



Australian College of  
Christian Studies

# Student Handbook



# 2025

## Welcome to ACCS

On behalf of all staff and faculty at ACCS welcome to the Australian College of Christian Studies. We are delighted you have chosen to study with us, for what we hope will be an exciting time of your life. We pray you will be enriched through the teaching and learning program that you have enrolled in.

The staff and students of ACCS are an active group of Christians seeking to foster personal growth and ministry. We are connected with others through various partnerships, which ensures our programmes remain relevant to the wider Christian community and the world in which we minister.

As part of the College community, we would like you to be active in a local church during your time with us. Being involved in ministry is exciting and will assist you to put your new knowledge into practice. If you are not from Sydney and need to find a church, we will be happy to assist you in your search for a church family.

Our methods of delivery aim to provide for various learner needs and we are continually seeking new ways for taking the study of the Word of God further afield. Our students come from a variety of different churches and locations and each with a different calling yet are unified by the love of Jesus Christ and His people.

We serve a mighty God and our prayer is that He will bless your time at ACCS.

Dr Xavier Lakshmanan  
Principal

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## PREFACE

The ACCS community extends you a warm welcome. We anticipate your time with us will be one of tremendous growth, exploration and learning within the boundaries of the guidelines that protect your privileges as well as those of your fellow community members.

This handbook describes the protocols and expectations for participation and conduct at ACCS and the procedures to be applied should there be a variation. It is your road map, containing the expectations, policies and procedures that will guide you, as a student, while you participate and grow in this community of scholars at ACCS.

ACCS has a student body which is multi-denominational. The College is a dual sector Christian Education Centre offering government-accredited courses in the Higher Education sector (Diploma, Associate Degrees, Bachelor and Master degrees) and Vocational Training (Certificate and Diploma), offering master degrees (Master of Arts (Theology), Master of Theology, Master of Divinity, Master of Counselling and Master of Teaching).

ACCS is also a member institution of Sydney College of Divinity (SCD) offering its suite of Korean language courses.

ACCS' academic programs are designed for those who desire a biblical and theological foundation to equip them to be effective in the workplace, local church, and community or mission field. Our Counselling degree enables students to become a professional counsellor or chaplain. ACCS is the only institution in Australia offering the Bachelor of Counselling in Korean.

The College aims to equip God's people to be agents of change in the world by providing quality Christian education, which is Christ-centred, biblically grounded, ministry based, academically sound and career orientated.

Students are encouraged and assisted to relate their studies to their personal and vocational lives as they study to prepare for various ministries and vocations, as well as for personal growth and spiritual development.

Australian College of Christian Studies (ACCS) is registered and accredited as a Higher Education Provider (HEP) by the Tertiary Education Quality and Standards Agency (TEQSA) Australia's independent national regulator of the higher education sector. The courses satisfy national accreditation principles and lead to qualifications under the Australian Qualifications Framework (AQF).

Emmaus Bible College established in 1954, accepted responsibility for the operations of Tabor College NSW in December 2010. Both colleges operated independently with a common Board of Governance and an interchange of faculty teaching at both institutions. In late 2014, ACCS changed its name from Tabor College NSW, which was established in 1992. In December 2015, the Board commenced the strategic direction to merge the two colleges, with both colleges working toward operating as a single entity from 2017. The combined entity retained the name Australian College of Christian Studies (ACCS) due to its higher education provider status.

### This Student Handbook

The Student Handbook has been formulated as a guide for student participation in College life at ACCS. It is a collation of information relevant to the expectations for involvement in our courses of study, general interactions and communications with each other, staff and faculty.

Our desire is to prepare or further develop students for a life of Christian service, both formal and informal. We aim to achieve this through solid teaching, high academic participation and meaningful relationships within a committed, rewarding and safe learning environment.

All students have a responsibility to read through the various sections provided here in order to apply what they have read as necessary throughout their time at the College.

Our desire is to serve God as a demonstration of our love for him and a willingness to do as he has asked of us. Our hope is to have you join with us to achieve this within a rich learning environment aimed at growth in knowledge, skills and excellence in practice.

Should you need clarification contact the relevant personnel association with your area of enquiry. The Student Handbook provides useful information about the college and its courses as does the website. Course and subject information is also available on the Moodle Student Information page. Please take time to familiarise yourself with this Handbook and make a point of consulting it before making an appointment to see a staff member about matters related to your studies.

### College Calendar

Please click on this link to view the calendar - <https://www.ccs.edu.au/trimester-dates/>

### Mission

ACCS exists to provide teaching and learning in Christian Ministry/Theology and Counselling within a biblical, theological, and ministry educational framework.

### Purpose

In Christ we aim to develop successful people, through excellence in learning, and community engagement, involving quality management, and operational efficiency.

### Values

ACCS is a Bible based, Christ centered learning institution that values:

- Academic rigor
- Contribution to and service in community
- Spiritual empowerment
- Administrative accountability and efficiency
- Financial viability

We seek to ensure that all our teaching is:

- **SCRIPTURE-BASED** - Everything must be tested against God's Word, regardless of our own experience or interests. A servant of God is "thoroughly equipped" through the Scriptures (2 Timothy 3:16-17).
- **CHRIST-CENTRED** - We dare not lose our vital connection with the Head (Colossians 1:18-19). In every subject, whether biblical, academic or practical, the aim must be to point to Christ, our only Lord and Saviour.
- **ACADEMICALLY SOUND** - Our scholarship must be of a high standard. We have no fear of the truth - rather we rejoice in it (John 8:32; 16:13).
- **MINISTRY-ORIENTED** - Our goal is to produce ministry in every area and at whatever

level is appropriate. We must continually pray for labourers to enter the harvest field (Matthew 9:37-38).

### Educational Objectives

ACCS educational objectives:

- advance knowledge and understanding;
- enable individuals to learn throughout their lives for personal growth and fulfilment, for effective participation in the workforce and for constructive contribution to society;
- to meet demands of the labour market through quality education;
- equip the community with a worldview based upon social, cultural and international knowledge, skills and attitudes to improve the quality of life for all citizens;
- contribute to a democratic, equitable and civilised society, and contribute to an improved national economy through high levels of skill, knowledge and research, including collaborative research with business, industry and government as relevant to our fields of study and daily practices.

### SECTION 1 Contacts and Information

ADDRESS 29 George St, BURWOOD NSW 2134 / PO Box 1101  
BURWOOD 2134

OFFICE HOURS Monday to Friday 8.30am to 5.00pm

PHONE 02 8000 8705  
0404 307 890 (Dr Xavier Lakshmanan emergencies only)

#### EMAIL

Principal Dr Xavier Lakshmanan	Xavier.lakshmanan@ccs.edu.au
Vice Principal, Jeffery Spencer	jeff.spencer@ccs.edu.au
International Training Coordinator, Dr David Smith	david.smith@ccs.edu.au
Dean of Academics, Dr Paul Porta	paul.porta@ccs.edu.au
Dean of Education, Dr Julie-Anne Seach	julie-anne.seacg@ccs.edu.au
Head of Counselling, Adrian Martinez	adrian.martinez@ccs.edu.au
Dean of Sydney Korean Theology School, Dr Se-hyun Kim	sehyun.kim@ccs.edu.au
Korean Counselling Coordinator, Dr Byung Kim	byung.kim@ccs.edu.au
Dean of Students/Registrar, Winston Cole	registrar@ccs.edu.au
Student Support Services, Winston Cole	registrar@ccs.edu.au
Librarian, Phoebe Kim	<a href="mailto:librarian@ccs.edu.au">librarian@ccs.edu.au</a>
Technology Support, Barry Brown	barry.brown@ccs.edu.au
Administration and Enquiries	info@ccs.edu.au
International Student Support Officer	<a href="mailto:winston.cole@ccs.edu.au">winston.cole@ccs.edu.au</a>

### ACCS Faculty

Principal	Dr Lakshmanan Xavier PhD, MTh, BDiv, BTh
Vice Principal	Jeffery Spencer MTh, BMin, BEng
Dean of Academics	Dr Paul Porta DMin, MTh, MMin, MA, BTh
International Training Coordinator	Dr David Smith DTh, MTh, BMin, BBus
Dean of Sydney Korean Theology School	Dr Se-hyun Kim, PhD, MTh, MDivs, BSc
Head of Counselling	Adrian Martinez, PhD (cand), GradDipComm, MA(BibleCouns, MDiv, BBibleStds, DipChMin)
Korean Counselling Coordinator	Dr Byung Kim DCouns, MCouns, BChCouns

Dean of Education	Dr Julie-Anne Seach, PhD, MEd, BEd, DipTeach
Lecturer and Research Coordinator	Dr Jaein Yu, PhD, DC, MTh, MDiv, MA, GradDipCouns, BTh(Hons), BA
Lecturer and Compliance and Quality Control	Dr Leonard Smith EdD, MA, MEd, GradDipTheol, BEd, DipTeach, MACL, FCES
Lecturer	Ms Erika Raigne MTh, CertHE
Lecturer	Dr Ruby Holland, PhD MEdStds, BA, Teachers' Certificate
Lecturer	Dr Jong Soo Park, PhD, MTheol, MDiv, BA
Lecturer	Dr Yong Suk Chon, DMin, MTh, MDiv, BTh

### Administration Staff

Dean of Students & Registrar Information Technology	Winston Cole MInfo&CommTech, BCompSc Barry Brown AssocDipElecEng, DipBusM'ment Levi Flower Certificate IV in IT Networking
Librarian	Phoebe Kim BInfoStudies, DipLibInfoServ
Administrative Assistant	Sun Mi Chung BBA

### Adjunct Teaching Faculty

Dr Kenn Iskov	EdD, MLitt, MTh, MDiv, BTheol, DipTheol
Dr Joanne Charles,	MCouns&Psychotherapy, GradDipPsych, BA(Psych)
Dr Mike Leary	PhD, MA, BSc
Dr Young Suk Lee	DSc(Psyc), MPsyc, MEd, BA(Psyc)
Ps Ji Hong Jeong	MTh, BTh, BA
Dr Sang-Gyu Park	DLitt (Psych), MA(Psych) BA(Psyc)
Dr Theron Young	PhD, MA (Hebrew & Semitic Studies), MA (Biblical Studies), BA (Bible)

## SECTION 2 Student Rights and Responsibilities

### Student Code of Conduct

Whilst all Christians should reflect their faith by the way they live, this is particularly true of students who are studying within a Christian tertiary education environment. There is an expectation their conduct is to be of a high standard reflective of a sound Christian character centred on love for GOD, others and themselves. Therefore, we encourage students to strive to conduct themselves in a manner worthy of the gospel of Christ.

Self-care within the learning environment attentions moral, ethical, behavioural and relational standards as presented in scripture for leaders, teachers, workers and supporters within the church. It is a requirement here at college and an excellent knowledge and skill base to transfer into later fields of service.

The College works to ensure the well-being and safety of all involved in study and this includes the expectations for students now and for their transference of skills and knowledge into the workplace.

Student communication and behaviour may affect others and also public perception of the College, and the ease with which graduates may find work. You are, therefore, expected to exercise a high standard of Christian conduct at all times, mindful of inclusive language and respectful interaction, humour and response both in class and particularly online where what is written is open to interpretation without the benefits of direct communication.

There is a module regarding the College's intent for a "Well and Safe" community on the website. We encourage all community members to read through the content and to be mindful of the expected practices evidenced by behaviour communication and care for self and others.

The following information provided in this handbook is an outline of expectations. Should a student need clarification they should contact the relevant person to the enquiry. Should a student need assistance with their study they should contact the relevant lecturer or if it is a general need contact the Student liaison.

All College areas (including grounds) are illicit drug-free, smoke free and alcohol free areas.

Should students breach this code of conduct or the following guidelines for particular areas there will generally be consequences ranging from a request for provision of additional information or explanation through to an inability to complete the chosen course.

## Student Rights

The College seeks to provide the best possible learning environment and opportunities for each student. Arising out of this commitment and obligations imposed by law, students have the following rights:

To be provided information regarding:

- Defined entry standards and requirements;
- Facilities and resources available to them;
- Relevant policies and procedures affecting them
- Assessment requirements
- Complaints and grievances
- Copyright
- Fees
- Workplace Health and Safety
- Privacy
- Recognition of prior learning (RPL)
- Sexual assault and sexual harassment
- Specific disadvantages
- Staff conduct

To have access to:

- A complaints and grievance handling process;
- Personal records;
- Student support services, including pastoral care and study assistance; and
- Suitable and appropriately qualified faculty.

To be assured of:

- Equity and access to courses, facilities, services and the application of the College's policies and procedures; and

- Protection of fees paid.

To contribute to:

- The improvement of college programs, policies and procedures by being given ample opportunity to provide input and feedback.

### Student Responsibilities

Each student is expected to:

- Demonstrate the highest standards of Christian conduct and communication at all times;
- Attend lectures/watch online lessons, regularly and punctually. To be eligible to graduate from an ACCS College course you must attend at least 80% of the classroom-based lessons and watch/listen to all online-based learning subject sessions;
- Submit all assignment work by the due dates specified in the Subject Information Booklet or Course Unit Outline for Post Graduate students;
- Show respect and consideration for other students, Staff and Faculty and respect their property;
- Follow the guidelines in this Student Handbook;
- Advise the Registrar if you are withdrawing from a subject, or deferring or withdrawing from studies;
- Advise the Registrar as soon as possible of any changes to your personal or course details that the College has on record;
- Be appropriately dressed while on campus, and visually on line;
- Comply with occupational, health and safety requirements including participation in any fire drills or evacuation exercises while on campus.

### Academic Integrity

Students are required to view and implement the principles and practices outlined in the Academic Integrity Modules on the Student Information site in Moodle. Students should indicate completion of the modules by marking the section as indicated.

For more information please refer to the policies and other relevant information available to you on the Moodle Student Information Page.

## SECTION 3 Attendance and Communication

### ATTENDANCE

#### In class

ACCS accepts the responsibility to monitor and educate students about Attendance Compliance at all stages of a student's enrolment and tuition. ACCS expects students to attend all scheduled classes, where students are responsible for their own attendance. Where attendance is not possible on medical or other compassionate and compelling grounds, students are responsible for applying for academic consideration wherever required.

Circumstances that are considered to be compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country requiring

- emergency travel and this has impacted on the student's studies.
- A traumatic experience which has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports; or
- Where ACCS is unable to offer a pre-requisite unit.
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
- Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

Students are required to attain a minimum attendance of 80% of all scheduled classes; failure to attend a minimum of 80% of classes will result in an automatic failure of the subject.

For overseas students, CRICOS regulations require the college to notify the immigration department if students fail to comply with attendance requirements.

A Student Roll is taken at the beginning of every face to face class. If a student is more than 30 minutes late or leaves more than 30 minutes early they will be marked late with the time noted. If they do not attend the class at all they will be marked absent.

### International Students Online Study

International Students can elect to study up to 1/3 of their degree online. Classes are uploaded on to Moodle which will record will log-on and log-off times in Moodle. Students may be required attend class forums as part of their lessons.

### Visitors

Occasionally you may wish to bring a visitor who is interested to know more about the College to a normal lecture. You may do so only if you have gained the permission of the lecturer beforehand.

### Appointments with faculty

Faculty is available to discuss matters related to College life and courses of study with you. Generally, you should make an appointment with a staff member if you have a matter to discuss.

### Copyright

The Copyright Act 1968, (Section 40) states that for the purposes of individual research and study, an individual may copy:

1. One article in each issue of a periodical publication, and more than one article if they relate to the same subject material (parts of more than one article may not be copied unless they relate to the same subject matter);
2. A reasonable portion of a work that has been published separately. (A "reasonable portion" of a literary, dramatic or musical work, in an edition of not less than 10 pages, is defined in Section 10 of the Copyright Act as 10% of the number of pages in that edition, or up to one chapter of a book. A "reasonable portion" is not defined in relation to a work in an edition of less than 10 pages, or in relation to artistic works.)

The above applies to single copies only. The College holds a licence for multiple copying of similar amounts of work for college purposes and may only make multiple copies in accordance with special regulations. It is also permitted to record, copy and loan videos and other media within certain guidelines.

## COMMUNICATION

### Email

Email is the main form of communication with students for the College. All students are provided with an ACCS email address to facilitate this communication. Students are required to regularly check their ACCS email.

### Online forums

Students should regularly check and if applicable contribute to forum posts. Any contribution should be presented in a style and language that is inclusive and not offensive to diversity for example of gender, age, cultural, or denomination.

At times a forum may be an assessment task and as such is to be presented in a style conducive to academic contribution and or enquiry.

### In and Online class discussions

Generally, students are encouraged to actively participate in discussion, to raise questions for further enquiry or clarification. It is important that contributions or questions are group focused and respectful of the time constraints, needs of the group and context of learning.

## SECTION 4 Academic Courses

### Bachelor of Ministry

This course prepares men and women for vocations in Christian ministry in various denominational and other settings. It includes systematic study, wide reading and practical ministry education.

The course provides a sound theological foundation, teaches students to explore issues and think critically, and helps them to develop biblical attitudes to ministry. All students learn to use sound principles of biblical interpretation and to apply biblical principles to specific areas of ministry (e.g. pastoral care, preaching, teaching and leadership), and gain practical experience through a ministry practicum.

On successful completion of the course, students will have developed knowledge, understanding and skills which are relevant for personal Christian living and a variety of Christian ministry vocations, such as pastoral ministry, supporting roles in congregational leadership, missionary services, Christian aid and social services, children's ministry, youth work, pastoral care, pastoral counselling and similar vocations.

### Bachelor of Theology

This program provides a strong foundation of biblical and academic scholarship. It prepares Christians for further studies or for postgraduate practical training for vocations in Christian ministry.

In the first year, students study a range of foundational biblical and theological subjects. In the second and third years, they expand and build on these studies, deepening and broadening their knowledge and understanding of theology and biblical exegesis.

On successful completion of the course, students will have developed knowledge, understanding and skills which are relevant for personal Christian living and for a variety of vocations, such as pastoral ministry, theological teaching, Christian writing, academic scholarship, Christian missionary work and similar vocations.

## Bachelor of Counselling

The Bachelor of Counselling equips graduates with the knowledge, skills and personal attributes required to work effectively as a counsellor or chaplain in a diverse range of secular and faith-oriented environments. The degree aims to expand the student's knowledge of the social world and human behaviour through research and theory whilst concurrently providing opportunity for the application of practical counselling skills. In addition, students enrolled in the Bachelor of Counselling are provided with the opportunity to reflect upon and integrate their understanding within a Christian worldview.

## Bachelor of Counselling (Korean)

The Bachelor of Counselling (Korean) is as stated above with the course delivered entirely in the Korean language. This course is a translation of the Bachelor of Counselling degree. Students are required to have an every-day communication knowledge of English. Free English lessons are offered to assist students further develop their skills.

## Pathways

ACCS is committed to providing academic pathways for students upon graduation. The following pathways are available:

<b>Degree</b>	<b>Pathway</b>
Bachelor of Theology or Ministry	Master of Theology
Bachelor of Counselling	Graduate Diploma of Counselling
	Master of Counselling
Master of Arts (Theology)	Master of Divinity
	Master of Theology

## Postgraduate Awards

### Master of Arts (Theology)

The Master of Arts (Theology) is designed for graduates of non-theological undergraduate courses as well as those engaged in Christian service who require professional, theoretical and practical development in theological and/or biblical studies.

Analytical and critical skills are developed through analysis of selected biblical texts applying advanced exegetical skills through advanced understanding of elective subjects such as Biblical Hebrew or New Testament Greek. Analytical and critical skills are rigorously applied to theological studies engaging with historical developments leading to the current articulation of Christian thought.

The course addresses current biblical and theological issues within the Australian Christian church and wider community. Consequently, students will critically engage with diverse theological expressions and biblical perspectives in order to academically and practically contribute to the current Christian understanding as well as enhance their appreciation of their own specific theological and biblical heritage.

### Master of Divinity

The Master of Divinity is a 3 year full time degree (based on a trimester system) or part time equivalent award.

The Master of Divinity course caters for graduates of a non-theological course who wish to equip themselves at a post graduate level for professional or vocational roles within a church or para-church context.

Students will be equipped to effectively fulfil their roles within the changing ecclesial landscape of the Australian community through dynamic engagement with biblical, theological, and pastoral ministry disciplines. The course provides critical and analytical knowledge and practical skills for those currently in formal or non-formal professional leadership roles or those aspiring to future leadership roles in church or para-church settings.

### Master of Theology

The Master of Theology is a 1.5 year full time degree (based on a trimester system) or part time equivalent award.

The Master of Theology (MTh) is an AQF Level 9 master degree (Coursework). The course is intended for graduates of an undergraduate degree in Theology, Bible of Ministry or a Master of Arts in Theology, Bible of Ministry. Three specialisations and related electives allow the student to engage in advanced critical analysis and application of theory and practice associated with Bible, Theology and Ministry within the contemporary contexts of teaching, pastoral ministry, Christian research and leadership.

### Master of Counselling

The Master of Counselling is a two-year full time degree (based on a trimester system) or part time equivalent award.

The ACCS Master of Counselling is the integration of your faith, instructed through a Christian worldview, which is woven into all subjects. The degree has two entry streams: **Counselling Practitioner Stream** – applicants must hold a recognised undergraduate award. The stream provides a solid framework of theoretical knowledge and practical skills in counselling needed to work in a wide variety of situations. The course combines rigorous course work, experiential learning and mentoring relationships into a comprehensive educational experience designed to equip graduates to work effectively in counselling and related fields in either Christian or secular environments. Students are required to complete the Professional Experience placement of 100 hours in the second year and 25 hours supervision.

**Advanced Professional Counsellor Stream** – applicants must hold a Bachelor of Counselling or equivalent, This entry stream credits up to six subjects advance standing. the course is designed to advance the skills and knowledge of practicing counsellors to strengthen and further develop their skills and practice with a focus on understanding research and evidence-based practice. Applicants are required to demonstrate membership of a relevant professional counselling organisation.

The Master of Counselling Practitioner Stream is suited for students wanting to find careers in counselling.

The Advanced Professional Counsellor Stream aims to deliver a program designed to advance the skills and knowledge of experienced practicing counsellors, in order to strengthen and further develop their skills and practice with focus on understanding research and evidence-based practice.

### Master of Teaching

The Master of Teaching is a postgraduate award in initial teacher education, fully accredited by the New South Wales Education Standards Authority (NESA) and Tertiary Education Quality Standards Agency (TEQSA).

The ACCS Master of Teaching program is comprised of 19 subjects including two Professional Experience placements and is intended for graduates of a relevant Bachelor or Master's degree per the admissions requirements stated below.

Underpinned by an inclusive Christian worldview that accommodates diversity, the Master of Teaching program prepares you for the rich, relational, and significant role of teacher so that

you are ready to make a difference in your students' lives – individually and for the common good. The program emphasizes educational good practice and is designed to develop the insight, knowledge and skills required for high quality learning and teaching.

The degree contains two streams: Primary and Secondary, with a common core of foundational units including pedagogical studies and professional experience units.

**Stream 1 – Primary.** This includes six Key Learning Areas: English, Human Society and its Environment, Mathematics, Science and Technology, PD/H/PE, and Creative Arts.

**Stream 2 – Secondary.** This enables you to study two areas of teaching specialization associated with your undergraduate degree. The areas offered are English, Mathematics, Ancient History, Modern History, Studies of Religion and Science.

## SECTION 5 Structure of the Academic Year

The academic year is divided into three trimesters. Each trimester is made up of two terms separated by a break of one week. There is a two-week break between each trimester. Trimester one normally begins in late January and consists of 12 teaching weeks + 1 exam week. Trimester two begins the second week in May and consists of 12 teaching weeks + 1 exam week. Trimester three two begins the second week in September and consists of 12 teaching weeks + 1 exam week.

Duration in Trimester Teaching Weeks													
Academic Year: 39 weeks													
Trimester 1 (13 weeks)				Trimester 2 (13 weeks)					Trimester 3 (13 weeks)				
Term 1	Break	Term 2	Exam Week	Break	Term 3	Break	Term 4	Exam Week	Break	Term 5	Break	Term 6	Exam Week
6	1	6	1	2	6	1	6	1	2	6	1	6	1

## SECTION 6 Library

The library has a collection of over 15,000 items, including journals and electronic databases to support the specific learning and teaching needs of the Australian College of Christian Studies, and continues to be upgraded and extended.

The library catalogue may be accessed through the Library Home Page on the College website at <https://library.ccs.edu.au/>

Some rules apply:

- Quiet study conditions are to be observed in the library during library opening hours;
- Please vacate/clear the tables if you intend to be away from the library for periods of longer than 30 minutes;
- No books, etc., may be removed from the library unless properly borrowed;
- Reference only materials may not be removed from the library, and
- Food or drink is not to be brought into the library.

eResources available

Log in with your student ID and password at <https://library.ccs.edu.au/> in order to access our eResources:

- Perlego
- EBSCO eBook Collection
- EBSCO Psychology and Behavioral Sciences Collection
- EBSCO Religion and Philosophy Collection
- EBSCO Teacher Reference Center
- Informit Database
- JSTOR Database
- RISS – Research Information Sharing Service
- Korean Databases - DBPia and KBPia

Online students are encouraged to make full use of the College library. The following steps will facilitate their use of the library.

- Check the Recommended Reading List in the Subject Information Booklet for texts that may assist in further study or completion of assessments.
- Check the College library catalogue for the availability and classification number for the text required.
- Email the College librarian to request a copy of the text.
- Contact the librarian if further assistance is required.

### ACCESS TO OTHER THEOLOGICAL AND UNIVERSITY LIBRARIES

ACCS has a reciprocal borrowing agreement with Alphacrucis University College in which our students can gain access to their Korean library collection. For more information, please contact the Librarian.

### PHOTOCOPYING

We expect you to display honesty when paying for all copies, including mistakes. Money should be left with the librarian or given to the office staff if the librarian is not available. When using the copier please abide by the copyright rules. A4 copies are 20 cents per copy. The library photocopier is available for student use in the library (copy costs apply). If the photocopier is malfunctioning in any way, do not attempt to fix it yourself – notify the Librarian or Reception of the problem immediately.

The Librarian will be available during library opening hours to help you with library queries.

### LIBRARY HOURS

Monday - Friday: 9:00 am to 5:00 pm

- *Please note that physical access to the library is only available from Tuesday to Thursday.*

### SECTION 7 Academic Information

#### WORK INTEGRATED LEARNING (WIL)

Work Integrated learning involves opportunities for the development and practice of knowledge and skills which will enhance expertise and employability. WIL might include such aspects of the learning program as practicums, ministry placements, community service and typical workplace situations. For further information on placements please refer to the Practicum Placement Booklets on the Moodle Student Information page.

In addition to the skills and knowledge is the attitudes and values which aim to enhance workplace environments, promoting continuous learning, inclusivity of all within a learning or workplace community, safe and well practices and respect. As part of the learning process WIL often equips the learner with the understanding and application necessary for the rapidly changing world of work.

### PERSONAL INFORMATION

Student's information collected during the enrolment process may be made available to Commonwealth and State Government Agencies, including the Tuition Protection Service (TPS) under the ESOS Act 2000. The information may include your personal and contact details, course enrolment details and the circumstance of any suspected breach of a student's visa condition (National Code Standard 3.1(d)).

ACCS will retain records of all written agreements, as well as receipts of payment made under the written agreement, for at least two years after the overseas student ceases to be an accepted student. This is consistent with the record keeping requirements under ESOS Act of the Education Services for Overseas Students Regulations.

### ACCESS TO PERSONAL INFORMATION

The College's policies regarding privacy of personal information and academic records are guided by the current Privacy Act. Students may access their personal, academic and/or financial records kept by the College (whether kept in hard copy or in electronic format) at any reasonable business hour. Application should be made in writing to the Registrar who will arrange access at a suitable time within 24 hours of the request being made. No fees apply.

Third party access to a student's files will only be granted when the student provides written authorisation or where required by law.

The College's Privacy Policy can be found in the Moodle Student Information page.

### ACADEMIC MISCONDUCT

In submitting assessment and other academic work, students must declare that the contents are their original work and that all ideas and sources are acknowledged and accurately cited and referenced. The College views allegations of examination cheating, collusion, dishonest plagiarism, academic fraudulence, and other forms of misconduct very seriously

### ACADEMIC INTEGRITY, CONTRACT CHEATING COLLUSION AND PLAGIARISM

#### Academic Integrity:

It is essential you be aware of the various means by which you can be diverted from academic integrity. Often students are not aware that their actions, conversations and presentations lack the standard of integrity required for academic pursuits.

The basic principles are presented in the academic integrity modules and the College Style Guide. They apply to all students within the College. We acknowledge learning is developmental and varies according to each student's prior experiences and knowledge, however, the foundational principles remain and need to be adhered to.

### Contract Cheating or Collusion:

Where contract cheating or collusion can be identified in individual (not group) assignments, students involved may be required to resubmit their assignments. Repeated instances of contract cheating or collusion, or evidence of such with a clear deceptive intent, will result in failure for the assignment, or failure in the subject, or exclusion from the College for academic misconduct. (This policy also includes the submission of an assignment or other assessed task of another student in a previous year or trimester or other educational organisation. (Resubmission of the same material by the same student is regarded as “self-plagiarism”.)

### Plagiarism:

At the time of their enrolment, students are made aware of:

- “Safe practice” in academic writing (refer to the section on Academic English in this handbook);
- College policy on plagiarism and its suppression (outlined below). This policy recognises that, although authors and other creators build upon the work of others who have gone before them, transforming source material through a creative process, any borrowing from earlier material must be properly acknowledged;
- The general types of plagiarism to which College faculty and students are alerted are:
- The deliberate copying of another’s work without attribution;
- The resubmission by a student of work completed in one program or subject for credit in another program or subject (also referred to as “self-plagiarism”); and
- The unintended failure of a student to appreciate appropriate referencing conventions.

Faculty distinguishes between plagiarism which has occurred from negligence on the part of a student and that which is dishonest. Although it regards plagiarism as an ethical issue, rather than a legal one, and may not necessarily constitute an infringement of copyright, the College views dishonest plagiarism as a grave offence against universal scholarly convention.

Where plagiarism can be shown in individual assignments to have been unintended, students involved may be required to resubmit their assignments and receive a formal caution. The Principal will consider recommending that the offending student receive academic counselling or similar support where factors such as cultural differences, difficulties with written expression or communication, or problems of a personal nature, shown to be relevant.

An allegation against a student for intentional or repeated plagiarism of an individual assignment, individual take-home examination script, or any other program-related work submitted for assessment, is processed in accordance with principles of natural justice and the student is therefore invited to provide an explanation.

### Detection:

Students are advised that submission of assignments is normally in electronic form. Although moral and legal copyright to this material vests in the student as the author, the student, by enrolling in an accredited program, provides an implied consent to the College which authorises:

- Reproduction and storage of electronic material which they may author and submit as part of their program assessment; and
- Scanning this material for purposes of detecting, through software processing, any plagiarised material used in assignments.
- The use of AI-powered plagiarism detection tools to identify instances of AI-generated

or plagiarised content.

#### **Prevention:**

Students are required to electronically acknowledge the disclaimer on their assignments, which affirms that, where otherwise noted, the material submitted in the assignments is their own.

Students will also have access to ACCS' AI detection tool to ascertain instances of the use of AI and amend if required, prior to submitting an assignment for marking.

#### **Repeated Failure:**

Students must complete the programs in which they are enrolled within the prescribed full-time or part-time time frame, which is never more than double the minimum prescribed duration.

- The full-time bachelor's degree is normally completed in three academic years or six years part-time.
- The Associate degree in two academic years full-time study or four years part-time;
- Students who do not progress within the prescribed maximum time frames are excluded from applying for re-enrolment for a period of one year.

Alternatively, depending on the relevant circumstances, the College may recommend that the student withdraw from the program with the intention of obtaining more extensive academic preparation. A further alternative may be recommending appropriate counselling and referral.

A student will not be permitted to repeat a failed subject more than twice without the permission of the Faculty Executive.

#### **Other Forms of Misconduct:**

Consonant with its commitment to duty of care, College policy is that an allegation of serious misconduct against a student is processed in accordance with principles of natural justice. Where the alleged misconduct of a student is proved, the College:

- Records "failed" against the student's relevant subjects;
- Provides the student with a transcript of academic record completed to date;
- Summarily cancels student's enrolment;
- Permanently excludes the student from re-enrolling in any other College program at any time in the future.

Should the misconduct concerned, either alleged or proven, involve, or be suspected to involve illegality, the allegation is referred to the police and/or any other relevant authority. For Policy Document please refer to the ACCS website.

#### **DEFERRAL & WITHDRAWAL**

Before deferring study or withdrawing from a course of study or individual subjects, students should be aware of the implications of withdrawing prior to completion. There are academic and financial implications to the student.

Students can defer their studies for six months. Notification needs to be made to the Registrar using the Change of Enrolment Form. An extension of a further six months can be granted by the College so that a maximum deferral period is one year. At the end of one year, the student needs to confirm with the College their re-enrolment or their formal

withdrawal from study.

Students who fail to return from after their approved period of leave will be deemed to have withdrawn from their course of study and will have their enrolments terminated. However, they may re-apply for admission, and they may have any previously completed subjects credited provided these were completed within the previous five years.

To withdraw from a subject or a course of study, or to change to different subject or course of study, students must complete an Enrolment Variation Form and return to the Registrar. The Enrolment Variation Form may be found on the Student Information Page on Moodle.

Approval of deferrals under this policy must take into consideration the maximum time frames for completing qualifications:

- Diploma-1 year full time/2 years part time/maximum of 3 years
- Bachelor's degree - 3 years full time/6 years part time/maximum of 9 years
- Master's degree from 1.5 – 3 years full time/ years part time/maximum of 9 years
- 

Please refer to the Deferring or Withdrawing Policy on the website for further details.

## STUDY EXTENSION

In a special case, the Faculty Executive may approve a Study Extension up to a total period of no more than nine academic years for bachelor's degree and six academic years for Associate degree, and four academic years for the Diploma. Where special circumstances (e.g. ill-health) permit, an appropriate waiver of this rule will be considered.

## EXAMS

Exams completed by students remain the property of ACCS. Exams will not be returned to students. See ACCS' Examination Policy and Procedure for further information.

## GRADUATION REQUIREMENTS

To graduate at the annual graduation ceremony, you must have completed all the requirements for a course, have paid all fees and returned all library books. Students should apply to graduate during the trimester preceding the graduation ceremony.

## COMPLAINTS & GRIEVANCES

The College has detailed procedures in place for dealing with complaints and grievances made by students. Academic and non-academic matters are governed by separate policies. The policies include information relating to, but not limited to:

- The relevant contact staff at the college for complaints,
- The procedure to be followed by the College in dealing with complaints,
- Rights of students/applicants,
- Appeals process,
- Availability of external arbitration, and
- Student input into and feedback on the complaints process.

The College's Sexual Assault and Sexual Harassment (SASH), Diversity and Equity Policy and the Complaints and Grievance Procedures & Policy are found in the Policies & Other Information section.

## COMPLAINTS OF MISCONDUCT

An allegation of misconduct involving (SASH), harassment, bullying, abuse, discriminatory behaviour, or violence against a College employee, patient, clinical supervisor, or a member of the student body is treated unequivocally as “serious”. Such an allegation warrants immediate and thorough investigation, with due regard being given to legal requirements and natural justice to affected parties. Misconduct of this nature is addressed through the College’s SASH, and “Complaints and Grievances Policy – Non-academic matters”, available in the student handbook and on the College website.

Additionally, if an allegation is substantiated, the misconduct may result in the permanent exclusion of the offending student or the summary termination of employment of the offending staff member. If the misconduct involves criminality, it is reported to the police. Where relevant, the misconduct may also be referred to the appropriate registration authority or body. A report on the incident is made immediately to the College’s Board of Directors, through the Principal.

## INCLUSIVE LANGUAGE

ACCS students are encouraged to write in gender-inclusive language. This ability is part of acceptable contemporary writing and consequently the task must be approached with sincerity and perseverance. A lecturer may downgrade a paper if the language does not meet a reasonable standard of inclusiveness.

## INTELLECTUAL PROPERTY

The College does not own copyright in scholarly works or other material (e.g. textbooks, monographs, articles, modular notes and handouts, and other teaching aids) that members of faculty write or have published. Where members of the faculty write or publish works or items in the course of their employment (e.g. program delivery material produced under the direction of the Principal), ACCS owns the copyright.

ACCS students generally own copyright in any work produced as part of the programs in which they are enrolled, except if they are involved on a project governed by an agreement between the College and a third party and they agree to be bound by the terms and conditions of any relevant agreement.

ACCS expressly subscribes to the Copyright Act 1968 (Cth) and maintains a statutory education licence with the Copyright Agency Limited (the Federal Attorney-General’s authorised collecting agency for authors and publishers and tertiary institutions). Guidelines for photocopying and reproduction can be found under “Copyright” in this Handbook.

## INTENSIVES & SEMINARS

Intensives and seminars will be offered at various times throughout the year. See the Timetable or College website. Intensives allow students to complete the lecture content of a subject in a shorter time period, often a week. Intensives may usually be taken as part of the normal coursework at the student’s usual level of study. Application forms for intensives/seminars are available from the College.

Although all the contact hours in a subject are completed during an intensive, assignment work, and where applicable, examinations must be completed subsequently. Preparatory reading may be required.

## SUBJECT VARIATIONS

There are occasions where a student will require or prefer to take a subject that is not on the approved course list. There is an allowance for this to occur with the approval of the Faculty Head. If a student wants to include a subject that is not on the approved course list, they need to:

1. See the Registrar to discuss the situation and look at the available options.
2. If an alternate subject is required a Subject Variation Approval Form is filled out. There is only one form required for each student; this will be kept in their academic file.
3. The Registrar gains the approval from the Faculty Head who signs the Subject Variation Form.
4. The Registrar makes a copy of the form, if the student desires a record of the approval.

## ADVANCED STANDING

The College's policy on Advanced Standing is available on the College's website. Application forms can be obtained from the Registrar.

ACCS recognises that students may undertake or may have undertaken studies at other institutions, which would be equivalent to units in their course of study at ACCS and thus welcomes application for credit. The aim of granting credit is to reduce repetition of previous learning by acknowledging an individual's skills and knowledge acquired through formal and informal learning in Australia and overseas.

This abridged policy is designed to ensure the fairness of treatment of all applications for transfer of credit at ACCS and to ensure the integrity of the courses of study at ACCS. Furthermore, it acknowledges the requirement of ACCS to recognise the AQF qualifications and statements of attainment issued by any other institution and that ACCS must appropriately recognise course credit within ESOS framework and to meet the requirement of Standard 2 of the National Code.

This policy will assist staff and students to make decisions and to act or respond to applications for credit in a timely manner.

Students transferring from an approved educational institution may receive credit for all subjects successfully undertaken that are relevant to the ACCS course of enrolment. If RPL or course credits are granted which reduces an overseas student's course length, ACCS will inform the overseas student of the reduced course duration and issue a Confirmation of Enrolment (CoE) for the reduced duration of the course. ACCS will also report any change in course duration in the Provider Registration and International Student Management System (PRISMS) if RPL or course credits are granted after the overseas student's visa is granted.

The smallest educational unit granted through credit is a unit of competency or a whole module for VET and 6 credit points for HE. The maximum amount of credit granted can be up to 66% for HE and 100% of a VET qualification in the same area of study.

## Policy Provisions

### Credit to be sought at time of enrolment application

Credit or exemptions which are granted to overseas students, which impact course duration and therefore, the electronic Confirmation of Enrolment and Visa. ACCS requires all applications for Transfer of Credit or RPL to be made at the time of application for admission to ACCS to facilitate the accurate calculation of course duration.

### Qualifications obtained overseas

In the case of applications for qualifications obtained from overseas institutions reference may be made to the National Office of Overseas Skill Recognition (NOOSR) register and/or registration bodies in the country in which the studies were undertaken.

### Grounds on which credit can be sought

Credit may be granted to an individual through:

- articulation,
- credit transfer
- recognition of prior learning
- recognition of current competencies

### Articulation

Articulation is a process that enables students to progress from one completed qualification to another with credit in a defined pathway.

Students who have successfully completed the requirements of an ACCS (or other college) Certificate IV in Christian Ministry and Theology or who can demonstrate equivalent competencies may continue to the ACCS Diploma of Christian Ministry and Theology. An articulation arrangement is in place to enable students that have successfully completed the college Diploma of Christian Ministry and Theology to receive 48 credit points specified block credit through articulation into the ACCS Bachelor of Theology (BTh) or Bachelor of Ministry (BMin). 24 credit points are offered into the Bachelor of Counselling (BCouns). Articulation agreements are developed on the basis of agreed relativities between qualifications or the way in which the discipline areas of two qualifications are suited to articulation. They are also based on whether an articulation agreement will result in a logical sequential pathway that enables students to successfully meet the learning outcomes of the higher qualification.

In all cases of articulation, credit will be granted according to the following principles:

- the quantum of credit is determined by the specific articulation agreement;
- an individual must satisfy the terms of the articulation arrangement in their entirety in order to be granted credit on the basis of the articulation agreement.

### Credit Transfer

Credit Transfer is the process that provides students with agreed and consistent credit outcomes based on equivalence in content and learning outcomes between matched qualifications.

Credit Transfers can be granted under any of the following circumstances:

1. Under the principles of National Recognition a student is granted an automatic credit for any unit that they successfully completed at any other Higher Education provider or Registered Training Organisation.
2. When the unit has exactly the title, even if it is not from the same course.
3. When the unit has been reviewed and this has resulted in minor changes to the unit. This indicates that the outcomes of the unit have remained substantially the same and there is at least 80% commonality with the original unit.
4. When the unit has been transferred from another curriculum and recoded, however the learning outcomes remain the same.

Students who have completed prior formal learning may be granted specified credit through credit transfer where a credit transfer arrangement exists between College awards or with ACCS Student Handbook 2025

another institution. Credit transfer assesses the initial course or subject that the individual is using to claim access to, or the award of credit in, the destination course to determine the extent to which it is equivalent to the required learning outcomes, competency outcomes, or standards in a qualification.

The forms of credit as outlined in the arrangement will be applied upon request to any individual with relevant certification in the initial matched qualification. The individual does not have to have completed the initial matched qualification for the credit outcomes to be applied toward the destination matched qualification, i.e. credit is for the quantum of formal learning achieved, not only for a qualification achieved.

### Recognition of Prior Learning

Recognition of prior learning (RPL) is an assessment process that assesses a formal, non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or partial or total completion of a qualification.

Recognition of prior learning may be granted as specified credit for a unit of study or module on the basis of prior formal learning, non-formal, or informal learning, or any combination of these.

In terms of current competencies, assessment is made whether the student could be considered to have gained sufficient prior experience and/or undertaken adequate reflection in relevant areas equivalent to the type of learning experience gained through the unit(s) being considered for credit.

The type and amount of credit will vary determined by the course of study and the type of competencies. In fields of study where the turnover of practice is accelerated, shorter time limits may be applied. Currency of experience and competency will necessarily involve some evidence of current competence.

### Procedure

Articulation, credit transfer, and recognition of prior learning are assessed on a case by case basis, through the submission of an 'Application for RPL and Credit Transfer' form. Applicants are required to demonstrate through their submission that their prior learning is equivalent to the required learning outcomes of the specific ACCS unit / module / unit of competency for which they are seeking credit.

The evidence provided by the applicant must be relevant, current, authentic and sufficient to facilitate a decision.

ACCS requires all applications for Transfer of Credit be made at the time of application for admission to ACCS to facilitate the accurate calculation of course duration.

Course credit may reduce the length of a student's course.

- If this occurs before the visa grant, ACCS will indicate the actual course duration in the electronic confirmation of enrolment (CoE) issued for that student for that course.
- If the course credit is granted after the visa grant, the change in course duration is reported via the Provider Registration and International Student Management System (PRISMS) under the Education Services for Overseas Students (ESOS) Act.

The student may appeal any decision in the above process through the International Student Complaint Policy and Procedures.

## TEXTBOOKS AND READERS

The College can provide readers/notes for some subjects.

Textbooks are not included in the subject fees and students are responsible to source their own texts. Sometimes the College may be able to obtain some specific texts on behalf of students. Required texts and recommended texts are indicated on the textbook list and textbooks are listed on the Subject Outlines supplied for each subject. Lecturers will give guidance about purchasing books. Some texts may be compulsory. Some textbooks and recommended readings may be available as eBooks. Consult the Subject Information Booklet and/or the College librarian for details.

## DISCOUNTS ON TEXTBOOKS

Students enrolled with ACCS may be qualified to receive a discount on the purchase price of prescribed textbooks from some bookshops. To receive the discount, you will be required to show your current student card and possibly the textbook list.

## RECORD OF STUDIES, TRANSCRIPTS AND PARCHMENTS

Students are entitled to receive a Record of Studies at any stage during the course of their studies. The Record of Studies shows the subjects that have been completed toward a qualification.

An Academic Transcript is an official printed record of a student's progress throughout their academic career. As such, it needs to accurately reflect all that the student has done. All results will be recorded on the Transcript, regardless of their academic standing. Fails, withdrawals, enrolment expired and terminating passes etc. will not be removed from a student's Transcript after one month from date of issue. Students have one month from the date of issue of an academic Transcript to dispute a result and need to notify the Registrar of the issue.

Academic Transcripts and Testamurs will not be altered once issued, unless there is an error on the Transcript or Testamur. No additional Testamurs will be provided. Nor any change to wording or name will be done once the Transcript and Testamur have been issued. If there is an error, please see the Registrar as soon as possible. Re-issue of Testamur will be made only on the basis of loss or damage of previously issued Testamur. The Testamur will be issued only to the student enrolled in the course of study on request by signing a Statutory Declaration to the effect that the original Testamur was lost or damaged along with the appropriate fees. No change to wording or name will be done in the re-issue of Transcript or Testamur. Students may request re-issue of Transcript at any time for the appropriate fee. There is no fee for a Record of Studies.

## ASSESSMENTS

A variety of work is assessed: written assessments, oral presentations, practical work, tutorial work and examination papers. Students are required to sit examinations in some subjects. If your prescribed course work is not completed prior to examinations, you are unlikely to be permitted to sit the examinations. Work is graded according to the following scale:

- To pass in a subject, a student must gain at least (50%) 'P' grade for that subject, some subjects require a 'C' (Credit) grade to pass the subject.
- A student who scores a 'F' grade for a subject will be allowed 10 days to re-submit the failed assessment and will not be allowed to score more than 50% from the re-submission.

- If a student fails the assignment twice, a fail grade will be recorded, and the student will be required to re-enrol in the subject. Supplementary examinations will only be available under special circumstances.

### **POLICY ON ASSESSMENT SUBMISSION**

Assessment will need to be submitted by the due date and time. A student has to submit all assessments outlined in the Subject Information Booklet to be able to pass the subject. All assessments will need to be submitted as a word document via Moodle.

### **DATE AND TIME OF SUBMISSION**

Assessment submissions: Assessments should be submitted on the due date as a Word file and uploaded onto Moodle.

Time of Submission: Assessments should be uploaded onto Moodle by 11:55 pm on the due date. Assessments submitted after this time will be marked as late. Students should also note that uploading of the file may take a few minutes and they should make an allowance for this.

### **POLICY FOR LATE SUBMISSIONS**

Due dates for assignments are clearly specified. Unless students have special permission from the Registrar, the following penalties for late presentation of assignment work will apply:

- 10% deduction for up to 2 days late (with a subsequent mark of no less than 50% if the original mark was 50% or more).
- 20% deduction for up to 4 days late (with a subsequent mark of no less than 50% if the original mark was 50% or more).
- Maximum 50% for assignment received up to 6 days late.
- 1 week late no marks will be granted for the assessment. However, a Terminating Pass may be granted for the subject.
- After 1 week the assessment will not be marked and the subject will be graded on the total marks received for the rest of the assessments in that subject. (In this final case, the student may end up receiving a fail grade for the subject and will have to re-enrol in the subject).

Students will be notified of lateness penalties on their assignment cover sheet and have up to a week after they receive the marked assessment back to appeal with the Registrar. Requests for extensions must be made before assignment due dates, using the relevant forms and including the requisite signatures.

### **RESUBMISSION**

If a student is failing the subject due to a failed assessment, the Registrar will send a re-submission notice for the failed assessment to be re-submitted within 10 days from the date the re-submission notice has been issued. If the assessment is not received within 10 days the student's grade will be finalised based on the marks originally received.

### **ASSESSMENT EXTENSIONS**

Students may apply for extensions on genuine compassionate grounds and extenuating circumstances. Generally, taking too many subjects at a time, poor time management, excessive workload, computer failure and church or ministry commitments are not acceptable reasons. To apply for an extension, a student should complete a Request for

Extension Form found on the website, and lodge this with the Lecturer prior to the due date of the assessment. If the reasons for the request are within the college policy, an extension will be granted. The Lecturer will sign the form, make sure that the revised due date is entered on the form, and return a pdf copy to the student.

If an extension is granted, the student should write the relevant details on the coversheet and send the approved extension form along with the assessment. Assessment extensions will be filed in the student file to provide a ready record of whether a particular student is prone to gaining extensions.

No normal extensions will be granted that extend beyond two weeks after the end of the last week of teaching for the subject concerned. Therefore, the maximum time limit is the Monday of the week after exam week.

In addition, in an examinable subject, students are expected to have completed all assessment work before sitting the examination.

### **SPECIAL ASSESSMENT EXTENSIONS**

If a student is unable to complete assignment work by the extension deadline, or if a student has failed or will fail a subject because of incomplete assignment work, they can apply for a Special Assignment Extension which will only be considered where there are extenuating circumstances. To apply for a special extension, a student should complete a Request for Special Assignment Extension Form available from the website or on the display board outside the office, and lodge this with the Registrar prior to the extended due date of the assignment. Such extensions need to be tabled and approved by the relevant Faculty Head of the enrolled course. If approval is given, it is to be within a strict time frame - generally no later than the end of the mid-trimester break following the trimester of enrolment in the subject. In such situation the student will have to submit the assignment on or before the extended due date and late submission will result in no marks for the assignment.

Applications for special extensions must be accompanied by a certificate or opinion, provided by a competent person, including doctors, counsellors, pastors, etc., which substantiates the claim that one of the following special circumstances, such as the following, exist or existed:

1. Medical circumstances; or
2. Family circumstances; or
3. Personal circumstances; or
4. Employment related circumstances; or
5. Course related circumstances; or
6. Hardship.

Where insufficient work has been submitted for a student to pass a subject, an appropriate extension has not been granted, or a student fails to submit by the reviewed extension date, the student will be given a final grade based on the work received and may end up receiving a fail mark for the subject. To pass such a subject, a student must re-enrol in the subject which involves paying full fees. They can apply for RPL in the normal process for work that was previously completed.

Where a student fails an assignment and is given an opportunity to re-submit, an extension, provided by the Registrar, which extends more than two weeks after the end of the trimester, needs to be tabled and approved by the relevant Faculty Head.

### **Assessment**

#### **ASSESSMENT METHODS**

Assessment of achievement is undertaken for each subject in each course. Assessment is

based on the extent to which a student has achieved the particular learning outcomes/objectives of the subject concerned. These learning outcomes/objectives are stated in the Subject Information Booklet that is provided for students at the start of each trimester. Generally, a grade is assigned that indicates the student's assessed level of achievement; however, a non-graded assessment may be used in occasional cases.

The most common assessment methods are:

- Written assignments - essays, reports, exegetical exercises, seminar papers
- Oral presentations and contributions to tutorials/seminars
- Class reviews and online forums
- Practical exercises in classroom and field situations
- Progress and key information tests
- Examinations
- Research studies/projects

Details of the assessment methods are provided in the subject information booklet for each subject. Associated rubrics for assessment types are provided to students where relevant.

## ASSESSMENT WORKLOAD

### Demand Hours

Demand hours is the time a student is notionally committed to the subject. In the case of a full-time ACCS student they are committed to 4 subjects over 12 weeks each teaching period. The notional hours allocated for each AQF level is as follows:

AQF (Subject Level)	Hours per Week	Hours per Subject per Week	Hours per Subject per Teaching Period (12) weeks)
5 (5000)	36	9	117
7 (7000)	36	9	117
8 (8000)	40	10	130
9 (9000)	40	10	130

Normally this would equate to around 30 hours (12 x 2.5 hours) allocated to face to face or online teaching time, another 48 hours (4 hours per week) allocated to class preparation, review and non-assessable tasks, with the remainder being allocated to assessment tasks.

### Assessment Type Demand Hours Examples

Assessment Type	5000 level	7000 level	8-9000 level
Essay Writing or similar	12hrs/1000 words	10hrs/1000 words	8hrs/1000 words
Reviews and Forums	12hrs/2000 words	10hrs/1000 words	8hrs/1000 words
Presentations	12hrs/15mins presentation	10hrs/15mins presentation	8hrs/15mins presentation
Examination or Test	18 hrs/1.5 hrs Examination/Test	18 hrs/2 hrs Examination/Test	15 hrs/2 hrs Examination/Test
Assessment Demand Hours	39	46	52

### Word Length Demand

The word length workload (or equivalent) for each subject should be as follows:

AQF (Subject Level)	Word Length
5 (5000)	3000-4000
7 (7000)	4000-5000

8 (8000)	5000-6000
9 (9000)	6000

### ASSESSMENT TIMING AND WEIGHTINGS

1. A subject will normally have 3-4 assessment items.
2. The Subject Information Booklet must state the due date/time for each assessment.
3. The Subject Information Booklet must state the weighting for each assessment.
4. If possible, the first assessment feedback will be provided before census date.

### ASSESSMENT REFERENCES

1. Unless otherwise indicated all research-based assessment items should normally give evidence of consulting the following minimum number of references:

AQF (Subject Level)	References
5 (5000)	5 references
7 (7000)	7 (including 1 Journal article)
8 (8000)	10 (including 2 Journal articles)
9 (9000)	12 (including 3 journal articles)

2. All other assessment items must include details of the reference requirements for the assessment task.
3. All referencing is to be done as outlined in the ACCS Style Guide unless otherwise directed by the lecturer.

### ASSESSMENT ITEM GRADING

Student performance for each assessment item is normally graded according to the following percentage scale:

Description	Percent Range
High Distinction (HD)	85 to 100
Distinction (D)	75 to 84
Credit (C)	65 to 74
Pass (P)	50 to 64
Fail (F)	0 to 49

In addition to this, students may be advised as follows:

Result Withheld [RW]: The assessment has not been finalised for either academic or administrative reasons.

### SUBJECT GRADE

Student performance for subject is normally graded according to the following percentage scale:

Description	Percent Range
High Distinction (HD)	85 to 100
Distinction (D)	75 to 84
Credit (C)	65 to 74
Pass (P)	50 to 64
Fail (F)	0 to 49

Note: Australian College of Christian Studies (ACCS) may also use the categories: Terminal Pass (TP) Incomplete (I); Non-Graded Pass (NGP); Recognition of Prior Learning (RPL); Credit Transfer (CT); Withdrawn Not fail (WN); Withdrawn Fail (WF); Enrolment Expired (EE)

and Exemption (Ex).

## DESCRIPTION OF GRADES

### High Distinction (HD):

A 'HIGH DISTINCTION' grade will be attributed to work that demonstrates that the student

- has addressed all of the core elements of the assigned topic,
- has integrated exceptional material from broader areas related to the topic,
- has demonstrated masterful comprehension, knowledge, and abilities needed for meeting topic outcomes and
- has completed assessment exercises at an outstanding level.

The work should demonstrate a superior level of proficiency

- in the use of sources and in referencing,
- in the application of concepts, theories and observations of the topic under study, and
- in the understanding and discussion of topic-related issues, methodologies and tools.

The work should display original thinking in the treatment of the topic and might be considered for peer-reviewed publication in the discipline.

### Distinction (D):

A 'DISTINCTION' grade will be attributed to work that demonstrates that the student

- has addressed all of the core elements of the assigned topic,
- has integrated considerable material from broader areas related to the topic,
- has demonstrated excellent comprehension/knowledge/abilities needed for meeting topic outcomes and
- has proficiently completed assessment exercises.

The work should demonstrate an advanced level of proficiency

- in the use of sources and in referencing,
- in the application of concepts, theories and observations of the topic under study, and
- in the understanding and discussion of topic-related issues, methodologies and tools.

The work should display confidence and some distinctive thinking in the treatment of the topic.

### Credit (C):

A 'CREDIT' grade will be attributed to work that demonstrates that the student

- has addressed all of the core elements of the assigned topic,
- has integrated some material from broader areas related to the topic,
- has demonstrated good comprehension/knowledge/abilities needed for meeting topic outcomes and
- has competently completed assessment exercises.

The work should demonstrate an acceptable level of proficiency

- in the use of sources and in referencing,
- in the application of concepts, theories and observations of the topic under study,
- in the understanding and discussion of topic-related issues, methodologies and tools.

### Pass (P)

A 'PASS' grade will be attributed to work that demonstrates that the student

- has addressed most of the core elements of the assigned topic,
- has demonstrated sufficient comprehension/knowledge/abilities needed for meeting topic outcomes, and
- has satisfactorily completed essential assessment exercises.

The work should demonstrate at least minimal proficiency

- in the use of sources and in referencing and
- in the application of concepts, theories and observations of the topic under study
- in the understanding and discussion of topic-related issues, methodologies and tools.

### Satisfactory (S)

A 'SATISFACTORY' grade will be attributed to work that is assessed only on a pass or fail basis for which a satisfactory level of performance and participation has been achieved. This grade may be given for field trips, practicums, journals and similar subjects where competency is required rather than academic achievement. The grade will indicate that (1) the student has achieved an adequate mastery of the topic content; and (2) the student has satisfactorily completed all core elements that form prerequisites, conditions of passing, or standards for continuing with a program of study. An assessment of a pass/fail category would not normally be assigned a percentage score.

### Fail (F):

A 'FAIL' grade will be attributed to work that demonstrates that the student

- has not minimally addressed the essential elements of the assigned topic,
- has not demonstrated sufficient comprehension/knowledge/abilities needed for meeting topic outcomes
- has not satisfactorily completed essential assessment exercises.
- has not demonstrated a minimal proficiency in the
  - use of sources and in referencing
  - application of concepts, theories and observations of the topic under study or
  - understanding and discussion of topic-related issues, methodologies and tools.

This grade may also be attributed to work that shows evidence of significant errors, plagiarism or clear disregard for the core requirements of the assignment.

In addition to this, students may be advised as follows:

Result Withheld [RW]: The assessment has not been finalised for either academic or administrative reasons.

Note: Australian College of Christian Studies may also use the categories: Terminal Pass (TP) Incomplete (I); Non-Graded Pass (NGP); Recognition of Prior Learning (RPL); Credit Transfer (CT); Withdrawn Not fail (WN); Withdrawn Fail (WF); Enrolment Expired (EE) and Exemption (Ex).

### Course Assurance

Under the provisions of the Higher Education Support Act 2003 (HESA) and the associated Higher Education Standards Framework 2015 the Australian College of Christian Studies Limited, hereafter called ACCS, (the First Provider) is required to provide a course assurance arrangement for Australian citizens or holders of an Australian permanent humanitarian visa who are enrolled in higher education courses it offers, with a second provider. This requirement is to protect students in the event that ACCS ceases to provide a course of study in which a student is enrolled. The meaning of 'ceasing to provide a course of study' is set out in the HEP Guidelines found at <http://www.comlaw.gov.au/Details/F2008C00061>

### Course Assurance

ACCS has a Course Assurance Agreement with a number of private higher education institutions, should ACCS be unable to offer a course of study or if the College ceases to exist. ACCS will send students enrolled in the course of study a Course Assurance Offer

advising the student of the options available under the assurance requirements.  
Replacement courses meet the following requirements:

- the course leads to the same or comparable qualification as the original course;
- the mode of delivery of the replacement course be the same as or, with the student's consent, similar to the mode of delivery for the original course;
- the location where the replacement course is primarily delivered will be reasonable, and
- the student will not incur additional fees that are unreasonable and will be able to attend the replacement course without unreasonable impacts on the student's prior commitments.

A student who accepts the replacement course offered will not be required to pay the second provider for the replacement components of the replacement course. It should be noted that the fees for the remainder of the replacement course may be different to the proposed fees in the original course.

Each affected student will have a nominated period in which to accept the replacement course offer and, for international students studying on a student visa, this may affect their student visa.

The following alternative course/s of study will be offered in the event that ACCS is unable to deliver its higher education courses:

<b>ACCS Courses</b>	<b>Sydney College of Divinity Alternative Course</b>	<b>Tabor College Alternative Course</b>
Bachelor of Counselling		Bachelor of Applied Science (Counselling)
Bachelor of Ministry	Bachelor of Ministry	Bachelor of Ministry
Bachelor of Theology	Bachelor of Theology	Bachelor of Theology
Associate Degree of Ministry	Associate Degree of Christian Thought and Practice	
Diploma of Theology	Diploma of Theology	Diploma of Theology
Master of Leadership Practice	Master of Arts (Leadership)	
Master Arts (Theology)	Master Arts (Theology)	Master Arts
Master of Divinity	Master of Divinity	
Master of Theology	Master of Theology	

Enquiries in relation to this statement should be directed to: [registrar@ccs.edu.au](mailto:registrar@ccs.edu.au)

## **SECTION 8 Student Support Services**

### **Study skills/Academic English**

All students (unless exempt) are required to undertake the subject Critical Thinking and Writing Skills to assist them to be better prepared for academic study.

In combination with support in academic English, this particular subject equips students with essential skills for progression in their programs. The subject focuses on the fundamental

importance of critical and analytical acumen, academic conventions in writing, and research. It assists students in the development of:

- Critical thinking;
- Critical analysis;
- Nature of empirical inquiry;
- The ability to develop new insights and ideas through critical reflection; and
- Cultivation, evaluation, interpretation and presentation of ideas and information.

Additional tuition is provided one-to-one where necessary and the availability as resources permit.

### English Language Support Program

The College offers a free English Support Classes to all students and they are encouraged to attend when and where practical. See the Timetable for scheduling of classes.

### Student Information page

The Moodle Student Information page provides further academic assistance to students as well as documents that are essential for successful preparation and submission of assignments.

### ACCOMMODATION

The College does not provide accommodation services. If students are looking for accommodation closer to the College, you can speak to the Reception or Registrar for any such services being advertised at the time.

### CENTRELINK ALLOWANCES

Abstudy, and Youth Allowance are available for qualifying students studying in full time courses. Students are required to make personal application and enquiries directly to Centrelink regarding eligibility and other enquiries. Recipients are required to make satisfactory progress for payments for studies to continue.

### PASTORAL CARE AND COUNSELLING

The role of Pastoral Care is undertaken by Adrian Martinez and Dr Byung Kim (Korean) encompasses provision of assistance where personal issues impact on a student's academic progress. This includes the provision of financial counselling where appropriate.

### REFRESHMENT AREA

A student recreation/refreshment area is provided on the second floor. Tea and coffee making facilities are available. A microwave oven and a fridge are available for student use.

### STUDENT CONCESSIONS

The NSW State Rail Authority and private bus companies provide concession card for full time students. These are available from Administration.

## ACCS NEWS

The ACCS Facebook and Instagram pages, along with student emails, will keep you informed of news and important information.

## TELEPHONES & MESSAGES

The College does not provide a telephone for student use except for emergencies. If you need to use a phone speak to Reception.

Mobile phones must be turned off during lecture time unless prior arrangements are made with the lecturer concerned.

## STUDENTS WITH SPECIFIC DISADVANTAGES

Where necessary, the College faculty provides special additional support and direction to students of non-English-speaking cultural background, students who are from socially disadvantaged background, and students with poor literacy skills. Support Services are provided in the form of extra time for completing assessments, special tutoring or any specific support for physical disability as College resources permit. Please see the Registrar or Principal if you require any such support.

## PROVIDING INFORMATION

Students who have any disability, which may affect his/her studies, are asked to indicate this in the appropriate place on the College Application form.

In addition, if you have a disability, which you would like to be taken into account in any way in relation to your studies, it is your responsibility to discuss this with the Principal or the Registrar at the earliest possible opportunity. Generally, this is best done at your initial interview prior to your subject enrolments.

If you haven't discussed it at that time, you should make an appointment to do so before the second week of your studies. Normally, an official certificate must be supplied to provide evidence of the nature of a disability. For example, if you are seeking to have allowances made because of dyslexia, you will need to provide formal evidence.

Personal information about student disabilities will be kept confidential as far as possible; however, if a disability is to be taken into account in relation to assessments or learning exercises, the College will need to provide some advice to the lecturers concerned.

## LANGUAGE SUPPORT

All studies at the College are in English except the BSocSc (Korean). If students require language support, please speak to the Registrar so that such support can be provided.

## SPECIAL ACADEMIC PROVISIONS

The existence of a disability or special condition of disadvantage will not exempt students from being required to meet certain standards in their work. The College is obliged to require a certain standard of work in all accredited courses. All students must demonstrate the required knowledge, understanding and skill to pass in any subject. Students are expected to seek advice, help or assistance before rather than after submitting their work.

The sorts of allowances that may be made for students will include: additional time for assessments and examinations, alternative forms of assessment, e.g. oral examinations, etc.

## STUDENT SAFETY

The personal well-being and safety of on campus and on-line students is taken seriously by the College. The following actions will be rigorously applied:

Should any student consider that their personal well-being or safety is comprised while on campus the student is to immediately notify the Dean of Students or the College Principal. The student's confidentiality will be safeguarded if the report is of a private or personal nature. Appropriate action will be taken by the College to ensure the well-being and safety of the student.

Online students who consider their personal well-being or safety is compromised by inappropriate on-line communication by a member of the College staff or another student are to report their concern immediately to the Dean of Students or the Principal. The College will respond immediately to the report to ensure the preservation of privacy and online security for each ACCS student.

## SEXUAL ASSAULT AND SEXUAL HARASSMENT

ACCS considers any form of sexual harassment or abuse, whether physical or verbal, as totally unacceptable. Any student who feels they are a victim of such harassment or abuse by a fellow student or member of the college staff, has the right to immediately notify the Principal or another senior member of the college staff. **All staff members are available for you to contact should you wish to discuss or report a SASH incident. They will advise regarding the procedures which need to be followed and assist in the provision of student support with the advice of or referral to Adrian Martinez (Head of Counselling) or Dr Byung Kin for Korean speaking students.**

Should the student wish, they may, instead, report the incident to the College Counsellor. The student's confidentiality and privacy will be protected at all times. For the safety of others PLEASE report any incidents to college staff.

## MENTAL HEALTH

ACCS recognise the mental health of students as a vital aspect of a positive student experience. All members of the college community contribute to the learning environment and as such can enhance their own and others mental health and overall wellbeing. ACCS considers an inclusive collaborative approach with ready access to support from within and where necessary external to the college and their commitment to an inclusive, supportive environment and practices augments academic and overall success for all students.

The Registrar and Counselling staff will advise you regarding the procedures which need to be followed and assist in the provision of student support with the advice of or referral to Adrian Martinez (Head of Counselling) if necessary.

**Mental Health Hotline 1800 011 511**

## SUPPORT

The Faculty is here to support you. If you make your needs known to them, they will seek to do all they can to help you succeed in your studies.

All staff have been trained as a First Responder to Sexual Assault. Should you wish to talk to one of counsellors, please contact:

- Adrian Martinez [adrian.marinez@ccs.edu.au](mailto:adrian.marinez@ccs.edu.au)
- Winston Cole [registrar@ccs.edu.au](mailto:registrar@ccs.edu.au)
- Dr Byung Kim (Korean) [byung.kim@ccs.edu.au](mailto:byung.kim@ccs.edu.au)

In the case of an emergency please dial 000 for emergency services or Dr Xavier Lakshmanan (Principal) 0404307890.

## WORKPLACE HEALTH AND SAFETY

### Commitment

ACCS recognises the importance of health and safety and regards the health, safety and welfare of its employees, its students and visitors to be a priority. The College is committed to providing and maintaining a safe healthy environment for work and study for employees, lecturing staff and students, and to eliminating conditions that could result in personal injury or ill health.

The College recognises that successful and effective management of WHS risks depends not only on the College management but also on the commitment and cooperation of staff and students.

ACCS is committed to consulting with staff in a meaningful and effective manner on WHS issues, by enabling each member of staff to contribute to decisions that may affect their health, safety and welfare at work. Students will also have opportunity and be encouraged to have input into matters related to WHS at the College.

ACCS expects staff and students to comply with its Workplace Health and Safety policies, procedures and guidelines, and to conduct themselves in a safe manner, not placing themselves or others at risk. Members of staff are responsible for the health and safety of staff and students working under their direction.

The College has a first aid kit located in the staff kitchenette and trained staff to assist in an emergency situation.

Safe and well declaration

## EMERGENCY TELEPHONE NUMBERS

<b>Emergency</b>	<b>Phone Number</b>
Police	000
Ambulance	000
Fire	000
Energy Australia	131388
Water authority	132090
SES - State Emergency Service	132500
Poisons Information Centre	131126
Mental Health Hotline	1800 011 511
COLLEGE	02 8000 8705
Dr Xavier Lakshmanan	0404 307 890

For further information see the WHS Policy on the college website.

### WHO CAN HELP ME WITH?

<b>Academic Matters</b>	
Assessment Requirements	Lecturer
Attendance Requirements	Registrar
Course Leave (E.g. Deferring)	Registrar
Course Requirements	Faculty Head
Course Transfer	Registrar
Grievances	Registrar
Extensions/Late Assignments	Lecturer
Grievances about Assessment	Lecturer
Missing assignments	Lecturer
Missing results on Transcripts	Registrar
Recognition of Prior Learning/Advanced Standing	Registrar
Subject Choices	Faculty Head/Registrar
Textbooks	Lecturer
Timetabling of Subjects - Enquiries	Registrar
Transcripts & Statements of Attainment	Registrar
Variation of Enrolment	Registrar
Withdrawal from course	Registrar
Library Support & Grievances	Librarian
<b>Administrative Matters</b>	
Centrelink Assistance	Registrar
Change of name, address etc	Reception
FEE-HELP	Dean of Students
Fees	Dean of Students
Invoice Enquiries	Dean of Students
Student Cards	Reception
Financial Difficulties	Principal
Grievances – Non-academic	Principal
<b>Personal Matters</b>	
Pastoral Care (Men)	Paul Porta
Pastoral Care (Women)	Phoebe Kim
Counselling	Adrian Martinez
- Wellbeing and Safety	Byung Kim (Korean)
- SASH	
- Mental Health	

## SECTION 9 Financial Information

### CHANGING ENROLMENT

Once you have enrolled, your name will be registered on the class rolls and you will be enrolled for the teaching period for each subject. For this reason, it is most important that you advise the Registrar in writing of any changes to your course or subject (before they actually happen), e.g. withdrawals from subjects, enrolments in new subjects, etc. Refunds or credit of fees will not be given after the subject's census date.

For details of refund policies see Policy on Refunds and Re-Crediting of Fees available on the Moodle Student Information page. Any enquiries regarding fees can be directed to the Dean of Students.

## FEES

### TUITION FEES

A copy of the Fees Schedule is available on the website or from the College office. The schedule outlines tuition fees and other charges and payment options.

Tuition fees are charged on a trimester basis. Students are invoiced as per their subject selection.

### FEE-HELP

FEE-HELP is an Australian Government scheme to assist students with their tuition fees. It is available to Australian citizens (and some others) to pay tuition fees for an accredited course with an approved Higher Education Provider. There are specific requirements and procedures that must be followed relating to FEE-HELP, which apply to Higher Education students. A FEE-HELP Information Booklet is available from the College office, which explains FEE-HELP in detail. There is no FEE-HELP system available to the college's Vocational courses.

### OTHER FEES

Fees apply for various matters related to enrolments – refer to the Fees Schedule.

### OVERDUE FEES

Penalties apply for late payment of fees. A late payment penalty (10%) may be charged on overdue fees. If you are having trouble paying your fees on time speak to the Dean of Students. A student may be excluded from classes or not have work returned if fees remain unpaid.

As a general policy the College will not issue statements of attainment or official transcripts where a student has outstanding fees.

### REFUND POLICY

Penalties apply when changing enrolment after enrolment week. A refund is payable under certain conditions. Refer to Refund Policy on the College website.

### STUDENT DEFAULT NON-REFUNDABLE NON-TUITION FEE

Students are not eligible for refunds for the following non-tuition fees

- Application fees are non-refundable.
- Late payment fee
- Late enrolment fee
- Student ID replacement
- Postage
- Issuance of interim transcript
- Re-issue of transcript or testamur
- Late fee for the late return of items on loan from the library
- Graduation ceremony as a no show unless in extenuating circumstance
- Advanced standing assessments once a Confirmation of Enrolment (CoE) has

already been issued

## CODE OF PRACTICE

This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of the education and training services by ACCS. More detailed information about the policies and practices of the College is given in the appropriate sections of this Handbook, on the college website as well as the Moodle Student Information page. For the purposes of this Code “client” is a person or organisation who may enter into a contract with ACCS College for the delivery of education or training services. Policies and procedures are regularly updated. Please check the website for the latest policy updates.

## PROVISION OF EDUCATION AND TRAINING SERVICES

- ACCS has policies and management practices which maintain high professional standards in the delivery of higher education and vocational education and training services, and which safeguard the interests and welfare of clients.
- ACCS maintains a learning environment that is conducive to the success of participants.
- ACCS has the capacity to deliver and assess the qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of participants.
- ACCS monitors and assesses the performance and progress of its undergraduate students, in accordance with ACCS’ Monitoring Course Progress – International Students.
- ACCS monitors and assesses the performance and progress of its postgraduate students, in accordance with SCD’s Monitoring Course Progress of Overseas Students Policy.
- ACCS ensures that teaching staff are suitably qualified but are also sensitive to the cultural and learning needs of participants, and provides professional development for its staff, as required.
- ACCS ensures that assessments are conducted in a professional manner.
- ACCS is committed to access and equity principles in the delivery of its services.

## MARKETING OF EDUCATION AND TRAINING SERVICES

- ACCS markets and advertises its products and services in an ethical manner.
- ACCS gains written permission from a participant or client before using information about that individual or organisation in any marketing materials.
- ACCS accurately represents its recognised courses, training products and services to prospective clients.
- ACCS ensures that participants and clients are provided with full details of conditions in any contract arrangements with the College.
- No false or misleading comparisons are drawn with any other training/educational organisation or qualification.
- ACCS does not use advertising agents.

## FINANCIAL STANDARDS

- ACCS has measures to ensure that student will receive a refund of fees for services not provided, including services not provided as a result of the financial failure of the organisation.
- ACCS has a refund policy that is fair and equitable, and this policy is made available to clients prior to enrolment.
- ACCS ensures that the contractual and financial relationship between the student and the College is fully and properly documented, and that copies of the documentation are

made available to the student.

- Documentation includes: the rights and responsibilities of participants, costs of education services and issuance of qualifications, payment arrangements, refund conditions, and any other matters that place obligations on participants or clients.

### PROVISION OF INFORMATION

- ACCS supplies accurate, relevant and up to date information to prospective participants and clients.
- ACCS supplies this information to participants and clients prior to enrolment and regularly reviews all information provided to clients to ensure its accuracy and relevance.

### RECRUITMENT

- ACCS conducts recruitment of participants at all times in an ethical and responsible manner.
- Offers of course placements are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the educational/ training opportunity offered.
- ACCS ensures that the educational background of intending participants is assessed by suitably qualified staff and/or agents and provides for the training of such staff and agents, as appropriate.

### SUPPORT SERVICES

- ACCS provides adequate protection for the health, safety and welfare of participants and, without limiting the ordinary meaning of such expression; this includes adequate and appropriate support services in terms of academic and personal counselling.

### GRIEVANCE MECHANISM

- The College ensures that students have access to a fair and equitable process for dealing with grievances and provides an avenue for appeals against decisions, which affect students' progress. Every effort is made by the College to resolve grievances.
- For this purpose, ACCS has a grievance policy, according to which a member of staff is identified to students as the reference person for such matters. In addition, the grievance mechanism as a whole is made known to students at the time of enrolment.
- Where a grievance cannot be resolved internally, the College will advise students and clients of the appropriate body where they can seek further assistance.

### RECORD KEEPING

- ACCS keeps complete and accurate records of the attendance and progress of participants, as well as financial records that reflect all payments and charges and the balance due and provides copies of these records to participants on request.
- ACCS will retain records of all written agreements and payment receipts for at least two years after the overseas student is no longer enrolled, in accordance with the record-keeping requirements set out under section 21 of the ESOS Act and regulation 3.04 of the Education Services for Overseas Students Regulations 2001.
- ACCS is willing to report on a confidential basis, statistical information on its higher education courses, including student load and enrolments, fields of study, student competition rates and staff statistics.

## QUALITY CONTROL

- ACCS has documented processes and appropriate mechanisms in place to ensure higher education course outcomes are consistent with those of courses leading to equivalent qualifications in an Australian university.
- ACCS has mechanisms in place to improve services continuously, including processes to obtain feedback from participants and clients on their satisfaction with the services they have received.

INTERNATIONAL STUDENT INFORMATION (See International Student Handbook)