



**(LoveWorld Leadership College delivers accredited training  
in Australia as a partner campus of Unity College Australia  
RTO 6330. CRICOS Code 02160A.)**

# 2024 HANDBOOK

## LoveWorld Leadership College

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# LOVEWORLD LEADERSHIP COLLEGE

## 2024 HANDBOOK

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# 1. VISION, MISSION AND VALUES

## OUR VISION

LoveWorld Leadership College (LLC) will have a transformative impact on society through continual training of diverse leaders in their bid to give people's lives a meaning, build a happier world with love, and take God's divine presence to the peoples and nations of the earth, demonstrating the character of the Holy Spirit.

LLC will empower its students, staff, and volunteers to achieve their academic, professional, and spiritual passions in an environment that is diverse, welcoming, and inclusive. We aim to be accessible to all who wish to learn with us. More specifically, we will attract and retain diverse, world-class talent; and create a collaborative environment open to the free exchange of ideas, where research, creativity, innovation, and entrepreneurship can flourish.

LLC will be known for distinctive scholarship and creativity that will shape the future of society locally, nationally, and globally by practically and meaningfully engaging with partners and other stakeholders outside the physical borders of the college campus.

## OUR MISSION

Our mission is to provide training which:

- is relevant and of high quality
- assists students to achieve excellence in the work place
- develops an awareness of others' needs and skills to respond appropriately
- promotes an appreciation of the contribution of Christian faith to self and contribution of Christian faith to self and society
- fosters personal maturity and character development that leads to an ability to contribute effectively to society as a whole

## OUR VALUES

Our values are applicable to all our courses.

- **Welcoming:** We seek to provide an environment which is welcoming to all students.

- **Relationship:** Effectiveness in employment and ministry comes from strong relationships. We aim to develop strong relationships and lasting friendships among students, staff and with the community around us.

- **Relevance:** The College seeks to be relevant and prophetic to our society. It has a contemporary focus and seeks to include a range of cultural expressions.

- **Excellence:** The College aims for excellence, not for its own sake, but in our devotion to and for the sake of the glory of God being upheld in the church and in the wider community.

- **Marketplace:** The College is committed to providing training for application in society's workplaces and marketplaces, with a Christian worldview.

- **Whole Person:** We believe that, along with training in specific areas, students should have the opportunity to grow in character and in the understanding and application of Christian faith.

- **Unity:** The College is trans-denominational and open to all members of the body of Christ and wider community who subscribe to our ethos and values. We seek to serve the church and complement rather than duplicate activities undertaken by others.

- **The Kingdom:** We desire for people to be committed to serving God's kingdom whether through church, the workplace or marketplace.

- **The Church:** We encourage participation in local congregations of believers and the church.

- **Creativity:** The College aims to reflect and nurture the creativity that God has given to us. We seek to explore Christian creative experience.

- **Ministry Skills:** The College is committed to the development of effective ministry skills in students' lives.

- **God Focused:** We believe in the need to develop an ongoing intimate relationship with the Living God. This includes the development of a passion to better understand and apply God's Word.

- **The Gospel:** The College doctrinal basis is the established Christian creeds (Nicene, Apostles). On matters of faith we seek unity in essentials and tolerance in the non-essentials.

**Holy Spirit:** Ministry is most efficient and effective when done under the tutelage of the Holy Spirit. It is our great desire to see God's supernatural manifestation in the lives of those who come to study in our college.

### UNTIL NOW...

LoveWorld Leadership College delivers training of Australian accredited awards under the auspices of Unity College Australia RTO 6330. CRICOS Code 02160A. The college started under the Australia College of Ministry (ACOM) in 2017 and, at the time, had its foundations in grass roots ministry training for only local students. The name LoveWorld was chosen to reflect the purpose and love of Christ in transforming mankind and in giving their lives a meaning. Since then, the college has taken up an international focus to provide ministry training in Australia to students from all over the world.

### COLLEGE ETHOS

LoveWorld Leadership College is committed to delivering quality vocational education and training programs from a Christian perspective aimed at equipping people to effectively contribute to contemporary society.

LoveWorld Leadership College's programs strive for:

- academic excellence (developing intellectual discipline and expertise for attaining and developing knowledge and skills, as well as providing a basis for further education),
- vocational competency (practical skills and methods that relate to Christian ministry and/or workplace related skills) and
- character development - personal growth based on Christian character foundations.

Vocational outcomes range from leadership in Christian ministry to competent, professional service in the general community.

LoveWorld Leadership College pursues a distinctly Christian philosophy of education including

disciplines that enable students to apply the Christian life practically in serving others.

### STATEMENT OF BELIEFS

LoveWorld Leadership College believes in the mainstream of Christian faith with its commitment to the foundational principles of the doctrines of Christ-

- commitment to the inspiration and authority of the Scriptures
- the proclamation of the gospel and the sufficiency of Jesus Christ for all human needs.
- Our core beliefs are drawn from the traditional doctrines of LOVEWORLD Incorporated founded and led by Rev. (Dr.) Chris Oyakhilome.

### GIFTS AND DONATIONS

LoveWorld Leadership College is a not-for-profit organisation with a mandate to develop Christians who can take their place in the key sectors that influence contemporary society. The college receives no government funding and relies solely on student fees to operate. The shortfall is made by fundraising and donations. We invite you to share in our mission. You may do this by supporting the college financially or in practical ways.

## 2. ORGANISATIONAL ARRANGEMENTS

### MANAGEMENT STRUCTURE

LoveWorld Leadership College is a not-for-profit organisation. LoveWorld Leadership College delivers training of Australian accredited awards under the auspices of Unity College Australia RTO 6330. CRICOS Code 02160A. LoveWorld Leadership College has a board (which meets several times a year) but is available for out-of-session consultations.

College operations are covered by staff engaged in the following roles / areas:

- Director
- Deputy Director
- Coordinator (Training & Assessment)
- Trainers & Assessors
- Accountant
- Communications Officer
- Administrative Officer
- Coordinator (Ministry Technology)
- Tutors

LoveWorld Leadership College staff include a mixture of paid and voluntary workers.

### GENERAL

LoveWorld Leadership College (LLC) has a parent school, Unity College Australia (UCA) which believes a strong client service ethos provides a basis for making informed decisions about technological, people and property investments and the organizational structures it should pursue, that ensure decisions are aligned to a people-responsive focus. Research can give clarity about the needs of clients and show how and where they are changing. These processes contribute to a culture of continuous improvement in the College.

Formal and informal evaluations are used for all subjects and courses to obtain feedback from students. Following analysis of issues raised, feedback is incorporated by trainers / tutors, and aids in delivery of subsequent training.

Surveys of students and Industry / Christian ministry leaders help to determine appropriateness, relevance, level and style of training offered to clients, and ensures the competencies developed in

the College are recognizable and meet the needs and standards of the industry. The College believes this approach will ensure quality training outcomes and meet current and emerging vocational skills needs in Australia.

Students at LLC can direct matters for consideration by the Board through the Director.



### 3. CLIENT RELATIONS

#### CLIENT SERVICES CHARTER

- Unity College Client Service Charter as a parent institution commits us to:
- being friendly, helpful, respectful
- identifying ourselves when we talk to clients
- listening carefully to what the clients say to us
- providing efficient and prompt service
- providing accurate and consistent information in a way that is easy for clients to understand
- explaining the things clients need to know and do
- providing or referring clients to other services appropriate to their needs
- making it easier for clients to access services
- maintaining appropriate confidentiality, and
- fixing mistakes.

#### CODE OF PRACTICE

LoveWorld Leadership College (LLC) fully adapts Unity College Australia's Code of Practice. This code can be found in the Unity College Australia website at <http://www.unity.edu.au/en/more-info/unity-college-policies>

#### USE OF PERSONAL INFORMATION

LoveWorld Leadership College undertakes to treat personal information of students with due care and confidentiality. Our policies on Privacy and Handling of Information are available on our Parent's website, UCA. We are obliged to report certain information relating to students to government agencies and authorities but will inform students of this and follow approved procedures. No information will be given to any individual or organization without prior approval, except in the case of meeting obligations under the criminal code or other relevant government laws.

#### COMMONWEALTH OMBUDSMAN

Since LoveWorld Leadership College operates under the auspices of Unity College Australia, students studying at LoveWorld Leadership College on an International Visa or accessing Student Loans, may request advice from the Commonwealth Ombudsman.

This is a free service. Contact information: Ph: 1300 362 072 <http://www.ombudsman.gov.au/>

#### INTERNATIONAL STUDENTS

Courses for international students are registered with the Australian Government under CRICOS (Commonwealth Register of Institutions and Courses for Overseas Students).



Unity College Australia, as our parent institution, subscribes to the National Code of Practice for providers of education and training for International Students. This code of practice has a key objective in delivering education of integrity and quality. Under Australian law students from overseas studying for more than 12 weeks are generally required to hold student visas to enter Australia for education and/or training. Students are required to comply with the conditions of this visa.

All conditions relating to International Student enrolment at Australian Educational Institutions are outlined in the ESOS National Code and ELICOS National Standards.

Areas relevant to students at Unity College regarding the ESOS & ELICOS National Codes are outlined below.

#### Enrolment Information

The college agrees to provide all students with correct and enough information about course fees, entry requirements, content and assessment, and college policies and procedures prior to enrolment.

This is to enable the student to make an informed decision about applying for study at the college.

## Language

Whether or not students have been assessed through the IELTS, or other English testing, international students will be required to undertake bridging courses where their level of English proficiency is not adequate for the course they apply for. Unity College Australia offers stand-alone English as a Second Language (ESL) courses that are available to meet this requirement.

## Enrolment Agreements

Students will be provided with written agreements which outline the basis of understanding of their enrolment at the college, including course name and dates, fees and due dates and refund policy.

## Attendance and Course Progress

Student visas are only available for full-time study in CRICOS registered courses. Courses implemented under CRICOS for international students are required to meet a minimum study load of 20 hours per week. Attendance in class sessions is necessary for satisfactory course progress.

Students who do not meet satisfactory attendance and course progress requirements are at risk of enrolment cancellation.

For more information see Section 8 of this handbook and the International Students section under Attendances and Absences.

## Personal Details and Information

Students are required to keep the college up to date with current contact details (ie Australian residential address, contact phone number and email address) and advise any change of circumstances within 7 days.

The college is under strict privacy arrangements. These are described in Section 10 under the heading Confidentiality of Personal Information.

## Recognition of Prior Learning (RPL)

International students may apply for Recognition of Prior Learning. However, if you receive recognition of prior learning for any subjects, we will be required to either reduce your course length on your Confirmation of Enrolment (CoE) or request you to choose additional elective subjects to make up a full time load. The course load in the final semester of study can be reduced provided the student meets course completion requirements. For more details about RPL see Section 5 of this handbook.

## Refund Agreement

Refund arrangements are covered in Section 6 of this student handbook. The government requires us to advise you that “this agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take further action under Australia’s consumer protection laws”. Our dispute resolution procedures, as defined in the handbook, do not circumscribe the student’s right to pursue other legal remedies.

Students will receive a full refund of fees for services not provided including instances where courses do not run or the college defaults.

## Student Support Services

We have an obligation to provide support for students with regards to:

- orientation
- academic progress
- further study
- accommodation
- counselling re welfare matters
- dispute resolution

Information for international students prior to arrival, available on the college website, provides information concerning matters such as banking, work rights, tax file number requirements, drivers licenses, health cover and schooling of dependents.

Unity College as our parent institution, has a Critical Incident Policy for managing incidents which may affect international students. Students will be given the International Student Liaison Officer and International Registrar contact information upon arrival and are able to use this in the event of any major issue occurring.

Students who have an issue or complaint may access the college's Complaints and Appeals Policy. Dispute resolution procedures are outlined in Section 10 of this Handbook under the heading 'Procedures for Dealing with Complaints or Grievances'.

Please contact the international student liaison representative or Director of your local campus if you need further assistance.

## **Overseas Student Transfers between Providers**

As a CRICOS provider under the ESOS Code, LoveWorld Leadership College (LLC) under Unity College Australia (UCA) has obligations to meet in relation to accepting students from, or allowing students to transfer to, another CRICOS provider. We will not knowingly enroll an overseas student wishing to transfer from another registered provider's course prior to the overseas student completing six months of their principal course of study ("restriction period"), except in certain circumstances.

A student will generally not be able to transfer from LoveWorld Leadership College to another provider until they have completed at least 6 months of study in their principal course at LLC, except in certain circumstances.

As the principal course of study is generally the final course of study covered by the overseas student's visa, transfer requirements apply to all courses of study prior to the overseas student's principal course.

Students wishing to transfer to LLC within the restriction period will need to provide a letter of release from the provider at which they are currently enrolled.

Students who wish to transfer from UCA within the restriction period must apply in writing to the UCA Registrar, detailing their reasons for the request. The request will be considered by the C.E.O.

of UCA based on what the provider considers to be in the student's best interests. Reasons which may be considered include compassionate and compelling circumstances. A request will not be considered or granted for reasons which are based on finances.

## **International Student Policies and Procedures**

Other policies and procedures specifically relating to international students are outlined in this handbook. These include:

- course enrolment (Section 5)
- fee payment and refunds (Section 6)
- deferment, suspension or cancellation of enrolment (Section 6)
- assessment, attendance and course progress requirements (Section 8)
- General policies including complaints and appeals (Section 10)

Detailed versions of policies and procedures are available from our Parent Institution, Unity College Australia National Office.

## 4. VOCATIONAL OUTCOMES & CURRICULUM PHILOSOPHY

### VOCATIONAL OUTCOMES

Courses offered by LoveWorld Leadership College have been designed to train & equip students in the following situations:

- Those needing foundational knowledge and skills in order to undertake further training or education courses
- Those wishing to develop skills to gain employment in a Community Service Organization
- Those wishing to develop the required skills for leadership in a variety of spheres.
- Those wishing to work in a Christian ministry context (e.g., church, cross-cultural mission, creative ministries and/or chaplaincy)

### CURRICULUM PHILOSOPHY

LoveWorld Leadership College is committed to providing training that is academically tenable and intensely practical. The College's programs are designed to draw on the skills of trained and experienced educators and meet the needs of the community at large, the aspirations of clients and the expectations of the accreditation authorities.

### CURRICULUM VALUES

The curriculum is geared to vocational education and training outcomes for clients of the College for both industry and Christian ministry areas. Curriculum development and maintenance are driven by, and are consistent with, the College's Mission, Vision, Core Values and Statement of Beliefs.

### INDUSTRY OUTCOMES

The curriculum focuses on training outcomes that will help students gain suitable skills to obtain employment in the workforce.

### CHRISTIAN MINISTRY OUTCOMES

The underlying Christian ethos of the College's programs reflects its market distinctiveness, ie Charismatic/ Evangelical. Subjects are concurrently academic and practical in nature, with a strong ministry application eg serving in the Australian community, dynamic church planting and world missions.

The College curriculum is designed to address a wide variety of Christian ministry scenarios. Under the guidance of the Holy Spirit the LLC seeks to fulfil the following goals:

- To increase students' understanding of Christian ministry and the importance of working together under God to fulfil His purposes.
- To discover ministry gifts of students and to increase their ministry skills through training, providing opportunities, experience, mentoring opportunities for spiritual and character development.
- To increase students' understanding of how all facets of various ministries function together.
- To increase interpersonal skills and culturally sensitive communication needs to function as team members with fellow workers.

### UNITS AND SUBJECTS

The selection of units/subjects taught at LLC covers accredited training the College is authorized to deliver. This ensures students have the capacity to exit their chosen program of studies with qualification/s that are nationally recognized and portable, as well as with subjects designed to prepare students for their vocational outcomes.

For practical purposes:

- Timetabling is undertaken with a view to ensuring reasonable/balanced workloads available, so students meet the standards required to complete programs within indicated time frames. Timetabling and scheduling are designed to meet Government standards for “full-time” students and ensure a flow from one term/semester to another during the life of the program.
- In multi-stream courses, not every subject will be delivered every year. The published program for an academic year generally indicates the range of subjects on offer during that year. Elective classes will only be run where there are adequate class sizes.

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## FLEXIBILITY

Curriculum content is geared to the needs of internal and external students. Decisions on content consider feedback from students, levels of recognition of prior learning, expected class sizes, special needs of students and input from member churches.

The principles of “flexible delivery” apply to the way material is structured and delivered within individual subjects or units, providing:

- Learning Outcomes/Units of Competency are achieved.
- Teaching materials are reviewed on an ongoing basis.
- Teaching programs, styles and assessment methodologies are overseen by College representatives possessing a Certificate IV in Training and Assessment (TAE40116) or equivalent.
- Trainers are chosen based on their subject knowledge and recognition as “practitioners” using their teaching and ministry gifts and / or skills in the given field of study.

## 5. COURSE REQUIREMENTS

### ENTRY REQUIREMENTS

#### Minimum Age Requirement

The minimum age entry requirement for most courses is 17 at the time of commencement of study (International students must be 18 years or older).

#### Prior Education Requirements

It is anticipated that students enrolling in Certificate IV level and above programs will have satisfactorily completed Year 12. However, students who have not attained this level of formal education may be considered for enrolment, providing they meet other relevant course entry requirements and demonstrate the potential to complete the course for which they are applying.

Applicants seeking enrolment in the Diploma and Advanced Diploma programs are expected to have completed any required pre-requisite lower-level qualifications or can demonstrate equivalent competency.

#### Language, Literacy and Numeracy Requirements

Specific elements of competency in language, literacy and numeracy (LLN) are required on entry to the College depending on the course being studied. In general, all participants should be able to read and understand text to:

- write simple statements (demonstrating an understanding of the writing process, use of basic sentence structure/ punctuation etc.)
- identify data and information
- understand the meaning of the text (explaining it in their own words using key terms to support explanation)

Students who have undergone testing showing that they don't have these skills are able to enroll in our parent school, Unity College's ESL programs.

#### Application Process Requirements

The general college entry process involves:

- Completed application forms
- A successful interview with the Director or representative (where possible)

#### Specific Requirements

For entry into Christian Ministry courses, the following requirements apply:

- The student is a committed Christian and actively involved in a Christian community
- References from Christian leaders
- Students should in good conscience be able to subscribe to the LoveWorld Leadership College statement of beliefs which are found in the tenets of mainstream Christianity.
- Agreement with the "Expectations for Christian Students" as outlined in the application form and this handbook and answering associated questions concerning their personal life situation.
- An audition/portfolio and/or short structured test for students enrolling in all the courses.

### INTERNATIONAL STUDENTS

Based on our Parent School admission process (Unity College Australia), international students who wish to study in Australia must have to satisfy visa and English language requirements according to the Department of Immigration and Border Protection (DIBP). Courses registered under CRICOS for international students must meet minimum requirements regarding hours for face to face and supervised training and online training. International Student visas are issued for full time face to face study programs.

Visa requirements involve holding a passport valid for the duration of study, meeting health requirements including the purchase of health insurance,



demonstrating financial viability to study in Australia and meeting English language requirements.

Students coming from countries DIBP deems necessary are required to sit an IELTS or TOEFL English language test and achieve an IELTS score of 5.5 or above to proceed to a general course being offered by LoveWorld Leadership College (LLC). Students are required to achieve an IELTS score of at least 6.0 for Christian Ministry & Theology.

International students must be 18 years or older at the time of commencing study with Unity College Australia.

## INTERNATIONAL ENROLMENT PROCESS

Enrolments for international students can take a considerable amount of time, especially when enrolling from countries that DIBP considers high risk.

The process is as follows:

1. Student makes enquiry to LoveWorld Leadership College by filling in an expression of interest form on our website ([loveworld.edu.au/apply](http://loveworld.edu.au/apply)). LoveWorld Leadership College will review the form and, if preliminarily approved, contact the student for an interview.

2. If the interview is successful, the college will send the student a formal application form to complete and submit. When this form is submitted along with all supporting documents, the college will review the form and, if approved, introduce the student to Unity College Australia.

3. Unity College Australia sends email to student and requests payment of Application Fees, certified copy of current Passport ID page, Character references, IELTS certificate less than 2 years old, etc. etc.

4. Unity College Australia informs LoveWorld Leadership College by email that student's application form is complete, (un)satisfactory, and that all associated fees have been paid.

If unsatisfactory at this stage, Unity College Australia informs the student that the application is not accepted.

5. If LoveWorld Leadership College Approves Application, Unity College Australia sends a Letter of Offer to the student. If LoveWorld Leadership College Does Not Approve Application, Unity College Australia informs the student that the application is not accepted.

6. Successful applicants who receive a Letter of Offer from Unity College Australia need to return the 'Acceptance of Place' letter that is provided with the offer of place and pay the amount(s) listed in the offer.

7. Address health insurance requirements: Overseas Student Health Cover (OSHC) is required for the duration of the Visa or program of study plus a period beyond the program of study end date (whichever is longer) as per below:

a) one calendar month for courses under ten months not ending at end of calendar year

b) two calendar months for longer courses and programs of study

c) where a course or program of study ends at the finish of the academic calendar year, then OSHC will be required to the 15 March the following year.

In most cases it is not possible to transfer health cover from other countries. The purchase of OSHC can be done through Unity College Australia as part of the application process. A quote is provided as part of the Letter of Offer and rates are very reasonable. This payment is required in advance of an electronic Confirmation of Enrolment (eCOE) being issued.

In the case of unsuccessful visa applications, pre-paid tuition fees and OSHC premiums will be refunded according to the College Refund Policy.

8. Address English language requirements: Where English is not an applicant's native language and they have not lived in an English-speaking country for a reasonable period, a current IELTS or TOEFL score will be required. This English language test is administered through the Australian consulate/embassy as part of applications for student visas.

LLC through Unity College Australia (UCA) accepts students with an IELTS score of 6.0 for Ministry & Theology.

9. Once steps 6 to 8 are completed an electronic Confirmation of Enrolment (eCOE) will be issued and the Australian government notified.

10. Apply for a student visa with the Australian consulate/embassy in your country of residence. A valid eCoE is required as part of the student visa application

The Australian consulate/embassy will assess applicants against many criteria. Requirements vary according to the applicant's country of birth / residency. These could include having a medical including a chest X-ray and providing proof of financial viability to study in Australia.

## NATIONAL RECOGNITION

Where students have undertaken studies at any vocational training organisation recognized by the Australian Government (often referred to as a Registered Training Organisation or RTO), the college has a policy of recognition of any studies completed. This would include individual recognized competencies as well as full courses

## RECOGNITION OF PRIOR LEARNING (RPL)

If a student's educational or vocational/work background includes some relevant studies or experience, it may be possible to apply for "Recognition of Prior Learning" towards a subject, unit or course offered by LLC through UCA

Students seeking Recognition of Prior Learning (RPL) for a subject/course leading to a UCA qualification may be granted a maximum of 100% of individual subjects using direct evidence. RPL is normally considered where there is an obvious relationship between external and UCA units of study, and their respective learning outcomes.

Within the College, applications and submissions for RPL are considered by an RPL Committee. As part of the RPL process the college will:

- advise potential RPL applicants about the process;
- provide applicants with RPL Application forms and RPL Submission & Assessment Kits that include the relevant units of competency in which RPL is being sought;
- receive RPL applications and RPL submissions from students;
- compare academic content (including course loads and prescribed learning outcomes) using transcripts, course information, syllabus documentation and interview;
- assess the relationship between previous studies and work/life experience and the unit/s for which students apply for RPL;
- make decisions regarding the levels of RPL to apply. Where necessary, this is done in conjunction with the institution/s through which previous qualifications were granted;
- advise applicants of the outcomes of their applications.

### What students need to do:

As part of the Unity College's quality assurance measures, the subjects that students have previously undertaken, or skills gained through previous experience will need to be assessed. New or existing students who are seeking recognition of prior study or experience towards a course of study they intend undertaking at LoveWorld Leadership College, are required to:

- complete the online application form available at Unity College's website
- pay the RPL Application fee (where relevant)
- participate in a preliminary interview to determine course and unit options and receive an RPL processing quote and appropriate RPL Submission Kit that includes details for the required course/units
- accept and pay the quoted RPL processing fee
- provide adequate supporting documentation (academic transcripts, certificates/ diplomas, certified copies of achieved units of



competency, course components and assignments)

It is the student's responsibility to outline the individual skills they have acquired against the prescribed assessment criteria of the relevant unit(s).

The RPL Committee will assess applications and advise students in writing of the outcome as quickly as possible (subject to the availability of all relevant documentation).

### **Charges:**

**Application Fee:** Applicants are required to pay a fee with their RPL Application which will cover an initial application assessment.

**Interview Assessment Fee:** Once the application has been accepted the applicant will attend an interview which will include assessment of initial evidence provided in support of the RPL application.

**Further charges:** will be determined in consultation with the student at the initial interview but will vary between 25% of course fees up to the full cost depending on the course selected and amount of RPL being assessed. Fee payment is required before RPL assessment is undertaken.

### **Appeals:**

Applicants may appeal the result of the RPL assessment by applying in writing to the C.E.O. of Unity College Australia.

Students wishing to change courses after commencing their enrolled course must formally apply in writing to the college. Course transfer can only occur if entry requirements are met, would usually occur at the start of semester and may involve an additional fee.

A re-enrolment fee (no more than the initial application fee) will be charged for students wishing to change their course enrolment. The college will provide a new electronic Confirmation of Enrolment (eCoE) which the student must present to the Department of Immigration and Border Protection in order to update their visa.

International Students are not able to defer, other than in exceptionally compelling circumstances, due to the conditions imposed on their visas. There are also restrictions and conditions which apply to requests to transfer colleges once a study visa has been granted.

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## **CHANGE TO COURSE ENROLMENT**

Students wishing to change the course in which they have enrolled and accepted an Offer of Place must formally advise the college in writing prior to commencing the course. Application to change a course will be considered depending on the new course's entry requirements.

## 6. FEES AND REFUNDS

### ACADEMIC FEES

#### Course Fees

Current fees for individual courses can be found in Course Outlines. These are available on the Unity College website or on request from the LoveWorld Leadership College office. The college reserves the right to adjust course fees prior to the commencement of each calendar year.

#### International Student Course Fees

Course fees for international students will be specified on their Letter of Offer. They include an international student levy to cover additional expenses such as government insurance requirements.

### ADDITIONAL FEES

#### Application Fee

For students wishing to study a course at credit or assessed level, and not eligible to access VET Student Loans, there is a one-off non-refundable student application fee:

International students \$300

International students re-enrolling in a new course or re-applying after more than a Year \$150

Australian students enrolling in a new course \$150

Students entitled to access a VET Student Loan for eligible Diploma, Advanced Diploma or Graduate Certificate level courses \$0

RPL Application:  
Students eligible to access a VET Student Loan for approved Diploma/Advanced Diploma/Graduate Certificate level courses \$0

All other domestic students RPL \$250

International students RPL \$300

Additional International Korean Language Application Fee \$75

#### Credit Card and Bank Fees

The college is entitled to add a surcharge for payments made by credit cards. The current rate is 2.5% for onshore payments and 2% for offshore payments. In addition, the college is entitled to recover any bank fees charged on international money transfers.

#### Textbooks

Students will be notified of any textbooks required by the trainer of each subject. The student will be given information of where to purchase books, including if they are available at the college

#### Recognition of Prior Learning (RPL)

Interview Assessment Fee: \$150

Further charges: See Section 5

#### Late enrolment fee

\$75 will be charged where course enrolments are received after the specified cut off enrolment date (1 week prior to course start).

#### Late payment fee

\$75 where a course related payment is not made by the due date listed on the respective tuition invoice.

#### Student card replacement

\$15 for replacement of a lost or damaged ID card.

#### Replacement Award fee

Replacement of a lost or damaged award for:

1. an award issued within the past 10 year \$30
2. an award issued older than 10 years \$50

#### Late Assignment fees

Where an assignment is accepted after the due date for submission, late fees will apply:

- \$10 up to 1 week, \$30 up to 2 weeks, \$60 up to 3 weeks, \$100 up to 4 weeks late
- After 4 weeks: \$200 plus \$20 per week until submission
- Where more than one assignment is involved for the same subject the maximum late submission fee will be equal to 50% of the full subject fee up until the close of the subject. After this the full subject fee may be charged if the assignment(s) is/are accepted for marking or the student may be required to re-enroll in the subject when next offered.
- These late fees must be paid to have assessments marked and results issued for the respective subject.

For more details about late assignment submission see Section 9: Academic Policies.

### Re-sit/resubmission fees

A fee may be charged where a student is given the option to re-sit or resubmit an assessment item. The fee is \$60 per assessment.

Where an assignment shows evidence of academic misconduct (see Section 9: Academic Policies for details), the fee will be \$100 per re-assessment.

Where a student is required to re-sit a subject, the charge will be the full subject fee.

### Deferral fee

Ongoing periodic payments or a deposit will still be required for deferrals part way through a course if tuition is outstanding. If the deferral lasts for more than 12 months a re-enrolment request will be required. This will mean a re-enrolment fee of \$100 and could also mean an increase in tuition fees if course prices have increased.

### Accommodation search fee

\$150 where assistance is requested by an incoming student to find short-term accommodation on arrival.

### Airport Pick-up

\$100 where requested by an incoming student.

**All Fees listed above are subject to change at the beginning of each academic year.**

## FINANCIAL ASSISTANCE

**Government Funding:** No government Funding is available for Certificate (IV), Diploma and Advanced in Ministry and Theology.

**Scholarships:** A limited number of scholarships are available at times to assist students with fees. Scholarships are awarded to students on recommendation and approval by the Director.

**Study Assistance Allowance:** Australian students may be eligible for Youth Allowance, AUSTUDY or ABSTUDY. Contact the college for information and/or a confirmation of enrolment letter. Further information is available at [www.studyassist.gov.au](http://www.studyassist.gov.au)

## FINANCIAL POLICIES

### Student Payments

Payments are to be made directly to our parent institution, Unity College Australia office in Canberra (or LoveWorld Leadership College if need be). Initial payments may be made in person (cash, credit card or eftpos), by phone (credit card), by mail (money order or bank cheque), or by direct deposit to the college bank account.

### Full-time students

#### INTERNATIONAL STUDENTS:

- Are required to pay all initial fees that are listed on their Letter of Offer, upon submission of their Acceptance of Place and in advance of issue of an eCoE.
- Prior to class commencement, international students will be required to set up a payment plan where payments are deducted from a nominated bank account in order to ensure that fees for

subsequent study periods are paid in advance of study.

**IF STUDENTS ARE ENROLLED IN CONSECUTIVE COURSES A \$1000 DEPOSIT WILL BE REQUIRED ALONG WITH A PAYMENT PLAN.**

- Fees will become due on the published census date for the relevant Unit of Study as per the published Schedule of Tuition Fees.

*OTHER DOMESTIC STUDENTS:*

- Students will be required to pay a deposit of up to \$1000 by the specified cut-off enrolment date.
- The balance will be charged by regular direct debit from the student's nominated bank account or through a pre-approved arrangement made with Accounts.

*ALL STUDENTS:*

*A PAYMENT PLAN MUST BE SET-UP AND/OR A DEPOSIT HAS NOT BEEN MADE STUDENTS WILL NOT BE ALLOWED TO ATTEND CLASS.*

**All students**

If a payment is missed the college has the right to:

- charge a late payment fee as listed previously in this section under 'Additional Fees'.
- require students to stop attending classes until their fees are in order.
- dismiss the student from the college where tuition fees are overdue for two weeks or more. Outstanding fees would still be owing to the college. A payment plan must be set-up and/or a deposit has not been made students will not be allowed to attend class.

**Overdue Fees - Holds**

Overdue fees will result in a hold being placed on:

- Further enrolments
- Issue of academic results/awards

**Withdrawals**

Where a student wishes to withdraw from a subject or a course, a 'Notification of Withdrawal' form must be completed and submitted to the LoveWorld Leadership College office linked to your study. The date of withdrawal is the date by which written notification is received by the LLC office. Students receiving VET FEE-HELP or VET Student loans are also required to fill out these forms. The date of withdrawal will determine whether a course/subject fee is incurred and whether or not the student is entitled to any refund according to the policy below.

**REFUND POLICY**

The refund policy takes into account the commitment the college has to make to trainers in deciding if courses/subjects have sufficient numbers of students enrolled to proceed.

If tuition fees have been paid, Unity College Australia will refund all or part of your fees on the following basis:

**All students**

- Student application fees are non-refundable.
- There is no refund or discount for approved late commencements.
- All decisions re refunds are at the discretion of the Principal or delegate, and will take into account timing of the receipt of the refund request in writing, payment dates and reason for the request, including evidence of any relevant compassionate or compelling circumstances.
- Refunds will be made in Australian dollars even if the initial payment was made in another currency and paid in accordance with Policy. The student is liable for any currency conversion and bank costs.
- If the college defaults in its delivery (e.g. where a course doesn't run), the total amount of course money received from the student will be refunded.

## International Students

Refunds are provided in line with the provisions of the ESOS Act for overseas students studying on a Student Visa.

### (A) BEFORE COMMENCEMENT OF STUDY:

- If a visa application is refused and the student fails to start: The refund is the amount of the course fees, minus the lesser of the following amounts (i) \$500 or (ii) 5% of the total amount of course fees received. 'Course fees' is defined as the sum of tuition fees and non-tuition fees received by the provider in respect of the student. Application/enrolment fees are non-refundable.
- Documentary evidence of the visa refusal must be provided with a refund request.
- Refunds will be paid within 10 working days after written advice and complete banking details are received.
- Once a visa has been granted, applications to withdraw from a course or transfer to another course or institution must be dealt with by the Principal or delegate according to relevant policies. Requests must be in writing and be accompanied by documentary evidence. The granting of the request, and amount of refund, will be at the discretion of the Principal or delegate, and will take into account timing of the receipt of the refund request in writing, payment dates and evidence of any relevant compassionate or compelling circumstances.
- Requests for refunds prior to the granting of a visa will must be in writing and be accompanied by documentary evidence. The granting of the request, and amount of refund, will be at the discretion of the Principal or delegate, and will take into account timing of the receipt of the refund request in writing, payment dates and evidence of relevant circumstances.
- Pre-paid enrolment fees are not transferable from one student to another.

### (B) AFTER COMMENCEMENT OF STUDY, IF:

1. A visa is refused and the student has commenced. (This may be in the instance such as an on-shore visa renewal, or moving to a student visa from another visa type);
2. There is a provider default; or
3. A provider does not enter into a compliant student default agreement

Then the refund amount = weekly tuition fee x weeks in default period.

## All Students

### STUDENT WITHDRAWAL OR DEFAULT:

- Once study has commenced no refund is available for the relevant period of study (term or semester, depending on course) if a student withdraws from a course or defaults (does not meet enrolment or course requirements). This includes cancellation of enrolment by the college (for example for unsatisfactory attendance or disciplinary reasons).
- If a student applies to withdraw from a course within 10 working days of the commencement of a study period, or within 10 working days of a fee payment due date, fees for that study period (minimum 3 months/1 term) will remain due, unless documentary evidence of compassionate or compelling circumstances is provided, in which case the amount of refund will be at the discretion of the Principal or delegate.
- If a student has been granted a fee discount due to payment of full fees in advance, any refund due to withdrawal or cancellation prior to the end of study will be calculated on the basis of the full course fee which would otherwise apply
- Other details re fee payments and refunds are specified in the relevant Policy and Procedure documents available from the college and on the college website [www.unity.edu.au](http://www.unity.edu.au).

- Any approved refund, apart from a case of visa refusal or provider default, will be paid within 20 working days of the refund decision being made.

## DEFERMENT OF ENROLMENT

Students wishing to defer their enrolment in a course or individual subject must apply in writing to the college Principal or Registrar. Deferment for international students can only be considered and approved in certain circumstances as certain factors need to be taken into account regarding the student's course enrolment conditions and visa status.

### Deferment of Individual Subjects/Units:

#### DOMESTIC STUDENTS:

- Where a student withdraws after the commencement of a subject/unit no refund can be given. However, should the student choose to re-enrol at a later date the re-enrolment fee for that subject will be 50% of the relevant subject fee current at the time.
- Enrolment fees are not transferable from subject to subject or to another student if the student withdraws after commencement.

### Deferment of Full Courses:

#### ALL STUDENTS:

The refund policy for course deferment is as for course withdrawal. Deferment policy applies for a period of up to 2 years from the beginning of the term/semester in which course deferral is requested and granted. Re-enrolment fees will be based on the course and subject fees current at time of course resumption.

#### Note re International Students:

In all cases of withdrawal or deferral International Students must comply with the rules of their Visa. International students' deferrals are limited in accord with their visa conditions and the ESOS Act, and usually only granted in cases of compassionate and compelling circumstances.

## Appeals

Any disputes to the proposed level of refund are to be taken up in writing with the Principal who will review the circumstances and advise the student of the outcome. Refunds are made within 4 weeks from the date of refund approval.

The UCA *Complaints & Appeals (Grievance) Policy & Procedure* that fully details procedures for appeals or disputes of refunds is outlined in Section 11 of this Handbook and published and publicly available on the UCA website ([www.unity.edu.au](http://www.unity.edu.au)) at [Complaints & Appeals \(Grievance\) Policy & Procedure](#)

## 7. COURSE LISTING

### COURSES LEADING TO FORMAL QUALIFICATIONS

The following is a list of courses currently available through LoveWorld Leadership College. Courses of study can be undertaken in either a full time or part time (domestic students only) mode. Some options are also available for casual students to attend individual subjects that make up part of a course.

### MINISTRY & THEOLOGY

- 11237NAT Certificate IV in Christian Ministry and Theology
- 11238NAT Diploma of Christian Ministry and Theology
- 11239NAT Advanced Diploma of Christian Ministry and Theology



## 8. GRADUATION & ASSESSMENT

### GRADUATION REQUIREMENTS

To graduate from a course of study the student must complete the set course requirements including:

- Attendance at classes as outlined below in the Attendance & Absences policy
- Completion of required assessments and graded as competent in all course competencies.
- Fulfilment of any specified co-curricular requirements (eg community service).
- Fulfilment of any prescribed practical assignments (eg student service, ministry activities, field trips, on-the-job/work placements)
- Full payment of fees
- Return of all library books and other college resources
- Maintenance of a satisfactory level of conduct during his/her time at College

Students who satisfy these criteria will be awarded the appropriate Certificate together with a Statement of Results detailing the units of competency successfully achieved. It is expected that students will receive this at the graduation ceremony where their achievements will be honoured.

Students who fail to achieve the full list of criteria to qualify for the award may apply to receive a Statement of Attainment.

### GRADUATION

Graduation ceremonies are held after the completion of courses and provide an opportunity for LoveWorld Leadership College to acknowledge graduating students.

### REISSUE OF QUALIFICATIONS

Students wishing to request a reissue of a qualification (testamur) whether it be a Certificate, Statement of Results or Statement of Attainment are required to make this request to the college in writing providing information about when they undertook their study with the college and what testamur they are requesting. A form is available from reception. There will be a charge for this service as outlined in the fees policy.

### ASSESSMENT STRATEGIES

Assessment for the Certificate and Diploma courses have been developed to conform to the recommendations contained in the VET Quality Framework in line with the principles of competency based training.

Where appropriate, more than one unit and/or element of competency will be assessed in a single assessment activity. Assessment results will indicate either achievement or non-achievement of competence.

Results will be expressed as

*Competent ( C )*

*Not Yet Competent ( NYC )*

Participants can negotiate the assessment methodology relating to subject competencies where they have specific learning requirements.

An outline of subject/unit content, learning outcomes and associated assessment tasks will be distributed by individual trainer/tutors (during the first 2 weeks of term/semester).

Courses include a variety of assessment methods, instruments and events which include but are not limited to:

- Written tests/assignments/presentations
- Oral questioning/presentations
- Group activities including role play
- Practical application of skills/performance under supervision
- Research tasks/projects
- Attendance and participation;



- Practical performance, rehearsal & fieldwork as applicable;
- Written assignments, exercises, tutorial/ seminar presentations, tests as applicable;
- Journal/notebook completion as applicable.
- Peer/collaborative/self-assessment
- Recognition of Prior Learning
- Recognition of national qualifications and competencies gained at other Recognized Training Organizations (RTOs).

Fieldwork or on-the-job training refers to training conducted under working conditions; that is, completed and assessed within the workplace or field. These can be carried out in a wide range of environments where the student will be under the supervision of an experienced worker or trainer.

On-the-job assessment results will be recorded by a variety of methods that may include but are not limited to:

- on-the-job logbooks
- training record books
- skills passports

## ATTENDANCE AND ABSENCES

### All Students

Satisfactory attendance is a requirement for achievement of competency in subjects and courses studied at LoveWorld Leadership College has a government obligation to record student attendance and monitor this regularly. Students are generally required to attend at least 80% of classes in order to meet minimum attendance requirements. This means that students cannot miss more than 2 classes each term for subjects scheduled once per week, or more than a total of 4 weeks per semester. Partial attendances (late arrivals or early departures) will be included in attendance calculations.

Students absent for more than 2 consecutive days due to illness must submit an official medical certificate as evidence.

Where a student is absent from a class, they must demonstrate that they have covered the content missed in order to gain competence in that subject/unit. For example, students could read the

teaching notes and provide a short summary or do an activity which demonstrates that they have considered the material. If pre-existing assessment items require an understanding of the teaching notes this may be adequate. This must be done in consultation with the relevant trainer/tutor.

In certain exceptional circumstances beyond the student's control (extended sickness, personal trauma and the like), students may apply to the Director, Deputy Director, or Coordinator of Training and Assessment for special consideration. Upon approval, alternate pathways for the fulfilment of course requirements may be granted. Students should apply in writing as soon as possible detailing the circumstances and reasons why special consideration would be granted. Students will be notified of the outcome in writing.

Students are required to advise the college in advance of any foreseen class absences, noting only compelling and/or compassionate circumstances will normally be accepted.

An outline of expectations and procedures regarding attendance is provided to students at Orientation.

### International Students

Attendance for International students will be monitored and calculated regularly during each study period (term or semester).

Minimum attendance requirements for students enrolled in ELICOS courses is 80% of all scheduled course sessions (as per the ESOS National Code).

Minimum satisfactory course progress for all courses is satisfactory achievement of at least 50% of academic requirements.

Students who are assessed as being at risk of not making satisfactory progress due to inadequate attendance will be:

1. Counselling when the issue first becomes apparent
2. Issued a warning letter if poor attendance remains an issue
3. Once a student's attendance or course progress falls below the minimum requirements and cannot be redeemed during the current study period, and no compassionate or compelling

circumstances can be provided, the student will be issued written notification of intention to cancel enrolment. At this point the student has 20 working days to access the college's Appeals process.

The Australian government also requires the college to formally counsel students who are absent for more than five successive days without approval or who are not consistently attending their course. Any student who is not able to be contacted after 5 days must be reported to the government.

The college has a requirement to advise the Department of Home Affairs if any international student misses more than two successive weeks of classes. If this occurs a student's visa status may be reviewed, and students may be required to leave Australia.

In all cases the college will attempt to contact the student using the most recent contact information supplied by the student. Students are required to notify the college of any change to their contact details (email, phone and/or postal/living address) within 7 days of the change occurring.

The above attendance requirements may be waived in exceptional circumstances as noted previously where the appropriate procedures are adhered to and in line with the ESOS Act. Medical reasons must be supported by an official medical certificate.

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## EXIT POINTS

There are no formal exit points in multi-year courses however students may be able to apply for Recognition of Prior Learning towards a lower-level qualification depending on the amount of study completed.

A Statement of Attainment can be issued upon successful completion of one or more subjects where those subjects are aligned to a complete unit of competency, even if a student exits prior to completion of the graduation requirements for the full qualification being studied.

## 9. ACADEMIC POLICIES

### GRADING

Formal assessment in LoveWorld Leadership College course subjects/units is described as Competent (C) or Not Yet Competent (NYC). Individual trainers/tutors may choose to allocate marks and/or grades for subjects and individual assessment tasks, but this is not a formal requirement. A student is assessed as 'Competent' when he/she can demonstrate achievement of each element of any underlying competencies in a subject.

For example, a student who does very well in four of five elements of competency but doesn't achieve the fifth element of competency because they didn't submit an assessment item will be graded 'Not Yet Competent'.

### ASSIGNMENT SUBMISSION

All written assignments should be submitted with a completed and signed 'Assignment Cover Sheet' by the due date to the LoveWorld Leadership College. If alternative arrangements have been negotiated with the trainer/tutor/coordinator a copy of the assessment must be submitted to the relevant office.

Assignments should follow the specified assignment presentation guidelines. The office will stamp assignments with the date received, record the submission in an assignment register and pass them on to the appropriate trainer/tutor for marking.

Students are required to retain a copy of every assignment. While every care is taken to ensure students' work is not mislaid, in the rare case that this happens, a replacement copy provides both evidence of submission and a copy for marking.

#### Extensions

If you are not able to complete an assessment task by the due date you will need to negotiate an extension with the trainer/tutor. This must be done before the due date. If you are not able to contact the

trainer/tutor directly you should notify the college office. Extensions will normally be granted for a maximum of one week (longer in extenuating circumstances). It will be up to the individual trainer/tutor to decide whether or not to grant an extension and whether any evidence (e.g. medical certificate) is required.

An 'Assignment Extension Request' form is to be completed and signed by the trainer/tutor or delegate and submitted with the assignment.

#### Late Submission of Assignments

A 'late submission' fee will be charged for assignments submitted after the due date or negotiated extension date. The fee is determined by the number of weeks the assignment is late and is payable at the time of submission. Current fee rates are as per Section 6 Fees and Refunds.

Acceptance of an assignment submitted 4 weeks after the due date or after the finish date of a subject is only at the discretion of the Assessor/Director. If not accepted the student will be awarded an NYC grade for the subject. To complete the subject the student may be given the option to re-enroll and retake the subject.

Once a student has ceased studying at the college (withdrawn from or deferred their course) the maximum time any assessment work can be submitted for marking is 6 months (1 semester) from the date of leaving or close of subject (whichever is the earlier).

This policy will be waived only at discretion of the Director in exceptional circumstances (e.g., extended sickness accompanied by a medical certificate).

#### Resubmission and Re-marking

If an assessment task is graded as 'Not Yet Competent' you have the opportunity, as negotiated with the trainer/tutor, to be re-assessed by:

- resubmitting an amended assignment or re-sitting a test;

- completing an additional assessment task (at the trainer/tutor's discretion); or
- applying for a re-mark (this is to be arranged through the Coordinator of Training and Assessment or College Deputy Director / Director)

Applications for re-assessment should be received by the College office within one week of return of the relevant assignment/test.

Re-assessment may involve payment of an additional fee (see Section 6 Fees and Refunds).

## WRITTEN ASSIGNMENT PRESENTATION GUIDELINES

### Presentation

All assignments should include:

- Assignment Cover Sheet (available from the Unity College Office or Common Room).
- Assignment content - response to the assessment task.
- Bibliography (list of references/resources used in the preparation of the assignment) - see separate guidelines for setting out citation footnotes and bibliographies.

To facilitate marking, please do not place individual pages in separate plastic sleeves of a folder.

### Layout

All assignments should:

- Be typed or word processed
- Be double spaced
- Be written on one side of the page only
- Have left and right-hand margins of approximately 3 cm

### Word Count

Where a word count is specified, assignments should be within 10% of that amount. Where a range is

specified (e.g. 1000 - 1500 words) assignments should fall within that range.

The word count includes small quotes within the body of the assignment which should not total more than 10% of the assignment. The Bibliography, footnotes and any large quotes should be excluded from the word count.

### Assignment Format

The exact format of the assignment may vary depending on the type of assignment (e.g. essay, book review, fieldwork report etc.) and individual trainer/tutor's guide-lines.

*Essays:* the format should involve the following sections -

- Introduction - a paragraph introducing the topic and giving a brief outline of how you are going to approach it, what you will cover in your essay.
- Body/development - this section is the major part of your essay. Here you need to state your main points and develop your ideas. Thoughts need to be presented logically and clearly and should always relate to the topic of the essay.
- Conclusion - a closing paragraph or two which summarizes your main points and conclusions about the topic.

*Reports:* the format for a report will depend on the nature of the material being reported on -

- Subheadings for different sections will probably be appropriate.
- Content may include lists of information gathered (facts, figures etc.). These may be included in an appendix but must be referred to in the content of the report. Information should still be presented logically and in a way the reader can understand its relevance to the topic.
- An introduction and conclusion/summary are still required. Both must be related to the assignment topic.

## ACADEMIC PERFORMANCE

All students are required to maintain an acceptable standard of academic performance throughout each academic period in order to pass their course.

### International Students

The Department of Home Affairs requires international students to be performing at a satisfactory level in their studies.

Students are deemed to be performing at an unsatisfactory level where they:

- Have unsatisfactory achievement in more than 50% of their subjects/units in any one semester.
- Receive an NYC result for a compulsory unit twice.

Students whose academic progress throughout a study period is observed to be unsatisfactory will be offered counselling. Once course results are available an official warning letter will be issued if progress is found to be unsatisfactory. The reasons for this letter will be outlined as well as actions required to redress the situation and potential consequences, including notification of enrolment cancellation, if not followed. The student will be invited to discuss the issues with the Campus Director who may choose to review any official warning where extenuating circumstances outside of the student's control occur.

Otherwise, if the student does not comply with the outlined requirements at the end of the study period, termination of enrolment along with reporting to the Department of Home Affairs via the International Student Registrar may result. Students will be notified in writing prior to this happening. Students will have access to the college's Appeals processes from the date of initial notification of enrolment cancellation.

## ACADEMIC SUPPORT

Students having difficulty completing assessment requirements for any individual subject or course are welcome to discuss their difficulties with their relevant trainer or course coordinator who can

suggest appropriate strategies for dealing with issues raised. These could include one-on-one sessions, alternative assignments, resubmissions and/or academic counselling.

## ACADEMIC MISCONDUCT

LoveWorld Leadership College regards any academic misconduct as a serious matter and will take appropriate action, including:

- disqualification of the relevant assessment work
- charging of resubmission fees as per 'Section 6-FEES AND REFUNDS', if the student is offered the opportunity to resubmit or re-sit the item
- reassessment of the student's continued enrolment in the subject and/or course  
Examples of academic misconduct include but are not limited to:
- Taking unauthorized materials into an examination
- Having a substitute person sit an examination in place of the candidate
- Copying another student's work during a test
- Submitting work for assessment knowing it is the work of another person
- Submitting a falsified or unauthorized medical certificate
- Plagiarism

Students are required to sign a declaration on the Assignment Cover Sheet that submitted assignments are their own work. To present someone else's work as your own is plagiarism. In effect it is stealing. Copyright laws protect the intellectual property of the creator of written work, so only limited copying is permitted, if at all, and acknowledgment must be given to the author. When using other writer's words or thoughts, it is ethical to give credit to them. You should identify others' work in your assignments by listing the sources in footnotes and Bibliographies. See above for guidelines on assignment submission, layout, word count and acknowledgement of sources. Detailed guidelines for referencing will be provided at Orientation.

## **Collusion**

Unless a team project or assignment is indicated, any obvious copying of another student's work will mean disqualification of both students' entire work.

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## **ACADEMIC APPEALS**

The purpose of this policy is to assist clients wishing to appeal academic decisions made by staff of LoveWorld Leadership College.

### **Procedure**

All appeals should be made in writing to the College Director, Deputy Director, or Coordinator of Training and Assessment within two weeks of return of the assessment.

Detailed procedures are outlined in Section 10 GENERAL POLICIES, under the heading 'Procedures for Dealing with Complaints or Grievances'.

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## **ACCESS TO RESULTS**

Students are to have timely access to current and accurate records of their participation and progress.

The LLC commits to the return of marked assignments and tests within 4 weeks of the due date. This does not apply if assessments are not received by the due date.

Students will receive an unofficial subject result record after the conclusion of a course of study, after each semester for courses one year or longer, or at other times upon request.

## 10. GENERAL POLICIES

### WORK HEALTH AND SAFETY (WHS)

LoveWorld Leadership College (LLC) committed to safeguarding the health and safety of staff and students. Students should acquaint themselves with their responsibilities and the avenues available for them to safeguard their health and safety.

#### Overview

LLC will take all reasonable steps to ensure that students are not exposed to any risk while at or near its premises or while utilizing its services. The College will strive to improve the standards and practices of work health and safety in all premises it uses. It will regard all existing community standards as the minimum standards.

To achieve its WHS objectives the College's policy will:

- provide appropriate information and training, including during induction training or orientation, on WHS to all staff and students, to enable them to perform their work and/or studies in a manner that is safe and without risk to their health or to the health of others;
- hold all levels of management responsible and accountable for health, safety and rehabilitation matters in the areas under their control;
- provide staff with information on their responsibilities for WHS;
- ensure that expert advice is available on WHS matters affecting staff, students, members of the public and contractors;
- conduct regular work health and safety audits;
- place the safety and health of employees ahead of the protection of equipment and services;
- enable the provision and maintenance of safe plant, equipment and systems of work including safe storage and handling of substances;
- immediately notify staff, students, visitors and the relevant authorities of all accidents, hazardous situations, dangerous occurrences or immediate risks to health and safety; and
- where work/study environment is such that for staff or students to continue to perform their usual duties would be a danger to their health,

instruct them to use suitable alternative premises until any hazard has been eliminated or controlled.

#### Student Responsibilities

Students are expected to take all reasonably practicable steps to:

- ensure proper use of appropriate safeguards, safety devices and safety equipment provided by the College and follow agreed safe work practices;
- ensure that they do not take any action, or make any omission, that creates a risk, or increases an existing risk, to their health and safety, or of other persons on the College premises;
- use equipment, in accordance with any instruction given by management consistent with its safe and proper use;
- co-operate with the College, to the extent necessary to enable it to fulfil its duties and obligations, especially in emergencies; and
- Inform College administration of any potentially hazardous situations.

#### Duty of Care

LLC will ensure that all written or oral information or advice given is accurate, timely and complete and that they are duly authorized to give out such information.

LLC recognizes a student's right to know how and why decisions were made. To help understand the reason for those decisions, LLC will endeavour to ensure that students:

- receive clear information about the policies and instructions affecting their case (care will be taken to ensure all relevant facts are known and understood);
- have an opportunity to provide all the information about their case (even after the making of a decision, as it may be that the new information results in a different decision being made);



- are given an explanation of why, if it is not possible to give a favourable decision; and
- are aware of any rights of review.

## MENTORING

LLC recognizes the importance of mentoring of students as a key mechanism of their sustained growth. "Mentoring is a relational experience through which one person empowers another by sharing God-given resources." The resources may be wisdom, information, experience, modelling, confidence, insights, direction, relationship status, etc.). Empowering means imparting strength, persistence and encouragement in times of weakness or uncertainty, so that the person will have competence in applying knowledge gained. Hence mentoring is about realizing the mentee's full potential. It establishes accountability and encourages consistency in moral and character development. Mature successful leaders testify to several significant individuals whose timely help enabled them to grow and finish well. Mentoring needs to be deliberate (by spoken agreements) and intensive (ideally weekly contact), rather than occasional or non-structured.

Where students are studying courses with a Christian focus, LLC works on the principle that the basic mentoring provider for non-academic matters (and provider of primary pastoral care) is their local church or the Christian community to which they belong. For students not currently based in a local church (e.g. students who have moved from overseas or interstate) the College will provide the mentoring framework until the student finds a local church/group to do so.

## CONFIDENTIALITY OF PERSONAL INFORMATION

### Introduction

LoveWorld Leadership College (LLC) has certain obligations in relation to the personal information which it holds about its students. Students are

entitled to protection of their privacy, as are staff and others who might have dealings with LLC. Privacy considerations apply to all information LLC may hold about students, including factual data (address, phone numbers, age, enrolment status, etc.), academic progress (examination results, evaluation and assessment and academic standing) and personal welfare (family matters, medical matters, financial matters, etc.).

LLC will seek to minimize the information it needs to hold in respect of individual students.

### Commitment

Data collected by the college will be limited to personal contact details and other factual data that is relevant to their activities as a student of the college. The college aims to keep personal information of individuals up to date and requires individuals to keep the College updated with respect to changes to personal factual data including contact details. LLC may require access at times to personal information about you, in your interests. To the extent that the information is private, LLC will restrict access to those staff who may need the information in order to carry out their responsibilities in your personal and/or academic interests as a student.

LLC will not disclose personal information of any students/staff to other students, or staff who have no need of access to the information, nor to people outside the college (other than in accordance with any legal or academic obligation, e.g. to government departments such as the Department of Immigration and Border Protection or Centrelink) without a person's explicit written consent.

This means that LLC does not release any information held about students/staff, including addresses or results, even to close relatives except to the parent School (Unity College Australia), without explicit permission. As a general rule, details of friends, family members and others who contact LLC seeking information about students/staff (including personal contact details) will be passed on to the student/staff member, for action as they see fit.

LLC reserves the right to use any photographs, recordings and/or film or video taken of staff and students as part of college activities in its marketing materials. This right is acknowledged by students at



the time of signing a Student Application form and by staff as part of their induction.

## ACCESS AND EQUITY

### Purpose

LoveWorld Leadership College (LLC) is firmly committed to achieving best practice in the provision of vocational education and training.

LLC acknowledges that this is dependent on non-discriminatory access to services and comparable educational outcomes by all groups in society. By providing accessible and equitable vocational education and training all clients will be able to develop knowledge and skills to enhance life and work opportunities.

LLC recognizes that particular groups of people in society have experienced, and continue to experience, institutional disadvantage and unequal educational outcomes. Target groups include women, Aboriginal and Torres Strait Islanders, people of non-English speaking backgrounds, people with physical or intellectual disabilities, older people, young people identified as 'Youth at Risk', women, and the rurally isolated. This policy aims, therefore, to assist the College community to achieve best practice by promoting the establishment of strategies and processes which effectively redress past disadvantage and improve the position of all groups in society.

### Commitment

LLC's commitment to the principle of access and equity in vocational education and training for target groups gives practical expression to the goal of improving the knowledge, skills, and quality of life for Australians & Internationals, having regard to the needs of target groups.

In keeping with this commitment LLC will strive to ensure that programs and services are relevant, accessible, fair and inclusive by:

- promoting programs and services to the community in a manner that includes and reflects the diverse client population, to ensure that all prospective students are well informed

on the options available to meet their individual training needs;

- increasing the skills base of clients to improve their employability in line with the skills requirements of the various industries that LLC delivers training in;
- implementing fair educational program and resource allocation practices, to maximize the participation of target groups;
- facilitating access to culturally inclusive literacy and numeracy training that meets individual, community and industry needs;
- undertaking to eliminate policies, practices, structures, assumptions and behaviours which may contribute to the disadvantages suffered by under-represented groups both in employment and in education.

### Legislative Obligations

Through UCA, LLC's Access and Equity Policy acknowledges its legal obligations under the relevant State and Territory equal opportunity laws, to ensure that our working and teaching practices are fair and equitable, and our learning environment non-discriminatory.

### Roles and Responsibilities

LLC's Board and staff are change agents and foster the implementation of access and equity best practice by ensuring that:

- LLC's corporate goals clearly define its role in meeting the educational needs of all clients, including equity target groups;
- equal opportunity policies are in place and understood;
- barriers to participation are identified and strategies developed to overcome them;
- key staff have identified responsibility and expertise in equal opportunity matters;
- LLC's policies and procedures are non-discriminatory and inclusive;
- staff are provided with information about access and equity issues;
- students are provided with information about access and equity issues;
- levels of participation and attainment by equity target groups are recorded;

- staff members are aware of progress in the participation and outcomes for equity target groups and action plans are developed and put in place to meet any deficiencies.

Staff are responsible for ensuring that they understand and implement the policy and behave in a courteous, sensitive and non-discriminatory manner when dealing with other staff, students and other clients.

Students are responsible for behaving in a courteous, sensitive and non-discriminatory manner when dealing with trainers, staff, other students and clients.

### **Fair treatment and equal opportunity**

LLC ensures fair treatment and equal opportunity to all existing and potential students through open, fair and transparent selection procedures.

All students, regardless of background, circumstance or eligibility for funding, will be assessed for entry to study through the same published entry requirements and through the same process, see [www.unity.edu.au/courses](http://www.unity.edu.au/courses) for entry requirements for each specific course offered by the college.

All students who are eligible for funding under government loan schemes or programs will be advised of this right on application or interview for entry. Applicants will neither be advantaged nor disadvantaged by their eligibility for any loan scheme or program. All assessment, from entry to the end of the course of study, will be based on merit on an individual, case to case basis.

Applicants who are refused entry to a course have the right to appeal this decision to the Director of the appropriate campus and then to the CEO of UCA. If the response is not satisfactory, they are entitled to ask for a written explanation as to the grounds for refusal of entry.

LLC actively promotes equity in, access to, and participation in, vocational education and training. It applies the principle of 'reasonable accommodation' in providing support for students from equity groups. This support is provided on an individual, case by case basis.

## **STUDENT SELECTION**

Students will be selected on their capacity to benefit from the nominated course. This will be done through:

- Meeting of all necessary prerequisites
- Review of previous studies and experience as submitted in the application
- In addition, should a surplus of applicants meet the necessary standard, places will be awarded on a first come, first served basis

### **Christian Studies Courses**

As these courses are delivered in a Christian context in line with the relevant employment outcomes, additional consideration will be given to the applicant's Christian experience and life calling.

Admission documentation must therefore be endorsed by applicants' Pastors. Students are expected to behave consistently with Biblical standards and Christian character. As part of college life, students are also expected to attend a local church/ Christian community of their choice and be actively involved in its life. For international student, you must attend Christ Embassy Australia church.

## **ACCESS TO PERSONAL RECORDS**

LLC's procedure for students to access personal records is:

- Students are required to apply in writing
- The Director or delegate will arrange a mutually satisfactory meeting time within the next one to five teaching days.
- Files may only be viewed on site, and in the presence of the delegated staff member
- Students can make changes to their personal information for accuracy, completeness, relevancy, or currency.

## PROCEDURES FOR DEALING WITH COMPLAINTS OR GRIEVANCES

LoveWorld Leadership College is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all students and staff related to both academic and non-academic matters.

LLC through UCA provides Grievance Policy & Procedure that details procedures for dealing with complaints or grievances and is published in full and publicly available at <http://www.lovetworldleadership.edu.au/en/more-info/lovetworldleadership-college-policies>.

### Informal Grievance Procedure

Any issues or concerns related to academic and non-academic matters, which are unable to be resolved firstly with the trainer/supervisor (where relevant), may be raised with Deputy Director or Director (preferably verbally in the first instance) who will endeavour to resolve them informally in a timely manner. If the issue is unable to be resolved informally, the Formal Grievance procedure must be followed.

This Informal Grievance procedure is not mandatory for non-academic grievances and complainants may access the Formal Grievance procedure at any time.

**Academic Grievances/Appeals** either informal or formal should be made within two weeks of the return of the assessment and should include:

- particulars of the assessment that is appealed against
- details of who made the assessment and the date it was returned to the client
- a copy of the Resubmission and Re-Marking application and the outcome/s (where relevant)

### Formal Grievance Procedure

General principles applying to all stages of this grievance procedure which will be adhered to by LoveWorld Leadership College are:

- The complainant and respondent will have the opportunity to present their case in person at each stage of the procedure
- The complainant and the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The complainant and the respondent will not be discriminated against or victimized.
- At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. This will be a fair summary of the evidence provided and/or gathered and will show the way the enquiry was conducted. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the complainant and/or the respondent if requested.
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored in the office of the Director.
- A complainant shall have access to the LLC grievance procedure at no cost, however where they choose to access an external mediator (Stage Four) LLC has no control over costs.

#### Stage One

Formal grievances should be submitted in writing to the Deputy Director.

The LLC Deputy Director will then assess the grievance, determines the outcome and advise the complainant in writing of their decision within ten working days.

The complainant will be advised of their right to access Stage Two of this procedure if they are not satisfied with the outcome of Stage One.

#### Stage Two

If the complainant is not satisfied with the outcome of Stage One, they may lodge an appeal in writing with the Director.

The complainant's appeal will be determined by a Reviewer, not previously involved in the grievance procedure, who will be appointed by the Director.

The Reviewer will be an independent and impartial senior officer of LLC. The Reviewer will conduct all necessary consultations with the complainant and other relevant persons and decide of the appeal. The complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within 10 working days of the submission of the appeal.

The complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

### Stage Three

If the complainant is not satisfied with the outcome of Stage Two, they may request that the matter be referred to our parent college which is Unity College Australia (UCA).

### Stage Four

In a situation where the complainant is not satisfied with the stage three outcome, an external dispute resolution process by an agency independent of LLC/UCA can take place.

LoveWorld Leadership College will give due consideration to any recommendations arising from the external mediator within ten working days.

## International students

International students will have their enrolment retained on PRISMS for the duration of the complaints process unless enrolment would have ceased for a reason unrelated to the complaint.

## INTERNATIONAL STUDENT APPEALS RE CANCELLATION OF ENROLMENT

Where a student on an International Study Visa chooses to appeal enrolment cancellation due to unsatisfactory attendance or course progress, the following process will be followed:

- Once unsatisfactory attendance or course progress has been identified and failed to be rectified following the offer of appropriate counselling and support, a Notification of Cancellation of Enrolment will be issued.
- The student will have 20 working days to submit an appeal re the notification stating reasons, with evidence, as to why their enrolment should not be cancelled.
- If the appeal is accepted the student's enrolment will not be cancelled.
- If the appeal is not accepted the student's enrolment and CoE will be cancelled within 5 working days of the decision being made.
- The student may continue to attend classes during the appeal period unless the cancellation is also associated with a default on fee payments.

International students are also entitled to access the Overseas Students Ombudsman ([www.oso.gov.au](http://www.oso.gov.au)) should they wish to take any matter further.

## HARASSMENT

LoveWorld Leadership College (LLC) is committed to the prevention of harassment of any kind and recognizes the right of all students and staff to study and work in an environment which is safe from harassment and which is not hostile.

The College is also committed to creating an environment where all staff and students are treated with dignity and respect and in an environment where diversity is valued.

### Definition

Harassment is any unwanted, unwelcome or uninvited behavior of a verbal, non-verbal, physical or sexual nature, which makes a person feel humiliated, intimidated or offended.

Any behaviour fitting the above definition will not be tolerated by the college and may result in suspension or dismissal from duties or from a course currently being undertaken at Unity College Australia.

Please note that sexual harassment is prohibited by the Equal Opportunities Act 1995 and the Federal Sex Discrimination Act 1984.

observes inappropriate behavior has a duty to raise it with the person so behaving and to take further action if the behavior does not cease. This duty exists even in the absence of a complaint.

## **Role and responsibility of Unity College Australia**

The College undertakes to:

- Inform both the staff and student body of the policy and definition of harassment and the possible consequences of such proven behavior.
- Appoint both male and female mentors to whom complaints may be made
- Carefully investigate all alleged incidents of harassment considering the statements and opinions of all involved and of witnesses, if appropriate
- Deal with complaints in a sensitive, equitable, fair, timely and confidential manner which assures that respondents are accorded natural justice using procedures which are impartial, open, and fair to all parties
- Counsel all parties involved with a view to deeper understanding of the issues leading to forgiveness and reconciliation if possible
- Ensure that complainants are protected from victimization or reprisals
- Should a complaint be upheld consequences for the respondent will depend on the seriousness of the case. Consequences for staff could include: making an apology, undertaking counselling, and a change in job responsibility up to and including dismissal. Consequences for students could include: making an apology, a reprimand, suspension or dismissal.
- Suspend or dismiss parties in the event of an action which is in breach of the criminal code or for whom no other resolution is appropriate.
- Keep all records in a secure environment
- Note: Managers are accountable for the conduct of staff and students under their management. It is their responsibility to identify, prevent and redress potential problems in the College. Therefore, any manager, or staff member who

## 11. STUDENT INFORMATION

### EXPECTATIONS STATEMENT FOR STUDENTS

#### Introduction

LoveWorld Leadership College (LLC) places strong emphasis on providing a high-quality education and training program that is both academically sound and geared to the development of Christian character. The following outlines the College's commitments and our expectations of all participating students.

#### What you can expect from us:

- A college that is committed to its Christian mandate.
- An educational provider committed to and observing the principles outlined in its Client Service Charter.
- Students will be treated with respect, as adult men and women who have established their purpose and goals for studying at the College.
- A high standard of vocational education and training by trainers who are academically and experientially qualified.
- Education and training that is duly accredited (in terms of Syllabus and Registered Training Organisation status) for the qualification for which students enroll.
- Students will receive clear information about policies and instructions affecting their studies.
- The College will respond to the training needs of students and will employ the principles of flexible delivery in ensuring such needs are met, within approved curricula.
- A high standard of personal care will be provided, including student / academic counselling (subject always to the principle that staff will not provide information beyond their level of professional expertise and competence).
- Trainers will be available for assistance with coursework.
- Trainers will provide feedback to students in terms of their progress (and any related issues).
- The College will provide access to suitable resources to enable students to complete their

coursework (including text books, library resources).

- Personal information required from students will be kept to a minimum; any information students provide to the College will be protected and will not be disclosed to other parties without the student's prior written consent.
- The College will ensure WHS standards are observed.
- The College will provide documentation required in connection with applications for Government benefits to which students believe they may be entitled.
- The College will ensure that client documents and personal information will remain confidential.
- As soon as practicable following successful completion of an approved program of studies, the College will confer the qualification earned by the student, in the approved format.

#### What we expect from you:

It is expected that students will:

##### For All Courses

- enroll only when they have taken time to find out about courses on offer and believe involvement with, and studies in, the College will further their vocational aims;
- become aware of college expectations, principles, policies and processes as outlined in the college handbook and orientation documents.
- act in an ethical way in one's involvement with the college that is consistent with Christian values
- attend classes on time, participating in them as appropriate;
- pay all fees promptly;
- undertake agreed course work, including assignments, tutorial preparations, rehearsals, recitals, etc.;
- hold in trust any College property (e.g. books, instruments, equipment) lent to them and return such property when required or, at the latest, when they conclude their studies at the College;



- advise the Director / Deputy Director / Coordinator of Training and Assessment of any issues that are likely to affect their studies;
- commit to the College's WHS policy;
- advise the College of any medical issues and medication required;
- commit to the College's access and equity policy;
- provide all personal information relevant to studies, when asked to do so;
- dress in an appropriate manner, e.g., cleanliness, neatness, moderate forms of dress - speak to the Director / Deputy Director if in doubt;
- participate in College functions relating to their course of study, eg concerts, graduation ceremonies;
- find out about their possible entitlements to Government benefits, eg Youth Allowance, Abstudy;
- be considerate of trainers and other staff as well as one another, striving for unity and mutual support and encouragement;
- work within agreed protocols for complaints, grievances and suggestions.

#### For, Christian Ministry and Theology and Pastoral Care Courses:

- before enrolment, pray about their future and enroll only when they have taken time to find out about courses on offer and believe involvement with, and studies in, the College will further those aims;
- seek pastoral endorsement prior to enrolment;
- take seriously the fact that they are attending the College for Christian ministry training;
- attend weekly Church / Fellowship / Cell / Department meetings (full-time students);
- seek to act and live according to biblical values while a student at college and while representing the College elsewhere and otherwise abide by rules of conduct contained in this Handbook;
- read and commit to expectations for Christian students as outlined on the application form
- read and commit to the College's Statement of Faith.

## IF YOU HAVE ANY QUESTIONS STUDENT LIFE

**Orientation:** Orientation will be held for all students at the commencement of first and second semester. Attendance at Orientation sessions is compulsory. Orientation will cover campus familiarization, study and research techniques and other essential information.



**Accommodation:** LLC currently operates as a non-residential campus. For students moving to Melbourne from interstate or overseas, the college may assist with suggestions and accommodation options such as student residences (200 meters from college), boarding with our church family, Christ Embassy Australia. If you wish LLC to assist in arranging short-term

accommodation, this can be done for a non-refundable fee. Current fee rates are as per Section 6 FEES AND REFUNDS, Additional Fees



**Encounter:** Participation in weekly Church / Fellowship / Cell / Department meetings is a prescribed part of selected courses for credit students. All students and staff of the college are welcome to participate.



**Conduct and Dress:** There is no prescribed form of dress for the College. However, students are asked to bear in mind modesty, cleanliness, neatness and to wear moderate forms of dress appropriate to Christian dignity and to respect the various cultures represented in the college.



In addition, students are expected to conduct themselves in a manner that brings honour to Christ and by their lifestyle express the whole ethos of LoveWorld Leadership College Australia.

### Photography, Audio and Video rights:

By attending LoveWorld Leadership College (LLC), students give LLC the right to use any photographic reproduction of a student undertaking college activities for college purposes such as promotion, unless the student explicitly withdraws this right in writing.



**Alcohol, smoking and drugs:** No student may consume alcohol or non-medicinal drugs on campus nor be allowed to attend lectures while under the influence. Victorian Government regulations do not permit smoking in any enclosed public places or within 10 metres of a public building. The campus is a non-smoking environment and we request students refrain from smoking in the immediate college environs.



## SUSPENSION AND DISMISSAL

LLC has the right to suspend (remove from classes and/or college premises) or dismiss students without prior notice in any of the following situations:

- any matter of a criminal nature (eg assault)
- use of, being under the influence of or handling of illegal drugs on the college premises
- consumption or being under the influence of alcohol while on campus
- theft or misuse of college equipment
- dishonesty
- use of obscene language
- harassment, verbal abuse or showing disrespect of a trainer, college staff member or student
- academic misconduct as defined above

In such situations the student will not be entitled to any refund of tuition and related payments for the current period of study.

In the case where the student wishes to appeal the decision, they have seven days to make an appeal to the Deputy Director / Director as per Stage 1 of the Formal Grievances policy listed in Section 10 of this handbook. They are not entitled to have any suspension in place revoked while appeals are being considered.

## STUDENT COUNSELLING AND LEARNER SUPPORT

An academic counselling process ensures the needs of students are identified and responses developed. It aims to ensure reliability, trust, expert knowledge, responsiveness, individual service and empathy. Such support of individual students in turn enriches the College community.

LLC has procedures to address student welfare and guidance. The well-being and personal development of students is as important to the College as is the quality of our courses.

Individual interviews are held each term for students in some courses and small classes enable staff to be aware of student issues. Members of the Faculty and staff provide a support structure for students and are available to discuss their needs.

LoveWorld Leadership College staff and trainers are experienced in providing mentoring and guidance on a range of issues. LoveWorld Leadership College works in conjunction with Unity College Australia in providing counselling.

## INFORMATION FOR STUDENTS WITH SPECIAL NEEDS OR WHO EXPERIENCE BARRIERS TO EDUCATION

### Introduction

LoveWorld Leadership College (LLC) is committed to achieving best practice in the provision of vocational education and training services for students who wish to use its services.



LLC's Access and Equity Policy recognizes that particular individuals and groups in society experience disadvantage and unequal educational outcomes; we believe we have a role to play in overcoming these barriers. Teaching staff are required to be sensitive to the special, cultural and learning needs of trainees.

### **Practical Assistance to Students**

The Director and Staff of LLC may provide practical help to new or existing students who experience barriers to education and training.

### **Language, Literacy and Numeracy**

Through our Parent Institution (UCA), LLC considers a student's language, literacy and numeracy levels when advising on enrolment in specific courses. Where necessary and appropriate we will assist students where their language, literacy and numeracy skills are below the level required to undertake training successfully. For example, we will guide students with low levels of schooling and/or students with diverse cultural and linguistic backgrounds to make appropriate course choices.

Needs identified once training has commenced will be supported by providing additional assistance or, if possible and appropriate, adjusting the training and assessment approach.

Such assistance will include either access to external services to improve these skills or advice regarding enrolment in the English courses offered by Unity College. Either option can occur concurrently with participation in other subjects offered by the College, provided the student is still able to undertake their study requirements.

International students may be required to take an English language proficiency test (IELTS or TOEFL) as part of their application process. Other students may also be required to undertake English testing in order to provide the appropriate level of assistance needed which will be given by our Parent Institution, UCA.

### **Other matters**

Students with physical disabilities will be assisted on a case-by-case basis. Special arrangements can be made for some situations.

Students who experience hearing or visual impairments will, after consultation with the Director, be offered options to assist their learning experience, including enhanced positioning in the learning environment, tapes, lecture outlines and extra tuition (if needed).

LLC will, if possible, assist students with identified intellectual disabilities. The appropriate response will be determined according to the need.

### **What you need to do**

If you experience any difficulty that you believe will affect your ability to achieve your educational goals, please advise the LLC staff either prior to or during your study with us. We will endeavor to assist you to overcome any barrier for you to make the most of your learning experience.



The details in this Handbook are designed to give you information to assist your enrolment and progress in the study area of your choice at LoveWorld Leadership College.

The College Handbook refers to various guidelines, policies and procedures. From time to time these are updated in line with changes in government legislation and continuous improvement.

For the latest version of this Handbook and further advice about any of the information contained in the Handbook or any other matters related your enrolment or study at LoveWorld Leadership College, please visit the college website [www.lovetheworld.edu.au](http://www.lovetheworld.edu.au) or contact your campus office or Director.

We hope your time at LoveWorld Leadership College  
is fulfilling and rewarding.

**God Bless You, as you devote yourself to learning...**

## LoveWorld Leadership College

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