OVERSEAS STUDENT HANDBOOK

2015
NAZARENE THEOLOGICAL COLLEGE
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Bible, Theology and Ministry in the Wesleyan Tradition
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NAZARENE THEOLOGICAL COLLEGE

Nazarene Theological College is a Member Institution of the Sydney College of Divinity and teaches its awards. The Sydney College of Divinity (SCD) is recognised by the Commonwealth Government as a Higher Education Provider, offering accredited higher education courses in theology and ministry. The College was established in 1983. It is an ecumenical consortium of seven Member Institutions approved to teach the awards of the College on its behalf. These awards range from two-year diplomas, three-year undergraduate degrees and coursework masters degrees, to masters and doctoral research degrees. The Sydney College of Divinity is the legal entity that offers the courses and is responsible for all regulations relating to the courses of study that it owns. The Sydney College of Divinity welcomes students from overseas to study at its member colleges which are authorized to accept international student enrolments. The SCD is a registered Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) provider and the legal entity for all courses offered by member institutions. The CRICOS code for all the accredited awards is 02948J.

Nazarene Theological College offers the following registered courses for overseas students:

- Diploma of Theology (Registration number 063702D)
- Diploma of Christian Studies (Registration number 071257J)
- Associate Degree of Christian Thought and Practice (Registration number 071256K)
- Bachelor of Theology (Registration number 063703C)
- Bachelor of Ministry (Registration number 082719D)
- Bachelor of Theology (Honours) (Registration number 063704B)
- Bachelor of Ministry (Honours) (Registration number 082720M)
- Graduate Certificate in Arts (Registration number 082669J)
- Graduate Diploma of Arts (Registration number 063707K)
- Master of Arts (Registration number 063708J)
- Master of Divinity (Registration number 063710D)
- Master of Theology (Registration number 063709G)

NOTE: Nazarene Theological College does not use agents for recruitment or administration of Overseas Students.

Nazarene Theological College welcomes qualified students from other countries. We believe the presence of a variety of cultures enriches the life of the College and its students' education. Since the College's inception in 1953 we have equipped students from such overseas countries as Brazil, China, Colombia, Germany, Hong Kong, India, Indonesia, Korea, Netherlands, Papua New Guinea, Samoa, South Africa, Taiwan, United Kingdom and the United States of America.

Unlike in many Australian universities and other institutions, tuition and residential fees are identical for local and overseas students.

The College pays particular attention to the information supplied on your application form and the documentation of previously completed studies. The completed application form, the Administration Fee and fee and all the referees' reports MUST be received before the College will proceed with the application. Since this procedure takes
considerable time, you are advised to make sure your application arrives in the College at least six months before you intend to begin your studies.

In addition to the entrance requirements for the various courses of study provided by Nazarene Theological College, there are additional entrance requirements imposed on overseas students by both Nazarene Theological College and the Australian Department of Immigration and Citizenship.

**NTC Mission: making Christ-like disciples in the nations through quality, practical, holiness education.**
REQUIREMENTS OF NAZARENE THEOLOGICAL COLLEGE

ADMISSION REQUIREMENTS

Overseas students may only enrol in full time courses and may not complete such courses by more than 25% distance or online learning.

Diploma of Theology:
Satisfactory completion of Year 12 in the Australian school system, or its equivalent, with English Proficiency; or
Mature Age admission for those who have reached the age of 21, with English Proficiency, or
Special Entry admission, with English Proficiency
In addition, Overseas students must be at least 18 years of age, must have an IELTS (or equivalent) of 6.0 or greater and with no score less than 5.5 in each band of the test OR have been awarded a Certificate of Completion for the Advanced Level English for Theology from Australian Onsung International College.

Bachelor of Ministry:
- Satisfactory completion of Year 12 in the Australian school system with an Australian Tertiary Admission Rank (ATAR) of 72.5 or above, or its equivalent (eg OP ≤ 13), with English Proficiency; or
- Mature Age admission for those who have reached the age of 21, with English Proficiency, or
- Special Entry admission, with English Proficiency
- In addition, Overseas students must be at least 18 years of age, must have an IELTS (or equivalent) of 6.5 or greater and with no score less than 6.0 in each band of the test.

Bachelor of Theology:
- Satisfactory completion of Year 12 in the Australian school system with an Australian Tertiary Admission Rank (ATAR) of 72.5 or above, or its equivalent (eg OP ≤ 13), with English Proficiency; or
- Mature Age admission for those who have reached the age of 21, with English Proficiency, or
- Special Entry admission, with English Proficiency
- In addition, Overseas students must be at least 18 years of age, must have an IELTS (or equivalent) of 6.5 or greater and with no score less than 6.0 in each band of the test.

Graduate Certificate in Arts:
- Satisfactory completion of a three-year bachelor award or equivalent in any discipline, with English Proficiency.
- In addition, Overseas students must be at least 18 years of age, must have an IELTS (or equivalent) of 7.0 or greater in all bands of the test.
Graduate Diploma of Arts:
- Satisfactory completion of a three-year bachelor award or equivalent in any discipline, with English Proficiency.
- In addition, Overseas students must be at least 18 years of age, must have an IELTS (or equivalent) of 7.0 or greater in all bands of the test.

Master of Arts:
- Satisfactory completion of a three-year bachelor award or equivalent in any discipline, with English Proficiency; or
- Satisfactory completion of a Vocational Graduate Certificate (provisional admission) or Vocational Graduate Diploma, with English Proficiency; or
- Professional entry admission with English proficiency
- In addition, Overseas students must be at least 18 years of age, must have an IELTS (or equivalent) of 7.0 or greater in all bands of the test.

Master of Divinity:
- Satisfactory completion of a three-year bachelor award or equivalent in any discipline, with English Proficiency.
- In addition, Overseas students must be at least 18 years of age, must have an IELTS (or equivalent) of 7.0 or greater in all bands of the test.

Master of Theology:
- Satisfactory completion of a Bachelor of Theology or equivalent, with English Proficiency.
- In addition, Overseas students must be at least 18 years of age, must have an IELTS (or equivalent) of 7.0 or greater in all bands of the test.

ENGLISH LANGUAGE PROFICIENCY

All classes taught at Nazarene Theological College are taught in the English language. Visa requirements list the minimum levels of English language proficiency acceptable to allow effective participation in the classroom, as well as social functioning and integration on our campus and in the Australian community. Consequently, applicants whose primary language is not English are required to demonstrate their ability to function well in English at the post-secondary level. The following English Language proficiency policies apply for those seeking admission to any of the courses offered by Nazarene Theological College:

- For direct entry into our undergraduate programs applicants require an overall IELTS (or equivalent) band score of 6.5 for Undergraduate Programmes (and must have achieved an individual band score of at least between 6 for all bands) All Postgraduate programmes require an IELTS (or equivalent) of 7 or greater in all bands of the test. For more information: [http://www.ielts.org/](http://www.ielts.org/) and specific information regarding score requirements see [http://www.scd.edu.au](http://www.scd.edu.au) or NTC Undergraduate Courses guide and NTC Graduate Courses guide.
- Test scores must be current. Consequently any test score must be no more than three months old. Notwithstanding this policy, NTC may require a more recent test if it in its opinion such a course of action is warranted. Scores provided must be original documentation or certified copy for them to be valid.
- Students are not required to provide an English Language result if their first language is English, or if they have successfully completed two years of tertiary studies where English is the language of instruction. Applicants that have successfully completed senior high school where English was the medium of instruction, may also be exempted upon application to the Admissions Committee of Nazarene Theological College.
METHODS OF ASSESSMENT

Assessment of student performance in any unit is continuous or progressive and is determined at the end of the semester in which the unit is completed. The grade for that unit is based on the total marks gained. A grade is final when it has been approved by the Academic Board of the Sydney College of Divinity.

Within the Sydney College of Divinity, the development of assessment packages is based on an understanding of demand hours derived from the following principles:

1. The educational model used is that of adult learning. Each class is a community of adult learners, lecturer and students together. The desired end is not simply to impart information to students but for them to develop into self-directed, self-motivated learners. Their own experience and learning is an essential ingredient in the learning process.

2. Students only have a limited amount of time that can be expended on a course unit. No course unit is entitled to more student time than any other unit for equivalent credit. (Clearly there is some latitude for units with a large praxis component.) Overall student loads per semester can make demands on only a set amount of time in a student’s week.

3. Each course unit involves a range of educational tasks: lectures, reading, note taking, tutorials, presentations, essays etc. Assessment tasks make up only a percentage of learning tasks, and can therefore demand only a corresponding percentage of the time allocated to that unit.

The Registrar ensures that a representative sample of the college grading is submitted each year to an external examiner for benchmarking with other tertiary institutions.

Assessment Moderation
All coursework and final examinations comply with SCD policies and are reviewed by the Academic Dean, who consults with other lecturers with expertise in the subject matter, to ensure that the assessment is fair, uniform and of a standard comparable to that which pertains in other recognised institutions of higher education in Australia. All coursework will normally be returned to the student. Course final examination scripts may not returned to the student.

Recording of Assessment
No raw scores will be recorded on any student assignments or exams. In all cases only the letter grade (H, D, C, P, N etc) awarded by the lecturer or examiner may be recorded. Where a student has failed a unit marginally (48%) the student may, at the Colleges discretion, be given the opportunity for a supplementary assessment.

The grade for that unit is based on the total marks gained. A grade is final when it has been approved by the Academic Board of the Sydney College of Divinity.

UNSATISFACTORY ACADEMIC PERFORMANCE

A student undertaking a program of study must maintain a satisfactory level of academic performance; failure to do so will result in that student being placed on academic probation and may result in their exclusion from the college for a period of time. The Academic Dean will examine the previous semester’s academic results for each overseas student and determine if the student is maintaining satisfactory course progress. A student may only attempt any one unit twice.
When a student is deemed to be at risk of not achieving satisfactory course progress, the Academic Dean will activate an intervention strategy to counsel the student and assist the student to meet satisfactory course progress such as:

- receiving individual case management
- attending study skills workshops
- receiving assistance with personal issues which are influencing progress
- attending supervised study groups
- receiving tutorial support assistance

CANCELLING THE STUDENT’S ENROLMENT
Cancellation or suspension of a student's enrolment may be initiated by the student or the college. The College may suspend or cancel a student's enrolment due to academic misconduct, which includes, but is not limited to: plagiarism, cheating, fraud, improper behaviour, misrepresentation, and unethical behaviour.

Where a suspension or cancellation of a student’s visa is not initiated by the student, the College will notify the student that he or she has 20 working days in which to access the complaints and appeals process, and may continue in the course until any appeals are finalised.

Where the cancellation is initiated by the student, the student will be informed that cancelling his or her enrolment may affect his or her student visa and DIAC will be notified via PRISMS within 14 days of the student-initiated cancellation / deferment / suspension.

The College will inform DIAC when a student's enrolment is deferred, temporarily suspended or cancelled.

TEACHING METHOD(S)
The teaching method(s) used at NTC are face-to-face lectures in well-equipped classrooms located on the campus. Overseas Students may only enrol in full-time courses and cannot complete such courses by more than 25% distance or on-line learning. (Access to a limited number of distance and on-line units is available within the SCD member institutions. This information will be provided at student orientation.)

MONITORING COURSE PROGRESS
The College will monitor the progress of all overseas students at the end of every semester to ensure they are completing their course within the duration specified in their CoE.

Academic performance will also be monitored at the end of every semester to ensure all overseas students are maintaining satisfactory academic course progress. When students are at risk of not meeting the course progress requirements, an intervention strategy will be implemented that focuses on interviewing and counselling students and assisting them to achieve satisfactory progress.

The Sydney College of Divinity and its Member Institutions will only enable students to extend the expected duration of study for their course through the issuing of a new CoE in limited circumstances.

Any breaches of student visa conditions will be reported to DIAC after the student has been informed and given access to appeals procedures.

CLASS ATTENDANCE AND APPROVED ABSENCES
Students are required to attend class sessions to receive credit for those courses in which they enrol. They are expected to be present from the beginning of each class session. Any absences (for a whole class session or a part thereof) should be explained to the lecturer as a matter of courtesy. Attendance records are kept by the lecturer, and this includes recording lateness
(more than ten minutes) for a class session. Overseas students must satisfy appropriate Australian government attendance requirements.

All absences for a class session must be reported as soon as possible on the Absence Approval Form, which is obtained from the office. When a student knows in advance that they are going to be absent from college during any class session, it should be cleared beforehand with the Registrar and the lecturer concerned by completing an Absence Approval Form. Only medical reasons or an extreme need are judged to be sufficient cause for an approved absence being granted.

Approved absences without further make-up work being required may be permitted up to 10% of the class contact hours per course at the lecturer’s discretion. Any approved absences beyond this amount will require extra work to be completed—normally 25 pages of reading or its equivalent (at the lecturer’s discretion) in the course area for every hour (including the initial 10%) of approved absence. Failure to complete the extra work will result in the student failing the course.

CHAPEL ATTENDANCE AND PARTICIPATION
The main acts of collective worship within the college are the Tuesday chapel services at 11am.

- Students are expected to attend when they have a class or other college activity that requires them to be on campus during the mornings that chapel is scheduled.
- Students attending intensives courses are expected to be in chapel each week of the course.

TUTORIAL GROUPS
The college provides tutorial groups during the regular semesters and their primary purpose is to help students with a broad range of academic issues—including study skills. Attendance at the tutorial sessions is a required part of the teaching program and additional tutorial sessions may be offered to those students at risk of failing a unit.

ORIENTATION
All students are required to attend Student Orientation which is generally held on the day before classes commence. Orientation will cover registration processes and academic requirements, use of the library and college computers, and the payment of College accounts. Information on Spiritual formation including chapel, care groups and the role of the Dean of Students will be provided. Students will also be familiarised with the campus living policies, student council and main personnel of the college. A separate Overseas Student session will provide information on the local area.

RECOGNITION OF PRIOR LEARNING (RPL)
Students wishing to apply for Recognition of Prior learning should access the information provided on the Sydney College of Divinity Website regarding this matter: http://scd.edu.au/wp-content/uploads/2012/08/RecognitionOfPriorLearningPolicy.pdf
STUDENT GRIEVANCE POLICY AND PROCEDURES

BEFORE AN ISSUE BECOMES A FORMAL GRIEVANCE
We encourage students, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. At NTC the Dean of Students (Student Administrator) and the Student Advocate are available to assist students at this level.

WHAT IS A GRIEVANCE?
A grievance is a statement of concern reported to a person in authority at Nazarene Theological College or that requires action or response from the Nazarene Theological College. A grievance can be about any kind of situation or process affecting the student, academic and non-academic, and can be against a person or people at Nazarene Theological College.

A grievance is not part of the regular student feedback the Nazarene Theological College encourages in its continuing commitment to quality improvement, but rather a formal complaint requesting action or response. Generally the Nazarene Theological College will not act on anonymous complaints. However, staff must refer all complaints, anonymous or otherwise, about abuse of children or young people to the Dean of Students.

Principles in Grievance Handling

Staff handling grievances should do everything in their power to ensure the following principles are upheld:

a) Confidentiality – All parties have an obligation to maintain confidentiality of both process and records. Generally fairness requires that the respondent knows who has lodged the grievance.

b) Impartiality/Procedural Fairness – Grievance handlers must implement the policies and procedures of the Nazarene Theological College, and employ principles of openness, honesty and fair dealing throughout their communications, investigations, reporting and record keeping.

Both the student complainant and the respondent (person against whom the grievance is made) must receive appropriate information, support and assistance in resolving the grievance.

c) Freedom from Unfair Repercussions or Victimisation – Fear of victimisation prevents many students from lodging a grievance. The Nazarene Theological College will take all necessary steps to ensure that victimisation does not occur. Any staff member who victimises a student may be subject to disciplinary action.

d) Sensitivity – All grievances must be dealt sensitively, and with care for all involved.

e) Timeliness – Grievances must be dealt with quickly, since undue delay in responding to a grievance may provide ground for further complaint. The aim must be to achieve resolution of a complaint within four weeks of the complaint being lodged. It is important that the complainant and the respondent are kept informed about the progress of the complaint at regular intervals, and advised if resolution of the matter is likely to extend beyond four weeks.
THE PROCESS FOR STUDENTS
Under normal circumstances, it would be expected that a student or person enrolling at Nazarene Theological College would lodge their grievance within Nazarene Theological College.

LODGEMENT OF GRIEVANCE AT NAZARENE THEOLOGICAL COLLEGE

Stage 1 – Staff member

Students may approach any member of staff of Nazarene Theological College with a grievance who will endeavour to help resolve the issue.

Stage 2 - Grievance Administrator

If the issue cannot be resolved by the staff member, the Grievance Administrator (Dean of Students) will be approached. The Administrator will advise the student regarding the grievance procedure:
1. The process with which Nazarene Theological College handles a grievance
2. the student’s right to be accompanied and assisted by a friend throughout the process;
3. complete the Grievance Response Form with the student (shared drive/current year/policies/grievances);
4. the expected time frame for resolution, normally no more than four weeks.
5. Acknowledge the receipt of the grievance within seven days;
6. Will refer the student to the Grievance Advocate (appointed by the Principal).
7. monitor the process to ensure a mutually acceptable resolution is reached without undue delay and facilitate resolution in a timely manner, which would normally be no more than four weeks
8. give the student comprehensive written advice about the outcome;
9. file records in the Registrar’s Office for confidential storage for at least five years.
10. parties to the complaint will be allowed supervised access to these records.

Stage 3 - Grievance Advocate

The Grievance Advocate (appointed by the Principal) will be asked to meet with the student and help resolve the complaint within a reasonable time, normally within four weeks of receiving the complaint.

If the Advocate requires additional support and advice, he/she can enlist the help and advice of the Academic Dean (or another member of staff depending who the complaint is against).
Stage 4 – The Principal

If a grievance remains unresolved by the process outlined above, the student or Advocate can request an interview with the Principal for resolution.

Stage 5 – External Resolution

Non-SCD Students
If not satisfied with the decision of the grievance outcome at Nazarene Theological College or the time taken to deal with the grievance, the complainant may request that the matter be referred to the Chair of the Nazarene Theological College Board for external resolution.

Sydney College of Divinity (SCD) Students
If not satisfied with the decision of the grievance outcome at Nazarene Theological College or the time taken to deal with the grievance, the complainant may request that the matter be referred to the Sydney College of Divinity for external resolution. The procedure is outlined on the SCD website.


SYDNEY COLLEGE OF DIVINITY STUDENT GRIEVANCE POLICY AND PROCEDURES

1. PURPOSE AND SCOPE
The Sydney College of Divinity (SCD) is committed to living out its vision and values in establishing and maintaining a harmonious and supportive environment conducive to study and personal development. SCD has a responsibility under legislation to ensure that students are not subjected to discrimination, harassment, vilification, victimization, or other forms of unfairness. SCD recognizes that students may sometimes feel they have experienced disadvantage or distress and will ensure that grievances are responded to promptly, in a consistent and transparent manner, with minimum stress and maximum protection for all concerned.

SCD’s Student Grievance Policy and Procedures provides a mechanism for addressing grievances arising out of any kind of situation or process affecting the student, whether academic or non-academic. It applies to all students currently or previously enrolled in SCD courses delivered by the SCD teaching bodies or Research Degrees Program, regardless of the location of the campus at which the grievance has arisen, the student’s place of residence, or the mode of study.

Definition: ‘Teaching body’ refers to any Member Institution (MI) and the SCD Korean School of Theology (KST).

This policy allows that some grievances may proceed from the level of the teaching body to that of SCD itself, if they have not been resolved within the teaching body, while other grievances may originate within SCD, including in the SCD Research Degrees Program (e.g. involving SCD governance or management, or any aspect of the Research Degrees Program). Students no longer enrolled in an SCD award and wishing to lodge a grievance retrospectively should direct their grievance to SCD itself.

Ultimate responsibility for oversight of the proper implementation of the Student Grievance Policy and Procedures is vested in the Council of SCD.
The SCD’s Student Grievance Policy and Procedures is communicated to all SCD students, and to both academic and support staff. It is placed:
- on the SCD website;
- in the SCD Handbook;
- on each MI website; and
- in each MI Handbook.

Staff training in the procedures takes place with the induction of new staff in each of the SCD teaching bodies by the Head of the teaching body and in the Office of the Dean by the Dean. Periodic revisions of the procedures are communicated to all staff by the Dean, and appropriate professional development in the area is arranged by the Head of the teaching body or the Dean, as relevant.

Definitions:
- ‘Head’ in this policy refers to the MI Principal or the Dean of Students (Korean Program), the latter delegated by the Dean.
- ‘Office of the Dean’ refers to the head office of SCD, its management hub, in which are based the Dean; the Directors of Coursework, Research, Student Administration, and Finance; and various support staff. Staff at Director level or above may be assigned to roles related to Student Grievances.

The Head advises the SCD Director of Student Administration at the beginning of each year who will undertake the roles of Grievance Handler and Student Advocacy Officer for the year in that teaching body (for definitions of these roles see below at 2.2).

The Director of Student Administration holds a central record of the annual appointments, for communication as needed, and also keeps a record of grievances brought to SCD itself and their outcomes for at least seven years.

These procedures do not replace any other responsibilities that may arise under other Higher Education Provider policies or under statute law.

Any allegation of abuse of vulnerable persons or other unlawful acts must be reported at once to the Dean, who takes the appropriate further action.

No part of the grievance process requires any payment on the part of the student. Note that some academic grievances require modifications to the general grievance process in that they involve decisions of the Academic Board and its committees. These are set out below at 3.6 and entail:
- 3.6.1 grievances regarding coursework assessment;
- 3.6.2 research student grievances regarding supervision, progress, candidature, and examination.

The Guidelines for Students Raising a Grievance document, appended to the policy itself, is a shorter text providing students with an introduction to the grievance process.

2. PERSONS AND RESPONSIBILITIES IN THE GRIEVANCE PROCESS
Any member of staff, whether employed by SCD or by an MI, may have a role in the formal grievance process, depending on the particular circumstances. The key persons and their responsibilities under this policy are as follows:
2.1.1 Heads of Teaching Bodies: MI Principals and the Dean of Studies (Korean Program)
The Heads appoint a Grievance Handler and Student Advocacy Officer from amongst their staff for grievances lodged with the teaching body and ensure that, for any student who does not find the appointed Grievance Handler or Student Advocacy Officer acceptable, an acceptable alternative is provided.

If a grievance is not resolved through discussion facilitated by the Grievance Handler, the Head will interview the student, make a decision, and communicate the decision to all parties involved in the process. If the student wishes to pursue the matter further, the Head directs the Grievance Handler to refer the student to the SCD Grievance Handler and ensures that a record of the grievance process is retained for at least seven years in the teaching body.

2.1.2 Dean
The Dean appoints a Grievance Handler and Student Advocacy Officer from amongst the SCD Directors based in the Office of the Dean for grievances lodged with SCD, including those concerning the Research Degrees Program, or referred to SCD by a teaching body and ensures that, for any student who does not find the appointed Student Advocacy Officer acceptable, an acceptable alternative is provided.

The Dean receives prompt notification of any allegation of abuse of vulnerable persons or other unlawful acts and takes the appropriate further action.

If a grievance is not resolved through discussion facilitated by the SCD Grievance Handler, the Dean appoints a Grievance Committee as set out under 3.4.2 and directs the Grievance Handler to communicate the outcome to the student. If the student wishes to pursue the matter further, the Dean either arranges for the External Grievance Officer to investigate and report on the matter (for domestic students) or refers the student to the Overseas Student Ombudsman (for overseas students).

The Dean is delegated by Council to bear overall responsibility for the grievance process and to report to Council the outcome of any grievance process involving the External Grievance Officer or the Overseas Student Ombudsman.

The Dean ensures that a record of the SCD grievance process is retained for at least seven years.

2.2.1 Grievance Handlers
The Grievance Handler is a staff member appointed by the Heads of the teaching bodies and by the Dean in respect of SCD, including its Research Degrees Program, to act as the initial go-to person for advice and information regarding the nature of the grievance process and the facilitator of the grievance process, as set out at 3.4.1 and 3.4.2, and is given appropriate training. If a grievance originates in a teaching body but is referred to SCD, the teaching body’s Grievance Handler will relinquish his/her role and the SCD Grievance Handler will take up the role.

The Grievance Handler acts with promptness, courtesy, and impartiality towards all parties to the grievance. The duties of the Grievance Handler include:
- facilitating exchanges between complainant and respondent, and recording the results;
- documenting the overall process including decisions made or actions taken; and
- making appropriate referrals.
For a teaching body the Grievance Handler may be, for example, the Registrar. For SCD itself, including its Research Degrees Program, the Grievance Handler is regularly the Director of Student Administration.

2.2.2 Student Advocacy Officers
The Student Advocacy Officer is a staff member appointed by the Heads of the teaching bodies and by the Dean in respect of SCD, including its Research Degrees Program, to provide personal assistance and support for the student throughout the grievance process, as set out below at 3.4.1 and 3.4.2, and is given appropriate training. This person’s service is provided free of charge to the student.

The Student Advocacy Officer ensures that the student has full information about the process and appropriate advice as needed throughout the process, accompanies the student to meetings if requested by the student, and communicates with the student promptly, respectfully, and sensitively. The Student Advocacy Officer refrains from discussing details with anyone but the student unless the student requests otherwise, and is tasked solely with supporting the student to achieve a just and proper outcome. In relevant circumstances, the Student Advocacy Officer refers the student to counselling or health services.

If a grievance originates in a teaching body but is referred to SCD, the teaching body’s Student Advocacy Officer will relinquish his/her role and the SCD Student Advocacy Officer will take up the role.

For a teaching body, the Student Advocacy Officer may be, for example, a lecturer with pastoral experience. For SCD itself, including its Research Degrees Program, the Student Advocacy Officer may be the Director of Coursework or the Director of Research, depending on the circumstances.

2.2.3 Other Staff within Each Teaching Body and the Office of the Dean
If any Grievance Handler (2.2.1) or Student Advocacy Officer (2.2.2) is unacceptable to a student wishing to lodge a grievance, another staff member is appointed to this role by the Head of the teaching body or the Dean, as relevant, in consultation with the student.

2.3.1 External Grievance Officer
The External Grievance Officer is a person of demonstrable authority and experience in Higher Education, who is not otherwise employed by SCD or any MI. This person is appointed by the Dean to investigate grievances of domestic SCD students if these are not resolved through the normal processes set out below and is approached by the Dean in such circumstances.

At present (2014) this person is Rev Dr Mark Harding, Dean of the Australian College of Theology.

2.3.2 Overseas Students Ombudsman
The Overseas Students Ombudsman is a person appointed by the Government to investigate complaints about problems that overseas students may have with private education and training in Australia: [http://www.oso.gov.au/](http://www.oso.gov.au/).
3. GRIEVANCE PROCEDURE

3.1 Before an Issue Becomes a Grievance
Students are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. Within the teaching bodies the Deans of Students and Student Counsellors are available to assist students at this level. In the Office of the Dean, the Director of Student Administration is available to offer general advice.

3.2 What is a Grievance?
A grievance is a written statement of concern, or complaint, presented to a person in authority within SCD or one of its teaching bodies that requires an action or a response from the institution concerned. A grievance may relate to any situation or process affecting the student, whether academic or non-academic, and may be against a person or persons within any teaching body or SCD itself.

The person designated ‘Grievance Handler’ is normally the first person to contact.

Definitions:
- the person bringing the grievance is referred to as ‘the complainant’;
- the person(s) against whom the grievance is made is referred to as ‘the respondent(s)’.

A grievance is not part of the regular student feedback on course units and teaching, but rather a complaint about a personal situation. SCD will not normally act on anonymous complaints. Staff must, however, refer to the Dean all complaints, anonymous or otherwise, about abuse of vulnerable persons or other unlawful acts, and together they will inform the police.

SCD requires that records of grievances lodged and resolved within the teaching body to the satisfaction of the student be retained within the teaching body concerned for at least seven years, in case the complainant or any staff member should subsequently have reason to refer to the previous matter. At the same time, however, SCD regards a grievance resolved without referral to SCD itself as a matter that has not reached the level of a formal grievance on which SCD may be required to report to a Government authority. A record of any grievance lodged with SCD itself will be treated as a formal grievance and records will be retained for at least seven years.

General Principles for Staff in the Grievance Process
Staff assisting at any point in the grievance process should do everything in their power to ensure that the following principles are upheld:

(a) **Confidentiality**: All parties have a basic obligation to maintain confidentiality. Generally fairness requires that the respondent knows who has lodged a grievance.

(b) **Procedural Fairness**: Both the student complainant and the respondent must receive appropriate information, support, and assistance in resolving the grievance.

(c) **Freedom from Unfair Repercussions or Victimization**: SCD will take all necessary steps to ensure that victimization does not occur. Any staff member who is shown to have victimized a student will be subject to appropriate disciplinary action.

(d) **Sensitivity**: All grievances must be dealt with sensitively, and with care for all involved.

(e) **Timeliness**: Grievances must be dealt with as quickly as possible: undue delay in responding to a grievance may provide grounds for further complaint. The aim is to achieve resolution of a complaint within four weeks of the complaint being lodged. Both complainant and respondent should be kept informed of the progress of the complaint and advised if resolution of the matter is likely to extend beyond four weeks, in writing if requested.
3.4 Process

Under normal circumstances, a coursework student enrolled at a particular teaching body may be expected to lodge the grievance with that teaching body. The student may, however, believe (rightly or wrongly) that the matter will not receive appropriate attention from the teaching body. Any student may choose to lodge the grievance directly with SCD itself.

If a student who lodges a grievance at a teaching body is not satisfied with the outcome and wishes to pursue the matter further, the teaching body’s Grievance Handler ensures that the student is referred to the SCD Grievance Handler and that all relevant information and documentary evidence is passed on to that person.

If the student remains unsatisfied following investigation by SCD itself and wishes to pursue the matter further, the Dean refers it to the External Grievance Officer (for domestic students) or refers the student to the Overseas Students Ombudsman (for overseas students).

At no point will either the complainant or the respondent be victimized or discriminated against. The student remains enrolled in his or her program whilst the grievance process is ongoing.

3.4.1 Lodgement of Grievance with the Teaching Body

The student should approach the designated Grievance Handler at the teaching body, but if that person is unacceptable the student may ask the Head of the teaching body to provide another staff member to carry out this function.

The Grievance Handler:
☐ obtains an informal initial account of the presenting problem from the student;
☐ makes sure the student has access to the SCD’s Student Grievance Policy and Procedures;
☐ makes sure both the complainant and the respondent are aware that they may be supported/accompanied by a friend or family member throughout the process;
☐ provides the student with the Student Grievance Notification Form to fill out and receives the completed form, which the student may complete either independently or after seeking advice from the Student Advocacy Officer (as below);
☐ directs the student to the designated Student Advocacy Officer or, if that person is unacceptable to the student concerned, directs the student to the Head of the teaching body, who will, in consultation with the student, provide an alternative Student Advocacy Officer from amongst the staff of the teaching body. If no member of staff within the teaching body is acceptable to the student, the grievance is referred to SCD itself through the SCD Grievance Handler.

The Student Advocacy Officer meets with the student as soon as possible and ensures that the student:
☐ fully understands the overall process and his or her rights;
☐ feels reasonably comfortable discussing the matter in confidence with the Student Advocacy Officer;
☐ understands that the Student Advocacy Officer is not able knowingly to support falsehood;
☐ is able to articulate the particular issue of concern clearly;
☐ has assembled relevant information and evidence.
If necessary, the Student Advocacy Officer provides:
- advice on how to complete the Student Grievance Notification Form;
- any additional records or institutional information;
- referral to counselling or health services.

The Student Advocacy Officer arranges for the student to have ready contact and advice as needed throughout the process and accompanies the student to meetings if requested by the student. The presence of the Student Advocacy Officer does not preclude the presence, in addition, of a friend or family member. The Student Advocacy Officer refrains from discussing details with anyone but the student, unless the student requests otherwise, and is tasked solely with supporting the student to achieve a just outcome.

The Grievance Handler:
- provides a copy of the completed Student Grievance Notification Form to the Head of the teaching body;
- facilitates discussion between the student and the respondent(s) with the aim of reaching an agreed outcome;
- completes the Grievance Response Form with the student and provides the student with a copy of the completed form;
- reports the outcome to the Head of the teaching body.

If the matter has been resolved to the student’s satisfaction, the Head provides the student with a letter noting the conclusion of the grievance process and the outcome and directs the Grievance Handler to store the Grievance Response Form with relevant records for at least seven years. These records remain confidential, except that any party to the grievance will be allowed supervised access upon request.

If the matter has not been resolved, the Head of the teaching body will interview the student, make a decision and communicate the decision to all parties involved in the process.

If the student wishes to pursue the grievance further, the Grievance Handler refers it to the SCD Grievance Handler to be addressed by SCD itself.

### 3.4.2 Lodgement of Grievance with the SCD

A grievance may belodged initially with the SCD without the steps set out at 3.4.1 above, in the case of research students or others who prefer to do so because of the nature of their grievance against the teaching body, or it may be referred to the SCD from a teaching body if it remains unresolved by the process set out at 3.4.1. In the latter case, after the SCD Grievance Officer receives the referral from the teaching body’s Grievance Handler, the SCD’s Grievance Handler and Student Advocacy Officer take over those roles from the teaching body. The process in SCD largely mirrors that in the teaching body.

The SCD Grievance Handler:
- obtains an informal initial account of the presenting problem from the student;
- makes sure the student has access to the SCD’s Student Grievance Policy and Procedures;
- makes sure both the complainant and the respondent are aware that they may be supported/accompanied by a friend or family member throughout the process;
- provides the student with the Student Grievance Notification Form to fill out and receives the completed form, which the student may complete either independently or after seeking advice from the Student Advocacy Officer (as below);
directs the student to the designated Student Advocacy Officer or, if that person is unacceptable to the student concerned, directs the student to the Dean, who will, in consultation with the student, provide an alternative Student Advocacy Officer from amongst the SCD Directors.

The Student Advocacy Officer meets with the student as soon as possible and ensures that the student:
- fully understands the overall process and his or her rights;
- feels reasonably comfortable discussing the matter in confidence with the Student Advocacy Officer;
- understands that the Student Advocacy Officer is not able knowingly to support falsehood;
- is able to articulate the particular issue of concern clearly;
- has assembled relevant information and evidence.

If necessary, the Student Advocacy Officer provides:
- advice on how to complete the Student Grievance Notification Form;
- any additional records or institutional information;
- referral to counselling or health services.

The Student Advocacy Officer arranges for the student to have ready contact and advice as needed throughout the process and accompanies the student to meetings if requested by the student. The presence of the Student Advocacy Officer does not preclude the presence, in addition, of a friend or family member. The Student Advocacy Officer refrains from discussing details with anyone but the student, unless the student requests otherwise, and is tasked solely with supporting the student to achieve a just outcome.

The Grievance Handler:
- provides a copy of the completed Student Grievance Notification Form to the Dean;
- facilitates discussion between the student and the respondent(s) with the aim of reaching an agreed outcome;
- reports the outcome to the Dean.

If the matter has not been resolved, the Dean:
- appoints a Grievance Committee of two or three persons with relevant experience, external to the part of SCD in which the grievance arose with no more than one employed in any part of SCD, to investigate and report on the matter as soon as possible but at least within four weeks;
- provides the Committee with relevant materials, including any further submission from the student;
- invites one person to chair and coordinate the report of the Committee;
- receives the report of the Committee;
- directs the Grievance Handler to communicate its contents to the student, including clear and comprehensive written advice about the outcome.

The Grievance Handler:
- provides clear and comprehensive written advice to the student about the outcome of the Committee’s report;
- completes the Grievance Response Form with the student and provides the student with a copy of the completed form;
- informs the Dean of the student’s response.
If, after either the facilitated discussion or the Grievance Committee process, the matter has been resolved to the student's satisfaction, the Dean provides the student with a letter noting the conclusion of the grievance process and the outcome and directs the SCD Grievance Handler to store the Grievance Response Form with relevant records in the Office of the Dean for at least seven years. These records remain confidential, except that (i) any party to the grievance will be allowed supervised access upon request, and (ii) SCD may be required to report the matter to a Government agency.

If the matter remains unresolved by the process outlined above and the student wishes to pursue it further, the Dean either arranges for the External Grievance Officer to investigate and report on the matter within four weeks (for domestic students) or refers the student to the Overseas Student Ombudsman (for overseas students). In the former case, the Dean reports the outcome of the External Grievance Officer's investigation to the student and to Council. In the latter case, the student receives a response from the Ombudsman. The Dean reports the process to Council, including the Ombudsman's response if that has been made known to the SCD. In either case, the Dean ensures that the Grievance Notification and Response Forms and other records are stored in the Office of the Dean for at least seven years, with the same conditions of confidentiality as above.

3.5 Possible Outcomes
Depending on the point at which the process is concluded, possible outcomes might be:
- the student, having received advice and support, addresses the matter directly with the respondent and an agreement is reached;
- a mutually acceptable resolution, such as modification of the issue, is reached through mediation at one or other level;
- the findings of the External Grievance Officer or the Overseas Students Ombudsman are implemented at the direction of the Dean;
- the student receives an apology and any fault on the part of the teaching body or SCD is addressed appropriately;
- the teaching body or SCD reviews its procedures with the aim of avoiding similar problems in the future while maintaining appropriate standards;
- the student gains a better understanding of the issue and accepts the position of the teaching body or SCD.

3.6 Special Cases within the Grievance Regulations
Some grievances require modifications to the general grievance process in that they involve decisions of the Academic Board and its committees. These are:
- grievances regarding coursework assessment;
- postgraduate research candidate grievances regarding supervision, progress, candidature, and examination.

3.6.1 Grievances Regarding Coursework Assessment
In the first instance a student may appeal to the lecturer concerned against the result given in any item of assessment when:
- the student believes that some error in grading has been made; or
- the student has concerns about the grade awarded.

This dialogue may proceed either informally or with the facilitation of the Grievance Handler and advice of the Student Advocacy Officer, using the Student Grievance Notification Form, as the student prefers. In the case of ongoing disagreement, the Head is notified and appoints a second examiner, either from the staff of the teaching body concerned or, by agreement, from other SCD faculty. The Head considers both the original and the second
result and reaches a decision, which is communicated to the student. If the student wishes to pursue the matter further, the student may lodge a formal grievance as set out at 3.4.1, if this has not already been initiated, and appeal formally to the board of studies of his or her teaching body through the Head, who forwards both the original and the second results for the board’s consideration. When the board has reached its decision and communicated it to the student, the Grievance Handler completes the Grievance Response Form with the student and forwards it to the Head. The board of studies of the teaching body may or may not include a member external to the teaching body.

A failed final grade in a course unit is the only ground on which an appeal can be made to the SCD Academic Board.

Where a student believes that the review procedures in the teaching body have not been properly followed with regard to an appeal against a failed final grade in a course unit, the student may appeal to the SCD Academic Board through the Head of the teaching body. The Head requests the intervention of the SCD Academic Board through the Dean and provides it with the completed Grievance Notification and Response Forms and other relevant documentation, including both the original and the second results. Documentation must include the student’s alleged evidence that proper review procedures have not been complied with by the teaching body.

The appeal must be submitted in writing to the Academic Board Chair within ten working days of receipt of the determinative outcome of the appeal to the teaching body. The student remains enrolled whilst the grievance process is ongoing. The decision of the Academic Board is final.

If the student does not accept the decision of Academic Board and wishes to pursue the matter further, the Dean will proceed as per the final paragraph in section 3.4.2.

3.6.2 Grievances Regarding Postgraduate Research Student Supervision, Progress, Candidature, and Examination

These grievances refer to:
- unsatisfactory supervision;
- disputes relating to satisfactory student progress;
- issues relating to candidature, including final extension; and
- the outcome of thesis examination.

3.6.2.1 Disputes Involving Supervision, Progress, or Final Extension

The student must make reasonable attempts to resolve the grievance through discussion with the supervisor(s) and the Director of Research, before entering into formal grievance procedures.

If the matter is resolved either informally or following the initial steps of the grievance process set out at 3.4.2, any changes to existing records must be considered and ratified by the Research Committee and, where relevant, reported by the Research Committee to Academic Board. If there is no resolution and the student wishes to pursue the matter further, the student may lodge a formal grievance as set out at 3.4.2, if this has not already been initiated, and request the Dean to move to establish a Grievance Committee. In this case the Grievance Committee will be summoned to meet and make a recommendation within ten working days. It has three members: the Chair of Academic Board (Chair), a member of the Research Committee, and the Dean. The recommendation is notified to the student, the Research Committee, and Academic Board, which may either accept the Grievance
Committee’s report or decide differently. The Dean notifies the student of the outcome. Whether the student accepts the decision of Academic Board or not, the SCD Grievance Handler completes the **Grievance Response Form** with the student and further actions are undertaken as set out at 3.4.2 above to address either situation.

The student remains enrolled whilst the grievance process is ongoing.

### 3.6.2.2 Disputes Involving the Outcome of Thesis Examination

The examination process for all four SCD research degrees is set out in the *Research Degrees Regulations* under item A.15 and repeated for the individual degrees at B.4.6, C.4.6, D.4.6, and E.4.6, respectively. In each case, if the Research Committee infers uncertainty from the examiners’ reports overall, there is provision for the appointment of an additional examiner or an oral or written examination to guide the Research Committee’s final recommendation and Academic Board’s decision regarding the final outcome.

If the student does not accept the determination of Academic Board and wishes to pursue it further, the student may lodge a grievance with the Dean using the SCD **Student Grievance Notification Form**. Assuming the role of Grievance Handler in this situation, the Dean refers the student to the Student Advocacy Officer for support and arranges for the matter to be referred to the External Grievance Officer or the Overseas Student Ombudsman and brought to a conclusion as set out at 3.4.2.

### GUIDELINES FOR STUDENTS LODGING A GRIEVANCE

If any student currently or previously enrolled in a Sydney College of Divinity (SCD) course feels that he or she has been subjected to discrimination, harassment, vilification, victimization, or other unfairness, the student may lodge a formal, written complaint about this in accordance with the SCD’s **Student Grievance Policy and Procedures**, available through the SCD website at scd.edu.au and also through the websites of all SCD teaching bodies within SCD.

A formal complaint is known as a ‘grievance’. The person making the complaint is the ‘complainant’ and the person(s) against whom the grievance is made is/are the ‘respondent(s)’.

A formal complaint may be about an academic or a non-academic matter related to a student’s personal experience. It is quite distinct from the regular student feedback on course units and teaching.

Some grievances may be lodged at a teaching body where the SCD coursework awards are delivered, while other grievances may be lodged with SCD itself as the responsible Higher Education Provider. Grievances lodged by research degree students are covered by the arrangements pertaining to the SCD level. It is possible for a grievance to be lodged initially with a teaching body and then be referred to SCD if it is not satisfactorily resolved within the teaching body.

SCD’s **Student Grievance Policy and Procedures** applies to all students currently or previously enrolled in SCD courses regardless of the location of the campus at which the grievance has arisen, the student’s place of residence, or the mode of study.

Ultimate responsibility for oversight of the proper implementation of the **Student Grievance Policy and Procedures** is vested in the SCD Council, which delegates oversight of the grievance process to the Dean. The process is carried out by designated persons (i) in each of the teaching bodies and/or (ii) in the Office of the Dean (for the SCD level). At both levels...
a person appointed as the Grievance Handler acts as the basic go-to person and facilitator of the process, and another person appointed as the Student Advocacy Officer is provided solely to assist the student in working through the process for a just outcome. The student has the right to an alternative Grievance Handler and/or Student Advocacy Officer if the person appointed is not acceptable for any reason. The student may, in addition, choose to be accompanied by a friend or family member throughout.

If a grievance is not resolved at the teaching body or SCD level, the matter is referred by SCD to an External Grievance Officer, for domestic students, and overseas students are referred directly to the Overseas Students Ombudsman.

The student is not asked to pay anything to anyone throughout the grievance process. A student wishing to lodge a grievance, or simply to enquire about the process, should normally approach the person designated as the Grievance Handler in the place concerned, but may approach the Principal, Dean of Studies (Korean Program), or SCD Dean, as relevant, or any other member of staff to seek initial help.
STUDENT GRIEVANCE NOTIFICATION FORM

CONFIDENTIAL: TO THE GRIEVANCE HANDLER
NAME OF STUDENT LODGING THE GRIEVANCE:
CONTACT PHONE AND EMAIL:

Please describe the problem/issue in your own words, with as much detail as possible (e.g: names, dates, times, and actual incidents).

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What would you like to see happen as a result of lodging this grievance?

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________________________________________________________________________

STUDENT’S SIGNATURE: ___________________________ DATE: _____/___/____
ADDITIONAL INFORMATION

For reasons of perceived victimisation or otherwise within Nazarene Theological College, the student may choose to lodge the grievance direct with the Sydney College of Divinity.

APPEALS — COURSEWORK STUDENTS

A student may appeal against the result given in any item of assessment when that student believes that some error in grading has been made or when there are concerns about the grade awarded.

In the first instance the student shall raise this matter with the lecturer concerned. After this informal dialogue, if the student still believes there are grounds to appeal, the student may formally appeal to the Academic Committee.

Where a student believes that the review procedures at NTC have not been followed with regard to an appeal against a failed final grade, the student may appeal to the Academic Board of the College;
1. this is the only ground on which an appeal can be made to the Academic Board;
2. the appeal must be submitted in writing to the Dean within ten working days of receipt of the determinative outcome of the appeal from the Teaching Body;
3. the student must provide the Dean with documented evidence that the regulations on Review and Appeals have not been complied with by the Teaching Body;
4. the Academic Board will deal with the appeal at its discretion;
5. the decision of the Academic Board will be final.

APPEALS - RESEARCH DEGREE CANDIDATES


SUPPORT FOR STUDENTS

From the moment of your first contact with NTC it is our desire that you will sense, and understand, the levels of support offered while they study with us. NTC, as a relatively small education provider, has the capacity to offer significant levels of personal support for any student. The office of the Dean of Students is the first point of contact for students who have identified individual learning issues, or are feeling some level of emotional struggle related to her, or his, studies. Any student may, and is encouraged to, request an interview with the Dean of Students to ascertain the extent of support that is available.

While you are a student your progress will be continually monitored, and evaluated, with consideration given to the extent of involvement in the various college activities, including chapel. Your grades will be reviewed by the Academic Dean, Registrar and faculty members. The Academic Committee will meet on a regular basis and students that appear to be struggling in their studies will be noted and consideration will be given to finding suitable means for supporting her, or his, educational desires. During your first year you may like to consider being a part of the Gap Year program to take advantage of the additional support it provides. A student that finds they are struggling for whatever reasons should seek to speak with a faculty member, the Dean of Students, or the Academic Dean. Studies Skills classes are offered from time to time and students are
encouraged to take advantage of such activities. Individual support can be arranged for students should they require it.

All residents will be responsible for their own medical care and insurance if required. Overseas students are required to have Overseas Students Health Cover at all times. In case of an immediate medical need, Redlands Hospital is located 3.5km along Panorama Drive, towards Cleveland. For genuine emergencies call the Australian emergency number “000”.

For non-emergency:
- Contact Police “13 14 44”
- Contact Ambulance “13 74 68”

FINANCIAL POLICIES

Within thirty (30) days of notice of an offer of a place, an intending overseas student is required to pay an amount representing the total tuition costs and fees for the first semester in Australian currency to Nazarene Theological College. These funds will be drawn down during the student's first semester of enrolment, according to government regulations.

The student will be required to pay the total amount of tuition and fees calculated by the business office of Nazarene Theological College and agreed to by the student for each of the successive semesters or modules the student is enrolled in the course. Said payments are to be made on the official day of registration for each semester or each module.

Nazarene Theological College reserves the right to collect tuition and other fees in arrears or in instalments as agreed to in writing by the student and the principal of Nazarene Theological College (or the officer designated by the principal). The required semester payments will provide for the student's enrolment fee, tuition and compulsory fees.

Students are responsible for paying their own compulsory overseas student health cover payments to the provider of their own choice and present documentary evidence to the Academic Registrar of Nazarene Theological College that such coverage has been arranged. Failure to ensure adequate health insurance may result in the cancellation of the visa of the student by the Department of Immigration and Citizenship.

REFUND POLICY

The Sydney College of Divinity Refund Policy has been developed in accordance with Section 28 of the ESOS Act 2000.

A copy of this policy must be given to all intending and enrolling overseas students before any tuition fees are paid. The tuition fees are reviewed each year and the revised tuition fee implemented on 1st January each year.

Overseas students are required to pay their tuition fees up-front in full unless special arrangements have been made in writing.

Overseas students are required to maintain satisfactory course progress to complete the course within the expected duration, taking at least one unit that is not by distance or online learning in each compulsory study period.

In the event that an offer of a place is withdrawn by the College on the grounds that the original offer was made on the basis of incomplete or incorrect information supplied by the student, the college reserves the right to withhold 10% of the tuition fee paid for the first semester and to refund the balance.
Refund if a Student defaults
A student may withdraw from a unit or course at any time in a semester during their course of study, however, the student needs to be aware of the consequences of such an action.

Students may withdraw from units without academic penalty only if notice of withdrawal is submitted in writing to the Academic Registrar by 4.00 pm on the Census Date applicable to the unit in question.

If withdrawal occurs in writing up to 4.00 pm on the Census Date the tuition fee will be refunded in full, however a withdrawal fee will be charged to the student. A written request to the Academic Registrar in the case of exceptional circumstances (see below) may waive the withdrawal fee. The refund will be paid to the student within four weeks of the date of withdrawal.

If a student withdraws after the Census Date of the unit in question, a Fail grade will be given and tuition fees will not be refunded. If there are exceptional circumstances around this withdrawal a written request needs to be sent to the Academic Registrar seeking a refund and detailing the exceptional circumstances. A full or pro-rata refund may be made in such cases. A written request for withdrawal due to exceptional circumstances may be accepted as grounds for a total or partial refund of fees subject to the student providing acceptable documentary evidence in support of their claim. Exceptional circumstances may include:

- Inability to obtain a student visa
- Illness or disability
- Failure to meet English language requirements for admission
- Death of the student or a close family member (parent, sibling, spouse, child)

Refund if the Provider defaults
The process for refunds if the registered provider defaults is outlined in the written agreement between the provider and the student, in line with the provisions of the ESOS Act 2000 and the ESOS Regulations 2001, and will be followed by the registered provider.

In the case of provider default, an overseas student will have the option to have refunded the total of course money paid, less the amount relating to provider expenses incurred for the student for the course before the day of default. The student may alternatively choose to accept an offer into a suitable alternative course, either arranged by the provider (at the provider’s expense), or arranged by the tuition assurance scheme. If the student accepts the offer (in writing) into a course as arranged under these circumstances, the provider is relieved of its obligation to provide a refund.

Payment of Refund
In the case of Provider default, the refund owed to the student will be paid within two weeks after the default day. In the case of student default, the refund owed will be paid within four weeks after the default day.

The payment will be made in the same currency as the fees were originally paid. The refund will normally be paid to the student. If the student wishes the refund to be paid to a third party (eg in the event that the fees were paid by another person) the student must provide a letter of authority signed by both the student and the receiving party and including account details of the receiver, enabling the provider to pay the other party.

If the student is offered an alternative place of study, any refund will be paid directly to the new institution accepting the student. Refunds in the form of transfer of fees to another institution will be made subject to the student presenting evidence of acceptance into that institution.
This policy, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.

**RESIDENTIAL HOUSING**

A limited number of residential housing units and dormitory rooms are available on the campus for students. Housing on the campus is a privilege rather than a right. Priority is given to those who are full-time students and members of the Church of the Nazarene in Australia or New Zealand. Applicants interested in residential housing should send a non-refundable deposit with a completed Application for Campus Housing form to reserve a dorm room or flat. The security deposit is equivalent of four weeks rent plus one month’s rent is required in advance. Those hoping to secure on campus accommodation may be required to document financial ability to make rental payments prior to final housing approval.

Preference for available housing is given according to the date the deposit is received.

Those securing housing on the campus of Nazarene Theological College are required to pay four weeks rent in advance at the time of occupancy. The non-refundable deposit will be applied towards the advance payments.

**Refund of deposit policies**

The deposit sent is non-refundable. Nazarene Theological College reserves the absolute right to refund the accommodation deposit at its own discretion upon written application of the student for such matters as illness or death within the family of the student or inability to secure the appropriate visa.

In the event that a refund is necessary the refund is to be paid directly to the person who has entered into the contract with Nazarene Theological College, unless that person directs Nazarene Theological College, in writing, to pay the refund to someone else.

In the event that a refund is necessary any refund that is to given shall be paid in the same currency in which the fees were paid, unless that person requests Nazarene Theological College, in writing, to pay in a currency mutually agreed upon by both the student and Nazarene Theological College. The preferred currency of exchange shall be the Australian dollar.

In any case, there shall be no financial loss to Nazarene Theological College, with any exchange costs or other losses incurred due to currency fluctuations to be borne by the student and deducted from the refund before that is remitted to the student.

The total amount of refund due (after any administration fees or currency conversion costs are applied less any outstanding accounts in relation to on campus accommodation, textbooks or tuition) shall be due on the day that all financial obligations to college are met. In any case, Nazarene Theological College shall refund any moneys owing within sixty days of the official written notification of withdrawal from Nazarene Theological College in accordance with the foregoing financial policies.

Nazarene Theological College shall issue a letter of release upon the written request of any overseas student but may include details of outstanding financial arrangements between the student and Nazarene Theological College at its own discretion.

**FACILITIES**

**LIBRARY AND LEARNING RESOURCES**

The library contains approximately 36,000 volumes, with access to 70 academic journal subscriptions, as well as e-journals through Ebscohost and ProQuest Religion databases. The particular focus of the library is the subjects covered in the curriculum, with a special emphasis
on works by John and Charles Wesley and Wesleyanism. The library houses a collection of Christian education materials and worship resources. The archives of the Church of the Nazarene in Australia are stored here and may be viewed by appointment.

The library also has five (5) networked computers, a coin-operated network printer for printing, photocopying and scanning for student use. Study tables and areas are provided throughout the library, for individual study or group study.

CLASSROOMS
The lecture rooms are situated on the upper floor of the Education Building, and are furnished with chairs, tables, white boards, overhead projector and video player equipment. Power points are available for laptops. The Education Building also contains the college chapel, computer lab and a student common room.

IMPORTANT THINGS TO KNOW

AUSTRALIAN DEPARTMENT OF REQUIREMENTS OF THE IMMIGRATION
The Australian Department of Immigration and Citizenship welcomes applications from genuine students to come to Australia, to undertake full-time study in registered courses in Australia. This site provides information on how to obtain entry to and stay in Australia as a student. http://www.immi.gov.au/students/index.html

The Australian government operates an Overseas Student Program (OSP) that allows people who are not Australian citizens or Australian permanent residents to study in Australia. Any person who is not an Australian resident may apply to study in Australia under the OSP. Generally, a person who wants to study under the program must get a Student visa before they can begin to study their course in Australia. To be granted a student visa you must complete an application form, pay the application charge and satisfy the student visa requirements. You can be granted a student visa only if you intend to undertake a registered course or part of a registered course on a full-time basis.

A registered course is an education or training course offered by an Australian education provider who is registered with the Australian Government to offer courses to overseas students. Nazarene Theological College (registration number 02948J) offers the following registered courses for overseas students:

- Diploma of Theology (Registration number 063702D)
- Diploma of Christian Studies (Registration number 071257J)
- Associate Degree of Christian Thought and Practice (Registration number 071256K)
- Bachelor of Theology (Registration number 063703C)
- Bachelor of Ministry (Registration number 082719D)
- Bachelor of Theology (Honours) (Registration number 063704B)
- Bachelor of Ministry (Honours) (Registration number 082720M)
- Graduate Certificate in Arts (Registration number 082669J)
- Graduate Diploma of Arts (Registration number 063707K)
- Master of Arts (Registration number 063708J)
- Master of Divinity (Registration number 063710D)
- Master of Theology (Registration number 063709G)
HOW TO APPLY TO STUDY IN AUSTRALIA
Australian Department of Immigration: http://www.immi.gov.au/students/index.htm
This also gives information on:
- Student Visa requirements and conditions
- Working while studying
- Family members
- Health requirements
- Visa charges

COST OF LIVING IN AUSTRALIA
Before lodging your application you should consider whether you will have enough money to set up house in Australia as well as pay for your air fares (including return), course tuition fees, overseas student health cover (OSHC) and all general expenses during your stay in Australia.

As a general guide, your accommodation, food, transport, clothes and expenses could cost you between AUD$8,500 to AUD$15,500 or more a year, depending on your lifestyle and where in Australia you will study.

For example, a single person renting accommodation would need at least $200 a week just to spend on general expenses and a married couple would need at least $330 a week. If accompanied by family members, you will also need enough money to cover their expenses. A student with school-age children should consider the cost of education in Brisbane. Student’s children over the age of 5 are required to be enrolled in school. Both public and private schools are available with widely varying fees, which generally does not include extra fees for uniforms, textbooks and extra-curricula activities.

You should be aware that these amounts are only an indication of everyday expenses and do not include airfares, health insurance or the cost of your course.

OVERSEAS STUDENT HEALTH INSURANCE COVER
It is a condition of the grant of your Overseas Student Visa that you and your dependents have acceptable health insurance cover during the whole time you are in Australia. To be covered for health insurance, you will have to pay the Overseas Student Health Cover (OSHC) for yourself and any family members travelling with you.

The OSHC provides medical and hospital insurance for overseas students and their dependants who have travelled to Australia with them. All applicants must show evidence that they have health insurance cover before a visa can be issued to them.

To arrange for the OSHC, students can contact Nazarene Theological College for a list of suggested on-line providers or directly from the Department of Health’s website: http://health.gov.au/privatehealth/osfaq/whichfund.htm.

NAZARENE THEOLOGICAL COLLEGE OBLIGATIONS
Nazarene Theological College will notify the relevant Commonwealth authority if a student is no longer participating in a course at Nazarene Theological College for which they were enrolled. Nazarene Theological College will ensure that the recruitment and placement of international students comply with equal opportunity legislation and are consistent with immigration requirements.

ESSENTIAL INFORMATION
For further essential information, please visit the following websites:
USEFUL TELEPHONE NUMBERS AND ADDRESSES
Nazarene Theological College
40 Woodlands Drive Thornlands Qld 4164
Office: 07 3206 4177
Fax: 07 3206 0081
Email: office@ntc.edu.au
Website: www.ntc.edu.au

Overseas Student Contact: Academic Registrar 61-7-3206-4177 or registrar@ntc.edu.au

Emergency Numbers
Police: 000
Ambulance: 000
Fire Brigade: 000

Telephone Interpreter Service
131 450

Transport Information:
Bus Information 131230
Taxi Information 131008
Train Information 131230
http://translink.com.au

GOVERNMENT CONTACTS:
Department of Immigration and Citizenship (DIAC)
13th floor, 313 Adelaide Street, Brisbane Qld 4000
Phone: 07 3360 5111
Website: www.immi.gov.au

Australian Tax Office
General Enquiries 61 07 132 861
For languages other than English 61 07 131 450
Website: www.ato.gov.au