESOLUTION POLICY FOR OVERSEAS STUDENTS

[The following is a detailed summary of the Dispute Resolution Policy for Overseas Students. The full policy is available and should be accessed through the ACT Website at <http://www.actheology.edu.au/policies.php>.]

The College provides processes for handling grievances brought by prospective, enrolled and former overseas students regarding academic and non-academic matters.

General feedback and comment from students about administration, academic programs and services will not be treated by the ACT as a grievance unless action or a response is required under the policies or regulations of the ACT.

Whenever possible, grievances will be handled at the affiliated college level and within the College. However, should these internal processes not resolve the matter, provision is made for external independent grievance handling/dispute resolution.

Information contained in this policy statement must be given to students before an agreement is entered into or before any fees are paid, whichever occurs first, and within seven (7) days of starting an award course at an affiliated college of the ACT.

You may nominate an advocate to accompany, represent, and support them at any stage of the internal complaint and grievance processes, or external independent processes to resolve problems.

If you choose to access the appeal process, the ACT will maintain your enrolment while the process is ongoing. If the appeal results in a decision that supports your claim, the ACT will immediately implement that decision and/or corrective and preventative action required and will advise you of the outcome.

Appeals against Academic Decisions

Concerns about an academic decision concerning curriculum/assessment in a unit of study or the final grade awarded in a unit of study should initially discuss the issue informally with the Registrar at your college of enrolment. This should be done within twenty five (25) working days of the release of results by the ACT. The Registrar should deal with the issue promptly, giving a full explanation to you of the reasons for the grade awarded.

If your concerns were not resolved by the Registrar, or because of a failure to follow procedures, you may then choose to approach the Academic Dean of the affiliated college. You may approach the Academic Dean on an informal basis, or else make the complaint formal by putting the grievance in writing, specifying the nature of the complaint and the grounds for your appeal. You should do either of these things within 15 working days of the outcome of discussions with the Registrar.

If you choose to approach the Academic Dean informally, this does not preclude later lodgement of the grievance formally in writing to the Academic Dean.

The Academic Dean should deal with informal complaint about the final grade for a unit promptly, giving a full explanation to you of the reasons for the academic decision.

While not limited to the following, you may normally appeal formally against the award of a grade only where:

1. the lecturer did not provide a unit outline as required; or
2. the assessment requirements as specified in the unit outline were varied in an unreasonable way; or
3. examiner's judgement was not objectively applied because of perceived prejudice against you; or
4. you are of the view that a clerical error has occurred in the computation of the grade; or
5. due regard has not been paid to the evidence of illness or misadventure if submitted by the specified date
6. you are of the view that you have been disadvantaged in some way due to the conduct of your final examination.

The Academic Dean must acknowledge receipt of a formal complaint in writing within five (5) working days of receipt.

The Academic Dean must try to resolve the complaint within 15 working days of receiving the complaint. The Academic Dean may discuss the matter with both yourself and the relevant lecturer in attendance. The Academic Dean may arrange for the assessment script(s) completed in the unit to be marked by another lecturer in your college of enrolment.

If your concerns cannot be resolved by the Academic Dean of an affiliated college, or because of failure to follow procedures, you may formally approach the Dean of the ACT by putting the complaint in writing and lodging it within 15 working days of receipt of the written response by the Academic Dean. Again the nature of the complaint and the grounds for appeal should be detailed.

The Dean must acknowledge receipt of the formal complaint in writing within five (5) working days of receipt.

The Dean must try to resolve the complaint within fifteen (15) working days of receiving the complaint.

Following investigation of the matter, the Dean will advise you in writing of his or her decision:

- (a) setting out the reasons;
- (b) if the complaint relates to the mark on an intra-semester assessment, advising that his/her decision is final;
- (c) on other academic matters, advising that if you do not agree with the decision, then you have the right of formal appeal to an independent external agency; and
- (d) giving you a copy of this policy, if you do not already have a copy.

Appeals Regarding non-Academic/Administrative and Other Issues

Non-academic/administrative issues are not limited to, but include, matters related to fees, withdrawals, etc., and other issues students may consider are interfering with the progress of their studies.

In the first instance, if you are concerned about a non-academic decision made or action taken by your affiliated college you should discuss your grievance with the Overseas Liaison Officer/Registrar at your college of enrolment. The Overseas Liaison Officer/Registrar will promptly notify you of any action taken or any decision made by them in relation to the grievance.

If, following the notification from the Overseas Liaison Officer/Registrar, your grievance is not resolved to your satisfaction, you should seek advice from the Overseas Liaison Officer/Registrar who will advise you to whom you may next address your grievance. If the matter relates to the affiliated college, you may address the Principal; if the matter relates to ACT policy or regulations, you may address the ACT Director of Academic Services. The Overseas Liaison Officer/Registrar will give you a copy of this policy.

If your concerns relate to ACT policy or regulations and have not been resolved by the Overseas Liaison Officer/Registrar of the affiliated college, or because of a failure to follow procedures, you may then choose to formally approach the Director of Academic Services of the ACT. You should put the complaint in writing to the ACT Director of Academic Services within 15 working days of the outcome of discussions with the Overseas Liaison Officer/Registrar, specifying the nature of the complaint and the grounds for your appeal.

The ACT Director of Academic Services must acknowledge receipt of a formal complaint in writing within five (5) working days of receipt.

The ACT Director of Academic Services must try to resolve the complaint within 15 working days of receiving the complaint.

Following investigation of the matter, the ACT Director of Academic Services will advise you in writing of his or her decision:

- (a) setting out the reasons;
- (c) advising that if you do not agree with the decision, then you have the right of formal appeal to the Dean of the ACT; and
- (d) giving you a copy of this policy, if you do not already have a copy.

If your concerns cannot be resolved by the Director of Academic Services, or because of failure to follow procedures, you may formally approach the Dean of the ACT by putting the complaint in writing and lodging it within 15 working days of receipt of the written response by the ACT Director of Academic Services. Again the nature of the complaint and the grounds for appeal should be detailed.

The Dean must acknowledge receipt of the formal complaint in writing within five (5) working days of receipt. The Dean must try to resolve the complaint within fifteen (15) working days of receiving the complaint.

Following investigation of the matter, the Dean will advise you in writing of his or her decision:

- (a) setting out the reasons;
- (b) advising that if you do not agree with the decision, then you have the right of formal appeal to an independent external agency; and
- (d) giving you a copy of this policy, if you do not already have a copy.

External Dispute Resolution

Students who remain dissatisfied with the outcome of any appeal, except those related to a mark or grade, can make a final appeal free of charge to the Committee of the Council of Private Higher Education Incorporated (COPHE), c/- the Executive Officer, Suite 244, 813 Pacific Highway, Chatswood, NSW, 2167 (02 8021 0841). Such appeals should be in writing. The staff at affiliated colleges and the ACT are also able to make representation to the COPHE Committee regarding the matter. You can include a nominee in this process if you so choose. Decisions of the COPHE Committee shall be final and binding on all parties.

External Formal Concern

If you are concerned about the College's actions on any matter at any time, you may raise concerns with respect to the ACT's registration as an education and course provider to overseas students with the Overseas Students Ombudsman:

Overseas Students Ombudsman
GPO Box 442
Canberra ACT 2601

Ph: (02) 6276 0111

Fax: (02) 6276 0123

Web: www.oso.gov.au

Implications of withdrawing from or not accessing the complaints and appeals process

Where the ACT has assessed the student as not complying with their student visa conditions, either through unsatisfactory attendance or unsatisfactory course progress, or for disciplinary reasons, the ACT will notify the student in writing of its intention to report the student to the Department of Immigration and Citizenship (DIAC). The written notice will inform the student that he or she is able to access the ACT's Dispute Resolution Policy for Overseas Students and that the student has twenty (20) working days in which to do so.

Where a student has chosen not to access the complaints and appeals process outlined in this policy within the twenty (20) working day period, withdraws from the process, or the process is completed and results in a decision supporting the ACT, the ACT will notify the Secretary of the Department of Education, Employment and Workplace Relations (DEEWR) through PRISMS as soon as practicable.



CRITICAL INCIDENT POLICY

A critical incident is a tragic or traumatic event or situation affecting a student which does or has the potential to harm life or well-being and result in emotional reactions.

Possible Critical Incidents

Critical Incidents may include but are not limited to:

- arrest
- being the victim of a crime - robbery
- serious injury, human suffering or violence – accident, including trauma or near misses

- death – accidental, suicide, as a result of injury or illness or murder
- emergency medical evacuation
- hospitalization
- serious physical or mental illness
- assault - verbal, physical, sexual - including threats or other psychological aggression
- social issue, e.g. drug use, drunkenness
- witnessing a serious accident or incident or violence
- reporting of missing persons who are students or staff
- natural and man-made disasters or potential disasters, e.g. earthquake, flood, windstorm, fire, bushfire, hailstorm, extremes of temperature, bomb threat, explosion, gas or chemical hazard, political coup

A critical incident may vary in terms of the potential scale of the emergency and level of media interest.

Those of the college population who perceive the potential for or witness a critical incident that may or does impact a student are also covered by this policy. The critical incident may occur on or off a college campus to a student who is studying by on-campus or off-campus/distance mode.

Special needs of overseas students

The needs of overseas students in these circumstances are special because you are unlikely to have close family available to offer support and the ACT wishes to ensure that you are assisted in these cases.

Because of the physical isolation of overseas students from the familiar support networks with which you grew up, critical incidents can have wide reaching, sometimes devastating and usually long lasting impact on your ability to cope with your studies.

Special consideration and cultural sensitivity may need to be exercised towards those of you who are advised of a serious event affecting your family in your home country; e.g. bereavement, natural disaster, etc.

You as a student are responsible for:

- (a) not placing yourselves or others at risk of injury or other trauma
- (b) reporting to the Registrar your experience of any actual or potential critical incident and any significant symptoms which may have resulted from a critical incident
- (c) assisting the Registrar to identify hazards and potential critical incidents;
- (d) following critical incident procedures established for your college campus, including requesting a staff member to call for any required emergency services in the event of experiencing or witnessing a critical incident
- (e) availing yourselves of the support mechanisms in the event of exposure to a critical incident.

The Coordination Team and reporting to the Principal

The Principal of your enrolled college shall establish a Coordination Team in respect of the minimisation of the likelihood and management of critical incidents. The Principal shall nominate a Leader of the Coordination Team.

The responsibilities of each Coordination Team shall include:

- (a) implementation of the procedure in this policy in their area of responsibility and notification of the Registrar when they are advised of the occurrence of a critical incident unless they establish the Registrar has already been advised;
- (b) identifying potential critical incident circumstances, including consulting staff and students concerning the potential for a critical incident;
- (c) assessing and controlling risk of critical incidents effectively;
- (d) ensuring staff are trained and competent in how to behave in accordance with the approved procedures in the event of a critical incident on their campus;
- (e) overseeing actions taken in the event of a critical incident;

- (f) assuring the required follow-up to the incident occurs;
- (g) ensuring the well-being of staff and students following a critical incident;
- (h) making a record of the incident and actions dealing with the incident for the Registrar;
- (i) after every critical incident, evaluating the report and effectiveness of the procedures applied;
- (j) formulating recommendations for action to prevent recurrence of the incident/accident;
- (k) advising on modifications to the procedures associated with this policy.

The Coordination Team shall consist of at least two persons from among:

- (a) the Registrar
- (b) the Dean of Students
- (c) the Overseas Student Contact Person – if there are any overseas students studying on the campus
- (d) staff members designated by the Principal
- (e) Student Representative(s)

The Registrar shall provide the Principal with verbal (and, as necessary, written) reports during the resolution of the matter and a final written report on completion. The final report to the Principal shall include:

- (a) the time, location and nature of the incident (eg. threat, accident, death or injury)
- (b) the names and roles of persons involved (eg. staff, overseas or domestic student)
- (c) the actions taken in respect of the incident, including follow-up of impacted persons and may include
- (d) recommendations to prevent recurrence of this incident/accident
- (e) recommendations for modification of procedures associated with this policy

Should the report contain recommendations for action to prevent recurrence of the incident/accident, the Principal shall be the responsible decision-maker and evaluate completion of any consequential action.

In respect of a particular incident or some or all incidents on a particular campus and subsequent events, the Principal shall decide who shall be the spokesperson on behalf of the college should the college be approached by the media.

A critical incident experienced by a student off-campus

A critical incident and/or significant symptoms arising from an incident may be experienced off-campus by students. In the event that you experiences off-campus an actual critical incident and/or any associated significant symptoms, you should report the matter to your college Registrar, as soon as practicable. On receipt of a report of a major incident or significant symptoms, the Registrar shall consult the ACT Director of Academic Services to determine the accommodation of the incident/symptoms in your enrolment and program of study. On receipt of a report of a lesser incident or lesser symptoms, the Registrar shall exercise compatible discretion in respect of the accommodation of the incident/symptoms in your study and assessment program.

Action at the occurrence of a critical incident

The staff member who witnesses the incident or is the first contacted shall:

- (a) contact emergency services as soon as it is safe to do so
- (b) take immediate action to minimise the risk of further injury or damage
- (c) ensure the injured/traumatised person/s is/are provided with an appropriate emergency response
- (d) ensure the safety and welfare of staff and students

Action immediately after a critical incident

The staff member who witnessed the incident or is the first contacted shall:

- (a) gather factual information about the incident
- (b) inform the Leader of the Coordination Team who shall liaise with the emergency services and such other staff as considered necessary

The Leader shall:

- (a) ensure appropriate support is being provided to any injured/traumatised persons by way of emotion and practical assistance
- (b) assist staff/students to contact their family/close friend(s) to advise them of the situation and provide other assistance as necessary and appropriate
- (c) assist members of the public to contact their family/close friend(s), and assist them as appropriate, perhaps by arranging transport for them
- (d) ensure the site or anything associated with the incident is not disturbed should the incident be a matter for the Police or when an investigation is required by Workcover or similar body
- (e) inform the Principal and the Registrar and Dean of Students of the situation
- (f) if the incident has impacted an overseas student, inform the Overseas Student Contact Officer for the campus
- (g) set up a recovery room with appropriate furniture and resources if appropriate
- (h) commence completion of the Critical Incident Report Form, at least by debriefing the staff member who witnessed the incident or was the first contact

The Registrar or Dean of Students shall:

- (a) in the event that a person (student, staff member, member of the general public) has been injured/traumatised in the incident and contact has not already been made, contact the family/close friend(s) of the person to advise their circumstances
- (b) make appropriate notes in the records of any staff or students impacted by the incident and of the actions taken to support them
- (c) contact local support personnel, e.g. counsellors, nurses, chaplains, etc and advise the Leader of the availability of these resources

The Principal, or the designated spokesperson, shall manage incoming enquiries and outgoing information via phone, web, email, etc

Action within 24 hours of the incident

The Leader shall:

- (a) continue to complete the Critical Incident Report
- (b) arrange incident debriefing for students and/or staff involved in the critical incident
- (c) monitor any investigation of the incident site by the Police, Workcover, etc. and return it to normal use as soon as possible
- (d) monitor the treatment/counselling provided to any injured/traumatised persons or other impacted persons and ensure the effectiveness of this support

The Dean of Students, assisted by the Overseas Student Contact Officer (as appropriate), shall:

- (a) shall inform students on the campus of the facts of the incident, the state of the impacted persons, the actions taken by the college, the availability of counselling services, and allow for student response
- (b) identify additional 'at risk' students experiencing trauma – contact families and arrange counselling/debriefing

The Registrar shall:

- (a) contact the family/close friend(s) of student(s)/staff impacted by the incident in an official capacity in relation to the incident and its implications
- (b) advise the ACT directly of a major incident, including the situation of affected persons and any possible impact on the normal activities of the campus, and of minor incidents in the Annual Report of the college to the ACT
- (c) arrange for any necessary notification to relevant educational and government bodies, e.g. DIAC, Consulate/Embassy, etc.
- (d) monitor agencies against which expenditures are incurred in the resolution of the incident

The Principal shall:

- (a) manage any media inquiries
- (b) convene a staff meeting to present a report about the incident and the actions taken, advise the state of the impacted persons, discuss the procedures adopted, and allow for staff response
- (c) identify additional 'at risk' staff experiencing trauma – contact families and arrange counselling/debriefing

Post-incident Follow-Up – normally within 7 days

The Leader shall:

- (a) take all steps necessary to complete the Critical Incident Report including, as necessary, an investigation of the incident to record additional factual data about the occurrence and to develop a good understanding of what occurred and how it happened
- (b) on completion of the Critical Incident Report, convene the Coordination Team to consider the inclusion of any recommendations to prevent recurrence of this incident/accident and/or any recommendations for modification of procedures associated with this policy and, following the meeting, submit the report to the Registrar
- (c) continue to inform staff, students and other related persons as appropriate
- (d) continue to monitor the well-being of staff.

The Registrar shall:

- (a) receive the Critical Incident Report from the Coordination Team, annotate the report with expenses known to have occurred in resolution of the incident, and submit the report to the Principal
- (b) deal with on-going matters related to any police investigation, coronial investigation, post-mortems, inquests, medical services, family contact, funeral arrangements, insurance, OSHC coverage, ambulance cover, fees, etc. arising from the incident and keep records of these activities
- (c) provide interim reports and a final report to the Principal in respect of the resolution of the incident.

The Principal shall:

- (a) receive the Critical Incident Report and consider any recommendations
- (b) advise the Registrar and the Co-ordination Team of decision(s) in relation to the recommendations in the Report and other matters related to the incident.
- (c) advise staff and students, at the resolution of matters related to the incident, of the outcomes and implications flowing from the incident

The Dean of Students, assisted by the Overseas Student Contact Officer (as appropriate), shall:

- (a) assist overseas students with any legal issues arising from the incident
- (b) ensure that appropriate support is provided to students recovering from the experience of the incident



TRANSFER BETWEEN REGISTERED PROVIDERS

ACT overseas students are restricted from transferring to another provider, and the ACT will not enrol a student wishing to transfer from another registered provider's course to the ACT prior to the student completing a minimum of six months of that principal course except where:

- The original provider has ceased to be registered;
- The course in which the student is enrolled has ceased to be registered;
- The original provider has provided a written letter of release;
- The original provider has had a sanction imposed on its registration that prevents the student from continuing his/her course;
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Process:

- Students wishing to transfer from the ACT before they have completed six months of study in their principal course for reasons other than those outlined above must apply to the Director of Academic Services for a letter of release. The request for a letter of release must contain a written explanation, and supporting evidence, of the reasons for the compassionate or compelling case, as well as a letter from another registered provider confirming that a valid enrolment offer has been made.
- Students wishing to transfer to the ACT before they have completed six month of study in their principal course for reasons other than those outlined above will need to request a letter of release from their primary provider. Once a letter of release has been provided, students are welcome to approach the ACT and its affiliated colleges for application to a course, and for a CoE to be issued.

Circumstances where a transfer will be granted

A request for a Letter of Release may be granted if the student:

1. provides a letter from another registered provider confirming that a valid enrolment offer has been made; and presents a compassionate or compelling case as determined by the Director of Academic Services. If granted such a letter of release, students are reminded that they will need to contact their nearest DIAC office to seek advice on whether a new student visa is required.

The ACT will grant a letter of release at no cost to a student when the student has provided a letter from another registered provider confirming that a valid enrolment offer has been made.

The ACT will maintain a record of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student's file.

Grounds for refusing a student's request for transfer

A request for a Letter of Release may be refused if:

1. the request is made within the first four weeks of the principal course commencing; or
2. the ACT believes that the student is trying to avoid being reported to DIAC for failure to meet the ACT's attendance or academic progress requirements.

If the ACT does not grant the student's request for a letter of release, the student will be provided with a written reason for the refusal. The student also has the right to appeal the decision in accordance with the ACT's *Dispute Resolution Policy for Overseas Students*.

The ACT will maintain a record of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student's file.

Timeframe for response to a student's request for transfer

The ACT will attempt to respond to all students' requests for transfers within five business days of receipt of the request. The ACT will maintain a record of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student's file.



MONITORING OF COURSE PROGRESS AND COMPLETION

The ACT and its affiliated colleges monitors the enrolment of all overseas students at the beginning of every semester to ensure that you are completing your course within the duration specified on your CoE (Confirmation of Enrolment), without exceeding the allowable limit (25%) of distance or online learning, and ensuring that you are studying at least one unit in full attendance mode per study period.

In addition to this, academic performance is also be monitored at the end of every semester to ensure you are maintaining satisfactory academic course progress. The ACT has a Progression and Intervention Policy which students ought to be familiar with. The policy can be accessed at: <http://www.actheology.edu.au/policies.php>

If you are at risk of not meeting the course progress requirements, an intervention strategy will be implemented that focuses on interviewing and counselling you and assisting you to achieve that satisfactory level of academic progression required of all ACT students.

In order to progress without comment you are required to pass more than 50% of enrolled credit points each study period. If this is the case you will be assessed as satisfactory (unless you were previously on conditional enrolment).

If you fail 50% or more of the enrolled credit points in a study period you will be assessed as marginal. You will then be required to be counselled by your academic advisor though you are not prevented from progressing to the next period of study.

If you again fail 50% or more of your units in the next consecutive study period you will be assessed as unsatisfactory. This means you will be notified of the ACT's intention to report you to DIAC for unsatisfactory course progress. If you appeal this action and are successful you would be required to accept academic counselling and agree to be placed on conditional enrolment.

If you have been placed on "conditional enrolment" and in the next consecutive study period again fail 50% or more of the enrolled credit points you shall be assessed as unsatisfactory and be excluded from the College for one (1) year. If you have been placed on "conditional enrolment" and not in the next consecutive study period but some future study period again fails 50% or more of the enrolled credit points you shall be assessed as poor and shall again be placed on conditional enrolment for the next year of study.

Failing the same unit more than once

If you fail an *elective* unit on two occasions you shall be assessed as unsatisfactory for the unit and be excluded from that unit. If you fail a *compulsory* unit twice you shall be assessed as poor and be placed on "conditional enrolment" for the next year of study. If you fail a *compulsory* unit for a third time you shall be assessed as unsatisfactory and you will be notified of the ACT's intention to report you to DIAC for unsatisfactory course progress.

Appeals

If you have had a load intervention or a sanction applied to you under this policy you have the right of appeal against the application of that sanction. To appeal successfully, you must demonstrate that special circumstances contributed to your poor/unsatisfactory academic performance. Grounds other than special circumstances will be considered when you are appealing exclusion from the College for failure to complete a course by expected completion date. Students have twenty (20) working days to access the complaints and appeals process.

Intervention strategies

When you are deemed to be at risk of not achieving satisfactory course progress, the Registrar of your enrolled college will activate an intervention strategy to counsel the student and assist the student to meet satisfactory course progress such as –

- receiving individual case management
- attending study skills workshops
- receiving assistance with personal issues which are influencing progress
- attending supervised study groups
- receiving tutorial support assistance
- reducing the enrolment load
- a combination of the above



MONITORING COURSE ATTENDANCE

The ACT's affiliated colleges record the attendance of each student to each face-to-face class, be it lecture, seminar or tutorial. The ACT expects 100% attendance normally, but does recognise that circumstances can prevent a student from getting to a class. To achieve satisfactory attendance you are required to attend *at*

least 80% of the scheduled unit contact hours. In case of non-attendance, you are asked to either notify both the lecturer and affiliated college Registrar of your anticipated non-attendance at a class, or to notify them as soon as possible of your reasons for not attending a class.

If you have been absent from classes for more than five consecutive days without approval, or where you are at risk of not attending at least 80% of the scheduled unit contact hours, you will be contacted by the affiliated college Registrar and counselled regarding your situation.

As an overseas student, you are allowed to take no more than 25% of your total course by distance or online learning modes. In addition, you are not allowed to enrol exclusively in online and/or distance mode. You must enrol in at least one face-to-face unit every study period.

Where you have been assessed as not achieving satisfactory attendance for the course in which you are enrolled, you will be notified in writing of the ACT's intention to report you to DIAC for not achieving satisfactory attendance.



EXTENSION, SUSPENSION, DEFERMENT OR CANCELLATION OF ENROLMENT

The ACT and its affiliated colleges will only extend the duration of your study where it is clear that you will not complete the course within the expected duration, as specified on your CoE, as the result of:

- a. compassionate or compelling circumstances (e.g. illness where a medical certificate states that you were unable to attend classes or where the ACT was unable to offer a pre-requisite unit);
- b. the ACT implemented its intervention strategy if you were at risk of not meeting satisfactory course progress; or
- c. an approved deferment or suspension of study has been granted.

The ACT and its affiliated colleges will, in certain limited circumstances, enable you to defer or temporarily suspend your studies during the course.

Cancellation, deferral or suspension of your enrolment may be initiated by yourself or the college. Deferral or suspension will only be granted on the grounds of compassionate or compelling circumstances which include:

- serious illness or injury with a medical certificate stating that you were unable to attend classes;
- bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in your home country requiring emergency travel when this has impacted on your study;
- a traumatic experience which could include involvement in or witnessing a serious accident, witnessing or being the victim of a serious crime (supported by a police or psychologist's report);
- the college's inability to offer a prerequisite unit;
- academic misconduct or misbehaviour by you the student.

If you wish to apply for a cancellation, suspension or deferral of your studies, you must do so in writing to the Registrar of your enrolled college, supplying all supporting documentation where required.

If a deferral or suspension is granted, you need to be aware that this could have an affect on your student visa. The ACT will notify DIAC via PRISMS when your enrolment is deferred or suspended.

If a cancellation is initiated by yourself, you will be informed that proceeding will affect your student visa and that DIAC will be notified via PRISMS.



FEES

The fees are updated every year. The updated fees are available from the ACT website: http://www.actheology.edu.au/students_tuitionfees.php



REFUND POLICY AND AGREEMENT

The Australian College of Theology (ACT, the College) has developed this policy and agreement in accordance with Section 28(1) of the ESOS Act 2000 and the National Code 2007.

This policy and agreement, and the availability of the ACT Dispute Resolution Policy for International Students, do not remove the right of the student to take further action under Australia's consumer protection laws (ESOS National Code, Standard 3.2.d). Moreover, the dispute resolution procedures of the ACT do not circumscribe the student's right to pursue other legal remedies, such as action under Australia's consumer protection laws.

A copy of this policy must be given to all intending and enrolling overseas students before any course fees are paid. This policy and agreement is available on the ACT website (www.actheology.edu.au).

Affiliated colleges may levy a non-refundable Application Fee.

Tuition fees for ACT courses are subject to annual review and the annual tuition fee for a calendar year of study may change from 1 January each year. Thus, tuition fees for units studied will be at the rate applicable at the time of study.

Overseas students are required to pay their tuition fees up-front in full for the first half-year of full-time study (16cps), unless other arrangements have been agreed to in writing by the Registrar of the affiliated college at which the student proposes to enrol. The amount of the fees due at their enrolling college will take account of any subsidy provided by the college.

In the event that the information supplied by an applicant which was the basis for an offer of admission to a course is found to have been incorrect or insufficient for the offered course or to gain admission to another College course, the College shall withdraw the offer and reserves the right to withhold 10% of the tuition fees paid for the first half-year (or \$1000 whichever is the lesser amount) and to refund the balance.

Overseas students are obliged to make up-front payments of tuition and other fees normally no later than the first day in each study period of teaching of units in their course. Tuition fees will be charged according to the unit load for the next study period.

While the National Code no longer requires overseas students to enrol in a full-time unit load each study period, they are required to complete the enrolled course within the time frame as stated on the student's Confirmation of Enrolment (CoE) document. This means that if overseas students elect to take less than a full-time load in any study period, they need to keep in mind how they will organize their unit load in future study periods in order to complete the course on time.

Refunds if the student defaults

A student may withdraw from a course any time after acceptance and from a unit at any time during the course of study. However, students and colleges need to be aware of the consequences of such an action in relation to the National Code 2007.

After enrolment, all students will be subject to the provisions of the Variation of Enrolment policy as it relates to withdrawing from units and courses and the consequences according to the time in a study period that the action occurs. The Variation of Enrolment policy is available on the College's website: www.actheology.edu.au. A summary of the implications of the policy as relating to overseas students withdrawing from units and courses is available at appendix A-C in this policy.

Refunds if the provider defaults

Refunds if the registered provider defaults cannot be covered by a written agreement between the provider and the student. Such situations are covered by the provisions of the Tuition Protection Service. For more information about the Tuition Protection Service, please visit <https://tps.gov.au>.

Other information concerning the refund of tuition fees

The Registrar of the affiliated college at which a student is enrolled must pay the refund or respond to the request for a refund within four (4) weeks of receipt of the written claim from a student. Refunds will normally be made in the same currency as the fees were originally paid and will be made in the student's home country except in documented special circumstances.

As it is the student only who enters into the written agreement with the affiliated college, and no third party is normally involved, the refund will normally be paid to the student. If the student wishes the refund to be paid to someone else (eg. in the event that the tuition fees were paid by another person), the student must provide a letter of authority signed by the student and the receiving party, including account details of the receiving party, enabling the college to pay the other party. The letter should be attached to the request for refund.

In circumstances where a student is approved to study at another institution in Australia, any refund must be paid directly to the new institution accepting the student. Refunds in the form of transfer of fees to another institution will be made subject to the student presenting evidence of an offer of a place to study in that institution.

A notice of withdrawal due to special circumstances may be accepted as grounds for a total refund of fees, subject to the provision of acceptable documentary evidence in support of the application for a refund. Special circumstances include, but are not limited to::

inability to obtain a student visa

illness or disability

failure to meet English language requirements for admission

death of the student or a close family member (parent, sibling, spouse or child)

political, civil or natural event which prevents full payment of fees.

11 June 2014

Simon Davies

Director of Academic Services

Appendix A – Summary of the Variation of Enrolment Policy for the purposes of overseas student withdrawals – Definitions

The following definitions are intended to guide students understand Appendix B and C.

Administrative Date – the date in the period of presentation of a unit after which payment of the Variation of Enrolment Fee is required up until the Census Date for addition or substitution of a unit for ACT credit or for withdrawing from the unit.

For semester-length units, the Administrative Date is 5pm (college local time) on the last day (normally Friday) of the second teaching week of semester. For intensive units, the Administrative Date is 5pm (college local time) on the second day of classes in the unit.

Census Date – the date against which enrolled load in a unit is tallied. For semester-length units, the Census Date is normally 31 March or 31 August. For units taught in intensive mode, the Census Date must be no less than 20% of the period from commencement of the unit to the final date for completion of assessment tasks. Requests to be actioned against a Census Date must be lodged by 5pm (college local time) on that date. [Census Dates do not apply to CertTheol or private ThL students.] The Variation of Enrolment fee shall not apply after the census date.

Withdrawal Date – the date after the Census Date of a unit and before which a student must withdraw from the unit so as not to incur academic penalty. For semester-length units, the Withdrawal Date shall normally be the Friday at the end of the second full teaching week after the Census Date. For intensive units, the Withdrawal Date is approximately 60% of the period from commencement of the unit to the final date for completion of assessment tasks. Requests to be actioned against the Withdrawal Date must be lodged by 5pm (college local time) on that date.

Variation of Enrolment Fee – Annually, usually in August for the next year, a Fee per credit point shall be set by the Dean in relation to withdrawing from unit after Administrative Date and before Census Date. See http://www.actheology.edu.au/students_tuitionfees.php for the most up to date information.

Appendix B – Summary Table for Semester-length Units, adapted from the Variation of Enrolment Policy for the purposes of overseas student withdrawals

The following table has been adapted from the Variation of Enrolment Policy for an overseas student withdrawing from a course or units. All enrolled students are subject to this policy.

Withdrawing from Semester- length Units <i>(assumes student has completed unit enrolment for ACT credit by the end of Week 2 of semester)</i>			
Semester Week	Day	Action Date	Withdraw from unit(s)
1	First day	Unit Start	No Variation of Enrolment Fee applies Unit deleted from record No academic penalty No FEE-HELP liability Full refund of any up-front payments
2	Last day - 5pm (college local time)	Administrative Date	
3	after Administrative Date up to		Variation of Enrolment Fee applies (2012 fee is \$330/unit except unit GSF, which is ¼ the norm) No academic penalty (unit graded AW) Full refund of any up-front payments
	31 Mar or 31 Aug 5pm (college local time)	Census Date	
	after Census Date up to		No Variation of Enrolment Fee applies No academic penalty (unit graded W) No refund of any up-front payments*
Friday at end of second full teaching week after Census date	Last day - 5pm (college local time)	Withdrawal Date	
	after Withdrawal Date		No Variation of Enrolment Fee applies Academic penalty (unit graded FW) No refund of any up-front payments*

* If a student considers “special circumstances” prevailed at the time of withdrawal from the unit, the student may request refunding of any up-front payment(s) made in relation to the unit.

Appendix C – Summary Table for Units taught in intensive mode, adapted from the Variation of Enrolment Policy for the purposes of overseas student withdrawals

The following table has been adapted from the Variation of Enrolment Policy for an overseas student withdrawing from a course or units. All enrolled students are subject to this policy.

Withdrawing from units presented in Intensive mode <i>(assumes student has completed unit enrolment for ACT credit by the end of Day 2 of unit presentation)</i>			
Day	Time	Action Date	Withdraw from unit(s)
Presentation Day 1		Unit Start	No Variation of Enrolment Fee applies Unit deleted from record
Presentation Day 2	5pm (college local time)	Administrative Date	No academic penalty Full refund of any up-front payments
after Administrative Date up to			
day more than 20% of the time into the unit (including assessment period)	5pm (college local time)	Census Date	Variation of Enrolment Fee applies (2012 fee is \$330/unit except unit GSF, which is ¼ the norm) No academic penalty (unit graded AW) Full refund of any up-front payments
after Census Date up to			
approx. 60% of the time into the unit (including assessment period)	5pm (college local time)	Withdrawal Date	No Variation of Enrolment Fee applies No academic penalty (unit graded W) No refund of any up-front payments*
after Withdrawal Date			No Variation of Enrolment Fee applies Academic penalty (unit graded FW) No refund of any up-front payments*

* If a student considers “special circumstances” prevailed at the time of withdrawal from the unit, the student may request refunding of any up-front payment(s) made in relation to the unit.



OBLIGATIONS OF THE ACT AND ITS AFFILIATED COLLEGES

- (a) The following information will be provided, either in print or by referral to an electronic copy, by affiliated colleges approved to enrol overseas students to each overseas student prior to acceptance for enrolment in an ACT approved course:
- the requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable
 - advice that should an applicant wish to seek credit based on previous study or RPL towards the course for which they are applying, the application for credit needs to be lodged at the same time as the application for admission and, if credit is granted and reduces the period of study, this will be reflected in the offer letter (as this is the contract with the student) and will be indicated either on the eCoE issued for that student to commence the course, or reported on PRISMS. Such students

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are reminded that they must still maintain a full time study load and that credit can affect their visa status.

- a general description of the content and duration of the course
- the qualification gained on completion
- the teaching methods used and modes of study available
- the assessment methods used in the course
- a general description of the facilities, equipment, and learning and library resources available to students on their proposed campus of study
- an accurate description of the local environment in which the affiliated college operates including location of the campus and indicative costs of living and accommodation
- details of any arrangements with other providers for recognition of the course or completed components of the course
- an itemised list of all fees payable to the provider and the current Fee and Refund policy
- a description of the ESOS framework made available electronically by the Department of Education
- a copy of the Dispute Resolution Policy for Overseas Students

[All Policies mentioned above may be accessed on the ACT website –www.actheology.edu.au]

- (b) The affiliated college shall assist students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation programme that includes information about:
- student support services available to students in the transition to life and study in a new environment
 - legal services
 - emergency and health services
 - facilities and resources
 - complaints and appeals processes, and
 - any student visa condition relating to course progress and/or attendance as appropriate.
- (c) The affiliated college shall provide the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance.
- (d) The affiliated college shall provide the opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services shall be provided at no additional cost to the student. If the affiliated college refers the student to external support services, there shall be no charge for the referral.
- (e) The affiliated college shall designate a member of staff or members of staff to be the official point of contact for students. The student contact officer or officers must have access to up-to-date details of the support services provided by the affiliated college.
- (f) While not obliged to do so under the *National Code 2007*, the affiliated college shall monitor the attendance records every fortnight for non-attendance. Procedures are in place for contacting and counselling a student if the student has been absent for more than five consecutive days without approval, or is not consistently attending their course.
- (g) The affiliated college shall monitor the progress of each student to ensure that at all times the student is in a position to complete the course within the expected duration as specified in the student's CoE. In each study period, the student shall be required to study at least one unit that is not by distance or online learning.
- (h) The ACT shall monitor the progress of students in their course at the end of each study period and intervene in accordance with the Progression and Intervention policy which shall be provided to students by their college of enrolment.

- (i) The ACT will contact the Department of Immigration and Citizenship (DIAC) if any overseas student is breaching the terms of their visa relating to academic performance (see [i] above).
- (j) The ACT will advise the designated authorities in writing of any prospective changes to the ownership of the ACT as soon as practicable prior to the change taking effect, and any prospective or actual change to the affiliated colleges of the ACT as soon as practicable prior to the change taking effect or within 10 working days of the change taking effect where the change cannot be determined until it takes effect. Changes in such agents will require the signing of the ACT's "Fit and Proper Person" declaration.



RESPONSIBILITIES OF OVERSEAS STUDENTS ON A STUDENT VISA:

- (a) An overseas student will normally be enrolled in full-time only. Although the new National Code no longer requires this for each study period, students are required to complete the enrolled course within the time frame as stated on the student's Confirmation of Enrolment (CoE) document. This means that if overseas students elect to take less than a full-time load in any study period, they need to keep in mind how they will organize their unit load in future study periods in order to complete the course on time. Full-time is defined as normally not less than 16 cps per semester, or 32 cps per year. No more than 25 percent of the student's total course may be undertaken by distance and/or online learning.
- (b) Overseas students must be aware that any school-aged dependants accompanying them to Australia will be required to pay full fees if they are enrolled in either a government or non-government school.
- (c) Overseas students are not allowed to defer commencement of their studies, or suspend their studies after commencement, except on the grounds of illness, evidenced by a doctor's certificate, or other exceptional compassionate circumstances beyond the control of the student, for example, bereavement. If a student defers or suspends their studies on any other grounds, the ACT must report the student as not complying with visa conditions.
- (d) Overseas students must consistently attend classes in their course and seek approval for any absence expected to be longer than five consecutive days, unless prevented by illness or other exceptional compassionate circumstances beyond the control of the student.
- (e) Where an overseas student is required to take extra units to complete a course of study, and the remaining units do not constitute a full-time load, the student is not required to be enrolled in full-time study by the ACT. This may apply to students who are required to repeat a unit of study. Students are not allowed to repeat any unit more than once.
- (f) Overseas students have a duty to advise the ACT through their college of enrolment of any change in their contact details (i.e. Australian residential address and telephone number). If students do not keep their contact details up to date and the ACT has to send a notice informing that student of their failure to satisfy course requirements or to progress satisfactorily, this may result in automatic student visa cancellation without the knowledge of the student. Such cancellation may not be revoked if it has occurred where the student has failed to keep the ACT informed of their address.
- (g) Overseas students are responsible for arranging health insurance, and for maintaining the currency of that insurance each year. Details of the insurance policy should be provided to the sponsoring college at the time of application.
- (h) Before arranging a visa, overseas students must ensure that they have the financial resources available to cover their tuition and other related study costs such as accommodation, health insurance, living expenses, childcare, etc.



WHO TO SEE FOR WHAT

Please note, your college may use titles other than those listed below. It will be your responsibility to make sure you know the names of the staff members at your college that fit with the titles described here.

Academic

- Lecturers Questions about content of units, teaching procedures, assessment.
- Course Coordinator Questions about the program as a whole, academic regulations, difficulties with study, decisions to defer from study (Inform Overseas Education Office)
- Academic Skills Adviser Help with reading, writing, note taking, preparation for exams & assignments

Administrative

- Overseas Student Adviser..... Visa problems, financial problems, enrolment and short term accommodation
- Overseas Student Adviser..... Health care/ insurance problems, academic progression, accommodation, understanding of how to utilise institution processes effectively.
- Student Administration..... Timetable, registration in subject units, change of address.

Personal

- Student Counsellor Problems with relationships, home-sickness, gambling, depression, relationship issues.
- Campus Minister Spiritual / religious issues, personal problems.
- Equity & Equal Opportunity Office Sexual harassment, discrimination issues.
- Disability Adviser..... Examination / study adjustments.
- Accommodation Office Accommodation issues



WHERE TO LOOK FOR FURTHER INFORMATION:

For detailed information on accommodation resources, the local environment of the campuses, and other details of campus life, you should refer to the web pages of those affiliated colleges endorsed to enrol overseas students. These sites can be accessed to the right of the ACT's home page at www.actheology.edu.au . Each endorsed affiliated college also makes this information available in hard copy.

