



IONA COLLEGE
TRINITY

**STUDENT
HANDBOOK
2026**

Key Contact Information

Iona Trinity College of Higher Education

<i>Head Office:</i>	15-17 Blaxland Road, Rhodes NSW 2138
<i>Rhodes Campus:</i>	15-17 Blaxland Road, Rhodes NSW 2138
<i>North Parramatta Campus:</i>	16 Masons Drive, North Parramatta NSW 2151
 <i>Postal Address:</i>	PO Box 79, Concord West NSW 2138
 <i>Opening Hours:</i>	8.00 am - 6.00 pm, Monday to Friday
 <i>Email:</i>	info@iona.edu.au
 <i>Website:</i>	itc.edu.au
 <i>Learning Management System:</i>	iona.moodlecloud.com
 <i>Enquiries:</i>	0433 508 743
 <i>Student Services:</i>	0433 508 743

For Camden Theological Library

Address	16 Masons Drive, North Parramatta NSW 2151
Phone	02 8838 8940
Website	https://www.library.nsw.uca.org.au/
Email	library@nswact.uca.org.au

Important Phone Numbers

Emergency	000
NSW Police	131 444
Report a Crime (Crime Stoppers)	1800 333 000
Translating and Interpreting Service (24 hours)	131 450
Lifeline Counselling Service (telephone counselling)	131 114
Department of Home Affairs	131 881
National Student Ombudsman (for complaints)	1300 395 775

Table of contents

Key Contact Information.....	2
Welcome	5
An Overview of ITC.....	6
Learning Outcomes of Our Courses	6
Attributes of ITC Graduates	7
ITC’s Course Offerings.....	8
Bachelor of Theology	8
Advanced Diploma of Counselling	9
Language Requirements	11
Credit Transfer Arrangements	12
Assessments and Grading.....	12
Intellectual Property	13
Living in Australia	14
Cost of Living	14
Overseas Student Health Cover	14
Accommodation Options	14
School-aged dependants	14
Transport.....	14
Studying at ITC	15
Key Dates	15
Orientation.....	15
Information technology	16
Learning Resources and Support	16
Student Support Contacts & Useful Information	17
Making Satisfactory Progress in Your Studies	21
Students Undertaking the Counselling Practicum	21
Student’s Obligations and Rights.....	22
Payment of Fees.....	22
Changes to Enrolment (Deferral, Leave of Absence, Withdrawal Suspension and Exclusion)	24
Your Conduct while on Campus.....	24
Diversity and Equity	25

Misconduct	25
Academic Integrity	26
International Student Obligations	27
Understanding the ESOS Framework	28
Grievance Process	29
Appeals process	31

Welcome

Welcome to Iona Trinity College of Higher Education (ITC).

To assist in your successful transition to studying at ITC and to help you progress through your studies, ITC has prepared this Student Handbook, which contains information about:

- ITC's courses
- academic and personal support services
- ITC's obligations to you as a student
- your rights and obligations as a student, and
- if you are an international student, living and studying in Australia



The Student Handbook will be updated annually, so you have access to accurate information.

If there are any significant changes to your course or any other critical updates, we will send a message to your student email account and a notice will be posted on ITC's learning management system.

If you need assistance reading or understanding any information in this guide, please contact ITC's student support team.

Reverend Dr Sang Taek Lee, OAM

Principal

An Overview of ITC

Iona Trinity College of Higher Education (ITC) is a bi-lingual (Korean and English) institution established to educate and prepare students for lifelong learning in the field of theology and counselling and to prepare them to be positive contributors in the community, as ministers in the church or as pastoral counsellors.

Our vision is to:

Operate as a leading higher educational provider for all students so that they may improve the intellectual and spiritual wellbeing of the community

And, our mission is to:

Deliver courses that develops in students' broad skills and coherent knowledge which provides a basis for their engagement in independent lifelong learning and a foundation for building a meaningful and rewarding career focusing on the community's wellbeing

Our accredited courses are:

- **Bachelor of Theology (Korean)**
- **Advanced Diploma of Counselling (Korean).**

Delivery of our two courses in English will be available in due course.

The corporate governing body of ITC is the Board of Directors (BOD) and has referred to the Academic Board (AB) responsibility for all academic matters. You can read more about our members of the BOD, the AB and our key personnel on our website: www.itc.edu.au

We welcome students to be a Student Representative on the AB.

The Student Representative can bring to the Academic Board feedback and concerns/issues from the student population. It is an important role that we encourage students to express an interest. If there are more than one student expressing an interest to be a Student Representative, an election will be held.

A process for electing the Student Representative is set out in our Student Representative Election Policy and Procedure, which you can download from our website.

Learning Outcomes of Our Courses

When you complete our **Bachelor of Theology**, you should be able to:

- Give a critical account of the Christian faith.
- Apply their own personal theologies and practices within current understandings of the Christian tradition and its contemporary applications.
- Apply their theological understanding and practice to any context.

- Demonstrate an understanding of theology and practice that is ecumenical.
- Apply critical theological reflection on the world and the context of their surroundings.
- Apply the necessary leadership skills to practice ministry in the world with diverse theological viewpoints.
- Know how to engage with contemporary public issues.
- Serve in the building of the kingdom of God in the world which is peace, justice, service, and reconciliation revealed through Jesus Christ.

If you are studying the **Advanced Diploma of Counselling**, when you complete the course, you should be able to:

- Demonstrate a coherent knowledge of the principles, theoretical perspectives and concepts utilised in major approaches to counselling/psychotherapy
- Apply counselling knowledge and skills to address the client's needs.
- Engage in ethical and culturally sensitive therapeutic practices.
- Use critically reflective practice skills to establish and maintain therapeutic counselling relationships in clinical practice contexts.
- Apply relevant codes of practice and principles of legal and ethical practice when working with clients.
- Care for the vulnerable, disadvantaged and marginalised in the community with compassion, skilful and respectful service.

Attributes of ITC Graduates

Critical Thinkers | Graduates will be able to think critically and analyse and judge things from a variety of perspectives.

Adaptable | Graduates will be able to adapt and apply their knowledge and skills in continually changing social, political and cultural contexts to work effectively in multi-disciplinary settings.

Aware | Graduates will be aware of how their own context informs their understanding and practice in a diverse and global society.

Knowledgeable | Graduates will gain knowledge that is current and in-depth that integrates digital literacy, with an ability for continual reflection-in-action and lifelong learning.

Creative | Graduates will be able to meet the needs of the future through creativeness and innovation.

Leaders | Graduates will have the leadership skills necessary to practice their expertise in contemporary and diverse settings.

Community Focused in Practicing Theology | Graduates of the Bachelor of Theology are critically aware of the biblical and theological reasons behind a Christian praxis of compassion and care for the vulnerable, the disadvantaged and marginalized in society.

Community Focused in Counselling | Graduates are committed to compassionate care for the vulnerable, disadvantaged and marginalised in the community with knowledge and skills that are professional and ethical.

ITC's Course Offerings

Bachelor of Theology

Course description

The Bachelor of Theology provides an initial foundation year of key theological areas such as Biblical Studies, Church History, Practical Theology and Missiology, and Systemic and Contextual Theology. Later years provide students with knowledge and skills in the major areas of theology related to professional practice. The program is characterised by a final capstone unit which provides students with the opportunity to apply their learning to real world problem solving, integrating theory, practice and unique contexts.

Initially, the course will be delivered in Korean, but ITC will deliver the course in English in the near future.

Course Structure

This is a 3 year full-time course delivered over 6 semesters.

Each semester will run for thirteen weeks, with an additional week for study vacation (stuvac) and a two-week period for exams, if applicable. Each unit will have three contact hours per weeks and you are expected to undertake a further seven hours of self-directed study.

In order to meet the degree requirements for the Bachelor of Theology, you will need to complete a total of 24 units, which are:

- 8 foundational units in your first year, including Introduction to Biblical Studies.
- 8 additional units in your second year, including Pastoral Care.
- 8 final units in your third year, including a Capstone unit.

1st Year

Semester 1

- Introduction to Biblical Studies
- Survey of Church History
- The Practice of Theological Reflection
- Faith Seeking Understanding

Semester 2

- Introduction to Biblical Languages and Culture
- The Early Church
- Worship and Christian Spirituality
- Christ and Creation

2nd Year

Semester 1

- The Synoptic Gospels
- Reformation
- Pastoral Care
- Spirit, Church and Christian Life

Semester 2

- Pauline Epistles
- Modern Church History
- Practice of Christian Ministry
- World Christianity

3rd Year

Semester 1

- The Pentateuch
- The Johannine Literature
- Korean Church History
- Theology and Public Issues

Semester 2

- The Prophetic Literature
- The Practice of Mission
- Christian Ethics
- Independent Guided Study (Capstone) / Integrating Theory, Practice and Context

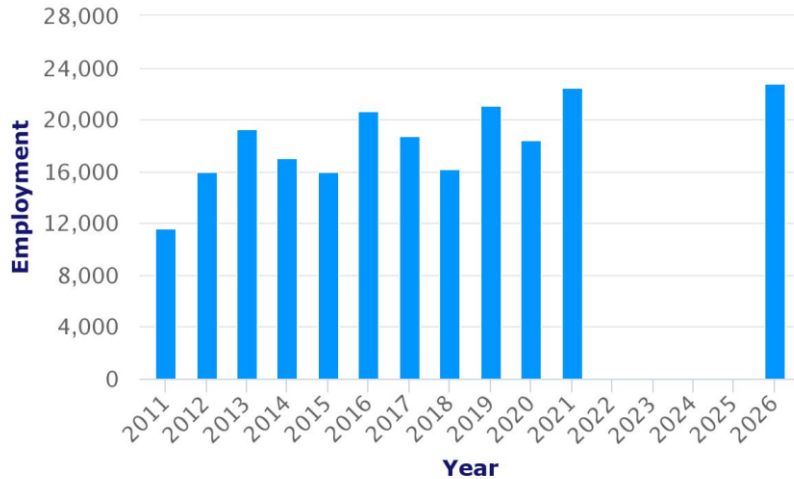
Pathways to Employment and Further Studies

Graduates of ITC's Bachelor of Theology will be able to practice as a Minister or religious education instructor.

According to the National Skills Commission, employment as Ministers of Religion are expected to remain stable with a projected increase of 1.4 per cent between 2021 and 2026 (see Figure 1).¹

Figure 1. Employment Projections – Ministers of Religion

Number of Workers



Our course will also equip you with the knowledge to pursue further studies and may progress to a Masters level theology program with another higher education provider.

Advanced Diploma of Counselling

Course Description

The Advanced Diploma of Counselling provides an initial foundation year of key counselling theory and techniques and in the second year provide students with knowledge and skills in major areas related to counselling practice.

Course Structure

This is a 2 year full-time course delivered over 4 semesters.

Each semester will run for thirteen weeks, with an additional week for study vacation (stuvac) and a two week period for exams, if applicable. Each unit will have three contact hours per weeks and you will be expected to undertake an additional seven hours of self-directed study.

To graduate with an Advanced Diploma of Counselling qualification, you need to complete 16 units, made up of 8 first year units followed by an additional 8 units in the second (and final) year.

¹ Source: National Skills Commission, [Labour Market Insights: Occupation profile](#) (Link accessed 13 October 2022)

1 st Year	2 nd Year
<p>Semester 1</p> <ul style="list-style-type: none"> • Theories of Counselling and Psychotherapy I • Therapeutic Skills • Introduction to Motivational Interviewing in Counselling • Ethical Practice 	<p>Semester 1</p> <ul style="list-style-type: none"> • Mental Health/Mental Illness • Assessment Process Counselling • Working with Anxiety and Depression • Introduction to Substance Abuse Counselling
<p>Semester 2</p> <ul style="list-style-type: none"> • Theories of Counselling and Psychotherapy II • Case Formulation • Trauma Informed Counselling • Counselling Across Cultures 	<p>Semester 2</p> <ul style="list-style-type: none"> • Working with Grief and Loss • Theory and Practice of Group Counselling • Working with Children and Adolescents • Counselling Practicum and Clinical Supervision

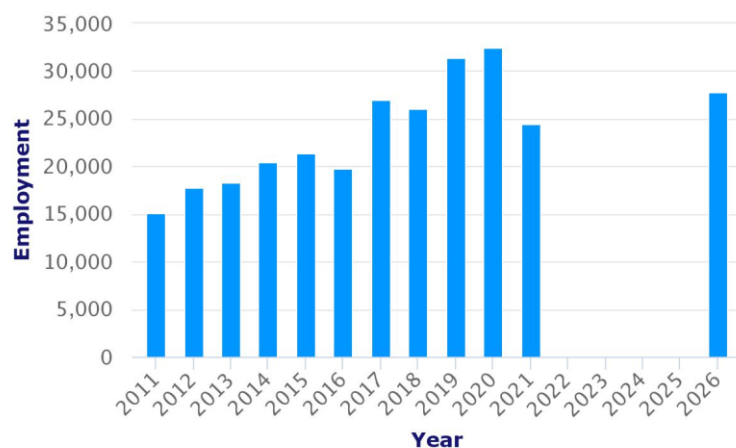
Pathway to Employment and Further Studies

There are many career paths for graduates of the Advanced Diploma of Counselling. You may be able to pursue a career as a school counsellor, rehabilitation counsellor or family and marriage counsellor.

The National Skills Commission expects strong growth in the number of counsellors, increasing 14.2 per cent from 24,400 workers in 2021 to 27,800 by 2026 (Figure 2).²

Figure 2. Employment Projections - Counsellors

Number of Workers



The College's Advanced Diploma of Counselling can also be a pathway to a Bachelor of Counselling with another provider, when you complete your studies.

² Source: National Skills Commission, [Labour Market Insights: Occupation profile](#) (Link accessed 13 October 2022)

Language Requirements

Korean

The College's courses are currently being delivered in Korean only with delivery in English an option as the College expands.

Therefore, you are required to provide evidence that you are proficient in the Korean language and provide the following evidence depending on your circumstance:

- If you are a Korean citizen and you are living in Korea when you apply, you must provide proof of:
 - Graduation from a high school in Korea with a score that would allow you to study in a Korean university, or
 - Graduation, or partial completion, of a course in a Korean university.
- If you are not a citizen of Korea or you are not residing in Korea when you apply, you need to provide proof of proficiency in the Korean language equivalent to level of 5 on the 6 level Yonsei University Korean Language Test. *Note: This requirement does not apply if you are articulating from an Iona Columba College program that is delivered in Korean and you provide the supporting documents listed in our Qualifications Pathways Policy and Procedure .*

English

Because the College's courses are delivered in the Korean language, if you are applying for study under the Australian student visa program as an international student (visa sub-class 500), and the College's course is your primary course, the Australian Department of Home Affairs exempts visa applicants from evidence of English language proficiency.

However, we still encourage you to have a reasonable level of English proficiency. This is mainly for your own benefit, from a practical, cultural and safety perspective (e.g., contacting the ambulance in an emergency situation).

Should you wish to pursue further studies following completion of one of the College's courses, the College encourages you to enrol in a registered English language course (ELICOS).

Below is a guide for reasonable levels of English language proficiency:³

English Language Proficiency Reference Guide for LOTE students

International English Language Testing System (IELTS)	5.5
TOEFL internet-based test	46
Cambridge English Advanced (Certificate in Advance English)	162
Pearson Test of English Academic (PTE Academic)	42

You will find more information about our entry requirements and the forms and evidence you need to provide in the *Admission Policy and Procedures* on our website.

³ Adapted from the Department of Home Affairs' English language requirements for Subclass 500 Student Visa (Link: <https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500#Eligibility>, accessed 14 July 2022)

Credit Transfer Arrangements

The College will grant credit for successful completion of relevant prior formal, non-formal and/or informal learning.

Assessment of applications for credit on the basis of recognition of prior learning will be:

- Evidence-based, transparent and equitable
- Applied consistently and fairly with decisions subject to review and appeal
- Defensible, based on your ability to meet the learning outcomes successfully and ensuring that the integrity of the course is maintained
- Decided in a timely manner so as not to disadvantage you
- Formally documented with reasons for the decision, irrespective of whether credit is granted or not

Learning that is related to the learning outcomes of the qualification and current (acquired within the last five years) will be recognised.

If you are granted credit for prior learning, you will be allowed to use the credit to meet prerequisites or other specified requirements for entry into a program of study leading to a qualification or for the partial fulfillment of the requirements of a qualification.

In granting credit for prior formal, non-formal and/or informal learning, the College will preserve the integrity of the qualification, ensure that course requirements and learning outcomes are demonstrated and that discipline requirements are maintained.

Our *Qualifications Pathways Policy and Procedure* on the website has more information about applying for credit.

Assessments and Grading

Our courses will have an appropriate mix of:

- Formative assessments, to help you identify if there are any gaps in your knowledge so that you can improve
- Summative assessments, to test whether you understand what you have been taught during the semester. Summative assessments tend to be a mid-semester test or end of year exam.

All assessments must be completed and submitted on time, as shown in the Unit Outlines. There are penalties for late submissions, unless you have applied for special consideration. You will find more details about the assessment process in our *Assessment Policy and Procedure*, and *Assessment Review Policy and Procedure*, which are on the website.

Submitted assignments will be assessed by ITC's academic staff and one of the following grades will be applied depending on whether you have completed your assignment according to your Lecturer / Tutor's instructions:

Percentage	Letter Grade	Interpretation
85 and above	HD	A student assigned a "High Distinction" grade, addresses the assessment task criteria to an excellent standard. Outstanding achievement of all the learning outcomes. Superior level of knowledge and skills displayed.
75 – 84	D	A student assigned a "Distinction" grade, addresses the assessment task criteria to a very high standard. Very good achievement of the learning outcomes. Very high level of knowledge and skills displayed.

<i>Percentage</i>	<i>Letter Grade</i>	<i>Interpretation</i>
65 – 74	C	A student assigned a “Credit” grade, addresses the assessment task criteria to a high standard. Good achievement of the learning outcomes. High level of knowledge and skills displayed.
50 – 64	P	A student assigned a “Pass” grade, addresses the assessment task criteria to a satisfactory standard. Satisfactory achievement of the learning outcomes. Adequate level of knowledge and skills displayed.
0-49	F	A grade of “Fail” may be awarded when a student fails to adequately address the assessment task criteria. Does not achieve the learning outcomes. Does not display an adequate level of knowledge and skills.
	IN	Incomplete assessment task is awarded by the Student Services Manager approved by the Executive Dean to those students under special consideration. When a student fails to attempt one or more assessment components of the unit as listed in the Unit Outline.
	DE	Deferred Assessment – denotes that a deferral has been granted to a formal examination or assessment via Special consideration.
	W	Withdrawn from course and/or unit – applies where a student withdraws from a course and/or unit after the census date but, no later than the last day to withdraw without academic penalty.

Intellectual Property

Any work you create while a student at ITC is your own intellectual property.

If you use the work of others in your assessment tasks, you must properly attribute it. If you don’t, this could be a breach of:

- Australia’s copyright laws, which provides “*legal protection for people who express original ideas and information*”⁴ and
- Our policy on academic integrity. There is a section on academic integrity in this Student Handbook, under Student Obligations and Rights, because as an ITC student you are required to maintain academic integrity in your assessment tasks.

You will be guided by our academic staff in proper referencing so that you do not breach copyright laws or our academic integrity policy.

⁴ You can read more about copyright and copyright law by following this link:

<https://www.infrastructure.gov.au/media-communications-arts/copyright/copyright-basics>

Living in Australia

Cost of Living

It is estimated that it costs around \$29,710 per year plus tuition fees and insurance to live in Australia.

You can calculate the cost of living applying to your circumstances and lifestyle by going to the Australian government's website: <https://www.studyaustralia.gov.au/english/live/living-costs>

Overseas Student Health Cover

Student visa holders must have Overseas Student Health Cover (OSHC) during their stay in Australia because it covers your visits to doctors and, depending on your level of cover, hospital treatment, ambulance and medicines. You can find out more about OSHC, who it's for and what it covers, by visiting the Australian government website: <https://www.studyaustralia.gov.au/english/live/insurance>

If you have problems arranging OSHC, contact Student Services. Someone there will try their best to help you.

For medical emergencies, the nearest hospital from the Rhodes campus is the Concord Repatriation General Hospital, located on Hospital Road, Concord NSW 2139. The contact number is 02 9767 5000. For detailed information on hospital services and facilities, visit www.slhd.nsw.gov.au.

The nearest hospital from the North Parramatta campus is Westmead Hospital, located on the corner of Hawkesbury Road and Darcy Road, Westmead NSW 2145. The contact number is 02 8890 5555. For detailed information on hospital services and facilities, visit www.wslhd.health.nsw.gov.au.

Accommodation Options

While studying in Australia, you have to think about where you want to stay.

Accommodation options include:

- Managed student accommodations
- Private rental or
- Homestay

You can read more information about alternative accommodation here:

<https://insiderguides.com.au/student-accommodation-in-australia/>

ITC also keeps a list of accommodation options which is available from Student Services.

School-aged dependants

To bring school-aged dependants with you when you study in Australia, you will need to arrange for them to attend school.

In New South Wales (NSW), school fees apply to most dependants of temporary residents. There are some exceptions. You can find more information by visiting the NSW Department of Education's International Students website: <https://education.nsw.gov.au/>.

Transport

Opal is the electronic ticketing system used on public transport in NSW. This includes train, ferry, bus and light rail travel. You can order an adult Opal card or a child/youth Opal card online at: www.opal.com.au, or pick one up at selected service centres. For detailed information on public transport options, phone: 131 500 or visit www.transportnsw.info

Studying at ITC

Key Dates

The following dates are important for enrolled students to remember:

- **Orientation day** **Monday 23 February 2026**
- **Semester 1** **Monday 02 March 2026 – Sunday 28 June 2026**
 - Census date Monday 23 March 2026
 - Mid semester break Monday 06 April 2026 – Sunday 12 April 2026
 - Study vacation (Stuvac) Monday 08 June 2026 – Sunday 14 June 2026
 - Exam period Monday 15 June 2026 – Saturday 27 June 2026

- **Orientation day** **Monday 20 July 2026**
- **Semester 2** **Monday 27 July 2026 – Sunday 22 November 2026**
 - Census date Monday 17 August 2026
 - Mid semester break Monday 28 September 2026 – Sunday 04 October 2026
 - Study vacation (Stuvac) Monday 02 November 2026 – Sunday 08 November 2026
 - Exam period Monday 09 November 2026 – Saturday 21 November 2026

Orientation

Orientation is compulsory for all students because ITC will provide important information to make your educational experience at ITC a positive one.

In addition to giving all students a campus tour, at orientation, we will cover the following topics:

- An introduction to key ITC staff
- Expected behaviours
- Living and studying in Australia
- Academic integrity
- Learning resources and facilities, including ITC's wi-fi and information technology equipment
- ITC's learning management system
- Academic and personal support services

- Opportunities to contribute as a student representative
- Progression requirements
- Fees, refunds and your enrolment rights and obligations
- Our grievance and complaints processes

Information technology

As an ITC student, and to support your studies, you will have access to our IT systems and resources, including:

- Up to date software and anti-virus software installed on our devices
- Firewall set up to protect software and hardware
- Access to free wi-fi while on the College's premise.

In making our IT systems and resources available to students, ITC expects you:

- To limit use for personal reasons
- To not damage or interfere with our IT systems and resources
 - If our computers or printers, or wi-fi, are not working properly, you should report this to one of our staff in Student Services. Do not try to fix it by yourself
- To conduct yourself respectfully and to protect your privacy and those of others
- To not share your login details and password. ITC uses multi-factor authentication to login to your ITC email
- To not download, upload or publish illegal content, including illegally sourced software or content.

Learning Resources and Support

Facilities on Campus

Iona Trinity College has a shared campus arrangement with Iona Columba College. Students will have access to a lecture hall, several teaching spaces, a common area with access to computers, wi-fi internet, and a kitchen for student use. There are several waterfront parks nearby and close access to public transport options.

Library

Iona Columba College has a small library which has printers, computers and theological textbooks. These resources are also available to ITC students.

While you can use this library, the main library for students studying the Bachelor of Theology is the Camden Theological Library, which is located at:

Address	16 Masons Drive, North Parramatta NSW 2151
Opening times	During Academic Session weeks hours are 10:30am to 6:30pm Monday-Thursday, 10:30am to 5:00pm Friday

	During non-Academic Session weeks hours are 10.30am to 5.00pm Monday-Friday
Phone	02 8838 8940
Website	https://www.library.nsw.uca.org.au/
Email	library@nswact.uca.org.au

Learning Management System

In addition to the above, ITC uses Moodle as its learning management system. You will find in Moodle all the learning materials and activities associated with each unit in your course and through which you will submit all your assessment (apart from major examinations). During the semester, a comprehensive range of written, video, audio texts and resources will be uploaded to the LMS to help you with your studies, so it is important that you understand how to use our LMS.

You should now have received information in your welcome letter on how to access ITC's LMS, including setting your personal password. When you first use ITC's LMS, you will be prompted to set your own personal password.

At orientation, you will be provided with more information on how to use the LMS. Instructions on accessing and using the LMS are also available on the ITC website: itc.edu.au.

Academic, Cultural and Personal Support

We understand that not all information about academic and personal (including transition to Australian culture for international students) support will be available in the LMS. So, if you require more assistance, either in your studies or your transition to studying in Australia, please contact Student Services to make an appointment for a confidential discussion. You can call 0433 508 743 or come to Student Services on campus, which is located at the Iona Trinity College office on ground floor.

What we can offer in learning support is:

- One-on-one consultation by appointment or referral from academic staff
- English language proficiency support through informal social gatherings as well as formal workshops
- Other scheduled workshops on topics such as living in Australia, report and essay writing, and academic integrity.

We can also refer you to a counsellor upon request. This may involve a small but reasonable charge.

Check our *Student Support Framework* for more information.

Student Support Contacts & Useful Information

The following is a list of some important services and phone numbers and websites that you may find useful:

SUPPORT SERVICE	CONTACT DETAILS
<p>Accommodation Assistance</p> <p><i>The College</i> does not have its own accommodation facilities. Further information on accommodation options in Sydney is available at: http://www.study.sydney/live/accommodation</p> <p><u>Homestay</u> Homestay accommodation provides students with an opportunity to experience life with a typical Australian family and develop English language communication skills. https://www.homestaynetwork.org/homestay-sydney/</p>	<p>1300 024 628 Email: info@homestaynetwork.org</p>
<p>Department of Home Affairs (DHA)</p>	<p>131 881</p>
<p>Emergency - Police / Ambulance /Fire</p>	<p>000</p>
<p>Legal Aid NSW helps people with their legal problems</p> <p><u>Help over the phone</u></p> <ul style="list-style-type: none"> ▪ Call Law Access NSW to get started <p><u>Find information</u></p> <ul style="list-style-type: none"> ▪ Factsheets and resources are available to help you with your problem <p><u>Get advice from a lawyer</u></p> <p>Free face-to-face advice provided on most legal issues</p> <p><u>Help at court</u></p> <p>Legal Aid NSW duty lawyers can sometimes help you at court on the day of your matter if you don't have a lawyer. Calling LawAccess NSW is the best place to start. https://www.legalaid.nsw.gov.au/ways-to-get-help</p>	<p>1300 888 529 9am to 5pm Monday to Friday</p>
<p>Mental health crisis</p> <p><u>13Yarn</u></p> <p>Free 24 hours a day, 7 days a week support line with free, confidential crisis support by Aboriginal and Torres Strait Islander people https://www.13yarn.org.au/</p>	<p>13 92 76</p>

SUPPORT SERVICE	CONTACT DETAILS
<p>Mental health crisis</p> <p><u>Beyond Blue</u></p> <p>Free 24 hours a day, 7 days a week</p>	<p>1300 224 636</p>
<p>Mental health crisis</p> <p><u>Lifeline Crisis Support</u></p> <p>Free 24-hour help</p>	<p>13 11 14</p>
<p>Mental health crisis</p> <p><u>MindSpot</u></p> <p>This free, government-funded program provides online assessment and treatment courses for a range of concerns such as anxiety, depression or chronic pain.</p> <p>https://www.mindspot.org.au/</p>	
<p>Mental health crisis</p> <p><u>MoodGYM</u></p> <p>This free online cognitive behavioural therapy (CBT) program from the Australian National University is designed to reduce symptoms of depression and anxiety.</p> <p>https://moodgym.com.au/</p>	<p>1800 614 434</p>
<p>Mental health crisis</p> <p><u>NSW Health - Mental health services and support contact list</u></p> <p>A detailed list of mental health services available, including emergency information and phone numbers.</p> <p>https://www.health.nsw.gov.au/mentalhealth/services/Pages/support-contact-list.aspx</p>	
<p>Mental health crisis</p> <p><u>QLife</u></p> <p>Provides anonymous, LGBTIQ+ peer support and referral services for people wanting to talk about sexuality, identity, gender, bodies, feelings or relationships issues</p> <p>https://qlife.org.au/</p>	<p>1800 184 527</p> <p>3pm to midnight, everyday</p>

SUPPORT SERVICE	CONTACT DETAILS
<p>NSW International Student Service Support</p> <p>Service NSW and Study NSW are committed to helping international students have a safe and rewarding experience while living and studying in Sydney and NSW. See the website for support services available</p> <p>Website: https://www.service.nsw.gov.au/guide/support-international-students</p>	13 77 88
Public Transport Information Line	131 500
<p>Concord Repatriation General Hospital</p> <p>Hospital Road, Concord NSW 2139</p> <p>Nearest public hospital to the Rhodes campus and has a 24 hour emergency department</p>	(02) 9767 5000
<p>Westmead Hospital</p> <p>Cnr Hawkesbury and Darcy Road, Westmead NSW 2145</p> <p>Nearest public hospital to the North Parramatta campus and has a 24 hour emergency department</p>	(02) 8890 5555
<p>St Vincent's Hospital Sydney</p> <p>390 Victoria St, Darlinghurst NSW</p> <p>Public hospital with a 24 hour emergency department</p>	(02) 8382 1111
<p>Sydney Hospital – Macquarie Street Sydney NSW 2000</p> <p>Public hospital with an emergency department</p>	(02) 9382 7111
<p>Support for students with a disability</p> <p>National Counselling and Referral Service – Disability</p> <p>https://blueknot.org.au/national-counselling-referral-service-disability/</p>	<p>1800 421 468</p> <p>9am to 6pm, Monday to Friday</p> <p>9am to 5pm, Saturday and Sunday</p> <p>13 36 77 for the hearing impaired</p>
Taxis Combined	133 300
Translating and Interpreting Service (24 hours)	131 450

Making Satisfactory Progress in Your Studies

Students are expected to contribute to their own academic progress during their studies at ITC by attending lectures and tutorials, submitting your assignments on time and being aware of the course requirements.

ITC will also support you and ensure that you complete the course within the expected duration, which is:

- 3 years full-time or 6 years part-time for a Bachelor degree, and
- 2 years full-time or 4 years part-time for an Advanced Diploma degree.

We will support you in achieving this by:

- Monitoring and documenting each student's progress
- Providing early feedback on submitted assignments
- Ensuring that academic and student support staff are available to advise and support you if you experience difficulties, academic or personal
- Intervening to provide additional support if you continue to fail your assignments.

Our process for monitoring academic progress and supporting students can be found in our *Academic Progression Policy and Procedure*, available from our website.

Students Undertaking the Counselling Practicum

Students enrolled in the Advanced Diploma of Counselling are required to complete a Counselling Practicum unit and should refer to the *Counselling Practicum – Student Information* for additional specific information.

Student's Obligations and Rights

Payment of Fees

The tuition fee you pay depends on the course you are enrolled in. We do not charge different tuition fees, based on your residency status.

Fees are payable each study period by the due date, which will be in your Letter of Offer or on our website.

You will incur a late payment fee if you do not pay your tuition fee by the due date. Non-payment of tuition fees can also result in suspension or termination of your enrolment.

Therefore, it is important to pay tuition fees by the due date.

In certain compassionate or compelling circumstance, ITC may defer your payment due date or waive a late payment fee. Requests should be submitted in writing to the Principal, identifying the compassionate or compelling circumstances and accompanied by supporting documentation, where possible.

However, we will not accept your payment until you have signed the Acceptance of Offer, which is included in your Letter of Offer and Written Agreement.

Refunds

If you change your mind about studying at ITC, you will receive a refund of the fees paid. The amount of your refund depends on the situation.

We will refund:

- 100 % of your tuition fees minus the application fee if you withdraw on or before the Census date (check the Key Dates section in this Student Handbook to find out when Census date is)

BUT you will not receive any refund:

- If you withdraw after Census date or
- If ITC had to terminate your enrolment for the reasons listed below:
 - Misconduct, if effectively having withdrawn after the census date (there is a section on misconduct that provides examples of behaviours that we consider to be misconduct. You can also check our *Student Misconduct Policy and Procedure*)
 - Breach of international student regulations
 - If you do not pay your overdue fees or
 - You do not comply with your visa conditions.

If we cannot deliver the course or unit, or your visa is refused, the amount you receive in refunds depend on when we cannot deliver or when you find out your visa has been refused. Check our *Student Refund Policy and Procedure* for more information.

Non-tuition Fees

You may also have to pay non-tuition fees, depending on the situation. Below is a list of applicable fees:

Domestic Students

Non-Tuition Fees (in Australian dollar)	
Late payment of tuition fee	\$ 150
Deferral of studies fee	No fee
Replacement testamur fee	\$ 100
Interim transcript fee	\$ 25
Replacement student ID fee	\$ 20
Late return of library books fee (set by Camden Theological Library: (https://www.library.nsw.uca.org.au/about-us/faqs)	\$ 1 per day after 1 day for books from Reserve \$ 1 per day after 7 days for other items

International Students

Non-Tuition Fees (in Australian dollar)	
Application fee	\$ 200
Late payment of tuition fee	\$ 150
Deferral of studies fee	No fee
Airport pick-up fee	\$ 100
Replacement testamur fee	\$ 100
Interim transcript fee	\$ 25
Replacement student ID fee	\$ 20
Late return of library books fee (set by Camden Theological Library: (https://www.library.nsw.uca.org.au/about-us/faqs)	\$ 1 per day after 1 day for books from Reserve \$ 1 per day after 7 days for other items

See our *Fees Policy and Procedure* for more information.

Changes in Fees

The College's tuition and non-tuition fees are published on the website.

These fees are reviewed annually by ITC's Principal and Board of Directors to make sure that:

- ITC is financially viable and sustainable and

- Competitive.

Therefore, fees could increase annually. We will advise you at least 3 months before semester commences if this will happen.

Changes to Enrolment (Deferral, Leave of Absence, Withdrawal Suspension and Exclusion)

A student accepted into a course at the College will be provided with the following documents, which must be signed and return to the ITC:

- a **Letter of Offer**, if the student is a domestic student
- a **Letter of Offer** and **Written Agreement** if the student is an international student.

If you want to defer commencement of your course, you can do so for up to 1 year. You have to apply, only after you have received our Letter of Offer (and Written Agreement, for international students). You need to provide reasons for deferring and evidence to support your reasons. Please refer to the *Enrolment Policy and Procedure* on our website.

If after you have commenced the course, you want to take time off studies, you can apply for a Leave of Absence. The maximum allowable time for a Leave of Absence is 2 years.

If you are studying on a student visa, you can only apply for Leave of Absence for compassionate and/or compelling reasons, which are listed in our *Enrolment Policy and Procedure*.

Alternatively, you may also withdraw from the course. The *Enrolment Policy and Procedure* contains all the information you need about withdrawing.

The College can also suspend or cancel a student's enrolment for:

- Academic and non-academic misconduct (discussed below and also refer to our *Student Misconduct Policy and Procedure* and the *Student Academic Integrity Policy and Procedure* on the website)
- Non-payment of fees
- Unsatisfactory course progress.

Students are encouraged to read the *Enrolment Policy and Procedure* for more information, including the right to appeal.

Your Conduct while on Campus

The College's learning environment:

- *Respects the rights and welfare of the ITC community*
- *Is open and mutually supportive*
- *Promotes and support academic integrity and achievement*
- *Promotes academic freedom of speech.*

The College expects students to:

- *Observe standards of equity and respect*
- *Not be offensive in face-to-face or online communications*
- *Comply with the college's policies and procedures, and laws of state and commonwealth governments*
- *Be truthful about their student status, representation as a student and entitlements as a student*
- *Conduct themselves in a safe, orderly and proper manner*
- *Use the College's facilities, resources and information in a proper manner.*

Diversity and Equity

As a bi-lingual college, ITC embraces diversity in language and culture amongst students and staff.

To create an inclusive environment for students, ITC is committed to:

- The prevention of discrimination, harassment and victimisation through training and communication to raise awareness
- Providing support to help students transition to and participate in higher education studies
- Learning activities that take into consideration the needs of all students

The *Student Diversity and Equity Policy* provides more information about how we create a learning environment that welcomes diversity and equity.

Misconduct

Student misconduct can be general misconduct or major misconduct.

Some examples of **General Misconduct** include:

- Behaviour which brings the College into disrepute
- Unduly offensive or disorderly behaviour
- Failure to comply with a reasonable direction from a member of ITC's staff
- Attacking, bullying, harassing, unlawfully vilifying, victimising, threatening or intimidating any person or attempting to do so
- Behaviour which interferes with the orderly conduct of any teaching group, assessment, examination or ceremony of the college, its governing bodies or other activities, functions or programs
- Obstructing or interfering with the use of ITC's premises, facilities or equipment
- Gaining access to, or entering, ITC's server or network without permission, or engaging in illegal, inappropriate or offensive use of the internet, social media, email or ITC's network
- Engaging in conduct which involves unauthorised or unjustified interference with the property of any person.

Major Misconduct is a serious breach of the *Student Code of Conduct* or repeated incidences of General Misconduct. Examples of Major Misconduct includes:

- Physical violence against any person
- Wilfully damaging or stealing ITC's property
- Committing any act or making any omission which has the capacity to endanger the safety or health of others where there is a serious risk of bodily harm
- Any type of fraud, including fraudulent representation of grades or awards for prior learning, including through the unauthorised use of ITC's name, seal or trademarks
- Tampering with and/or making a fraudulent representation involving any medical certificate
- Any other type of fraudulent documentation provided to ITC in order to favour the student
- Bringing a weapon on to the campus or site of any educational activity
- Any act or omission which leads to a conviction for a breach of government legislation.

A finding of misconduct against a student is serious and could lead to suspension or cancellation of a student's enrolment. Therefore, you are encouraged to become familiar with our *Student Misconduct Policy and Procedure*.

Academic Integrity

Another form of misconduct is academic misconduct. This is a breach of academic integrity and includes misrepresentation, fabrication, plagiarism, and misuse of intellectual property. Academic integrity requires students to be ethical and honest in developing and presenting their work and to be careful to distinguish and identify their own work from those of others.

Therefore, academic misconduct is not tolerated at ITC because academic integrity is crucial to students' educational success and could damage ITC's reputation.

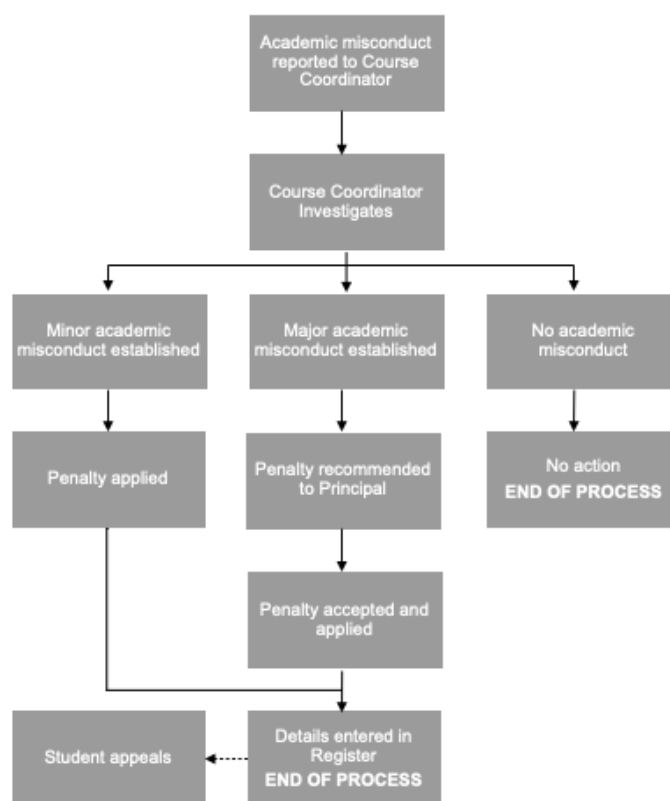
Our strategies for managing risks to academic integrity include:

- Fostering a culture of academic integrity through raising awareness and providing
- Staff are expected to demonstrate a high level of commitment to academic integrity
- Academic staff will maintain a current understanding of cheating techniques, including emerging technologies which could compromise academic integrity
- Providing staff awareness and training
- Raising student awareness through:
 - Regular communications and learning skills support workshops
 - Academic integrity sessions during orientation
 - Requiring students to include a signed cover sheet when submitting assessment tasks declaring that the work is free from plagiarism and collusion
- Assessing learning and information systems for security weakness that could undermine academic integrity.

Academic staff are also required to report any suspected breaches of academic integrity, including warning the student of the alleged breach and providing proof of this. Students suspected of breaching academic integrity will be provided with the opportunity to respond to the allegation.

The chart at Figure 3, below, shows how potential breaches to academic integrity are managed at ITC. The penalties range from counselling to the student being suspended or excluded from their course. In between these two extremes are a formal warning, the student must resubmit the assessment task or a zero grade is assigned. Please refer to our *Student Academic Integrity Policy and Procedure* for more information.

Figure 3. Academic Misconduct Flowchart



International Student Obligations

If you are studying on a student visa, you should be aware that you must:

- Notify us if you change your current resident address, and if you have one, mobile number and email address and who your emergency contact. You have to do this within 7 days of this change
- Complete the course within the duration specified in your Confirmation of Enrolment (CoE). If it appears you will complete the course earlier (because we granted you credit for units completed at another institution) or later than the duration on your CoE (because you failed some units and have to repeat them), we will notify you as this could be a breach of your student visa

- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Not transfer to another education provider within 6 months of starting your course, if your principal course is at ITC, unless ITC has issued a letter of release for your transfer. The College's *Student Transfer Policy and Procedure* (available from our website) explains the circumstances under which ITC will allow a student to transfer to another provider or accept students from another provider. However, ITC will not knowingly enrol international students seeking to transfer from another registered provider's course prior to the students completing six months of their principal course.

The Department of Home Affairs has a summary of your obligations while studying in Australia on a student visa. We have provided a link below:

<https://immi.homeaffairs.gov.au/visas/already-have-a-visa/check-visa-details-and-conditions/see-your-visa-conditions>

Understanding the ESOS Framework

The ESOS (Education Services for Overseas Students) Framework is a set of laws and regulations that protect the rights of international students studying in Australia.

The ESOS Framework is designed to:

- Ensure that international students are provided with accurate information about their course and the institution.
- Protect the rights of international students and ensure they receive quality education and support.
- Outline the responsibilities of education providers and the rights of students under Australian law.

Key Components of the ESOS Framework:

- The *ESOS Act 2000* regulates the provision of education to international students and outlines the obligations of education providers.
- The *National Code 2018* sets out the standards that education providers must meet to ensure that international students are supported and informed throughout their study.
- The *Tuition Protection Service (TPS)* service ensures that international students are protected and can complete their studies if their education provider defaults.

Where to Find More Information:

For detailed information about the ESOS Framework, including official Australian Government materials and resources, you can visit the following links:

- ESOS Framework Overview: www.education.gov.au/esos-framework.
- National Code 2018: www.education.gov.au/esos-framework/national-code-practice-providers-education-and-training-overseas-students-2018

We encourage you to review these resources to fully understand your rights and responsibilities as an international student. Should you have any questions or require further assistance, please contact Student Services.

Grievance Process

ITC has a *Student Grievance Policy and Procedure* that:

- Encourage informal resolution where possible:
 - Speak directly with the person(s) concerned about your concerns, unless your concerns is related to the following matters:
 - Violence
 - Fraud, corruption or malpractice
 - Discrimination, vilification or victimisation.
 - Seek the assistance and support from staff at Student Services
- Allow students to lodge a formal grievance where their issue could not be resolved informally or the outcome from informal resolution did not produce your desired outcome.

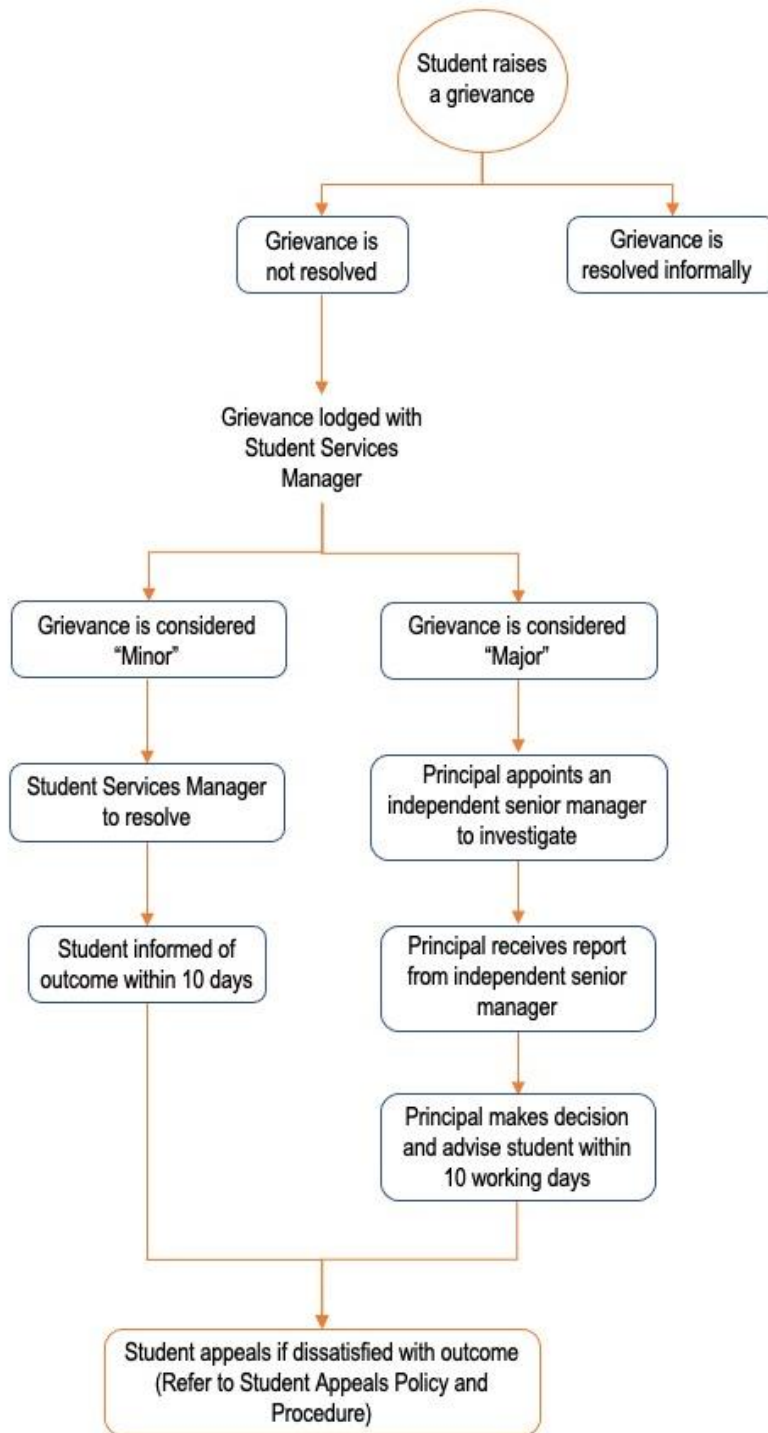
If you lodge a formal grievance, the Student Services Manager will decide whether the grievance is “Minor” or “Major”. The process of resolving the different categories of grievance differs and students are encouraged to consult our *Student Grievance Policy and Procedure* on the website for more details.

Nevertheless, during all stages of the grievance handling process, the College will ensure:

- Each party to a grievance has an opportunity to formally present his or her case and to be accompanied and assisted by a support person at any relevant meetings
- A full explanation in writing for decisions and actions taken as part of the process will be provided to the complainant and any respondent where applicable
- Where the resolution of a grievance results in a decision that supports the complainant, the College will immediately implement any decision and/or corrective and preventative action required and advise the complainant of the outcome
- There is no cost to the complainant for using grievance processes.

An overview of ITC’s grievance handling process is provided below, at Figure 4 (on the next page).

Figure 4. Student Grievance Process



Appeals process

And, if you are unhappy with the outcome, you have the right to appeal the decision, but you must do this within 20 working days of learning the outcome of your grievance. ITC will maintain your enrolment while the appeal is in process, provided the appeal is lodged within the required timeframe and the process is being pursued in accordance with the *Student Appeals Policy and Procedure*.

Our *Student Appeals Policy and Procedure* provides all the information you need, but below is a summary of what happens and Figure 5 depicts the process:

- Your request for an appeal can be lodged with:
 - The Principal if the issue is related to an academic matter, or
 - The Student Services Manager if it is an administrative matter (e.g. refund).
- We will acknowledge receipt of your request within 10 working days.
- An appeals panel may be established to assess your appeal.
 - This is an internal appeal and can include members of ITC's governing bodies such as the Board of Directors and the Academic Board, as well as staff members who can remain independent and objective.
- If you are still unhappy with the outcome of an internal appeal, you have the right to seek an external appeal. For higher education courses, the appropriate external appeals body is the National Student Ombudsman (NSO).
 - The National Student Ombudsman investigates complaints from higher education students about the actions of their higher education provider.
 - Website: www.nso.gov.au.
- ITC will implement the decision or corrective action as soon as possible and you will be advised accordingly.
 - Access to the National Student Ombudsman is free of charge to students. Using this appeals process does not remove the student's right to take further action under Australian law if they remain dissatisfied with the outcome.

Figure 5. Student Appeals Process Flowchart

