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STUDENT HANDBOOK

Making a better world through active participation in a life-transforming global Christian learning community

EXCELSIA COLLEGE
Sydney

EXCELSIA
OLLEGE
Sydney

CONTENTS

ABOUT US 4
About Excelsia College
Our Vision
Our Mission
Our Values
Our Graduate Attributes
Our Teaching and Learning Goals
What We Believe
The Apostles' Creed
The Nicene Creed

GOVERNANCE AND LEADERSHIP 7
Board of Directors
Academic Staff

COURSES 7
Course Information
Course Structure
Course Unit Outlines

FEES 7
Tuition Fees
Administration Fees
Refund Policy
Tuition Assurance
Financial Assistance

IMPORTANT DATES 8
Census Date
No Academic Penalty (NAP) Date
Calendars and Timetables

DELIVERY METHODS 9
On-Campus Units
Online Units
Intensive Units
Extensive Units
Directed Independent Study Contract (DISC)
Placements/Professional Experience

ADMISSIONS 10
General Information
Admission as a Non-Award Student
Credit and Recognition of Prior Learning (RPL)

ENROLMENTS 13
Enrolment of Units
Variation to Enrolment
Deferral and Leave of Absence
Course Withdrawal

PROGRESSION 15
Attendance
Assessment
Grading
Assignment Submission
Extensions to Submission Deadlines
Lecturer Feedback
Academic Integrity
Academic Progress
Activating Intervention Strategies
End of Semester

RESULTS 19
Transcripts and Results Summary

GRADUATION 19

LEARNING RESOURCES 20
Learning Management System (LMS)
Gordon Moyes Library

STUDENT AND ACADEMIC CODE OF CONDUCT 21
Academic and Personal Conduct
Academic Integrity
Personal Liability

WORK HEALTH AND SAFETY (WHS) 22
Key Emergency Contacts
Gym Membership
First Aid Room
First Aid Kits
First Aid Officers
Sexual Assault and Sexual Harassment
WHS Risk Assessment
School of Drama
Accidents in Class
Critical Incidents
COVID-19 Action Plan
Security
Visitors

HELP DESK 25
Academic Enquiries
Administrative Enquiries
Other Support

STUDENT SUPPORT 26
Discrimination, Harassment and Bullying
Public Liability
Student Support Centre
Counselling Services
Mission Engagement Coordinator
Academic Support
English Language Support
Career Advice
Disability Support
Indigenous Support
Student Representative Council
Community Gatherings
Privacy
Student Grievances
Copyright

FACILITIES 29
General Information
On Campus
Parking
Changing Your Personal Details

FEEDBACK 29

MAPS 30

ABOUT US

Welcome

The Excelsia College staff would like to welcome you, and let you know how excited we are to have you as part of the Excelsia College learning community. The College is committed to providing the kind of education experience that will transform your life and help you achieve your personal, professional and spiritual aspirations.

About Excelsia College

By joining Excelsia College, you will be part of a global Christian learning community.

Excelsia College is an Affiliate of the Council for Christian Colleges and Universities (CCCU). CCCU is an international association which consists of more than 185 Christian colleges and universities around the world. The CCCU mission is to advance the cause of Christ-centred higher education and to help members transform their lives. The College is also a member of Independent Higher Education Australia (IHEA), the New South Wales Council of Deans of Education (NSWCDE), and many other professional bodies associated with its various teaching disciplines.

Our Vision

Excelsia contributes to making a better world through active participation in a life-transforming global Christian learning community.

Our Mission

Excelsia is an academic community benefiting the world by producing research characterised by exemplary scholarship consistent with a Christian world view and preparing graduates to lead in a range of professions.

Excelsia College seeks to fulfil its mission in higher education by not only adopting the highest educational standards benchmarked on best practices from around the world, but by listening to student feedback, responding to student concerns, and lovingly challenging our students to embrace learning goals that will guide them to success in life and in a career that benefits the community. We believe there are unmatched opportunities here for academic and personal development in a caring Christian environment. We take pride in our graduates who adapt readily to the workplace, showing maturity and creativity in the application of their professional skills to practical situations.

Our Values

Our values reflect our vision and mission:

- **Christ-likeness:** striving to exemplify the life of Christ in our commitments, our actions and our relationships.
- **Innovation and Creativity:** working with passion and imagination in a range of influential professions, to further God's transformative work in the world.
- **Scholarship:** creating a culture that values the search for truth, supports academic freedom and rewards rigorous thinking.
- **Service to the Community:** using our skills and abilities in and beyond the Institution in the service of others.
- **Lifelong Learning:** continually seeking knowledge, wisdom and capability to flourish and contribute in a changing world.

In actively pursuing its mission, Excelsia College abides by the following commitments with respect to curriculum and learning resources. The College provides:

- courses and learning resources of high quality and standing, as determined by regulatory authorities, expert advisers, staff and students
- curriculum and modes of delivery structure to maximise student access to learning opportunities and support without compromising quality, equity or regulatory requirements
- a nurturing and safe teaching and learning environment for staff and students grounded in Christian faith, compliance with the law, regulatory requirements and undertakings
- a focus on graduate outcomes. The key metrics for success for Excelsia College are achievement of graduate attributes, student satisfaction, course completions and career relevance.

Ultimately, Excelsia College's success as a learning community is determined by the positive spiritual, intellectual and professional difference it makes to the lives of its students and staff.

Our Graduate Attributes

1. **Deep Knowledge.** A deep, coherent and extensive knowledge of studied disciplines characterised by intellectual openness, creativity and curiosity.
2. **Critical Analysis.** Willingness and ability to analyse issues logically, consider different options and viewpoints fairly, and make informed decisions in relevant artistic, academic and/or professional contexts and settings.
3. **Lifelong Learning.** A commitment to lifelong learning characterised by a willingness and ability to acquire, develop and apply knowledge and skills that facilitate positive adaptations to a changing world.
4. **Effective Communication.** Aptitude in communicating information, arguments and ideas effectively and ethically through writing, speech and/or artistic expression as appropriate within each discipline.
5. **Christian Ethical Action.** A sound knowledge and understanding of Christian values and beliefs, and the relevance of Christian faith to personal life, professional ethics, and social concerns.
6. **Self-Direction.** A capacity for self-directed learning and activity while working effectively with others in scholarly, vocational, civic and/or artistic pursuits and endeavours.
7. **Technical Competence.** Competence and facility with materials, processes and technologies relevant to learned disciplines, generic information literacy and professional practice.
8. **Responsible Innovation.** Oriented towards exhibiting intellectual and artistic enterprise, innovation and independence in constructive, creative and responsible ways.

Our Teaching and Learning Goals

1. Ensure that all College programs and core units articulate, emphasise, and strengthen the alignment of learning and teaching with graduate employability by embedding the Excelsia College Graduate Attributes.
2. Develop transdisciplinary approaches to program and curriculum innovation that are responsive to evolving educational needs and employer expectations.
3. Build and support the capacity of all Excelsia College academics to enable and enhance learning, engagement and the student

experience through technology enhanced teaching methods and curriculum.

4. Support the learning opportunity of students by ensuring that, where appropriate, lectures and classes are recorded on video or audio to improve learning.
5. Develop a college culture which values, recognises, and rewards high-quality teaching.
6. Strengthen Excelsia's approach to curriculum management, learning analytics, education evaluation and closing the loop on feedback through transparency, cooperation, and collaboration.
7. Achieve growth while maintaining entry standards and increasing diversity in the student population.

The Learning and Teaching Plan represents Goal 1 of the Excelsia College Strategic Plan. In this way, the Learning and Teaching Plan represents a fully organised, integrated and aligned approach to learning and teaching across the College that will secure and sustain learning quality over the life of the plan.

What we Believe

The Directors of Excelsia College subscribe to the Excelsia College Constitution which affirms their commitment and responsibility in Clause 2:

'Motivated by the Christian faith, as expressed by the Apostles' Creed and Nicene Creed, with fidelity to the Scriptures as the Word of God, the Objects for which the Company is established are:

(a) the advancement of religion;

(b) the advancement of education'.

The Apostles' Creed

I believe in God, the Father Almighty, creator of heaven and earth. I believe in Jesus Christ, God's only Son, our Lord, who was conceived by the Holy Spirit, born of the Virgin Mary, suffered under Pontius Pilate, was crucified, died, and was buried; he descended to the dead. On the third day he rose from the dead; he ascended into heaven and is seated at the right hand of the Father; from there he will come to judge the living and the dead. I believe in the Holy Spirit, the holy catholic Church, the communion of saints, the forgiveness of sins, the resurrection of the body, and the life everlasting. Amen.

The Nicene Creed

We believe in one God, the Father, the Almighty, maker of heaven and earth of all that is, seen and unseen. We believe in one Lord, Jesus Christ, the only Son of God, eternally begotten of the Father, God from God, Light from Light, true God from true God, begotten not made, of one being with the Father; through him all things were made. For us and for our salvation he came down from heaven, was incarnate of the Holy Spirit and the Virgin Mary and became truly human. For our sake he was crucified under Pontius Pilate; he suffered death and was buried. On the third day he rose again in accordance with the Scriptures; he ascended into heaven and is seated at the right hand of the Father. He will come again in glory to judge the living and the dead and his kingdom will have no end. We believe in the Holy Spirit, the Lord, the giver of life, who proceeds from the Father and the Son, who with the Father and the Son is worshipped and glorified, who has spoken through the prophets. We believe in one holy catholic and apostolic Church. We acknowledge one baptism for the forgiveness of sins. We look for the resurrection of the dead, and the life of the world to come. Amen.

GOVERNANCE AND LEADERSHIP

Board of Directors

The Board of Directors has overall responsibility for the pursuit of the College's mission and for governing the strategic and operational aspects of the College. It does this by delegating academic governance to its Academic Board, and strategic and operational governance to its Executive Management.

The Academic Board oversees the educational mission of the College and is responsible for ensuring academic integrity and quality assurance in teaching and learning. The Academic Board is comprised of members who are independent of the ownership of Excelsia College. This Board communicates directly with the Board of Directors and, through the Chief Academic Officer, with academic staff.

Governance

Details are available on website.

Academic Staff

Please see the website for a list of academic staff.

COURSES

Course Information

Excelsia College offers you a suite of courses developed in consultation with leaders in their field. The College will give you access to a vibrant, academically rigorous community.

Please see the website for a full list of courses offered.

Whether you are a coursework or a research student, it is your responsibility to be familiar with the general regulations and the specific regulations for your course.

Course Structures

The Course Structures Policy explains how our courses are designed. Usually, a full-time student load for a year requires the completion of 48 credit points, comprising 8 units/subjects each of 6 credit points (or equivalent). Students will normally complete 4 units in each of two semesters, requiring them to spend 40 hours per week on their studies.

- One unit = 6 credit points = 10 hours per week student workload (contact hours + study hours).
- One full-time semester = 4 units = 24 credit points = 40 hours per week student workload.

Within this structure, some courses include half-units and/or double-units that also count towards a full semester load of 24 credit points:

- Half-unit = 3 credit points = 5 hours per week student workload.
- Double-unit = 12 credit points = 20 hours per week student workload.

Units weighted as one-and-a-half units may also be used in some courses, as follows:

- One-and-a-half-unit = 9 credit points = 15 hours per week student workload.

Details of individual courses may be accessed from the Courses page.

Course Unit Outlines

A course unit outline is an important document that outlines necessary information about a unit, including: the nature of the unit, the learning outcomes of the unit and their link to the Excelsia College graduate attributes, how the unit is delivered and assessed, specific requirements a student must meet in order to complete the unit successfully, and information specific to the unit.

FEES

Tuition Fees

Tuition fees are payable each semester in advance. You can pay your fees in one of three ways.

a. Pay the full fees in advance to Excelsia College, or
b. Pay the tuition fees for some of your enrolled units up-front and request a FEE-HELP loan for the tuition fees for the remaining units (Australian citizens only), or
c. Request a FEE-HELP loan to cover the full tuition fees (Australian citizens and eligible students only).

For further information about FEE-HELP visit the Study Assist website.

Invoices are issued each semester for tuition fees, and **payment must be arranged by the end of Financial Check-in (Orientation Week).** In accordance with College policy, students who have not paid their fees, or taken a FEE-HELP loan, by the end of Financial Check-in will be restricted from accessing classes until financial arrangements have been made.

Students using FEE-HELP can check their account balances online, to

FEES (continued)

see how much of the FEE-HELP limit they have used and the units for which they have incurred a FEE-HELP debt. Please note there is a delay between the time of incurring the debt and the record appearing on the website. If you have a query concerning your entitlement balances, you should contact the Assistant Registrar.

To log in to myUniAssist you will need your Commonwealth Higher Education Student Support Number (CHESSN). This number appears on your Commonwealth Assistance Notice (CAN).

Administration Fees

There are a few fees that may apply to you at some stage during your studies. For example, if you change your study choices the following fees may apply.

a. A Course Withdrawal Fee is payable if a new student withdraws from study between accepting a place in the course and the Census Date.
b. Throughout your studies you can vary your enrolment in course units, but a Late Variation to Enrolment Fee applies if you do this after classes commence. No variations to enrolments can be made after census date without financial penalty.

Refund Policy

In certain circumstances a student may be eligible for a refund of prepaid tuition fees or the reversal of a FEE-HELP debt. The Refund Policy sets out such circumstances and the details of the refund process.

Tuition Assurance

To protect students in the event that Excelsia College ceases to provide a course of study in which students are enrolled and have prepaid their fees, the College has tuition assurance provisions.

For more information visit the Tuition Protection Service.

Financial Assistance

Here are the main categories of assistance that may apply to you.

- Eligible students have access to an interest-free loan from the Commonwealth Government. FEE-HELP is a loan scheme that assists eligible students to pay their tuition fees. FEE-HELP can cover all or part of a student's tuition fees. A loan fee of 25% applies to FEE-HELP loans for undergraduate courses. No loan fee applies to postgraduate courses.
- Australian citizens and permanent residents can apply for student income support (Youth Allowance, Austudy or Abstudy) if they meet the eligibility criteria. Students needing to live away from home while studying at Excelsia College may be eligible for a relocation scholarship and rent assistance.

IMPORTANT DATES

Census Date

Census date is the last date on which you can withdraw from a unit without incurring financial penalty (this excludes students withdrawing from their entire course of study – see the Refund Policy for more information). If you withdraw from one or more units after the census date you will be liable for the full fees of the enrolled units, whether you pay them directly to Excelsia or defer payment through FEE-HELP. You cannot withdraw after the census date without incurring a fees debt.

However, if after the census date you become seriously ill, or other unforeseen circumstances over which you have no control result in you being unable to continue your studies, you can apply for special consideration which, if granted, could result in a refund of prepaid fees or a reversal of your FEE-HELP debt for the relevant units.

The *Higher Education Support Act 2003* defines the special circumstances that qualify for the refund of fees, or reversal of a FEE-HELP debt as circumstances which:

- were beyond your control, and
- did not make their full impact until on or after the census date, and
- were such that they made it impractical for you to complete your study requirements.

To be considered for special circumstances under the Act, you must make application to the Registrar within 12 months of the date you withdrew from the unit(s) concerned, using the Application for Special Consideration with supporting evidence attached.

Please see the academic calendars for the census dates applying to your course.

No Academic Penalty (NAP) Date

The NAP (No Academic Penalty) date is the last date on which you can withdraw from a unit without incurring academic penalty. If you withdraw from one or more units after the NAP date you will receive a WN (Withdrawn Fail) grade for each unit and this will be reported on your academic transcript, as well as count towards your overall GPA.

Exceptions to this can be made under special circumstances in the same manner as outlined above for census date. Only applications that meet the above criteria will be considered. Applications can be made using the Application for Special Consideration form.

Calendars and Timetables

Please see the website for your relevant academic calendar and course timetable.

DELIVERY METHODS

Excelsia College course units which form part of accredited awards may be presented using different delivery modes, with the differences being mainly about access rather than content or outcomes. Most units are delivered through weekly classes on campus. Others are delivered online. The College is moving towards a blended delivery mode that includes online support for face-to-face delivery. The main types of units are below.

On-Campus Units

Classes are usually scheduled weekly throughout the semester.

Online Units

Learning and content are delivered wholly online through our learning management system (LMS). Learning is facilitated by a qualified faculty member and is available for the duration of the unit to assist with learning and understanding of content, usually via a combination of online conferences, webinars, and discussion forums.

Intensive Units

Classes are held over a short (intense) period. Pre-reading is normally required, and study and assignment tasks completed in the remaining weeks of the teaching period.

Extensive Units

Classes are held over a few weeks or weekends. Again, pre-reading is usual, and at least one assessment task will normally be completed during the extensive, with the balance of assessment completed in the remaining weeks of the teaching period.

Directed Independent Study Contract (DISC)

Completion of a DISC involves a single student working under the direction of a suitably qualified member of the faculty for the duration of the semester. This is a demanding mode of study, and usually a student is only permitted to take two such studies in their course. The student approaches the Head of School to discuss the possibility of taking a particular unit by directed independent study. The Head will look for evidence of the discipline and motivation needed to succeed and will also look for a suitably qualified lecturer who can act as supervisor. Once this has been established, application for a DISC is as follows.

a. Student takes a Directed Independent Study Contract to the lecturer.

b. Lecturer draws up the unit requirements with demand hours equivalent to those of the unit offered in class sessions.

c. Student and lecturer sign the contract, which will be used to guide the unit assessment.

d. Student completes an Enrolment or Variation to Enrolment form, attaches a copy of the contract, and gives the documents to the Registrar.

e. Registrar facilitates online enrolment in the DISC.

Placements/Professional Experience

These are completed in an external agency under supervision.

Assessment generally involves both the Supervisor in the field and the College's Placement Coordinator.

ADMISSIONS

General Information

To qualify for admission to one of the College's accredited courses, you must meet the course admission requirements. In general, undergraduate admissions require evidence of completion of the Australian Year 12 examination or its interstate or overseas equivalent. Admission to some courses requires a minimum ATAR (Australian Tertiary Admissions Rank) score or equivalent ranking. Postgraduate admissions normally require completion of a qualifying undergraduate degree. Applicants with overseas qualifications may be admitted provided the College accepts the applicant's qualifications as being the equivalent of the Australian qualification required for entry to the course. The College uses the AEI-NOOSR Country Education Profiles Online to research overseas qualifications. The admission requirements for each course may be accessed from the course page on the website.

International Students

The admissions process for international students involves additional steps to comply with the Education Services for Overseas Students Act 2000 (ESOS Act) and legislative framework. For further details, please see the International Student section of our website.

Applicants whose qualifying studies were completed in a language other than English will normally be required to demonstrate English language proficiency as part of their admission requirements.

The required level of language proficiency is published for each course as a minimum level of achievement in the IELTS test or its equivalent.

The College reserves the right to refuse the offer of a place to those applicants who have not fulfilled the published admissions requirements and may limit the number of places offered in any one course to those who achieve a particular published standard. In determining the eligibility of a student to access FEE-HELP the College shall ensure that the student conforms to sections 104-1(1) and 104-5 of the Higher Education Support Act 2003.

If an applicant is granted conditional entry pending the fulfilment of admission requirements, their student status remains conditional until all requirements have been met. Specific conditions are detailed in the Offer Letter and Written Agreement issued to you when your enrolment is accepted.

The College processes admissions in accordance with its Student Selection and Admission Policy and Procedure. If successful, the applicant is given an offer of a place.

Once the place has been accepted further information will be provided about such matters as orientation, enrolment, credit applications and FEE-HELP.

Please note that only original documents or certified copies of original documents will be accepted as evidence of compliance with an admission requirement. Academic documents in languages other than English must be accompanied by a notarised English translation.

Admission as a Non-Award Student

Applicants may be admitted as non-award students to study individual units without being admitted into the accredited award to which the units belong. They would normally have to satisfy the prerequisites for the unit(s) and may be required to also satisfy the admission requirements for the accredited award. Attendance and assessment requirements apply to non-award studies, and students receive a grade on completion. Tuition fees for all units are published on the website, and there is no difference between fees for award or non-award studies. Non-award units may be articulated into the corresponding award once the student has been offered and taken up a place in the award. Non-award units are not covered by FEE-HELP.

Credit and Recognition of Prior Learning (RPL)

The Learning and Teaching Committee grants academic credit for equivalent studies completed with an approved higher education institution, and RPL (Recognition of Prior Learning) for learning achieved outside the formal education and training system. Credit or RPL awarded will depend on the extent to which such prior learning or study satisfies the outcomes of units in the College's courses. The amount of credit granted is subject to the published maximum levels. Certified copies of previous study transcripts are required for credit applications, while applications for RPL must be supported by documentary evidence of the learning outcomes claimed.

The Head of School or the Registrar can assist with questions about credit and RPL. With prior approval, a student may be permitted to enrol in a unit at another tertiary institution and, on satisfactory completion of that unit, have it counted towards an Excelsia College course. This is known as Cross-institutional study. Application for credit for cross-institutional study is one of the options on the credit application form.

Applications for credit and cross-institutional study are made to the Registrar using the Application for Credit. When applying for RPL credit, use the Application for Recognition of Prior Learning.

Applications should reach the Registrar by the end of Orientation to allow them to be processed during the first semester of study.

Applications submitted after the first semester of study may experience significant delays in approval, which could affect the course load requirements or the course completion date.

Where credit granted to international students shortens the time needed to complete the course through full-time study, the Registrar's Office is required to report the new course duration and end date to the Department of Home Affairs through PRISMS.

Your academic advisors will indicate whether the application for credit is likely to be approved. Students should not enrol in units for which they expect to be given credit. The Assistant Registrar can help with advice in relation to enrolment.

Units that correspond substantially with units for which credit has been given cannot be undertaken. See the Credit and RPL Policy and Procedure for further details.

ENROLMENTS

Enrolment of Units

Enrolment involves the selection of units (subjects) for study in a semester. Enrolment for each semester at Excelsia College begins with a pre-enrolment process, whereby the Registrar's Office pre-enrols students into their next sequence of units to study based on their individual progression through the course. Students have the ability to either accept this enrolment or apply for a variation. It is the student's responsibility to ensure this is correct, so please check it carefully.

Variation to Enrolment

After your initial pre-enrolment in units for a given study period or semester, it is sometimes necessary to vary your enrolment by adding and/or withdrawing from units.

This can be done by students by making a Variation to Enrolment application, but with the following limitations:

- **Adding units**
  You can enrol in new units up until the end of the first week of the teaching period. After this time, you need to apply for special consideration to enrol in the unit, and this is up to the discretion of the Head of School. You must have evidence of compelling or compassionate circumstances in order to do this.
- **Withdrawing from units**
  You can withdraw from units at any time without financial penalty up until census date and without academic penalty up until NAP date. For overseas students however, there are limitations on this, as overseas students must maintain compliance with the ESOS Act and the conditions of their student visa, which requires them to maintain a full-time load of study.
- **Credit points**
  It is important to ensure that you maintain enrolment in the necessary number of credit points each semester. For full-time and international students, this means that you MUST enrol in units to a total of 24 credit points. Failure to do so may jeopardise your enrolment, and for international students, can also jeopardise your visa status. If at any stage you need to reduce your study load to fewer than 24 credit points, you must seek approval to do so by completing the Reduced Study Load Request form (evidence of compelling or compassionate circumstances must be provided).

For students who are on a scholarship, it is important that you also maintain a full-time enrolment, otherwise your scholarship funding may be cancelled.

If you need more information, please see your Program Coordinator or the Assistant Registrar.

Deferral and Leave of Absence

Before the commencement of studies, an applicant who has taken the offer of a place may defer the commencement of their course. A **deferral** can only be requested if the student has not yet begun any study in their course. Normally this is granted for a period of 6 months, but it can be extended to a maximum of 12 months in exceptional circumstances. For some courses, only 12-month deferrals are permitted. Please consult your Program Coordinator for specific details regarding your course.

After the completion of at least one semester of studies students may apply for **leave of absence** from the course using the Leave of Absence Request. Leave of absence may be granted for up to 6 months, with this period not being counted towards the overall time taken to complete the course. The Department of Home Affairs will only allow international students to take leave from study under very exceptional circumstances. The Registrar's Office can provide you with more details.

Course Withdrawal

Students must notify the Registrar's Office of their intention to withdraw from their course using the Course Withdrawal Form. Withdrawal from your course should be carefully considered, and it is advisable that students first discuss this with a staff member of their school or a member of Student Support. Withdrawal from a course is final, so any decision to return to the course in the future will require a new application, approval of which is not guaranteed. The withdrawal will take effect from the date the Registrar's Office receives the form. A course withdrawal fee may apply, and refunds will be subject to the Refund Policy stipulated in your Offer Letter and Written Agreement.

PROGRESSION

Attendance

Class attendance and participation is critical for student success. As such, **full attendance and participation in all classes** is a clear College expectation, and students could fail units on the basis of inadequate class attendance and/or participation. Unless otherwise stipulated by the school, students who do not attend a minimum of 80% of all classes may be penalised with a fail grade, unless evidence of compelling or compassionate circumstances is provided.

Enrolment in a unit indicates the student's acceptance of responsibility for attending all class sessions as required, participating fully in all class activities, and completing to an acceptable standard all in-class (and other) assessment tasks and activities.

In addition, absences from class may be used as evidence in cases involving unsatisfactory academic progress and/or academic misconduct.

Please check your unit outlines carefully for the attendance regulations for each unit to avoid incurring academic penalties.

Excelsia College requires attendance at a minimum of 80% of all seminars, workshops or lectures, unless otherwise stated in a course unit outline. A passing grade can only be achieved in a unit if a student has participated in all unit requirements and satisfied all the published assessment requirements. The Course Unit Regulations governing all studies are included with each unit in the College's learning management system, ExO.

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. Coursework units are assessed on the basis of varied tasks presented at different times during the semester. Assignments are assessed by the lecturer or supervisor, and students are given detailed feedback. Students must make a reasonable attempt at all assessment tasks in order to qualify for a passing grade. Students who do not submit all tasks, despite their overall mark, will fail the unit and be required to repeat.

Every effort is made to vary the nature of assessment tasks to allow for different learning styles and to ensure a balance in the assessment between theoretical understanding and effective practice. The course unit outlines contain details, criteria and resources for each assessment task. Students are encouraged to ask the lecturer any questions they may have, and to seek clarification or discuss difficulties in regard to any aspect of a unit, including assessment tasks. Alternative assessment tasks, deemed to be equivalent to those published in the unit outline, may sometimes be negotiated between lecturer and students, provided such tasks are in accordance with the stated purpose and learning outcomes of the unit.

Assessment and progression through the program are not conditional on acceptance of a particular set of beliefs or values, but on fulfilling the requirements and satisfying the assessment criteria of each unit. There is no discrimination against students whose views are at variance with the College's Christian commitment, or with the particular ways in which this commitment is expressed.

The Academic Board values consistency in the student assessment processes across the course and seeks to maintain assessment standards comparable with those of Australian universities. The Head of School monitors assessment issues across the school, checking to ensure that assessment tasks are appropriately spread rather than clustered into one or two weeks, and discussing with the faculty expected standards, results submitted, and progress of individual students.

Lecturers are required to ensure that marking reflects achievement against approved assessment criteria published in unit outlines.

Moderation is a three-phase process that ensures students are appropriately and consistently assessed against the course objectives and learning outcomes they are required to demonstrate in each unit. These phases include pre-assessment (before term), assessment (during term) and post-assessment (end of term).

Before each study period, moderation involves preparing to conduct assessments and provide guidance for students and assessors. This includes ensuring that assessment criteria are clear and transparent to students before they start to undertake any assessment task.

During the study period, moderation activities focus on consistent marking, and quality, timely feedback for students. It occurs before feedback on the assessment task is released.

Feedback includes both marks and comments. This is to ensure rubrics are consistently applied, regardless of who is marking the assessment.

At the end of the study period, post-assessment moderation aims to ensure final grades are complete and accurate to finalise grades.

This moderation is important because it quality-assures the results for each unit of study and confirms each student's final grade. The Learning and Teaching Committee then approves the final outcomes based on the prior moderation of assessments.

The marks and feedback from the last assessment task for a unit will not be available until final grades are confirmed. Opportunities for improvement are identified and reviewed to improve units of study.

PROGRESSION (continued)

Grading

Student performance in a course unit is graded and notified according to the following scale. A new scale has come into effect from 2021 onwards. Only letter grades are published, not numerical marks. The level and meaning of each grade is as follows:

Final Grades

H	High Distinction	85–100%	Outstanding level of achievement	4 GPA points
D	Distinction	75–84%	High level of achievement	3 GPA points
C	Credit	65–74%	Intermediate level of achievement	2 GPA points
P	Pass	50–64%	Adequate level of achievement	1 GPA point
PC	Conceded Pass	47–49%	A conceded pass can be awarded by the school (solely at their discretion) to a student who has otherwise met the learning outcomes, enabling the student to pass the unit. A conceded pass cannot be awarded in a unit that is professionally or externally accredited. These units need the student to demonstrate that all requirements are passed	0.5 GPA point
N	Fail	0–49%	Inadequate level of achievement	0 GPA points
DNS	Fail – Did not submit		Student did not submit any assessments and as such has an inadequate level of achievement; student is deemed to be non-genuine and could be asked to 'show cause' to maintain their enrolment	0 GPA points
S	Satisfactory		Required level of achievement in a unit assessed only on a Pass/Fail basis	No impact on GPA
CS	Conditional Satisfactory		Required level of achievement will be reached through the satisfactory completion of an extension unit	No impact on GPA
RP	Research Pass		Required level of achievement for research work assessed only on a Pass/Fail basis	No impact on GPA
WN	Withdrawn Fail		Student withdrew from unit after the final date for withdrawal without failure (NAP date)	0 GPA points
W	Withdrawn		Withdrawal without penalty. This grade can only be issued by the Registrar	No impact on GPA
WNAP	Withdrawn – No Academic Penalty		Withdrawal without academic penalty after census date but before NAP date. Students are still financially liable for tuition	No impact on GPA
CR	Credit granted		One or more of the normal requirements for completion of a course of study, has been waived due to current or prior formal study	No impact on GPA
RPL	Recognition of Prior Learning Exemption		One or more of the normal requirements for completion of a course of study, such as not having to complete a particular unit of study, has been waived due to current or prior informal and non-formal learning	No impact on GPA

Interim Grades (Questions about interim grades should be directed to the lecturer)

X	Extra Work Required	Additional work must be completed successfully for a 50% P- (Pass) grade to be awarded. An X grade cannot be converted to a higher grade than a Pass grade.
E	Extension	Unit extension granted, in exceptional circumstances, for a short time beyond the end of a semester. Any grade may be awarded on successful completion of all required work.
I	Incomplete	Unit extension sometimes granted for a short time beyond the end of semester, usually as part of an intervention strategy for a student at risk. Only a 50% P- (Pass) grade may be granted on successful completion of outstanding work.
U	Result Unavailable	An interim grade to allow for unavoidable marking delays
NC	Not Complete	An interim grade issued when a unit has not yet finished
IP	In Progress	An interim grade issued at semester-end in a year-long unit

The general standards that students must achieve to obtain various results are described in more detail here. Further information about assessment is available in the Assessment Policies and Procedures Manual.

If there is an error in grading, students may appeal the result as per Student Appeals Against Academic Decisions Policy and using Appeal of Assessment Grade form.

Assignment Submission

Details of assessment tasks and due dates are published in course unit outlines on ExO. Written assignments are expected to conform to the protocols and standards set out in the Academic Style Guide, and to the minimum assignment standards included in the Course Unit Regulations.

Typed assignments are submitted via ExO (Excelsia's Learning Management System) by 11:59pm on the due date. Assessments must be checked through Turnitin (text-matching software) where provided.

Each assignment must be accompanied by an Assessment Title Page on which the student makes certain declarations about the work being their own, submitted for the first time, and acknowledging sources. It is the student's responsibility to keep a copy of each assignment.

Some tips that may assist students:

- Save regularly while working
- Back-up work regularly
- Ensure security software is installed to protect against viruses
- Print sections of substantial work and/or keep comprehensive notes to indicate work done before 'the computer crash'
- Keep a printed copy as well as an electronic copy of work submitted.

Student assignments will usually be graded and returned with written feedback within one month of the due date. If this is not possible, students will be advised accordingly.

Extensions to Submission Deadlines

Excelsia College requires all students to complete scheduled unit assessment requirements by the due dates set. The policy is that 5% of the possible total mark is deducted for each day the assignment is late without an approved extension.

In general, extensions to submission deadlines are only granted for circumstances for which the student is not responsible, and which prevent the student from completing an assessment task by the due date. Such circumstances may be summarised under the following reasons:

1. Medical (with a medical certificate as supporting evidence)
2. Bereavement (supported by funeral or similar notice)
3. Official (evidence of studies being significantly interrupted by court, jury duty, immigration requirements, or similar official business, the timing of which the student has no control)
4. Unforeseen circumstances of a serious nature (beyond a student's control, for which the student is not responsible, and which will prevent the student from timely submission of an assessment task).

If you need an extension, complete the Application for Extension, which you should then present to the relevant lecturer for endorsement, and then to the Head of School for approval. You should keep the original of the approved form and provide a copy to the lecturer.

When submitting work, you should simply attach the approved Application for Extension to the front of the assignment. Extensions

are not granted after the due date of the assessment. For further details, see the Course Unit Regulations and the Extensions Policy and Procedure.

Lecturer Feedback

Lecturers should return assessed tasks to the students as soon as possible after the submission date of the assessed task. They should include in the returned task detailed written feedback indicating, against published criteria, why they awarded the grade they did for the assessed task. Lecturers should make suggestions as to how the student could improve their future performance.

Under the *Privacy Act 1988* (Cth) lecturers must ensure that each student receives their own assignment and does not have access to the work of any other student. Therefore, lecturers should ensure they return any written work to students individually or enclose in sealed envelopes if placing in students' pigeonholes.

Academic Integrity

Excelsia College believes that excellence in teaching and learning can be achieved only in an intellectual environment where academic integrity is highly valued and carefully upheld. Therefore the College penalises all breaches of academic integrity. Students are given clear instruction about plagiarism and related academic offences during orientation, and on the Library Page. The Academic Integrity Framework defines academic dishonesty, sets out penalties, and provides links to helpful guidelines, with further details available on the Library Page. The Academic Style Guide, includes detailed guidelines for correct referencing procedures.

Academic Progress

The Academic Progress Monitoring and Intervention Policy and Procedure establishes the expectation on students to maintain satisfactory academic progress through a course of study in order to complete the course in the minimum timeframe, and outline the procedures for intervention when students are considered to be at risk of not maintaining satisfactory academic progress.

Students are responsible for maintaining satisfactory progress in the course. Academic staff are responsible for monitoring student progress in each unit during the semester and employing early intervention strategies if needed. Lecturers can identify and offer support to those at risk of not progressing satisfactorily. They look for indicators that a student may be at risk of failing a unit, including failing to:

- maintain participation in class activities
- complete or submit assessment tasks
- achieve satisfactory results against published assessment criteria for assessment tasks.

The Head of School checks student progress across all enrolled units at semester end.

Minimum academic progress is defined as passing at least 50% of all enrolled units in every semester. The first time a student fails to maintain minimum academic progress (i.e. fails over 50% of enrolled units), the student will receive a letter warning them of the risk of losing their place in the course. The student will be placed on probation for the following semester, and intervention strategies activated to assist them to achieve satisfactory progress. Should the student's academic progress again be unsatisfactory in the second semester, the student will be invited to show cause to the Chief Academic Officer (or delegate) why they should be allowed to continue in the course. A student who is given permission to continue studies in the course at that point is usually required to pass all enrolled units in the next semester or forfeit their place.

Additionally, a second failure in a core unit is regarded as unsatisfactory academic progress, and the Registrar will write a letter warning the student of the risk of losing their place in the course. The student will be placed on probation for the following semester, and intervention strategies activated. A third failure in the unit will result in the student being invited to show cause why they should be allowed to continue in the course. Re-enrolment will be by permission of the Chief Academic Officer, and conditions will apply.

International students must maintain minimum academic progress as a student visa condition. The warning letter sent the first time a student's academic progress is unsatisfactory notifies the student that a repeat of the unsatisfactory academic progress during the semester of probation will lead to the student being reported to the Department of Home Affairs. This may result in the student's visa being cancelled.

Activating Intervention Strategies

During semester, the lecturer monitors progress at the unit level.

If a student ceases to maintain satisfactory progress in a unit during the semester, the lecturer will normally activate an early intervention strategy through discussion of the issues with the student. Strategies might include arranging for the student to attend a tutorial or study group or receive mentoring.

If difficulties persist the lecturer will normally consult with the Head of School, who will work with the student to provide the best opportunity for the student to successfully maintain academic progress. Strategies here may include advising the student to:

a. complete an academic skills program

b. receive individual case management
c. attend counselling
d. receive assistance with personal issues which are impacting progress
e. be placed in a suitable alternative unit within a course or a suitable alternative course
f. reduce their course load.

Where a student behaves in a manner that would adversely impact their learning or that of other students, the Head of School will issue a written warning to this effect, advising the student to address their behaviour.

End of Semester

At semester end students who fail over 50% of their enrolled units are reported to the Learning and Teaching Committee as failing to maintain minimum academic progress. Where there are no mitigating circumstances, the Committee places the student on probation for the following semester. They receive with their results a written formal notification from the Registrar referring them to the Academic Progress Monitoring and Intervention Policy, and explaining that the student has been placed on probation. This letter will explain the conditions that must be satisfied, for example an interview with the Chief Academic Officer, and possibly a reduced study load during the probationary semester.

This end-of-semester intervention strategy aims to warn students of the seriousness of the situation, and to highlight the need for the student to access support services and work closely with staff to ensure they succeed in meeting the requirements of provisional status.

The Head of School may assign a case manager to monitor the progress of a student on probation and, where appropriate, encourage the student to identify and address any personal issues that may be adversely impacting academic progress. Students who wish to take a leave of absence or apply to reduce their study load can discuss this with their Head of School.

For international students who have failed over 50% of the course requirements in a study period, the written formal notification includes a warning that failure to satisfy the requirements of their probationary status will result in them being excluded from their course and reported to the Department of Home Affairs. This will normally lead to the cancellation of the student's visa.

Any formal notification from the Registrar will refer students to the College's appeals processes and advise them that they are able to complete a Student Grievance Notification as outlined in the Student Grievance Policy and Procedures within 20 working days.

In summary, the College encourages open dialogue between staff and students at all stages of the students' candidature so that problems and difficulties can be identified and overcome before they affect course progression. Staff will be required to document their monitoring and intervention strategies to ensure students receive the best possible assistance to achieve their study goals.

RESULTS

Transcripts and Results Summary

At the end of each semester students will be able to access a Results Summary for the semester through the Student Portal.

This record includes the results for previous semesters, and so builds to a complete study record. If you need an Official Transcript at any other time, please complete a Request for Transcript. There is a charge for this service, with details on the form.

GRADUATION

The College's academic awards are conferred by the Excelsia College Board in a formal graduation ceremony. Students wishing to graduate need to submit an Application for Graduation to the Registrar's Office by the end of October preceding the graduation ceremony. The Registrar will confirm eligibility to graduate by the end of February preceding the ceremony. Graduates receive a testamur certifying their completion of the award, as well as a signed and sealed transcript.

To qualify for graduation a student must complete all requirements of the course to the satisfaction of the Academic Board, return all borrowed resources, and discharge all financial obligations and indebtedness to the College to the satisfaction of the Finance Department. Although Heads of School and the Registrar's Office provide academic guidance to assist students in fulfilling course and graduation requirements, the ultimate responsibility for these matters rests with the student.

LEARNING RESOURCES

Learning Management System (LMS)

Excelsia College provides course materials, assessment submission, and many resources for the use of students via the College's LMS, Excelsia Online (ExO). Students are also given access to an Excelsia College Office 365 account, which provides email, document creation and storage using Microsoft Office, and other applications for their use during their time at the College. The student orientation will include a session on these features. It is expected that students will use their College email address for all communication with staff during their study.

For any issues relating to ExO or any similar IT problems, please visit the online Helpdesk. If you are using the Helpdesk for the first time, you will need to go through a sign-up process. You can access this by clicking the 'Help' button in ExO. The Helpdesk also provides many useful articles to assist you with common queries.

Gordon Moyes Library

The Gordon Moyes Library provides full academic services for students and staff, both on campus and remotely. The Excelsia library home page has all the links you will need to access the resources of the library including the electronic resources. The library has physical items and full text electronic books, as well as many electronic databases which will assist you to find reliable articles for your research. All library resources are accessible via Summon.

The library is staffed 9am to 5pm, Monday to Friday, but remains open (unstaffed) until 10pm, and is open 9am to 6pm on Saturday. The College and the library are not accessible on Sundays. The library staff can assist you to locate relevant materials, including book and journal articles, as well as assist you with searching the databases and with the referencing of your assignments. The library has

printing and photocopying facilities as well as group study rooms and computing facilities.

Students are registered as library borrowers upon enrolment and are entitled to borrow library materials and books for 3, 7, or 14 days (depending on the nature of the material). Both 3-day and 7-day loans are high demand items and cannot be renewed. External (i.e. online only) students may borrow material for 3 weeks. Books can be posted out to external students if necessary.

Students are responsible for returning all borrowed materials to the library.

Students are encouraged to register and access the NSW State Library. You can access their e-resources, including the databases and electronic books, by applying for a library card via the link below. It's a free service for all NSW residents.

http://www.sl.nsw.gov.au/join-us

Students are responsible for obtaining their own textbooks.

A copy of each prescribed text is normally held in closed reserve in the library (for use in the library only). The library may also provide a full text electronic copy of the prescribed texts if they are available electronically via SUMMON.

SUMMON is software that will allow library users to search for library resources across all platforms including the library catalogue, electronic books and electronic databases. It is available via the Excelsia Library home page.

http://excelsia.summon.serialssolutions.com/#!/

SUMMON saves time in searching for resources and allows students to find a wider range of material.

You will be sent a password (this will be sent to your Excelsia email address) and this password along with your student number will allow you to access the electronic resources when you are off campus. This password will also allow you to register and use the printers.

Your school will advise you where you can purchase the books you need. Please contact the library at library@excelsia.edu.au or phone us on 9819 8827 for further assistance.

STUDENT AND ACADEMIC CODE OF CONDUCT

Academic and Personal Conduct

The Student Code of Conduct sets out Excelsia College's expectations of students with respect to their academic and personal conduct, and outlines the College's responsibilities to students.

Academic Integrity

Academic integrity at Excelsia College is based on a respect for individual achievement that lies at the heart of academic culture. Every academic staff and student, both graduate and undergraduate, belongs to a community of scholars where academic integrity is a fundamental commitment. Excelsia College believes that excellence in learning and teaching can be achieved only in an intellectual environment where academic integrity is highly valued and carefully upheld. Therefore, it penalises all forms of academic dishonesty. The Academic Integrity Framework defines academic dishonesty, sets out penalties, and provides links to helpful guidelines, with further details available on the Library page. The Style Manual includes a section on plagiarism and how to avoid it, and detailed guidelines for correct referencing procedures.

Personal Liability

- **Personal property.** Students are responsible for their personal property at all times. Excelsia College can take no responsibility for any personal property and is not liable for any loss of or damage to students' personal property (including bicycles, motor vehicles, musical instruments, personal computers and mobile phones).
- **Private health insurance.** International students are required to take private health insurance for the duration of their studies. The College recommends that all students consider private health insurance that provides them with cover additional to Medicare.
- **Professional indemnity insurance.** Students in some courses will require professional indemnity insurance in order to undertake supervised practice placements. Check with your Head of School to see whether professional indemnity insurance is needed.
- **Prohibited employment declarations and employment screening.** If you are considering a course that prepares you for a profession involving the teaching or care of children, the sick, or other people in vulnerable positions, you should be aware that prospective employers, accreditation and registration bodies and agencies providing clinical placements, internships or professional practice may require you to submit a Prohibited Employment Declaration and give consent to employment screening before they employ you, agree to host a placement for you or register you to practice. Excelsia College will arrange for all Master of Teaching and Bachelor of Early Childhood Education students to have a Working with Children Check at the commencement of their course.

WORK, HEALTH AND SAFETY (WHS)

Excelsia College is committed to ensuring the health, safety and welfare of our staff, students, volunteers, visitors and others at our workplaces (WHS Policy). We seek to achieve this by working in consultation with our staff to:

- identify hazards in our workplace arising from our activities
- assess the risks posed by these hazards
- eliminate these hazards, or implement control measures to reduce the risk
- continually monitor and improve our health and safety performance.

We are committed to ensuring:

- our premises are safe and without risk to health
- safe systems of work and a safe working environment are maintained
- information, instruction, training and supervision are provided to ensure the health and safety of employees, students, volunteers, service users and visitors.

Staff and student safety and security are a high priority for Excelsia. The College encourages staff and students to act positively and responsibly to enhance their own safety and the safety of others. Safety on campus is managed by full-time facilities staff who are dedicated to providing a safe and comfortable campus for the College community. Specific safety features and measures that apply on campus include the following:

1. After hours public transport is available a few minutes' walk from the College on fully lit suburban roads.
2. The car park is within the College grounds, providing ease of access and security for staff and students walking to cars.
3. The campus is fully lit during and after hours, including in the car park area.
4. The entry doors require security swipe access, with your student ID card, and are alarmed after specific times at night (see Security, page 24).
5. Offices are locked after hours to minimise any attractiveness to potential intruders.

All staff and students on campus have a 'duty of care' to each other. This means we are legally obliged to assist each other and any visitors in the event of a potentially dangerous situation. The Emergency Evacuation Procedure is posted in various locations on campus. Please observe all safety regulations posted around the campus. The doors leading to the fire escape stairs are alarmed, so don't use these unless instructed to do so by an evacuation warden.

Key Emergency Contacts

For your safety and the safety of others, it is important that you find out who your emergency contacts are including your

- first aid officer
- emergency warden.

Gym Membership

Anytime Fitness located at Level 1, 35-41 Waterloo Road, Macquarie Park NSW 2113 (corner Lane Cove Rd and Waterloo Rd), offers corporate membership to Excelsia College staff and students. You can purchase membership directly with the gym manager on 9889 1880, 9870 8794 or macquariepark@anytimefitness.com.au. The membership will give you access to all Anytime Fitness gyms in Australia.

First Aid Room

The First Aid Room is located on the ground floor, next to the Student Support Centre. This room is provided for staff and students who are not feeling well and need a space to recover. You may only access the room during the hours of 9am to 5pm, Monday to Friday. The room is managed by the first aid officers who may grant student and staff access to the room as required and monitor their wellness.

First Aid Kits

First aid kits are located in the Registrar's Office, library, upstairs staff area, the auditorium, Student Support Centre and the First Aid Room. Ice packs are available through the Registrar's Office.

First Aid Officers

The first aid officers' contacts are available on the Health and Safety page of our website.

In the case of an incident leading to injury or having the potential to lead to injury occurring on campus or off-campus while involved in course requirements, the lecturer or student must report the occurrence by submitting an Incident Report located on the College website, within 24 hours. Incident Reports are available online. The Incident Reporting Procedure is available here.

If you identify a potentially hazardous situation at the College, complete the online Hazard Log form, available on the College website. The Hazard Reporting Procedure is found here.

Sexual Assault and Sexual Harassment

Excelsia College aims to maintain a safe campus, expecting all members of the Excelsia community to be respectful to one another.

Any form of sexual assault or sexual harassment is not tolerated. If an incident of sexual assault or sexual harassment is disclosed by any Excelsia College member, the College will provide immediate support to those affected.

If you have experienced a sexual assault or sexual harassment incident, you can submit a SASH Incident form available on the College website.

Submitted forms will be sent to a support officer who will respond within 24 hours to support and assist you through the process.

WHS Risk Assessment

The School of Drama has developed supplementary risk assessment statements addressing the particular physical challenges that are inherent in training. This School prioritises the development of essential risk-management skills that minimise potential injury. Extracts follow.

School of Drama

Some units of study involve physical challenges which are an inherent part of drama training. Staff in the School of Drama place a very high priority on the development of essential risk-management skills that minimise potential injury. Students are taught safe physical theatre principles as lifelong learning skills and are expected to apply them in their classes. It is the student's responsibility to alert the lecturing staff to any physical weakness or injury before commencing a class. Students undertake all class activities at their own risk. Students are taught to obey the movement directions of the lecturer, use peripheral vision to be aware of other students, and be respectful of other students' space and physicality. Students will be removed from a class activity or performance if it is perceived that they present a potential risk to themselves and/or others.

Practical drama units are undertaken in purpose-built drama studios or on location at performance events. Lecturers and students are responsible for maintaining the space while present, abiding by College policy in regard to equipment, and keeping the space clean and free of obstacles.

Due to the physical nature of drama training, the School of Drama provides the necessary duty of care in emergency situations through the first aid officers at all venues in which students are required to participate in practical units. Access to off-campus doctors is possible at short notice. Students are encouraged to have private health insurance.

Relevant lecturing staff will be made aware of any student's pre-existing injury or weakness via staff meetings and copies of medical reports.

Dress standards appropriate to pre-professional training are enforced by the School of Drama for all practical units, providing sufficient coverage and protection for the type of training undertaken. Costuming requirements will also be determined by the lecturer, as needed.

Accidents in Class

If a student has an accident or medical emergency in the classroom, the lecturer should:

1. Attend to the student's needs. The first aid kits are located in Registrar's Office, library, upstairs staff area, the auditorium, Student Support Centre and the First Aid Room.
2. Notify a first aid officer. If necessary, the first aid officer will call an ambulance.
3. Within 24 hours of the incident complete an Incident Report.

Critical Incidents

In addition to College responsibilities under the *Workplace Health and Safety Act 2011* (Cth), the College has a particular duty of care to students who, during their studies, experience a critical incident. The National Code defines a critical incident as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.

Critical incidents could include:

- missing students
- severe verbal or psychological aggression
- accidents, fires, natural disasters
- death, serious injury or any threat of these
- issues such as domestic violence, sexual assault, drug or alcohol abuse
- terrorist activities.

The safety and security of students and staff are the main priority of the College during any critical incident or crisis. A Critical Incident Management Team will prioritise attending to essential, initial steps to ensure protection of lives, and/or seek immediate care for injured or affected students.

The College is responsible for ensuring appropriate planning and infrastructure is in place to ensure the provision of all necessary support services to the student in case of a critical incident. In the case of critical incidents occurring on campus, WHS policies and procedures cover all persons on site at the time of the incident – students, staff and visitors.

The Critical Incident Policy and Procedures outline the College's processes for managing critical incidents, including rapid response, effective management, appropriate support and counselling for those affected, and adequate training and information resources for staff.

COVID-19 Action Plan

The College has a current COVID-19 Safety Plan that is monitored and reviewed where necessary. This assists the College to continue to monitor the effects and risks to health and safety posed by COVID-19, and to maintain safety precautions in line with NSW Health advice and individual risk assessments of the College. Updates and changes are communicated as needed.

Children on Campus

The College acknowledges that due to unforeseen or exceptional circumstances, students occasionally bring their child or children on campus. Nevertheless, the duty of care to all children rests at all times with their parent/guardian, not the College.

Security

Security around the College is everyone's responsibility. Access to the building through the front and side doors is via your student ID card. Students are issued with an ID card at commencement

WORK, HEALTH & SAFETY (WHS)

of their studies. ID cards need to be returned to the Finance Department at the end of a student's candidature. A charge of $50 will be incurred if the ID card is lost and needs replacing.

Access to the building will only be available during the opening hours of the College, i.e.

Monday to Friday: 5:30am to 10pm

Saturday: 7:30am to 7pm

Sunday and Public Holidays: closed all day.

Lending an ID card to another person is considered a serious breach of security protocol.

Visitors

Clients and visitors to the College need to be announced at Reception.

Visitors should be escorted at all times in the building.

Please note the following:

- The campus is alarmed outside opening hours. The alarm pre-warning is sounded at 9:45pm each night, Monday to Friday, and 6:45pm on Saturday. This is an alert for both staff and students to immediately exit the building. Anyone not leaving by the due time will trigger the alarm, and a member of the external security service will come to the College to investigate. A charge-out cost will be recovered from the person setting off the alarm.
- No students can enter the campus prior to a staff member (permanent, casual staff or contractors) being on site. Until a staff member is on site the student's ID card will not operate an entrance door.
- The alarm can be extended if there is a need to stay past opening hours, for example, when shows are on, subject to prior approval from the Finance Department. The security company will need to be contacted to inform them of changes to the alarm time setting.
- If the alarm has gone off while you are on site, a guard from the external security company will attend and manage the situation within the agreed protocols.

HELP DESK

Academic Enquiries

Assessment requirements	Lecturer
Attendance requirements	Lecturer/Head of School
Leave of absence	Registrar's Office
Course transfer	Head of School
Credit and RPL	Head of School/Registrar's Office
Course requirements	Head of School/Registrar's Office
Appeals about assessment	Lecturer/Head of School/Chief Academic Officer
Late assignment	Lecturer/Head of School
Professional experience (Counselling)	Professional Experience Coordinator
Professional experience (Education)	Teacher Education Manager
Special consideration	Chief Academic Officer
Study skills/tutorials	Student Support Centre
Subject choices	Head of School
Transcripts and Results Summaries	Registrar's Office
Variation to enrolment	Head of School/Registrar's Office
Withdrawal from course	Head of School/Registrar's Office

Administrative Enquiries

Austudy, Abstudy, Youth Allowance	Registrar's Office
Change of personal details	Registrar's Office
Fee payments	Accountant
FEE-HELP	Registrar's Office
Immigration matters	Registrar's Office
Invoice queries	Finance and Accounts Manager
Student ID cards	Registrar's Office
Timetable queries	Head of School

Other Support

Disability support	Student Support Centre
Career mentoring	Head of School/Student Support Centre
Email assistance	Excelsia Help Desk
Pastoral care	Mission Engagement Coordinator/Director of Mission/Student Support Centre
Personal counselling	Student Support Centre
Student grievances	Registrar/Student Support Centre
Student Representative Council (SRC) requests	Mission Engagement Coordinator/SRC Representative
Upcoming performance queries	Excelsia Website/School Assistants
ExO assistance	Excelsia Help Desk
Campus ministry and Christian community events	Mission Engagement Coordinator/Director of Mission

STUDENT SUPPORT

Discrimination, Harassment and Bullying

Excelsia College is committed to maintaining a work and study environment which is free from discrimination and harassment for members of the College community. Staff and students are expected to respect the rights of others. The College is committed under the principles and requirements of state and federal anti-discrimination laws to ensuring that any and all matters relating to harassment are dealt with speedily, sensitively, equitably, confidentially and according to principles of procedural fairness.

See the website for the College's No Harassment and Discrimination Policy.

Public Liability

Excelsia College's public liability insurance, subject to policy terms, conditions and exclusions, extends to:

- students whilst undertaking an approved Excelsia College course. The insurance covers a student for any loss in relation to which it is proven that Excelsia College was negligent.
- all premises and locations Excelsia College may use in conjunction with the delivery of educational programs to its students. This insurance cover extends to any place in which an approved off-campus activity is conducted.

Excelsia College's public liability insurance does not extend to students' homes or other places of study, or any other place a student may wish to visit while studying.

Student Support Centre

The Student Support Centre (SSC) seeks to be an oasis of support that provides students with services for their academic and personal flourishing. Working with schools, the SSC aims to enhance the student experience through a range of services from a team dedicated to their success. All services are free of charge.

In the busyness and stress of life and study, the centre also aims to be a source of comfort and care. The SSC provides relevant and best practice workshops, skills development and advice. Students will find our staff approachable and relational in all activities, meetings and conversations.

Appointments for all services can be requested on the Student Support page of ExO.

Counselling Services

Our counsellors are committed to helping students accomplish their educational and life goals by helping identify strengths and offering support where needed. We offer a safe, supportive and private atmosphere in which to discuss any concerns at all, and these services are available to all Excelsia College students at no cost. Duration of services varies depending on student needs and counsellor availability, but generally speaking we work from a short-term counselling model that aims to help students reach their identified goals within 5 sessions. Ultimately, however, decisions regarding length of services are made jointly by the student and counsellor. Students who have personal obstacles that are more deeply ingrained or that are deemed to require more long-term therapy may need to be made aware of off-campus resources as appropriate. Off-campus resources may be utilised instead of, or in addition to, the counselling services provided on campus.

Confidentiality

Counselling records are confidential and separate from academic records. Only in the rare instance, in which an individual may present a threat to harm themselves or others, may counselling information be released without the student's signed, written permission, and then only to the extent necessary to protect the student or other persons in danger.

Scheduling Appointments

Students may schedule appointments with a counsellor through the Student Support page on ExO. Walk-in appointments are accepted only if a counsellor is available, or with the exception of an emergency, in which case a counsellor will see a student ASAP. There may be graduate interns providing counselling services. Graduate interns are held to the same level of ethics and professionalism as professional counselling staff. Entrance is the west side entrance of the building.

Mission Engagement Coordinator

The Mission Engagement Coordinator seeks to provide spiritual guidance that leads to spiritual growth – to see people finding and living their best humanity in Christ. The Mission Engagement Coordinator is available to meet with students to listen, to love, and to provide care, guidance, support and advocacy. The Director of Mission provides the same pastoral care for staff. The Mission Engagement Coordinator is concerned with the holistic wellbeing of the Excelsia community, acting both reactively and proactively to ensure each one feels their worth as an image bearer. The Mission Engagement Coordinator oversees activities that lead individuals to become more like Christ, and seeks to shape our College to further reflect the heart of God.

The provision of pastoral care supports an environment conducive to study as well as personal and spiritual growth.

Contact the Mission Engagement Coordinator on 9819 8839.

Academic Support

The core function of the College is academia. The Student Support Centre ensures this operation is successful through a range of academic support activities. Students will be referred to the SSC if a faculty/school staff member deems it necessary for

their academic growth, however students may also wish to opt into activities in order to excel in their areas of studies.

Academic Skills Consultation
Students can request an individual consultation with the Academic Skills Advisor to develop a strategy for their academic success and assist with academic difficulties. Students on academic probation or identified as at risk of failure are referred to the Student Support Centre by schools/programs as per their intervention strategy.

Academic Skills Workshops
Various workshops are conducted weekly throughout the year and aligned with the rhythms of College academic needs. These workshops are aimed for groups of 10–20 students and participant numbers are increased as per needs basis. At risk students may be referred to the workshops for their academic requirements but some may wish to opt in to increase their academic potential.

English Language Support

The Student Support Centre offers the development of language proficiency and assists students in meeting the College's English language requirements. Overseas students who have achieved the required IELTS scoring may require further language support in addition to their academic requirements. The SSC desires to journey with students and provide support to ensure their language skills keep up with academic demands.

English Language Skills Consultation
Students can request an individual consultation with the English Language Teaching Advisor to develop a strategy for their English language success. Students on academic probation or students identified as being at risk of failure will be referred to the Student Support Centre by schools/programs as per their intervention strategy. Students may also be referred to the English Language Advisor after a consultation with the Academic Skills Advisor. The outcome of the consultation will determine which program the student enters.

Speaking/Presentation Workshops
Being able to confidently speak and present material in front of an audience when English isn't a first language can be daunting. Speaking/Presentation workshops are aimed at reducing presentation anxiety and building confidence through a range of fundamental skills to carry students beyond their studies and into their careers. At risk students may be referred to the workshops for their academic requirements but some may wish to opt in to increase their academic and English-speaking potential.

Career Advice

Excelsia College desires all students to succeed beyond their studies and achieve fulfilling employment and careers. The Career Service at the Student Support Centre supports Excelsia's mission, to benefit the world by preparing graduates to lead in a range of professions, by helping establish career pathways and goals. Students may request a consultation with the Career Advisor to receive individualised support and information on the next steps in their desired career.

Disability Support

The Disability Advisor is accessible in the Student Support Centre should students living with disability require assistance. The Advisor journeys with the student during their studies to increase their skills, independence, personal growth and development through the provision of active support and their enhanced participation as a valued member of the Excelsia community. Please note the SSC is not required to make adjustments based on disability needs where there is evidence that doing so would impose unjustifiable difficulty on the College.

Indigenous Support

The Indigenous Support Advisor is accessible in the Student Support Centre and functions to increase the wellbeing of Aboriginal and Torres Strait Islander students studying at Excelsia College. The Advisor provides support for Indigenous community members through regular contact, and liaison between staff and the Excelsia community. Indigenous students receive advocacy, assistance and guidance in conjunction with necessary external Indigenous services and activities within the College.

Student Representative Council

The Student Representative Council (SRC) is an elected body representing students' interests and promoting activities that benefit the College community. Students, including international students, elect student representatives who will work closely with the College to articulate and implement a vision for enhancing student wellbeing and resolving issues of concern whenever they arise. When students raise with their SRC representatives matters pertaining to student wellbeing, these matters are referred to relevant people and processes for resolution. The first point of contact for student representatives is the Mission Engagement Coordinator. If, for whatever reason, student representatives are unable to address issues in the context of that relationship, they are encouraged to address them with the Director of Mission or Registrar.

Student representatives also assist Excelsia College leadership with activities to develop leadership skills, provide moral and spiritual direction for the student body, and support the mission, vision and values of the College.

Specific responsibilities of student representatives include:

- attending all SRC meetings, conveying apologies whenever attendance is not possible

- responding to SRC-related communications in a timely manner
- identifying themselves to all students in their department as available points of contact for discussing matters of concern
- accurately representing the views of all students at the College regardless of personal beliefs and/or opinions
- using established departmental channels of communication (e.g., meetings with Heads of School, department forum, etc.) to receive and relay information
- becoming familiar with and abiding by departmental and College policies and procedures
- contributing to the decision-making process on matters before the SRC
- respecting staff and student confidentiality where appropriate
- actively participating in Orientation, The Gathering, Open Days, retreats and other community events throughout the year
- promoting the profile of Excelsia College within the internal and external community.

Community Gatherings

Staff and students meet together weekly for The Gathering, a community space which can include worship, guest speakers, student contributions and announcements. All students and staff are encouraged to be present at The Gathering or have access to the information that is given out there.

Privacy

Excelsia College complies with the Australian Privacy Principles set out in the *Privacy Act 1988* in respect of students' personal information. These principles are designed to protect your privacy.

To gain access to your personal information held by the College, complete the Student Request for Access to Own Personal Information form, and submit it to the Registrar who will arrange for you to have supervised access.

Student Grievances

The creation and maintenance of a harmonious environment which encourages study and personal development is an important part of the College's mission. We recognise that problems and grievances may arise and the College is committed to ensuring that these are resolved promptly in a fair and equitable manner. The Student Grievance Policy and Procedures have been developed to enable students and applicants to appeal the decisions made by lecturers or committees that affect their status or academic progress.

Copyright

Excelsia College, as a higher education provider, holds a Copyright Licence (No. 3063) to enable the reproduction of copyright materials for educational purposes. Excelsia College does not authorise or allow any infringing reproductions of copyright material on any of its equipment. It is your responsibility to ensure that any reproductions you make do not infringe copyright. Infringement of copyright is a crime that attracts very large fines. As a student, you will not infringe copyright if you use material for research or study, provided that your use is fair.

If you are reproducing text or printed music from a hard copy edition of 10 or more pages, the copyright Act deems that it is fair to copy:

- 10% of the number of pages, or
- one chapter if the work is divided into chapters.

For text material published in electronic form, it is deemed to be fair to copy:

- 10% of the number of words, or
- one chapter if the work is divided into chapters.

This information is published in the information sheet Research or Study (G053). Visit the Australian Copyright Council for this and many more user-friendly information sheets.

Please note that copyright restrictions apply to any study materials issued to students as part of their units. The content of these course materials and any associated resources provided remains the intellectual property of Excelsia College. Students are not authorised to use these materials for purposes other than their own study and development and may not give course materials to others not enrolled in the course.

FACILITIES

General Information

In addition to computing facilities, access to the internet is provided on the College campus through wireless broadband. Computing, printing and photocopying facilities are available for all students in the library, and specialist computer labs service the Schools of Music and Drama. Other facilities include performance and studio spaces for the arts, a professional counselling centre, lecture rooms and teaching spaces of various configurations, meeting rooms, offices, student centre, and car park. Technical facilities and resources supporting each of the College's courses are continually updated and expanded.

On Campus

- Students are expected to dress neatly, and clothing should be appropriate to class activities and safety regulations. For safety reasons shoes must be worn at all times on campus except inside classrooms where a unit requires shoes to be removed.
- The use of audio or visual recording devices, including mobile phones, for unauthorised recordings of productions, performances, seminars or lectures is not permitted. Students must receive prior written permission from the lecturer or production director and the Head of School before recording. No electronic devices may be taken into examinations under any circumstances.
- Mobile phones should be switched off during class sessions. Similarly, students should not attempt to access Facebook, Twitter or other social media during class sessions. Should students, after fair warning, not be appropriately attending to, and participating in, classroom learning activities, staff have the authority to ask students to leave class sessions and record these students as absent.
- Apart from drinking capped bottles of water, no food or drink may be consumed in lecture rooms, labs, studios or the library.
- Excelsia College does not allow animals on campus other than service animals specially trained to perform one or more specific functions or activities of daily living for an individual with a documented disability. Service animals include guide dogs for those with visual or hearing impairments or service dogs to perform tasks for the mobility-impaired (i.e. pulling a wheelchair or fetching dropped items).
- Excelsia College has a Smoke-free Environment Policy. Smoking and drinking are prohibited in all College premises and vehicles.
- Noise is a major work health and safety issue. Hearing loss is permanent. Excelsia College ensures that appropriate risk control measures are taken when noise levels at the College exceed an 8-hour noise level equivalent of 85 dB or peak at more than 140 dB. If a staff member asks you to reduce noise levels, you are expected to comply with this request immediately.

Parking

Parking on campus is on a first-come-first-served basis. Use of the College car park is free. Ensure when parking on campus that you park within the marked parking lines only. The College is not liable for any damage, including theft, to your car while parked on campus.

Changing Your Personal Details

It is your responsibility to notify the College of any change of name, address, or contact details during your study. Just fill in the Change of Personal Details form which will forward your request to the Registrar's Office.

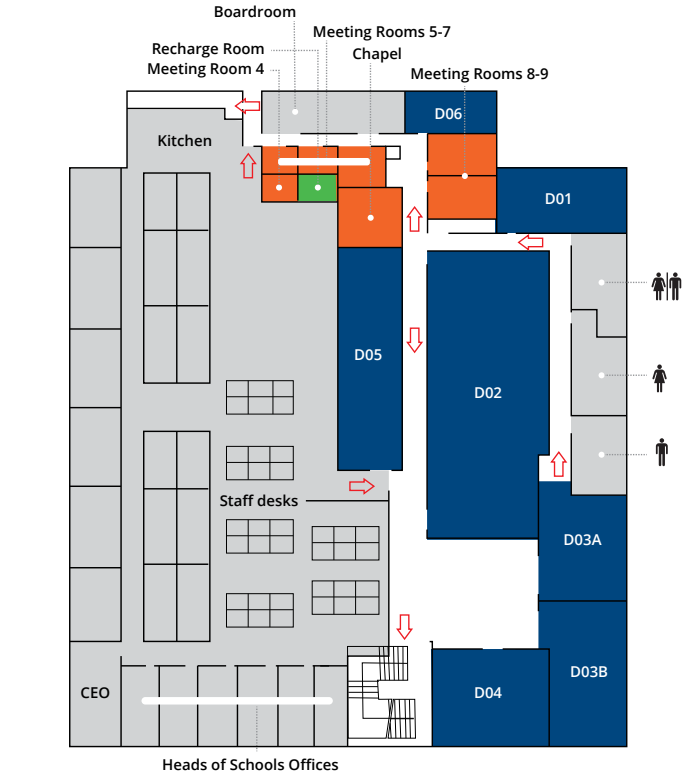
FEEDBACK

General feedback can be provided by students at any time via the online feedback form in ExO. Your opinion is important to us and we value both positive and constructive feedback so that we can continue to improve our College and your experience with us.

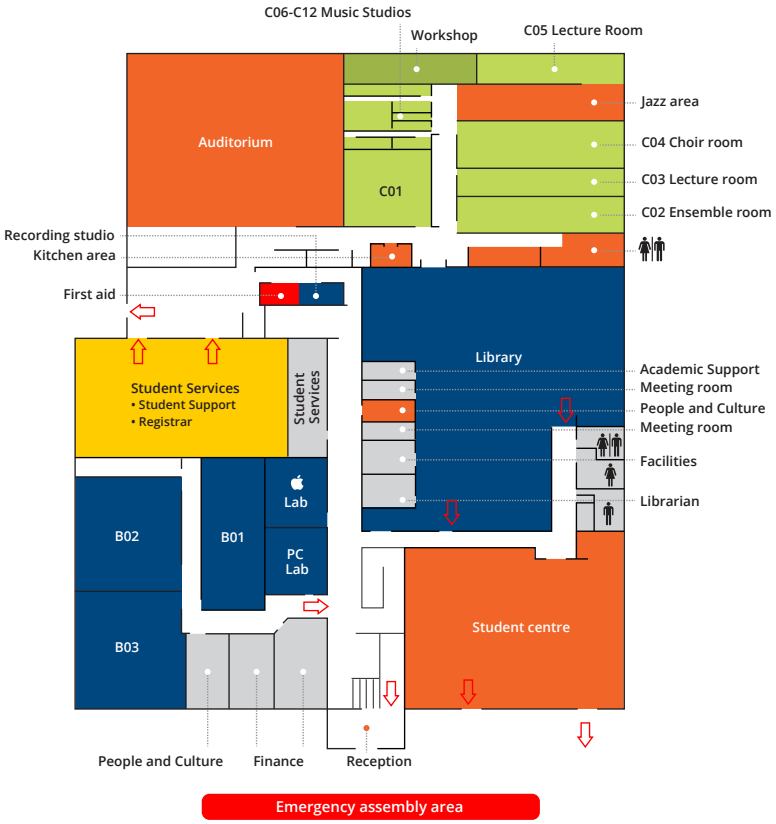
At the conclusion of every unit of study you are also asked to complete an anonymous online evaluation of your learning experience in that unit. Your evaluations are very valuable in assisting us to aim for continuous improvement in all aspects of teaching and learning. At the end of your course you will be invited to complete a survey reflecting on your whole study experience in the course and exploring your suggestions for improvement. Through your input into these kinds of surveys you will become a valuable part our efforts to provide you and future students with the best possible educational experience.

MAPS

First Level



Ground Level



SEXUAL ASSAULT OR HARASSMENT IS NEVER OK.

SPEAK UP. IT'S OK.

HELP IS ALWAYS AVAILABLE.

CONTACT:

9819 8815 OR 1800RESPECT

respect@excelsia.edu.au

EXCELSIA COLLEGE

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EMERGENCY

RESPECT. NOW. ALWAYS.

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