



Morling College Limited

CRICOS: 03265F

COUNSELLING

INTERNATIONAL
STUDENT HANDBOOK

2015

Morling College
Limited

120 Herring Road
Macquarie Park NSW 2113
Australia

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This Handbook provides regulations and guidelines for international students of Morling College. It forms a supplement to the annually published Morling College Undergraduate and Postgraduate Handbooks.

Interpretation of this Handbook is to take place within Morling College, but final rulings on it come from the Principal and the Academic Board of Morling College.

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1 INTRODUCTION

This handbook for international students should be read in conjunction with the policies of Morling College and the annual handbooks of Morling College, published at <http://www.morlingcollege.com>.

The term 'international student' is used for determining the fees paid for units of study. An 'international student' is defined as a student who is:

- Not an Australian citizen or New Zealand citizen;
- Not a student with a permanent Australian visa;
- In Australia with any kind of temporary entry permit;
- A diplomat or a dependant of a diplomat (except New Zealand);
- Resident overseas for the duration of the unit but not an Australian or New Zealand citizen or permanent resident of Australia (offshore students).

Morling College is registered as a Higher Education Provider by the Tertiary Education Quality and Standards Agency (TEQSA) of accredited postgraduate courses in Education and Counselling. The College was established by the Baptist churches of NSW and the ACT in 1916 to train Baptist ministers. It is now a College offering courses in Theology (through the Australian College of Theology) to students with a wide variety of ministry and personal goals, as well as its own accredited courses in Counselling and Education.

The College is governed by a Board of Directors. Its members are elected by delegates from the Baptist Churches of NSW and the ACT or are officers of the denomination. It is advised in academic matters by the Academic Board.

Morling College is the registered Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) provider and the legal entity for all accredited Counselling courses offered by the College. Morling College's CRICOS provider code is 03265F.

2 COURSES OFFERED

The following courses may be offered to overseas students:

- Graduate Certificate in Counselling
- Graduate Diploma of Counselling
- Master of Counselling

International students are eligible to apply for entry to the Graduate Certificate or Graduate Diploma of Counselling. Entry into the Masters of Counselling is by invitation following satisfactory completion of the Graduate Diploma of Counselling.

In addition to scrutinising the usual academic requirements, the Counselling Department:

- Aims to determine that applicants have sufficient psychological resilience and maturity to deal with some of the unique challenges that are inherent in the counselling profession.
- Further recognises that people with certain types of temperament may not be suitable as counsellors. For this reason, the Faculty provides opportunity to respectfully apply the knowledge and skill of experienced counsellors, in the light

of the more objective methods that have been completed, to screen and give guidance to applicants with reference to their suitability.

The Faculty acknowledges that such a process as described above is not an exact science and for this reason the procedure is approached in both a sensitive and collaborative way. The purpose is to ensure that applicants:

- Are not choosing to undergo training when they are vulnerable to experiencing undue psychological suffering or harm; and
- Are aware of and prepared for the unique challenges of a Counselling Program.

The program provides the opportunity for students to experience both spiritual and personal growth and aims to develop increased psychological resilience and maturity. It also aims to develop and equip students with the qualities required of a highly skilled counsellor.

Basic Requirements

All applicants are to meet the requirements as prescribed by Australian law and the Morling College rules for admission to the Counselling program.

Method of Assessment:

- *Confirmation of Identity*
- *English Competency Assessment*
- *Citizen/ Resident/Study Visa Status*

Prior Learning

The applicant needs to demonstrate that they have sufficient prior learning to enable them to undertake a Counselling Program at the graduate level. This is demonstrated through:

- A recognised undergraduate degree from a registered provider, completed in English.
- In the absence of possessing a recognised degree, a level of prior learning judged to be equivalent to a degree may be granted as acceptable. Where applicants are over 21 years of age and have not completed an undergraduate degree they may be considered for admission if they provide evidence of educational and/or professional background deemed by the Academic Board to be equivalent to an undergraduate degree. Such evidence may include non-tertiary study (i.e. professional studies that are non-accredited), documented life-experiences equivalent to an undergraduate degree, and/or work experience that would suggest the capacity for postgraduate study.

Method of Assessment:

- *Current Resume*
- *Academic Records*
- *Case by case review*

Resourcefulness

The applicant should demonstrate that they have sufficient understanding of the requirements of the program and the necessary resources to complete the study program.

Method of Assessment:

- *Completion of Application form, submitting required supporting material and interview.*

An acceptable level of psychological resilience and counsellor qualities and characteristics

All applicants are assessed for good mental health that is of sufficient degree to enable them to deal with the demands and pressures of those clients who are suffering from psychological distress without themselves experiencing excessive or unmanageable psychological distress.

All applicants will be assessed as to whether they have the minimum qualities that are essential in the development of a professional counsellor. The faculty will screen candidates for qualities that would make them unsuitable candidates for the role of a counsellor. For example, people with certain types of characteristics and personality traits are not suitable for a counselling program e.g. people who have enduring cold, aloof, aggressive or unsympathetic interacting styles.

Method of Assessment:

- *Psychometric Assessment - You will be required to undergo a psychological assessment and provide a report from a licensed professional competent to assess and report on your suitability to undergo counselling training. **This assessment and report is to be provided at your own cost.***
- *Two referee reports on suitability for counselling training*

3 ARRANGING VISAS

All international students wanting to study in Australia require a student visa. Some other visa holders are also eligible to study as overseas students in Australia. Many students apply for a visa themselves on-line or via the Australian Diplomatic Mission in their country.

The visa application process can be complicated and for students from some countries it may be better to submit an application with the assistance of an accredited agent due to their familiarity and experience in the field. Please note that Morling College does not employ the use of education agents.

In order to apply for a student visa you will need:

- a valid passport,
- an electronic Confirmation of Enrolment (eCoE), and
- any other documentation required by the Australian diplomatic post with which you lodge your application.

You must ensure you allow enough time for processing between lodging your application and the start of your academic program, as it can be a lengthy process depending on your country of origin.

Department of Immigration and Border Protection (DIBP)

The Australian Government's Department of Immigration and Border Protection provides comprehensive information about student visa requirements and the application process, as well as application document checklists to assist you with your application. Visit www.immi.gov.au/students/index.htm for the latest information.

Department of Foreign Affairs and Trade (DFAT)

As well as links from the DIBP website, the Department of Foreign Affairs and Trade website www.dfat.gov.au/embassies.html has a comprehensive list of Australian embassies, high commissions, consulates and representative offices around the world.

Migration Agents

A migration agent can assist you in submitting your visa application and communicate with DIBP on your behalf, but please note that you do not need to use a migration agent to lodge any kind of visa application.

Education Agents

Morling College does not use Education Agents.

Visa Conditions

If you are granted a visa, you must abide by its conditions. Failure to comply with these conditions could result in the cancellation of your visa. These conditions include (but are not limited to):

- Complete the course within the duration specified in the eCoE
- Maintain satisfactory academic progress
- Maintain approved Overseas Student Health Cover (OSHC) while in Australia
- Remain with the principal education provider for 6 calendar months, unless issued a letter of release from the provider to attend another institution
- Notify your training provider of your Australian address and any subsequent changes of address within 7 days.

For a full list of mandatory and discretionary student visa conditions please visit <http://www.immi.gov.au/students/visa-conditions-students.htm>

4 STUDENT VISA REQUIREMENTS

The student visa has several separate sub-classes for each education sector. Only one applies to Morling College courses.

Subclass 573 (Higher Education)

Covers Bachelor degree, Associate Degree, Graduate Certificate, Graduate Diploma and Masters by coursework.

General requirements:

- you are of good character
- you are of sound health
- you have acceptable health insurance through the Overseas Student Health Cover (OSHC) for yourself and members of your family unit accompanying you to Australia
- you have no outstanding debts to the Commonwealth of Australia, or have made arrangements acceptable to the Minister to repay such a debt
- where you are under 18 years of age, acceptable arrangements for your accommodation, support and general welfare are in place. Please note that Morling College does not admit international students under the age of 18 years.

Offer of a place in a course and confirmation of enrolment:

If you are applying outside Australia and your visa application will be assessed at Assessment Level 3, 4 or 5, you should provide:

- an 'offer of a place in a course' letter from Morling College at the time you lodge your application; and
- an electronic confirmation of enrolment certificate (eCoE) issued by Morling College after you lodge your application if you are requested by the Australian overseas mission to do so.

This process allows a preliminary or Pre-Visa Assessment to be made on your application to see if you are genuinely seeking to enter Australia for the purpose of study.

If you are applying outside Australia in Assessment Level 1 or 2, or in Australia in any Assessment Level, an electronic confirmation of enrolment certificate (eCoE) is required before you lodge your application and a copy is to be provided with your application.

Note: A letter of offer is acceptable where a client lodges an application within Australia, but they must have an eCoE for grant of a student visa application.

Student visa conditions:

- you must satisfy attendance and course requirements and maintain a valid enrolment for your course
- you must not work unless you have been granted permission to do so
- you must maintain your Overseas Student Health (OSHC) cover while in Australia
- you must leave Australia before your visa expires
- you must remain with the education provider you originally enrolled with for the first six months of your course or, if the course is less than six months, for the duration of your course

- you must advise Morling College of your residential address within seven days of your arrival in Australia and must advise any changes of address within seven days
- if you change education provider you must inform the College within seven days of issue of an eCoE.

Assessment levels for student visas

Each student visa application is assessed according to an assessment level. The assessment level is determined by the passport held and visa subclass applied for. The assessment levels relate generally to how likely students are to comply with their visa conditions, based on previous students' behaviour. Assessment level 1 represents the lowest assessment level and assessment level 5 the highest.

The higher the assessment level, the more evidence you will need to provide to demonstrate your financial capacity, understanding of the English language and other relevant matters.

You can find out your assessment level by looking up your nationality and visa subclass applied for by visiting the DIBP website.

Important: if you have an assessment level 2, 3, 4 or 5, then you must make your first student visa application while you are outside Australia.

Evidentiary requirements

- your capacity to cover the cost of air fares, course fees and living costs for the duration of your stay in Australia
- your capacity to cover the costs of air fares, living costs and school tuition costs for your family unit members for the duration of your stay in Australia
- your level of English Language Proficiency in relation to that required for your assessment level and education sector of study
- the situation in your home country e.g. personal or financial commitments that may prompt you to return to your home country
- your academic record and history in the context of the course you intend to study
- your immigration history e.g. previous compliance with immigration laws and whether you have previously applied for entry to Australia
- whether your proposed course of study is what you might reasonably have chosen given your circumstances
- whether your proposed course is consistent with, and appropriate to, your current level of education.

Preliminary Assessment

A preliminary assessment will determine your eligibility for a student visa and is necessary if your country is at Assessment Level 3, 4 or 5.

You will need to provide a "letter of offer" from your education provider to the visa processing office. This letter should indicate:

- your proposed entry level
- name of course
- CRICOS course and provider codes
- proposed start and end dates and
- the full tuition fees for the course.

When your application is received, the visa processing office will undertake a preliminary assessment of your ability to meet the student visa requirements applicable to you. If the assessment is favourable, Morling College's Registrar will issue you an eCoE certificate. You may also be required to pay the tuition fees and OSHC premium, and undergo medical tests. The student visa will be granted when the Electronic Confirmation of Enrolment (eCoE) and all other requirements are satisfied.

Electronic Confirmation of Enrolment

An Electronic Confirmation of Enrolment (eCoE) is issued by Morling College and is the only accepted evidence of enrolment for processing student visa applications. Depending on your country of nationality and your principal course of study you may have to undergo a preliminary assessment (see above) before Morling College issues an eCoE.

Morling College will advise you of its requirements and it will require payment of at least one semester of course fees in advance before issuing an eCoE. A copy of your eCoE must be submitted to your local DIBP office before a student visa can be issued.

Information collected through the eCoE process includes the student visa application, visa grant and visa compliance data from a student's arrival in Australia and course commencement through to their departure from Australia.

5 ARRANGING TRAVEL

You will need to make your own travel arrangements to Australia. Morling College will notify you regarding how soon before the start of International Student Orientation you should arrive to allow enough time for settling-in, adjusting to the climate and overcoming jet-lag.

Documents

You should prepare a folder of official documents to bring with you to Australia, including:

- Valid passport with Student Visa
- Offer of a place / admission letter from Morling College
- Confirmation of Enrolment (eCoE) issued by Morling College
- Receipts of payments (e.g. tuition fees, OSHC, bank statements etc.)
- Insurance policies
- Original or certified copies of your academic transcripts and qualifications
- Other personal identification documents, e.g. birth certificate, ID card, driver's license
- Medical records and/or prescriptions

If you are travelling with your family you will need to include their documents as well. Keep all documents in your carry-on luggage. In case you lose the originals, make copies that can be left behind with family and sent to you.

What to bring

Students are often surprised by how strict Australian Customs Services and Quarantine can be. If you're in doubt about whether your goods are prohibited or not, declare it anyway on the Incoming Passenger Card which you will receive on the plane. Students have received on the spot fines for not declaring items.

Visit the Australian Quarantine and Inspection Service (AQIS) homepage

<http://www.daff.gov.au/biosecurity/travel>

Baggage allowances flying into Australia will vary according to your carrier, flight class and country of origin. Please check with your carrier prior to departure.

Economy passengers are generally permitted 1 x checked luggage (23kg) and 1 x carry-on (7kg) for international flights, but generally only 20kg of checked luggage on domestic flights within Australia. This will significantly limit the amount of things you can bring, especially if you will fly within Australia to get to your final destination. Therefore, it is essential to think through the packing process very carefully. You will be able to purchase most things upon arrival in Australia but the price may be higher than in your own country.

Seasonal Considerations

Summer in Australia is from December to February, autumn from March to May, winter from June to August, and spring from September to November. For most of the country the hottest months are January and February. If you arrive in June or July, the coldest months of the year, you may need to bring or buy winter clothing and blankets. You may also need to purchase a heating appliance once you arrive.

Clothing

On most campuses, students usually dress informally. Jeans or trousers with t-shirts or blouses, sneakers are standard dress. Shorts are often worn during the summer months and sandals are the most common footwear. It is acceptable for both men and women to wear shorts and sleeveless t-shirts although clothing should be neither too tight nor too brief so as to cause offence.

A sports coat or suit and tie for men and appropriate dress for women is necessary for some functions such as formal dinners, a graduation ceremony, student dances or balls. For festive occasions, you may want to bring traditional dress and accessories. If your children will be attending school in Australia, most primary and secondary school students will be required to wear a school uniform to classes and other school activities. You should check with your education provider what is included in the uniform package.

Other items you might need to include (most can also be purchased in Australia)

- alarm clock
- bath towels, bed sheets, pillow cases
- dictionary (bilingual)

- small sewing kit
- music CDs or iPod
- sporting equipment
- toiletries
- umbrella
- scientific or graphics calculator
- camera
- micro recorder for lectures
- spare spectacles or contact lenses
- your optical prescription
- photos of friends and family
- swimming costume
- small gifts from home
- medications or prescriptions

The standard voltage for electrical items in Australia is 240V. Electric plugs have three flat pins one of which is an earth pin. You may need to buy an adaptor or have the plugs changed when you arrive.

Bringing your computer

Bringing a PC or laptop into Australia may be a little more complicated.

Items owned and used for more than 12 months prior to arrival are allowed in tax-free. Proof of the date of purchase and purchase price may be required.

Computers which are less than 12 months old and over AU\$400 may attract Goods and Services tax (GST) at a rate of 10%. Consideration is given as to whether or not you intend to export the computer at the conclusion of your studies. To satisfy the Customs Officer that you will be taking the computer out of Australia you should bring along a statutory declaration in English (a written declaration witnessed by the certifying authority in your country) stating that the computer is for use during your studies in Australia, and that you intend to take it back with you when you complete your studies. You may be required to give an undertaking under Section 162 to this effect and provide a cash security to Australia Customs upon arrival.

Mobile phones and laptops

If you are considering bringing a mobile phone, laptop, or any communication devices we suggest that you visit the Australian Communications and Media Authority (www.acma.gov.au) before making any purchases. Some students have brought in their own laptops with internal modems only to discover that they were unable to use their modem in Australia. Any external or built-in modems must be Austel Approved in order to function in Australia.

6 HEALTH

Emergencies – Dial 000

The Triple Zero (000) service is the quickest way to get the right emergency service to help you. It should be used to contact Police, Fire or Ambulance services in life threatening or emergency situations only. Emergency 000 lines are not to be used for general medical assistance.

Police

In Australia police protect people and properties, detect and prevent crime, and preserve peace for everyone. They are not connected to the military or politics. The police can help you feel safe. In a non-emergency situation you can contact the local police station directly.

Fire

The fire brigade and Rural Fire Service (RFS) extinguish fires, rescue people from fires in cars and buildings, and help in situations where gas or chemicals become a danger. As soon as a fire starts call 000 no matter how small or large the fire may be.

Ambulance

Ambulances provide immediate medical attention and emergency transportation to hospital. Dial 000

State Emergency Service

The State Emergency Service (SES) is an emergency and rescue service dedicated to providing assistance in natural disasters, rescues, road crashes and extreme weather conditions. It is made up almost entirely of volunteers and operates in all States and Territories in Australia. For emergency assistance in a FLOOD or STORM dial 132 500.

Poisons Information Line

The poisons information line provides the public and health professionals with prompt, up-to-date and appropriate information, and advice to assist in the management of poisonings and suspected poisonings. The seriousness of a poisoning situation is assessed after a detailed history is obtained from the caller. Members of the public may be then given first aid instructions, information on possible symptoms, and advised on the need for assessment by a doctor or referral to hospital. The Australia-wide Poisons Information Centres have a common telephone number: 131 126.

Lifeline

Lifeline's 13 11 14 service is staffed by trained volunteer telephone counsellors who are ready to take calls 24-hours a day, every day of the week from anywhere in Australia. These volunteers operate from Lifeline Centres in every State and Territory around Australia.

Anyone can call Lifeline. The service offers a counselling service that respects everyone's right to be heard, understood and cared for. They also provide information about other support services that are available in communities around Australia. Lifeline telephone counsellors are ready to talk and listen no matter how big or how small the problem might

seem. They are trained to offer emotional support in times of crisis or when callers may be feeling low or in need of advice.

BaptistCare

Baptist Care provides care to thousands of people on a daily basis, responding to the needs of those who have experienced domestic violence, youth who are at risk, struggling families, and the poor. BaptistCare offers counselling services, early childhood services, youth services, aged care, chaplaincy, and food programs. Across NSW and the ACT, BaptistCare operates more than 160 services and programs to reach those who are in need of practical love. The telephone number is: 1300 275 227

Emergency Translation

For translation service in an emergency situation dial 131 450

7 WORKING IN AUSTRALIA

Working while studying

If you were granted a Student visa on or after 26 April 2008, you and your dependent family members will already have permission to work included with your visa.

If you were granted a Student visa before 26 April 2008 and have not yet applied for permission to work, you and your dependent family members may only apply for Permission to Work after you have started your course in Australia.

Overseas students are advised to consult the Work Conditions for Student Visa Holders, published by the Department of Immigration and Border Protection at the following link: http://www.immi.gov.au/students/students/working_while_studying/

8 FORMALISING YOUR ENROLMENT

Once you have been accepted by Morling College your enrolment will be formalised by way of providing you with a written agreement. That agreement will:

- identify the course in which you are to be enrolled, and any conditions placed on that enrolment;
- provide an itemised list of course money payable by you;
- provide information in relation to refunds;
- set out what happens with the personal information you provide (see also details later in this Handbook);
- advise you of your obligation to notify them of any changes to your contact details when enrolled;
- an explanation of what happens in the event of a course not being delivered; and the following statement: "This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws."

9 ORIENTATION

Morling College will provide an International Student Orientation before the commencement of classes and often before commencing local students attend an orientation. It is a requirement of the ESOS (Education Services for Overseas Students) Act 2000.

Staff who run the orientation work hard to ensure that you as a student will be well equipped to achieve the best possible success in your studies. If you read through the pre-departure, arrival, and orientation manuals which the institution provides for you, you will see that there is a lot of information for you to understand and consider as you move through your studies. Although the manual will outline what you need to know, it is impossible to understand and recall everything.

Once you are concentrating on your studies, you will feel less stressed if you are already comfortable with the institution, the staff and the services.

Arriving early to attend orientation gives you the chance to;

- See and talk to the most important people you will need to know at the institution, including:
 - Dean of Students and their duties
 - Course or Academic Advisor
 - Student Services staff
 - Religious/Cultural/Ministry staff
 - Accommodation Coordinator
- Enrol early which will help you to get your student card early. You will need your student card to open bank accounts, borrow books from the library, and more.
- Find your way around the campus
 - Library
 - Recreation and eating areas
 - Classrooms
- Meet other International students who may share your classes, share your concerns or fears. Knowing another face on campus as you become more comfortable with the routines can really help you avoid any feelings of isolation.
- Find your way around the public transport/ City/ to and from your accommodation.
- Feel as though you already know some of the things local students know before you get to meet them at orientation activities later.

10 ACADEMIC ENTRY REQUIREMENTS

The details of the academic entry requirements for each course are listed in the Counselling Prospectus and in the document *Admissions Requirements for Courses: Counselling* which is available on the Morling College website: www.morlingcollege.com .

11 ENGLISH LANGUAGE PROFICIENCY

All candidates must be able to communicate adequately in English. Morling College has established certain requirements in English language testing for potential candidates from

non-English backgrounds. This includes students from any country not deemed by DIBP to be an English speaking country.

In examinations and essays at graduate level, no concessions can be given to people for whom English is a second language.

An applicant will be required to provide a satisfactory Certificate from an IELTS test (or equivalent) in Academic English, except those applicants who have a tertiary qualification taught and assessed in English, from a country deemed by DIBP to be an English-speaking country.

These countries are:

American Samoa, Australia, Canada, Fiji, Ireland, Kenya, New Zealand, Papua New Guinea, Singapore, South Africa, United Kingdom (including Northern Ireland), United States of America, Zambia.

Candidates wishing to enrol in the Graduate Certificate or Graduate Diploma of Counselling program must have an overall band score in an IELTS test of 7.5 with a minimum band score of 6.5 for the categories Reading and Writing as well as a minimum band score of 7.5 for the categories Listening and Speaking.

No test result that is more than two years old will be accepted. In such cases students will be required to re-sit the test.

12 PERSONAL INFORMATION POLICY

The information provided by you as an overseas student to Morling College may be made available to Commonwealth and State agencies and the Fund Manager of the Educational Services for Overseas Students (ESOS) Assurance Fund, pursuant to obligations under the ESOS Act 2000 and the National Code. This information includes personal and contact details, course enrolment details and changes, and the circumstances of any suspected breach of a student visa condition.

Morling College is required, under section 19 of the ESOS Act 2000, to tell the Department about:

- certain changes to your enrolment; and
- any breach by you of a student visa condition relating to attendance or academic performance.

Agreement to the above, and the availability of complaints and appeals processes, does not remove your right to take action under Australia's consumer protection laws.

13 DISPUTE RESOLUTION POLICY FOR INTERNATIONAL STUDENTS

The following is a detailed summary of the Grievance Policy for International Students. The full policy is available and should be accessed through the Morling College website:

<http://www.morlingcollege.com>

Morling College provides processes for handling grievances brought by prospective, enrolled and former international students regarding academic and non-academic matters.

Whenever possible, grievances will be handled at Morling College. However, should these internal processes not resolve the matter, provision is made for external independent grievance handling/dispute resolution.

Information contained in this policy statement must be given to students before an agreement is entered into or before any fees are paid, whichever occurs first, and within seven (7) days of starting an award course at the College.

You may nominate an advocate to accompany, represent, and support you at any stage of the internal complaint and grievance processes, or external independent processes to resolve problems.

If you choose to access the appeal process, the College will maintain your enrolment while the process is ongoing. If the appeal results in a decision that supports your claim, Morling College will immediately implement that decision and/or corrective and preventative action required and will advise you of the outcome.

Appeals against academic decisions

Concerns about academic matters including curriculum/assessment in a unit of study or the final grade awarded in a unit of study should initially be discussed informally with the Dean of Counselling and the Registrar.

If this fails to resolve your concerns then you can initiate the grievance process by submitting the grievance in writing to the Registrar, copying the Dean of Counselling. Receipt of the grievance will be acknowledged within 5 working days.

The Registrar, with the Dean of Counselling, will then if necessary, arrange a meeting seeking to clarify the outcome that you hope to achieve. You may choose to be assisted or accompanied by a support person of your choosing, who is not a practicing solicitor or barrister at this interview, and who is not to participate in the discussion

The Registrar will endeavour to resolve the grievance and provide a written report to you within fifteen working days of receipt of the grievance as submitted by you, including actions taken and reasons for the decision.

In the event of the outcome being favourable to you, the Registrar will immediately implement any decision and/or corrective action required.

If the response does not satisfy you, you should submit a written account of the grievance to the Principal who will consult with you and all other relevant parties. Where possible, such consultations will be face-to-face.

Following the consultation process, the Principal will provide a written report to you on the decision, detailing the reasons and a full explanation of decisions and actions taken during stage two of this procedure within 15 working days of the consultation process.

In the event that the outcome is favourable to you, the Principal will immediately implement any decision and/or corrective and preventative action required.

While not limited to the following, you may normally appeal formally against the award of a grade only where:

- the lecturer did not provide a unit outline as required; or
- the assessment requirements as specified in the unit outline were varied in an unreasonable way; or
- examiner's judgement was not objectively applied because of perceived prejudice against you; or
- you are of the view that a clerical error has occurred in the computation of the grade; or
- due regard has not been paid to the evidence of illness or misadventure if submitted by the specified date
- you are of the view that you have been disadvantaged in some way due to the conduct of your final examination.

Appeals regarding non-academic/administrative and other issues

Non-academic/administrative issues are not limited to, but include, matters related to fees, withdrawals, etc., and other issues students may consider are interfering with the progress of their studies.

In the first instance, students should raise any concern or grievance with the faculty/staff member/s concerned.

If this fails to resolve your concerns then you can initiate the grievance process by submitting the grievance in writing to the Dean of Students, copying the relevant Dean. Receipt of the grievance will be acknowledged within 5 working days.

The Dean of Students, with the Dean of Counselling, will then if necessary, arrange a meeting seeking to clarify the outcome that you hope to achieve. You may choose to be assisted or accompanied by a support person of your choosing, who is not a practicing solicitor or barrister at this interview, and who is not to participate in the discussion

The Dean of Students will endeavour to resolve the grievance and provide a written report to you within fifteen working days of receipt of the grievance as submitted by you, including actions taken and reasons for the decision.

In the event of the outcome being favourable to you, the Dean of Students will immediately implement any decision and/or corrective action required.

If the response does not satisfy you, you should submit a written account of the grievance to the Principal who will consult with you and all other relevant parties. Where possible, such consultations will be face-to-face.

Following the consultation process, the Principal will provide a written report to you on the decision, detailing the reasons and a full explanation of decisions and actions taken during stage two of this procedure within 15 working days of the consultation process.

In the event that the outcome is favourable to you, the Principal will immediately implement any decision and/or corrective and preventative action required.

External dispute resolution

Students who remain dissatisfied with the outcome of any appeal, except those related to a mark or grade, can make a final appeal free of charge to the Committee of the Council of Private Higher Education Incorporated (COPHE), c/- the Executive Officer, Suite 244, 813 Pacific Highway, Chatswood, NSW, 2167 (02 8021 0841). Such appeals should be in writing. Morling College are also able to make representation to the COPHE Committee regarding the matter. You can include a nominee in this process if you so choose. Decisions of the COPHE Committee shall be final and binding on all parties

External formal concern

If you are concerned about the College's actions on any matter at any time, you may raise concerns with respect to Morling College's registration as a Higher Education Provider to international students with the Overseas Students Ombudsman:

Overseas Students Ombudsman

GPO Box 442

Canberra ACT 2601

Ph: (02) 6276 0111

Fax: (02) 6276 0123

Web: www.oso.gov.au

Implications for withdrawing from or not accessing the complaints and appeals process

Where Morling College has assessed the student as not complying with their student visa conditions, either through unsatisfactory attendance or unsatisfactory course progress, or for disciplinary reasons, the College will notify the student in writing of its intention to report the student to the DIBP. The written notice will inform the student that he or she is able to access the College's Grievance Policy for International Students and that the student has twenty (20) working days in which to do so.

Where a student has chosen not to access the complaints and appeals process outlined in this policy within the twenty (20) working day period, withdraws from the process, or the process is completed and results in a decision supporting Morling College, the College will notify the Secretary of the Department of Education (DoE) through PRISMS as soon as practicable.

14 CRITICAL INCIDENT POLICY

A critical incident is a tragic or traumatic event or situation affecting a student which does or has the potential to harm life or well-being and result in emotional reactions.

Possible Critical Incidents

Critical Incidents may include but are not limited to:

- arrest
- being the victim of a crime, such as robbery

- serious injury
- death – accidental, suicide, as a result of injury or illness or murder
- emergency medical evacuation
- hospitalization
- serious physical or mental illness
- assault - verbal, physical, sexual - including threats or other psychological aggression
- social issue, e.g. drug use, drunkenness
- witnessing a serious accident or incident or violence
- reporting of missing persons who are students or staff
- natural and man-made disasters or potential disasters, e.g. earthquake, flood, wind-storm, fire, bushfire, hailstorm, extremes of temperature, bomb threat, explosion, gas or chemical hazard, political coup.

Special needs of international students

The needs of international students in these circumstances are special because you are unlikely to have close family available to offer support and Morling College wishes to ensure that you are assisted in these cases.

Because of the physical isolation of international students from the familiar support networks with which you grew up, critical incidents can have wide reaching, sometime devastating and usually long lasting impact on your ability to cope with your studies.

Special consideration and cultural sensitivity may need to be exercised towards those of you who are advised of a serious event affecting your family in your home country; e.g. bereavement, natural disaster, etc.

The Morling College *Critical Incident Policy and Procedures* can be found on the College website at www.morlingcollege.com

A detailed summary of the policy is below.

Responsibilities

Principal

The *Principal* has overall responsibility for oversight and authority of a critical incident.

The *Principal* will determine the level of response and specific actions taken by considering:

- the potential and likely impact of the critical incident on the MC community;
- the timing of the incident i.e. time of day, whether it occurs on a week day, weekend or in the holidays, as well as upcoming events e.g. exams, Open Day;
- the extent to which the incident is site-specific or community-oriented;
- the location of the critical incident; and
- the cumulative effect of other critical incidents which have affected the site in the recent past.

General Manager (GM)

In the event of the *Principal* being offsite, the *General Manager* shall be the responsible person. If neither the *Principal* nor *General Manager* are available then a *Vice-Principal* will

be the person responsible. That person will be responsible to undertake the action steps outlined under *Principal or GM* below.

Staff and students

Staff and students are responsible for:

- following the *work health and safety, critical incident and evacuation* policy and procedures and published by MC;
- knowing to whom they report an incident or the potential for an incident;
- communicating promptly with MC staff if they have reasonable suspicion that a critical incident is happening or may be imminent
- not placing themselves or others at risk of injury or other trauma;
- supporting those with overall responsibility for oversight of the process; and
- availing themselves of the support mechanisms in the event of exposure to an emergency or a critical incident.

Summary of Actions Required

Action by witness or directly affected party

A person who witnesses an incident or is the first contacted will:

- Contact the Principal or GM;
- Act as directed by the Principal or GM;
- If directed or in the absence of obtaining immediate access to the Principal or GM, contact emergency services as soon as it is safe to do so;
- Take immediate action to minimise the risk of further injury or damage;
- Act to protect the safety and welfare of witnesses; and
- Assess the situation carefully and gather information.

Action by the Principal or GM

The Principal or GM will:

- Maintain oversight of the incident;
- Arrange for expert help as required;
- Establish communication systems to keep affected parties informed, including family and friends during the incident and throughout the follow-up period;
- Direct others to assist in the management of the incident;
- Ensure appropriate effective support is provided to affected parties;
- Protect the site or anything associated with the incident in case an the matter is investigated by the police and/or any other government agency;
- Set up a recovery room with appropriate furniture and resources as appropriate;
- Gather relevant information about the incident and interview affected parties;
- Assist staff and students to contact their family and/or close friends to advise them of the situation and provide other assistance as necessary and appropriate;
- Assist members of the public to contact their family and/or close friends, and assist them as appropriate;
- Inform the GM and Dean of Students of the situation;

- Debrief those who worked on the incident;
- Establish a means of keeping affected parties informed without compromising legal, insurance or reputational liability;
- Prepare or arrange for the preparation of a critical incident report;
- The GM would normally be responsible for seeing that this was completed satisfactorily and kept on file; and
- Assess implications arising for risk mitigation and arrange for their implementation.

Action by the GM or person designated by the GM

The GM, or designated responsible person, will:

- Assist in the documenting of the incident and preparing the incident report;
- Assess the implications for an affected student's study and assessment program;
- Under the direction of the Principal manage the follow up procedures (which are detailed below);
- Arrange for any necessary notification to relevant educational and government bodies, e.g. DIBP, consulate/embassy;
- Monitor or assist the Principal in monitoring investigations by any external agencies; and
- Maintain a complete record of critical incidents.

Procedures

Immediate Response (within the hour)

- Identify the location and the nature of the critical incident
- Notify the Principal or (if the Principal is not on site) another member of the MC Leadership Team
- Activate *First Aid Policy* for any injuries
- Contact emergency services, if required
- Secure or evacuate the area, if required. Refer *Evacuation Policy and Procedures* for details.
- Ensure safety and welfare of students and staff.

As Soon As Possible (within 24 hours)

- Liaise with emergency services, hospital and medical services, if required
- Liaise with government agencies, if required
- Contact and inform family members
- Manage media
- Identify students and staff most closely involved and/or at risk
- For international student/s liaise with DIBP and relevant consulate or embassy (Refer [ISANA Critical Incident Kit](#))

Secondary Response (up to 72 hours)

- Assess the need for support and/or counselling for those involved

- Provide students, staff and the wider MC community with information, as appropriate
- Debrief students and staff most closely involved and/or at risk
- Restore MC to regular routines and community life as soon as practicable
- Complete critical incident report

Ongoing follow-up response (72+ hours)

- Identify any other person/s who may be affected by the critical incident
- Provide access to support services for community members
- Provide accurate information to students and staff
- Arrange a memorial service and/or special chapel service, as appropriate
- Maintain contact with any injured and affected parties to provide support and monitor progress
- Monitor students and staff for signs of delayed stress and the onset of PTSD (post-traumatic stress disorder), providing specialised treatment as necessary
- Evaluation of critical incident management
- Manage any possible longer term disturbances e.g. inquests, legal proceedings
- Notify relevant departments which may need to follow-up student records such as library, registrar, housing, finance
- Attend to personal effects of affected student/s in the case of prolonged or severe illness or death

Evaluation and Review of Management Plan

- After each critical incident, a meeting of the MC Leadership Team will be held to evaluate the critical incident report and the effectiveness of the management plan and to make modifications as required;
- The evaluation process will incorporate feedback gathered from students, staff and others; and
- An evaluation report of the incident will be kept on file and provided to the MC Leadership Team, Dean of Students, the Chair of MC Board and, if appropriate, others in the MC community.
- The Dean of Students will:
 - assist overseas students with any legal issues arising from the incident
 - ensure that appropriate support is provided to students recovering from the experience of the incident

Student Files

For the purposes of managing incidents student files will normally contain:

- Coloured passport sized photograph;
- Emergency contact telephone numbers, details of next of kin, agent or sponsor;
- Any other significant personal details: student ID, course details, medical conditions, allergy information etc;
- Medical insurance status; and
- For international students, a copy of the Australian visa page of their passport.

15 TRANSFER BETWEEN REGISTERED PROVIDERS

Morling College will not enrol a student wishing to transfer from another registered provider's course prior to the student completing a minimum of six months of that principle course except where:

- The original provider has ceased to be registered;
- The course in which the student is enrolled has ceased to be accredited;
- The original provider has provided a written letter of release;
- The original provider has had a sanction imposed on its registration or course accreditation that prevents the student from continuing his/her course;
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change.

Circumstances where a transfer will be granted

Morling College will grant a Letter of Release when:

- You have provided a letter from another registered provider confirming that a valid enrolment offer has been made; and
- You have presented a compassionate and compelling case.

If granted such a Letter of Release, you are reminded that you will need to contact your nearest DIBP office to seek advice on whether a new student visa is required

Morling College will grant a letter of release at no cost to a student when the student has provided a letter from another registered provider confirming that a valid enrolment offer has been made.

The College will maintain a record of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student's file.

Grounds for refusing a student's request for transfer

A request for a Letter of Release may be refused if:

- the request is made within the first four weeks of the principal course commencing; or
- Morling College believes that you are trying to avoid being reported to DIBP for failure to meet the College's attendance or academic progress requirements.

If the College does not grant the student's request for a letter of release, the student will be provided with a written reason for the refusal. The student also has the right to appeal the decision in accordance with Morling College's *Grievance Policy for International Students*.

The College will maintain a record of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student's file.

Timeframe for response to a student's request for transfer

Morling College will attempt to respond to all students' requests for transfers within five (5) business days of receipt of the request. The College will maintain a record of all requests from students for a letter of release and the assessment of, and decision regarding, the request on the student's file.

16 MONITORING COURSE PROGRESS AND COMPLETION

Morling College monitors the progress of all overseas students at the end of every semester to ensure that you are completing your course within the duration specified on your eCoE (Electronic Confirmation of Enrolment).

Academic performance will also be monitored at the end of every semester to ensure you are maintaining satisfactory academic course progress.

If you are at risk of not meeting the course progress requirements, an intervention strategy will be implemented that focuses on interviewing and counselling you and assisting you to achieve that satisfactory level of academic progression required of all Morling College students.

In order to progress without comment you are required to pass more than 50% of enrolled credit points each study period. If this is the case you will be assessed as satisfactory (unless you were previously on conditional enrolment).

If you fail 50% or more of the enrolled credit points in a study period you will be assessed as marginal. You will then be required to be counselled by your academic advisor though you are not prevented from progressing to the next period of study.

If you again fail 50% or more of your units in the next consecutive study period you will be assessed as unsatisfactory. This means you will be notified of the Morling College's intention to report you to DIBP for unsatisfactory course progress. If you appeal this action and are successful you would be required to accept academic counselling and agree to be placed on conditional enrolment.

If you have been placed on "conditional enrolment" and in the next consecutive study period again fail 50% or more of the enrolled credit points you shall be assessed as unsatisfactory and be excluded from the College for one (1) year. If you have been placed on "conditional enrolment" and not in the next consecutive study period but some future study period again fails 50% or more of the enrolled credit points you shall be assessed as poor and shall again be placed on conditional enrolment for the next year of study.

Failing the same unit more than once

If you fail an elective unit on two occasions you shall be assessed as unsatisfactory for the unit and be excluded from that unit

If you fail a compulsory unit twice you shall be assessed as poor and be placed on "conditional enrolment" for the next year of study.

If you fail a compulsory unit for a third time you shall be assessed as unsatisfactory and you will be notified of Morling College's intention to report you to DIBP for unsatisfactory course progress.

Appeals

If you have had a load intervention or a sanction applied to you under this policy you have the right of appeal against the application of that sanction. To appeal successfully, you must demonstrate that special circumstances contributed to your poor/unsatisfactory academic performance. Grounds other than special circumstances will be considered when you are appealing exclusion from the College for failure to complete a course by expected

completion date. Students have twenty (20) working days to access the complaints and appeals process.

Intervention strategies

When you are deemed to be at risk of not achieving satisfactory course progress, the Dean of Students of Morling College will activate an intervention strategy to counsel the student and assist the student to meet satisfactory course progress such as:

- receiving individual case management
- attending study skills workshops
- receiving assistance with personal issues which are influencing progress
- attending supervised study groups
- receiving tutorial support assistance
- reducing the enrolment load
- a combination of the above

17 MONITORING COURSE ATTENDANCE

Morling College records the attendance of each student to each face-to-face class, be it lecture, seminar, intensive or tutorial. Morling College expects 100% attendance normally, but does recognise that circumstances can prevent a student from attending a class.

To achieve satisfactory attendance you are required to attend at least 80% of the scheduled unit contact hours if you are unable to attend class you are to notify both the lecturer and the Dean of Students of your anticipated non-attendance at a class, or to notify them as soon as possible of your reasons for not attending a class.

If you have been absent from classes for more than five consecutive days without approval, or where you are at risk of not attending at least 80% of the scheduled unit contact hours, you will be contacted by the Dean of Students and counselled regarding your situation.

As an international student, you are allowed to take no more than 25% of your total course by distance or online learning modes. However, you are not allowed to enrol exclusively in online and/or distance mode. You must enrol in at least one face-to-face unit every study period.

Where you have been assessed as not achieving satisfactory attendance for the course in which you are enrolled, you will be notified in writing of Morling College's intention to report you to DIBP for not achieving satisfactory attendance.

18 EXTENSION, SUSPENSION, OR CANCELLATION OF ENROLMENT

Morling College will only extend the duration of your study where it is clear that you will not complete the course within the expected duration, as specified on your eCoE, as the result of:

- compassionate or compelling circumstances (e.g. illness where a medical certificate states that you were unable to attend classes, or where Morling College was unable to offer a pre-requisite unit);

- Morling College implemented its intervention strategy if you were at risk of not meeting satisfactory course progress; or
- an approved deferment or suspension of study has been granted.

Morling College will, in certain limited circumstances, enable you to temporarily suspend your studies during the course.

Cancellation, deferral or suspension of your enrolment may be initiated by yourself or the College. Suspension will only be granted on the grounds of compassionate or compelling circumstances which include:

- serious illness or injury with a medical certificate stating that you were unable to attend classes;
- bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in your home country requiring emergency travel when this has impacted on your study;
- a traumatic experience which could include involvement in or witnessing a serious accident, witnessing or being the victim of a serious crime (supported by a police or psychologist's report);
- the College's inability to offer a prerequisite unit;
- academic misconduct or misbehaviour by you the student.

If you wish to apply for a cancellation, deferral or suspension of your studies, you must do so in writing to the Registrar of Morling College, supplying all supporting documentation where required.

If a suspension is granted, you need to be aware that this could have an effect on your student visa. Morling College will notify DIBP via PRISMS when your enrolment is deferred or suspended. **You will have to leave Australia for the period of the suspension.**

If a cancellation is initiated by yourself, you will be informed that proceeding will affect your student visa and that DIBP will be notified via PRISMS.

Refer to Morling College's *Suspension of Candidature Policy* and *Leave of Absence Policy* available on the website at www.morlingcollege.com

19 FEES

The fees are updated every year. Fees are available from the Morling College website.

20 REFUND POLICY AND AGREEMENT

Morling College has developed this policy and agreement in accordance with Section 28(1) of the ESOS Act 2000 and the National Code 2007.

This policy and agreement, and the availability of the Morling College Grievance Policy for International Students, do not remove the right of the student to take further action under Australia's consumer protection laws (ESOS National Code, Standard 3.2.d). Moreover, the dispute resolution procedures of the College do not circumscribe the student's right to pursue other legal remedies, such as action under Australia's consumer protection laws.

A copy of this policy must be given to all intending and enrolling overseas students before any course fees are paid. This policy and agreement is available on the Morling College website.

Morling College courses are subject to annual review and the annual tuition fee for a calendar year of study may change from 1 January each year. Thus, tuition fees for units studied will be at the rate applicable at the time of study.

You are required to pay your tuition fees up-front in full for the first half-year of full-time study unless other arrangements have been agreed to in writing by the Registrar. The amount of the fees due will take account of any subsidy provided by the College.

In the event that an offer of a place is withdrawn by the College on the grounds that the original offer was made on the basis of incomplete or incorrect information supplied by you, the College reserves the right to withhold 10% of the tuition fees paid for the first half-year (or \$1000 whichever is the lesser amount) and to refund the balance.

International students are obliged to make up-front payments of tuition and other fees normally no later than the first day in each study period of teaching of units in their course. Tuition fees will be charged according to the unit load for the next study period.

While the National Code no longer requires international students to enrol in a full-time unit load each study period, they are required to complete the enrolled course within the time frame as stated on the student's Confirmation of Enrolment (eCoE) document. This means that if international students elect to take less than a full-time load in any study period, they need to keep in mind how they will organize their unit load in future study periods in order to complete the course on time.

Refunds if the student defaults

You may withdraw from a unit or course at any time during your course of study. However, you need to be aware of the consequences of such an action based on the National Code 2007.

You are subject to the provisions of the *Variation of Enrolment Policy* as it relates to withdrawing from units and the consequences according to the time in a study period that action occurs. The Policy is available on the Morling College website.

A summary of the implications of this policy is available at appendix A-C in this handbook.

Refunds if Morling College defaults

Refunds if Morling College defaults cannot be covered by a written agreement between the College and the student. Such situations are covered by the provisions of the Tuition Protection Service. For more information about the Tuition Protection Service, please visit <https://tps.gov.au>.

As an alternative to making a payment required by this provision of Morling College, Morling College may arrange for another course, or part of a course, to be provided to you at the Morling College's expense.

Other information concerning the refund of tuition fees

Morling College must pay the refund or respond to the request for a refund within four (4) weeks of receipt of the written claim from you by the Registrar of Morling College. Refunds will normally be made in the same currency as the fees were originally paid and will be made in the student's home country except in documented special circumstances.

As it is yourself only who enters into the written agreement with Morling College, and no third party is normally involved, the refund will normally be paid to you. If you wish the refund to be paid to someone else (eg. in the event that the tuition fees were paid by another person), you must provide a letter of authority signed by yourself and the receiving party, including account details of the receiving party, enabling the college to pay the other party. The letter should be attached to the request for refund.

In circumstances where you are approved to study at another institution in Australia, any refund must be paid directly to the new institution accepting you. Refunds in the form of transfer of fees to another institution will be made subject to you presenting evidence of an offer of a place to study in that institution.

A notice of withdrawal due to exceptional circumstances may be accepted as grounds for a total or partial refund of fees, subject to the provision of acceptable documentary evidence in support of the application for a refund. Special circumstances include, but are not limited to:

- inability to obtain a student visa
- illness or disability
- failure to meet English language requirements for admission
- death of the student or a close family member (parent, sibling, spouse or child)
- political, civil or natural event which prevents full payment of fees.

Appendix A – Summary of the Variation of Enrolment Policy for the purposes of international withdrawals

Definitions

Administrative date	<p>The date in the period of presentation of a unit after which payment of the Variation of Enrolment fee is required up until the Census Date for addition of a unit or for withdrawal from a unit.</p> <p>For semester-length units, the Administrative Date is 5pm (college local time) on the last day (normally Friday) of the second teaching week of semester.</p> <p>For intensive units, the Administrative Date is 5pm (college local time) on the second day of classes in the unit.</p>
Census date	<p>The date against which enrolled load in a unit is tallied.</p> <p>For semester-length units, the Census Date is normally 31 March or 31 August. For all units, including those taught in intensive mode, the Census Date must be no less than 20% of the period from the commencement of the unit to the final date for completion of assessment tasks.</p> <p>Requests to be actioned against a Census Date must be lodged by 5pm (college local time) on that date.</p> <p>The Variation of Enrolment fee will not apply after the Census Date.</p>
Withdrawal date	<p>The date after the Census Date of a unit and before which a student must withdraw from the unit so as to not incur an academic penalty.</p> <p>For semester-length units, the Withdrawal Date will normally be the Friday at the end of the second full teaching week after the Census Date.</p> <p>For intensive units, the Withdrawal Date is approximately 60% of the period from commencement of the unit to the final date for completion of assessment tasks.</p> <p>Requests to be actioned against the Withdrawal Date must be lodged by 5pm (college local time) on that date.</p>
Variation of Enrolment fee	<p>Annually, usually in August for the next year, a Fee per credit point will be set by the College in relation to withdrawing from the unit after Administrative Date and before Census Date. See the Morling College website for the most up-to-date information.</p>

Appendix B – Summary table for Semester-length Units for the purposes of international student withdrawals

Withdrawing from Semester-length Units			
(assumes student has completed unit enrolment by the end of Week 2 of semester)			
Semester Week	Day	Action Date	Withdraw from unit(s)
1	First day	Unit start	No Variation of Enrolment fee applies
2	Last day – 5pm (local college time)	Administrative Date	Unit deleted from record No academic penalty Full refund of any up-front payments
3	After Administrative Date up to		Variation of Enrolment fee applies No academic penalty (unit graded AW) Full refund of any up-front payments
	31 Mar or 31 Aug 5pm (local college time)	Census Date	
	After Census Date up to		No Variation of Enrolment fee applies No academic penalty (unit graded W) No refund of any up-front payments*
Friday at end of second full teaching week after Census Date	Last day – 5pm (local college time)	Withdrawal Date	
	After Withdrawal Date		No Variation of Enrolment fee applies Academic penalty (unit graded FW) No refund of any up-front payments*

*If a student considers “special circumstances” prevailed at the time of withdrawal from the unit, the student may request refunding of any up-front payment(s) made in relation to the unit.

Appendix C - Summary table for Units taught in the Intensive mode for the purposes of international student withdrawals

Withdrawing from units presented in Intensive mode			
(assumes student has completed unit enrolment by the end of day 2 of unit presentation)			
Day	Time	Action Date	Withdraw from unit(s)
Presentation Day 1		Unit start	No Variation of Enrolment fee applies Unit deleted from record
Presentation Day 2	5pm (local college time)	Administrative Date	No academic penalty Full refund of any up-front payments
	After Administrative Date up to		
Day more than 20% of the time into the unit (incl assessment period)	5pm (local college time)	Census Date	Variation of Enrolment fee applies No academic penalty (unit graded AW) Full refund of any up-front payments
	After Census Date up to		
Approx. 60% of the time into the unit (incl assessment period)	5pm (local college time)	Withdrawal Date	No Variation of Enrolment fee applies No academic penalty (unit graded W) No refund of any up-front payments*
	After Withdrawal Date		No Variation of Enrolment fee applies Academic penalty (unit graded FW) No refund of any up-front payments*

*If a student considers “special circumstances” prevailed at the time of withdrawal from the unit, the student may request refunding of any up-front payment(s) made in relation to the unit.

21 OBLIGATIONS OF MORLING COLLEGE

1. The following information will be provided, either in print or by referral to an electronic copy, by Morling College, to each international student prior to acceptance for enrolment in a Morling College approved course:
 - The requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable.
 - Advice that should an applicant wish to seek credit based on previous study or RPL towards the course for which they are applying, the application for credit needs to be lodged at the same time as the application for admission and, if credit is granted and reduces the period of study, this will be reflected in the offer letter (as this is the contract with the student) and will be indicated either on the eCoE student to commence the course, or reported on PRISMS. Such students are reminded that they must still maintain a full time study load and that credit can affect their visa status.
 - a general description of the content and duration of the course
 - the qualification gained on completion
 - the teaching methods used and modes of study available
 - the assessment methods used in the course
 - a general description of the facilities, equipment, and learning and library resources available to students on their proposed campus of study
 - an accurate description of the local environment in which Morling College operate including location of the campus and indicative costs of living and accommodation
 - details of any arrangements with other providers for recognition of the course or completed components of the course
 - an itemised list of all fees payable to the provider and the current Fee and Refund policy
 - a description of the ESOS framework made available electronically by DoE
 - a copy of the Grievance (Academic and Non-Academic Matters) Policy

2. Morling College shall assist students to adjust to study and life in Australia, including through the provision of an age and culturally appropriate orientation program that includes information about:
 - student support services available to students in the transition to life and study in a new environment
 - legal services
 - emergency and health services
 - facilities and resources
 - complaints and appeals processes, and
 - any student visa condition relating to course progress and/or attendance as appropriate.

3. Morling College shall provide the opportunity for students to participate in services or provide access to services designed to assist students in meeting course requirements and maintaining their attendance.
4. Morling College shall provide the opportunity for students to access welfare-related support services to assist with issues that may arise during their study, including course progress and attendance requirements and accommodation issues. These services shall be provided at no additional cost to the student.
5. Morling College shall designate a member of staff or members of staff to be the official point of contact for students. The student contact officer or officers must have access to up-to-date details of the support services provided by Morling College.
6. While not obliged to do so under the National Code 2007, Morling College shall monitor the attendance records every fortnight for non-attendance. Procedures are in place for contacting and counselling a student if the student has been absent for more than five consecutive days without approval, or is not consistently attending their course.
7. Morling College shall monitor the progress of each student to ensure that at all times the student is in a position to complete the course within the expected duration as specified in the student's CoE PRISMS. In each study period, the student shall be required to study at least one unit that is not by distance or online learning.
8. Morling College shall monitor the progress of students in their course at the end of each study period and intervene if deemed necessary.
9. Morling College will contact the Department of Immigration and Border Protection (DIBP) if any overseas student is breaching the terms of their visa relating to academic performance

22 RESPONSIBILITIES OF INTERNATIONAL STUDENTS ON A STUDENT VISA

1. An international student will normally be enrolled in full-time only. Although the new National Code no longer requires this for each study period, you are required to complete the enrolled course within the time frame as stated on your CoE. A full-time load is defined as normally not less than 12 cps per semester, or 24 cps per year, but would normally be 16 cps per semester, or 32 cps per year. No more than 25% of your total course may be undertaken by distance and/or online learning.
2. You must be aware that any school-aged dependants accompanying you to Australia will be required to pay full fees if they are enrolled in either a government or non-government school.
3. You are not allowed to defer commencement of your studies, or suspend your studies after commencement, except on the grounds of illness, evidenced by a doctor's certificate, or other exceptional compassionate circumstances beyond your control, for

example, bereavement. If you defer or suspend your studies on any other grounds, Morling College must report you as not complying with visa conditions.

4. You must consistently attend classes in your course and seek approval for any absence expected to be longer than five consecutive days, unless prevented by illness or other exceptional compassionate circumstances beyond your control.
5. Students are not allowed to repeat any unit more than once.
6. You have a duty to advise Morling College of any change in your contact details (i.e. Australian residential address and telephone number). If you do not keep your contact details up to date and Morling College has to send a notice informing you of your failure to satisfy course requirements or to progress satisfactorily, this may result in automatic student visa cancellation without your knowledge. Such cancellation may not be revoked if it has occurred where you have failed to keep Morling College informed of your address.
7. You are responsible for arranging health insurance, and for maintaining the currency of that insurance each year. Details of the insurance policy should be provided to your sponsoring college at the time of application.
8. Before arranging a visa, you must ensure that you have the financial resources available to cover your tuition and other related study costs such as accommodation, health insurance, living expenses, childcare, etc.

23 WHO TO SEE FOR WHAT

Academic	
Lecturers	Questions about content of units, teaching procedures, assessment
Course Coordinator	Questions about the program as a whole, academic regulations, difficulties with study, decisions to defer from study
Dean of Students	Help with reading, writing, note taking, preparation for exams and assignments
Administrative	
Registrar	Visa problems, financial problems, enrolment processes, health care/ insurance problems, academic progression, understanding of how to utilise institution processes effectively, change of address.
Student Administration	Timetable, registration in subject units, change of address
Personal	
Dean of Students	Problems with relationships, home-sickness, gambling, depression, relationship issues. Spiritual / religious issues, personal problems.
Accommodation Manager	Accommodation issues

24 WHERE TO LOOK FOR FURTHER INFORMATION

For detailed information on accommodation resources, the local environment of campus, and other details of campus life, College policies, and other Faculty information you should refer to the web pages of Morling College www.morlingcollege.com

25 GLOSSARY OF TERMS

BaptistCare	-	BaptistCare
cps	-	credit points
DoE	-	Department of Education www.education.gov.au
DFAT	-	Department of Foreign Affairs and Trade www.dfat.gov.au
DIBP	-	Department of Immigration and Border Protection www.immi.gov.au
eCoE	-	Confirmation of Enrolment

- ESOS - Education Services for Overseas Students
- IELTS - International English Language Testing System
- OSHC - Overseas Student Health Cover
- PRISMS - Provider Registration and International Students Management System