



EXCELSIA  
COLLEGE  
Sydney - Australia

# STAFF HANDBOOK 2017

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

As an Excelsia College employee, it is your responsibility to read the following information carefully. This handbook contains details relating to your job and the College as a whole.

Excelsia College reserves the right to carry out disciplinary procedures if, after investigation, the Excelsia College Vision, Mission and Values, Code of Ethics, Code of conduct, policy statements and/or procedures contained in this handbook, are breached.

If you require additional information or require further clarification relating to the contents of this handbook, please contact your Manager immediately. For your convenience, a copy of this handbook can also be found on the Excelsia College staff section of the website at <http://excelsia.edu.au/on-campus/staff/>

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## FROM THE CHIEF EXECUTIVE

Welcome to a new year at Excelsia College (formerly Wesley Institute)! May it be a happy and rewarding year for you. We have wonderful opportunities at Excelsia College as we seek to transform lives and to contribute to making the world better through what we do together.

Excelsia College is a Christian higher education institution with academic and administrative staff from many denominations. Excelsia College (formerly Wesley Institute) was founded in 1983 as Australia's first Christian arts college and, together with Indiana Wesleyan University, we are part of a global Christian learning community with big plans to take Christian higher education to the next level in Australia and the Asia-Pacific region for undergraduate and postgraduate students.

By joining Excelsia College, you are joining this global Christian learning community.

Excelsia's programs, delivered on-campus or online, include degrees from Bachelor to PhD across Teacher Education, Counselling, Drama, Music and Business. All are supported and informed by integration with sound Biblical theology and worldview.

In 2016, Excelsia College attained Self-Accrediting Authority to Masters level across Education, Society and Culture, and Performing Arts - a milestone towards becoming an Australian university.

In addition, in 2016, we formed the Lumen Research Institute, in collaboration with Indiana Wesleyan University. Productivity of research through publication is a pre-requisite to become an Australian University.

This Staff Handbook contains essential information which enables you to carry out your role effectively, providing guidelines of what you should expect from Excelsia College and what the College expects from you. The Handbook will support you in gaining the most out of your role and will assist you in providing the best possible educational services to our students. Thank you for allocating time to read and understand the information provided in the handbook.

Every person working within the community of Excelsia College is valued. I hope and pray that your service with Excelsia College is, and continues to be, satisfying and rewarding.

Dr Greg Rough, *Chief Executive*

## ABOUT EXCELSIA COLLEGE

Excelsia College is a Higher Education Provider registered with the Australian Government [Tertiary Education Quality and Standards Agency](#) (TEQSA) to offer undergraduate and postgraduate degrees to domestic and overseas students, and approved to offer FEE-HELP, Youth Allowance, Austudy and Abstudy assistance to eligible students.

In some of the most exciting news of our 33 years as a higher education provider, we are delighted with our collaboration with Indiana Wesleyan University. This partnership seeks to make Excelsia College the foundation for the first global Christian University in Australia.

Indiana Wesleyan University has over 93 years of experience in Christ-centred higher education – currently it has 15,000 students in undergraduate and postgraduate degree courses, as well as innovative accelerated adult education and online delivery. Combined, Excelsia College and Indiana Wesleyan University have the expertise to roll out Christian higher education across a broader range of undergraduate and postgraduate areas.

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

Excelsia College is an Affiliate of the [Council for Christian Colleges and Universities \(CCCU\)](#), an international association of 179 Christian colleges and universities around the world whose mission is to advance the cause of Christ-centred higher education and to help members transform lives by faithfully relating scholarship and service to biblical truth. The College is also a member of the [Council of Private Higher Education \(COPHE\)](#), the [New South Wales Council of Deans of Education \(NSWCDE\)](#), and many other professional bodies associated with its various teaching disciplines.

## OUR VISION

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

## OUR MISSION

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

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

## OUR VALUES

Our values reflect our vision and our mission:

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

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

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

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

## OUR GRADUATE ATTRIBUTES

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

## OUR TEACHING AND LEARNING GOALS

1. Develop in each student a mastery of their discipline.
2. Foster the intellectual autonomy of students.
3. Develop the independent learning skills of students and academic staff.
4. Promote, encourage and support expressive competence in teaching and learning.
5. Enhance the ethical awareness and social responsibility of students.
6. Facilitate a positive student experience and challenge students to be active members of a diverse global community.
7. Ensure graduate job readiness and the capacity for graduates to make a positive contribution to society.
8. Provide relevant, challenging and inspirational teaching and learning opportunities.

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

## WHAT WE BELIEVE

The Directors of Excelsia College subscribe to the Excelsia College Constitution which affirms their commitment and responsibility in Clause 7.3 (w) to:

*“maintaining the academic ethos of the Company and its staff with reference to Wesleyan tradition, with fidelity to the Scriptures as the Word of God, and with reference to the Apostles’ and Nicene Creeds.”*

### **The Apostles' Creed**

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

### **The Nicene Creed**

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

## **GOVERNANCE**

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

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

## **ACADEMIC STAFF**

Please see the [website](#) for a list of academic staff.

## **MANAGEMENT AND ADMINISTRATIVE STAFF**

Details are available on the College [website](#).

## **COURSES**

Please see the website for a full list of [courses](#) offered.

## **CALENDARS AND TIMETABLES**

Please see the website for the [2017 academic calendar and semester dates](#) and [course timetables](#).



## CENSUS DATE

[Census date](#) is the last date on which a student can withdraw from a unit without incurring an academic or financial penalty. The census date is generally set at 20% into the unit duration. The census date for each unit is published in the course unit outline.

## STUDENT ENROLMENT STATUS

Your class roll indicates the enrolment status of each student. The categories used are:

- **Award**                The student's degree will be indicated.
- **Non-award**        'NA' tells you the student is enrolled in your unit for credit, but has not enrolled in a degree. Non-award study is usually undertaken for personal interest, and non-award students typically participate in classes and assessments with enthusiasm.
- **Audit**                An audit student attends and participates in classes, but is not eligible for credit and is not required to submit any assessment items.

## MODES OF DELIVERY

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

1. **Semester Units**, with class sessions normally scheduled weekly throughout the semester.
2. **Intensive Units**, with class sessions held over a short (intense) period, usually a week or two. Pre-reading is normally required, and study and assignment tasks completed in the remaining weeks of the semester.
3. **Extensive Units**, with class sessions held over a few weeks or weekends. Again, pre-reading is usual, and at least one assessment task will normally be completed during the extensive, with the balance of assessment completed in the remaining weeks of the semester.
4. **Directed Independent Studies (DISC)**. Completion of a DISC involves a single student working under the direction of a suitably qualified member of the faculty for the duration of the semester. This is a demanding mode of study, and normally a student is only permitted to take two such studies in their course. The student firstly approaches the Head of School to discuss the possibility of taking a particular unit by directed independent study. The Head will look for evidence of the discipline and motivation needed to succeed, and will also look for a suitably qualified lecturer who can act as supervisor. Once this has been established, application for a DISC is as follows.
  - a. Student takes a *Directed Independent Study Contract* (STU-AC-F26) to the Lecturer.
  - b. Lecturer draws up the unit requirements with demand hours equivalent to those of the unit offered in class sessions.
  - c. Student and Lecturer sign the contract, which will be used to guide the unit assessment.
  - d. Student completes an *Enrolment or Variation to Enrolment* form, attaches a copy of the contract, and gives to the Registrar.
  - e. Registrar facilitates online enrolment in the DISC.
5. **Placements/Professional Experience**. These are completed in an external agency under supervision. Assessment generally involves both the Supervisor in the field and the College's Placement Coordinator.

## LEARNING MANAGEMENT SYSTEM (LMS)

Excelsia College provides course materials, assessment submission, and many resources for the use of students via the Moodle online learning system. Students are also given access to an Excelsia College email account, which provides email, document creation and storage, and other applications for their use during their time at the College. The student orientation includes a session on these two technologies, and there is a Helpdesk service available. Access is via [Excelsia College Online](#).

The College also provides staff with a number of key Information and Communications Technology (ICT) services and a [Help Desk](#). For additional support with staff ICT needs, please contact John Leung on 9819 8854.

## COURSE STRUCTURES

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

One unit = 6 credit points = 10 hours per week student workload (contact hours + study hours).

- One full-time semester = 4 units = 24 credit points = 40 hours per week student workload.

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

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

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

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

Details of individual courses may be accessed from the [Courses page](#).

## COURSE UNIT OUTLINE (CUO)

The Course Unit Outline (CUO) for each unit functions as a study contract between the student and the College. CUOs have been accredited, and so represent the approved basis upon which each unit is taught. Your Head of School may ask you to expand or update your CUO to include weekly teaching plans, detailed assessment expectations, and updated reading lists. Please observe any deadlines you are given to enable colleagues (e.g. librarians, IT staff) to complete associated processes in a timely manner.

CUOs are uploaded to Moodle. Students enrolled in your unit will be able to access the CUO on the unit page. All requirements of the unit, including all assessment requirements, must be included in the CUO, which cannot be changed after the semester commences. Your Head can assist you with any difficulties you experience with this process.

## ATTENDANCE AND RELATED UNIT REGULATIONS

Class attendance and participation are critical for student success. As such, **full attendance and participation in all classes** is a clear College expectation, and students can fail units on the basis of inadequate class attendance and/or participation. Enrolment in a unit indicates the student's acceptance of responsibility for attending all class sessions as required, participating fully in all class activities, and completing to an acceptable standard all in-class (and other) assessment tasks and activities. In addition, absences from class may be used as evidence in cases involving unsatisfactory academic progress and/or academic misconduct.

Any specific attendance, class participation, professional experience, research and related requirements for each unit are detailed in the course unit outline. The [Course Unit Regulations](#) governing all studies are included with each unit in Moodle.

The College is required to hold complete records of each class taught. Your Head of School will give you the details of how these records are managed in your School.

## **ASSESSMENT**

Assessment of student performance in any unit is continuous or progressive and is determined at the end of the semester in which the unit is completed. The grade for that unit is based on the total marks gained. Coursework units are assessed on the basis of varied tasks presented at different times during the semester. Assignments are assessed by the lecturer or supervisor, and students are given detailed feedback.

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

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

The Academic Board values consistency in the student assessment processes across the course, and seeks to maintain assessment standards comparable with those of Australian universities. The Head of School monitors assessment issues across the school, checking to ensure that assessment tasks are appropriately spread rather than clustered into one or two weeks, and discussing with the faculty the expected standards, results submitted, and progress of individual students. Lecturers are required to ensure that marking reflects achievement against approved assessment criteria published in unit outlines. Sample assessment matrices in the Teaching and Learning Handbook have been designed to assist you in your grading.

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

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

During the study period, moderation activities focus on consistent marking and quality, timely feedback for students. It occurs before feedback on the assessment task is released. Feedback includes both marks and comments. This is to ensure rubrics are consistently applied, regardless of who is marking the assessment.

At the end of the study period, post-assessment moderation aims to ensure final grades are complete and accurate to finalise grades. This moderation is important because it quality-assures the results for each unit of study and confirms each student's final grade. The Teaching and Learning Committee then approves the final outcomes based on the prior moderation of assessments. The marks and feedback from the last assessment task for a unit will not be available until final grades are confirmed. Opportunities for improvement are identified and reviewed to improve units of study.

Student performance in a course unit is graded and notified according to the following scale. Only letter grades are published, not numerical marks. The level and meaning of each grade is as follows:

## Final Grades

H+	High Distinction	95%+	Outstanding level of achievement
H	High Distinction	90% - 94%	
H-	High Distinction	85% - 89%	
D+	Distinction	80% - 84%	High level of achievement
D	Distinction	75% - 79%	
C+	Credit	70% - 74%	Intermediate level of achievement
C	Credit	65% - 69%	
P+	Pass	60% - 64%	Adequate level of achievement
P	Pass	55% - 59%	
P-	Pass	50% - 54%	
N	Fail	Below 50%	Inadequate level of achievement
S	Satisfactory		Required level of achievement in a unit assessed only on a Pass/Fail basis
CS	Conditional Satisfactory		Required level of achievement will be reached through the satisfactory completion of an extension unit
WN	Withdrawn Fail		Student withdrew from unit after the final date for withdrawal without failure (census date)
W	Withdrawn		Withdrawal without penalty after census date in approved special circumstances. This grade can only be issued by the Registrar.

## Interim Grades

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

The general standards that students must achieve to obtain various results are described in more detail [here](#). Further information about assessment is available in the [Assessment Policy](#) and [Procedure](#).

## ASSIGNMENT SUBMISSION

Details of assessment tasks and due dates are published in the course unit outlines on Excelsia College Online. Written assignments are expected to conform to the protocols and standards set out in the [Style Manual](#), and to the minimum assignment standards included in the [Course Unit Regulations](#).

Type-written assignments are submitted via Excelsia College Online (by midnight on the due date). Assessments must be checked in Turnitin (Citation Checker). After receiving the Turnitin Submission

Receipt, students must write the Receipt ID number on the Assessment Title Page and, only then, proceed to submit the assessment by the due date in the relevant week of the unit.

Unless otherwise advised by your School, all other assignments are submitted in hard copy to the Assignment Box (located in the Library) or After Hours Library Chute by the due date. Written assignments will not be accepted by fax or email, and cannot normally be given directly to lecturers.

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

## EXTENSIONS TO SUBMISSION DEADLINES

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

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

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

A student needing an extension to a submission deadline for one of the above reasons gives you an [Application for Extension](#), together with supporting evidence. If you have evidence that the student's circumstances fall into one of the above categories, you can recommend a revised submission date for the Head's approval - normally up to two weeks' extension if needed. However, extensions are rarely approved for assignments due at the end of semester, because they interfere with marking deadlines. The student attaches the approved *Application for Extension* to the front of the assignment so you will be able to check the approved dates. Extensions are not granted after the due date of the assessment. For further details, see the [Course Unit Regulations](#) and the [Extensions Policy and Procedure](#).

## YOUR FEEDBACK

Please return assessed tasks to the students as soon as possible after the submission date of the assessed task. Include in the returned task detailed written feedback indicating, against published criteria, why you awarded the grade you did for the assessed task. The Teaching and Learning Handbook contains sample assessment matrices for different kinds of assignments to help you. Please also make suggestions as to how the student could improve their performance on the assessed task as appropriate.

Under the Privacy Act lecturers must ensure that each student receives his/her own assignment and does not have access to the work of any other student. Therefore, please ensure you return any written work to students individually or enclose in sealed envelopes if placing in students' pigeonholes.

## ACADEMIC INTEGRITY

Excelsia College believes that excellence in teaching and learning can be achieved only in an intellectual environment where academic integrity is highly valued and carefully upheld. Therefore it penalises all forms of academic dishonesty. Students are given clear instruction about plagiarism and related academic offences during orientation, and on the [Library Page](#). The [Academic Integrity Policy and Procedure](#) defines

academic dishonesty, sets out penalties, and provides links to helpful guidelines. The [Style Manual](#) includes a section on plagiarism and how to avoid it, and detailed guidelines for correct referencing procedures.

## ACADEMIC PROGRESS

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

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

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

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

Minimum academic progress is defined as passing 50% of all enrolled units in every semester. The first time a student fails to maintain minimum academic progress (i.e. does not pass 50% of enrolled units), the student will receive a letter warning him/her of the risk of losing his/her place in the course. The student will be placed on probation for the following semester, and intervention strategies activated to assist him/her to achieve satisfactory progress. Should the student's academic progress again be unsatisfactory in the second semester, the student will be invited to show cause to the Academic Director (or delegate) why he/she should be allowed to continue in the course. A student who is given permission to continue studies in the course at that point is normally required to pass all enrolled units in the next semester or forfeit his/her place.

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

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

## ACTIVATING INTERVENTION STRATEGIES

- **During Semester**

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

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

- a. complete an academic skills program;

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

Where a student behaves in a manner that would adversely affect learning outcomes, the Head of School will issue a written warning. It should be noted, however, that a student heeding this warning may have already missed too much class work to succeed in passing the unit.

- **End of Semester**

At semester end students who do not pass 50% of their enrolled units are reported to the Teaching and Learning Committee as failing to maintain minimum academic progress. Where there are no mitigating circumstances, the Committee places such students on probation for the following semester. They receive with their results a written formal notification from the Registrar referring them to the academic progress policy, and explaining that the student has been placed on probation. This letter will explain the conditions that must be satisfied, for example an interview with the Academic Director, and possibly a reduced study load during the probationary semester.

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

The Head of School may assign a Case Manager to monitor the progress of a student on probation and, where appropriate, encourage the student to identify and address any personal issues that may be influencing academic progress. Students who wish to take a Leave of Absence or apply to reduce their study load can discuss this with their Head of School.

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

Any formal notification from the Registrar will refer students to the College's appeals processes and advise them that they are able to access the [Student Grievance Policy and Procedures](#) within 20 working days.

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

## **STUDENT FEEDBACK**

At the conclusion of every unit, students complete an anonymous evaluation which includes opportunity to comment on their experience in that unit – including reflections on the structure and content of the curriculum, lecturer presentation and interaction, and assessment. These reports are analysed, and your Head of School will discuss them with you during your performance review. The Teaching and Learning Committee (TLC) also monitors student feedback, and your Head will report back to you on any recommendations or decisions from the TLC that arise from student feedback.

## GRADUATION

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

## STAFF CODE OF CONDUCT

The [Staff Code of Conduct](#) clarifies for staff the type of conduct that is expected of them in the performance of their duties. Ultimately, it is up to individual staff to recognise the professional and ethical dimensions of their work, and to give proper attention to the values which should form their actions and decisions. All employees of the College are accountable for the effective education and appropriate care of College students, for promoting positive relationships with colleagues, and for the efficient use of College resources.

## DISCRIMINATION, HARASSMENT AND BULLYING

Excelsia College is committed to maintaining a work and study environment which is free from discrimination and harassment for members of the College community. Staff and students are expected to respect the rights of others. The College is committed under the principles and requirements of the state and federal anti-discrimination laws to ensuring that any and all matters relating to harassment are dealt with speedily, sensitively, equitably, confidentially and according to proper processes. Please see the website for the College's [No Harassment and Discrimination Policy](#).

**Workplace bullying** is usually a repeated pattern of unprovoked, unwelcome, unreasonable hostile behaviour directed towards a staff member or group of staff that intentionally inflicts, or attempts to inflict injury, hurt, humiliation, or discomfort, or that creates a risk to health and safety. Appropriate action will be taken against any staff member who behaves in a bullying manner towards another person. The policy regarding bullying may be viewed [here](#).

## INTELLECTUAL PROPERTY

As acknowledged in staff contracts, Excelsia College is the exclusive owner of all copyright, creations, inventions, designs and other intellectual property related to works created or designed by staff in providing services to the College, and staff agree to cooperate with the College in registering or otherwise protecting any intellectual property created.

Where Excelsia College is the owner of copyright in course outlines and other curricula documents that have been at any time followed or adopted by the College, staff may not use any such documents, materials or extracts outside of Excelsia College courses without prior written consent from the Chief Executive. Please see the [Intellectual Property Policy](#) for further details.

## CONFLICTS OF INTEREST

A conflict of interest may arise in the performance of one's responsibilities with respect to a number of matters including, but not restricted to: financial dealings; developing or applying policies, procedures, or codes; the engagement or dismissal of staff; internal and external reporting on academic or non-academic matters; supervising or advising staff or students in academic or non-academic matters; handling or marking student assessments; and communicating with third parties about the College, its staff, students, or committees. An actual conflict of interest is a clear and direct conflict between one's College responsibilities and private interests in some matter that may improperly influence the performance of those responsibilities.



A perceived conflict is an appearance of conflict, or speculation regarding same, whether or not this is in fact the case.

Conflicts of interest vary greatly in importance, from the trivial to the significant. The College's [Conflict of Interest Policy](#) relates only to significant conflicts of interest, i.e. those conflicts of interest that, in the eyes of a reasonable and disinterested third party, may result in the improper performance of one's responsibilities, or in the distortion of one's judgment in deliberations on matters relating to the performance of one's responsibilities, so as to materially affect the College, its students and/or staff.

## COMPLIANCE POLICY

All Excelsia College staff should be conscientious in seeking to comply with relevant obligations in the course of their duties.

The College recognises four key elements of effective compliance:

- Commitment by the Board of Directors, Academic Board and senior academic and non-academic management to effective compliance throughout the entire College.
- Assignment of compliance responsibilities, assessment of training needs, and implementation of controls to manage compliance obligations.
- Obligations relating to compliance are documented, monitored, measured and reported.
- Activities and procedures relating to compliance are regularly reviewed and improvements made when appropriate.

The College's [Compliance Policy](#) seeks to:

- provide a uniform approach to ensure compliance by Excelsia College with all applicable laws, regulations, industry and internal codes of conduct and other compliance obligations that impact on the College's operations;
- promote an effective compliance culture in the College;
- uphold good corporate governance practices; and
- provide risk treatments in respect to compliance that are commensurate with legal regulatory and other compliance risks facing the College.

The principal foci of compliance that will be managed and monitored across the College through relevant and specific policies and procedures are:

- Workplace Health and Safety
- Australian Qualifications Framework
- National Code of Practice
- Higher Education Provider requirements
- Financial and audit compliance
- International operations
- Quality Management System requirements (ISO9001: 2000)
- Excelsia College policies and procedures
- Legal and contractual compliance
- Other legislative compliance.

## EXPECTATIONS

- Staff are expected to dress neatly, and clothing should be appropriate to class activities and safety regulations. For safety reasons, shoes must be worn at all times on campus except inside classrooms where a unit requires shoes to be removed.
- The use of audio or visual recording devices, including mobile phones, for unauthorised recordings of productions, performances, seminars or lectures is not permitted. Students must receive prior written permission from the Lecturer or Production Director and the Head of School before recording. No electronic devices may be taken into examinations under any circumstances.
- Mobile phones should be switched off during class sessions. Similarly, students should not attempt to access Facebook, Twitter or other social media during class sessions. Should students, after fair warning, not be appropriately attending to, and participating in, classroom learning activities, staff have the authority to ask students to leave class sessions and record these students as absent.
- Apart from drinking capped bottles of water, no food or drink may be consumed in lecture rooms, labs, studios or the library.
- Excelsia College does not allow animals on campus other than service animals specially trained to perform one or more specific functions or activities of daily living for an individual with a documented disability. Service animals include guide dogs for those with visual or hearing impairments or service dogs to perform tasks for the mobility-impaired (i.e. pulling a wheelchair or fetching dropped items).
- Excelsia College has a [Smoke-free Environment Policy](#). Smoking and drinking are prohibited in all College premises and vehicles.

## COMMUNITY GATHERINGS

Staff and students meet together weekly for *The Gathering*, a community space which can include worship, guest speakers, student contributions and announcements. We expect that all students are present at *The Gathering*. The Library, the Student Centre, Administration and other facilities are closed during this hour. Permanent staff are expected to attend, and casual staff are welcome if they are on campus on Wednesday.

Each School also runs its own weekly chapels or seminar sessions for students. Details are included in timetables.

All staff are welcome to our prayer meeting and devotions each Thursday at 12:30pm in the College chapel. Join us in seeking God's guidance and seeing our prayers answered.

## OFF-CAMPUS ACTIVITIES

You and your students will be covered by the College's Public Liability Insurance for off-campus activities which are normal requirements of the course if, and only if, such activities are included in your unit outline as a required part of the unit delivery.

Excelsia College's Public Liability Insurance covers students for any accident in relation to which it is proven that Excelsia College was negligent. Subject to policy terms, conditions and exclusions, the Public Liability Policy extends to include enrolled students whilst undertaking Excelsia College approved professional experience and any other approved course activity organised by Excelsia College at, or away from, the College campus for the delivery of the courses. Excelsia College's Public Liability Policy does not extend to students' homes or other places of study, or any other place a student may wish to visit while studying.

Before conducting any off-campus activity, staff need to lodge the form [Notification of Student Off-campus Activity](#) with the Director of Finance and Administration, who can also answer your questions about insurance cover. (This form is also available in hard copy behind Reception.)

## WORK HEALTH AND SAFETY (WHS)

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

- Identify hazards in our workplace arising from our activities
- Assess the risks posed by these hazards
- Eliminate these hazards, or implement control measures to reduce the risk
- Continually monitor and improve our health and safety performance.

We are committed to ensuring:

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

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

1. After hours public transport is available a few minutes walk from the College on fully-lit suburban roads.
2. The car park is within the College grounds providing ease of access and security for staff and students walking to cars.
3. The campus is fully lit during and after hours, including in the carpark area.
4. The entry doors require security swipe access, known as a FOB, and are alarmed after specific times at night (see Security, page 21).
5. Offices are locked after hours to minimise any attractiveness to potential intruders.

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

- **Key Emergency Contacts**

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

- First-aid Officer
- Emergency Warden.

- **Emergency Training**

All staff will be required to complete the WHS Training at Staff Orientation to ensure that you receive vital information pertaining to your health and safety. You may also need to attend additional Emergency Training courses, either as a requirement of your role or upon nomination by your supervisor. Contact the Director of People and Culture for further details.

- **Gym Membership**

*Anytime Fitness* located at level 1, Building 1, 35-41 Waterloo Rd, Macquarie Park (corner Lane Cove and Waterloo Rd), offers corporate membership to Excelsia College staff and students. You

can purchase membership directly with the gym manager on 02 9889 1880. The membership will give you access to all Anytime Fitness gyms in Australia.

- **Wellness Room**

The Wellness Room is located on the ground floor, next to Counselling. This room is provided for staff and students who are not feeling well and need a space to recover. You may only access the room during the hours of 8am to 4pm, Monday to Friday. The room is managed by the First Aid Officers who may grant student and staff access to the room as required and monitor their wellness.

- **First Aid Kits**

First aid kits are located in the Academic Administration Office, Library, Staff Area, the Auditorium, Counselling and the Wellness Room, with ice packs available through the Academic Administration Office.

- **First Aid Officers**

The First Aid Officers are:

Julie Nixon	Senior Lecturer	02 9819 8814
Neferty Narouz	Assistant Registrar	02 9819 8860

In the case of an incident leading to injury or having the potential to lead to injury occurring on campus or off-campus while involved in course requirements, the lecturer or student must report the occurrence by submitting an [Incident Report](#) to the Director of People and Culture within 24 hours. Incident Reports are available online. The Incident Reporting Procedure is available [here](#).

If you identify a potentially hazardous situation at the College, alert your Head and/or the Chair of the Excelsia College WHS Committee, Linda Blamey ([Linda.Blamey@excelsia.edu.au](mailto:Linda.Blamey@excelsia.edu.au) or 9819 8817). You are encouraged to report the hazard by submitting a Hazard Log to the Director People and Culture. Hazard Logs are available on the College website. The Hazard Reporting Procedure is found [here](#).

## WHS RISK ASSESSMENT

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

- **School of Drama**

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

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

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

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

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

## ACCIDENTS IN CLASS

If a student has an accident or medical emergency in your classroom:

1. Attend to the student's needs. The First Aid Kits are located in Academic Administration Office, Library, Staff Area, the Auditorium, Counselling and the Wellness Room.
2. Notify a First Aid Officer. If necessary, the First Aid Officer will call an ambulance. If you are the only staff member on campus, call an ambulance by dialling 000.
3. Within 24 hours of the incident complete an [Incident Report](#).

## CRITICAL INCIDENTS

In addition to our responsibilities under the Workplace Health and Safety Act, we have a particular duty of care towards students who, during their studies, experience a critical incident. The National Code defines a critical incident as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. Critical incidents could include:

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

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

We are responsible to have appropriate planning and infrastructures in place to ensure the provision of all necessary support services to the student in case of a critical incident. In the case of critical incidents occurring on campus, the WHS policies and procedures cover all persons on site at the time of the incident – students, staff and visitors.

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

## SECURITY

Security around the College is everyone's responsibility. Access to the building through the front and side doors is via use of a security swipe, referred as a FOB. Staff are issued with a FOB at commencement of their employment with the College. All FOBs need to be returned to the Finance Department at the end of an employee's contract. A charge of \$50 will be incurred if the FOB is not returned.

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

Monday to Friday – 6:30am to 10:00pm

Saturday – 6:30am to 6:00pm  
Sunday and Public Holidays – closed all day.

Heads of Schools and Management Committee have 24-hour access into the building. Lending your FOB to another person will be considered a serious breach of security protocol.

### **Visitors**

After entry from the car park through the first main door (which is Auto Alarmed to be opened during business hours), there is a telephone on the wall at the entrance of the second front door with an Internal Telephone Directory. Visitors will be able to dial in the extension number of staff they need to see. Staff MUST go to the main entrance to let visitors in.

Clients and visitors to the Counselling Centre will be able to use an intercom at the side entrance for access to the Centre.

### **Visitors should be escorted at all times in the building.**

Please note the following:

- The campus is alarmed outside opening hours. The alarm pre-warning will be sounded at 9:45pm each night Monday to Friday and 5:45pm on Saturday. This will be an alert for both staff and students to immediately exit the building. Anyone not leaving by the due time will trigger the alarm, and a member of the external security service will come to the College to investigate. A charge out cost will be recovered from the person setting off the alarm.
- No students can enter the campus prior to a staff member (permanent, casual staff or contractors) being on site. Until a staff member is on site the student FOB will not operate an entrance door.
- The alarm can be extended if there is a need to stay past the opening hours, for example, when shows are on, subject to prior approval from the Finance Department. The security company will need to be contacted to inform of changes to the alarm time setting;
- If the alarm has gone off while you are on site, a guard from the external security company will attend and manage the situation within the agreed protocols.

## **QUALITY MANAGEMENT**

The Australian national regulator of higher education is the Tertiary Education Quality and Standards Agency (TEQSA). Operating under the [Tertiary Education Quality and Standards Agency Act 2011](#), TEQSA uses a Regulatory Risk Framework as a key part of its approach to regulating and quality assuring Australia's large, diverse and complex higher education sector. Excelsia College reports to the TEQSA [Higher Education Standards Framework](#) comprising Provider Standards, Qualification Standards, Teaching and Learning Standards, Information Standards, and Research Standards.

Excelsia College quality documents (policies, procedures, forms, etc.) are maintained in the Quality Management System, with key documents accessible in the website [Policy Library](#). Your Head of School can assist you with quality documents relevant to your School.

We encourage you to participate in the development, implementation and ongoing improvement of our policies and procedures. Please discuss any thoughts you have with your Head of School, the Academic Director or the Director of Quality.

## **COPYRIGHT**

Excelsia College holds a copyright licence (CAL Licence No. 3063) that allows our lecturers to reproduce multiple copies of materials for teaching purposes, as long as copying is limited to a "reasonable portion" of a work.

If you are reproducing text or printed music from a hard copy edition of 10 or more pages, the Copyright Act deems the “reasonable portion” to be:

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

For text material published in electronic form, the “reasonable portion” is:

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

Visit the [Australian Copyright Council](#) for user-friendly information sheets, or consult the Copyright Folder in the Library.

Please note that copyright restrictions apply to any study materials issued to students as part of their units. The content of these course materials and any associated resources provided remains the intellectual property of Excelsia College. Neither staff nor students are authorised to use these materials for purposes other than the completion of the unit of study.

## PRIVACY AND CONFIDENTIALITY

Staff must respect the privacy of colleagues and students, and preserve the confidentiality of information acquired in the course of their work, and not disclose such information to any third party or use for their own benefit outside Excelsia College without the prior written consent of the Chief Executive.

Excelsia College complies with the [Australian Privacy Principles](#) set out in the *Privacy Act 1988* in respect of personal information. These principles are designed to protect the privacy of both staff and students.

If you wish to see your staff file, simply contact the Director of People and Culture who will arrange for you to have supervised access within 24 hours.

## MEDIA COMMENT

The Chief Executive is the only person authorised to make statements to the media on behalf of Excelsia College. No other staff member may do so without specific approval from the Chief Executive. Staff must also refrain from making public comment that is, or may be construed as being, damaging to Excelsia College, either verbally, or on social networking sites (including but not limited to Twitter, Facebook, and YouTube), or via any other means.

## STUDENT GRIEVANCES

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

## STUDENT SUPPORT

- **Counselling Services.** Our counsellors are committed to helping students accomplish their educational and life goals by helping identify strengths and offering support where needed. We offer a safe, supportive and private atmosphere in which to discuss any concerns at all, and these services are available to all Excelsia College students at no cost. Duration of services varies depending on student needs and counsellor availability, but generally speaking we work from a

short-term counselling model that aims to help students reach their identified goals within 10 sessions. Ultimately, however, decisions regarding length of services are made jointly by the student and counsellor. Students who have personal obstacles that are more deeply ingrained or that are deemed to require more long-term therapy may need to be made aware of off-campus resources as appropriate. Off-campus resources may be utilised instead of, or in addition to, the counselling services provided on campus.

- **Chaplain.** The Chaplain is available to facilitate the growth of our community whose members express their love for God and for each other, and seek to grow in personal holiness. The main function of the Chaplain is to develop a supportive environment conducive to study and personal and spiritual growth and development, both inside and outside the classroom.
- **Student Representative Council.** The Student Representative Council (SRC) is an elected body representing students' interests and promoting activities that benefit the College community. Students in each discipline, including international students, elect two student representatives who will work closely with their respective Heads of Schools to articulate and implement a vision for enhancing student well being and resolving issues of concern whenever they arise. When students raise with their SRC representatives matters pertaining to student well being, these matters are referred to relevant people and processes for resolution. Student representatives also assist Excelsia College leadership with activities to develop leadership skills, provide moral and spiritual direction for the student body, and support the mission, vision and values of the College.

## FACILITIES

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

There are staff rooms and facilities in the various locations. On the first floor in the staff area, the staff room contains kitchen, eating area, phone, fax machine/ photocopier, binding machines, stationery supplies, staff pigeonholes, and some frequently used staff forms. The ground floor staff room near the Auditorium has a kitchen. You can use your FOB to access the fax machine and photocopiers.

Lecturers have pigeonholes in the main staff area and in Counselling. To preserve confidentiality, we would ask that you do not send students to collect your mail. Please note that Administration cannot release the home or mobile phone number or email address of any staff member or student. You should request any number you need directly from its owner.

Each student has a personal pigeonhole in their School. Written assignments or any other personal communications you put in students' pigeonholes should be sealed to respect the student's privacy.

## GORDON MOYES LIBRARY

The Gordon Moyes Library provides full academic services for staff and students, both on-campus and remotely. The [Library Page](#) has details about searching the catalogue and using the library.

Students are responsible for obtaining their own textbooks. A copy of each text is normally held in closed reserve in the library (for use in the library only). Your School will advise you where you can purchase the books you need.

## ROOM BOOKINGS

The Registrar manages the room booking system for classes. Classrooms published on your timetable have been booked. Please do not change your room allocation or the time of your class without checking with



your Head of School and the Registrar. If you wish to use a room outside the scheduled times, or for another purpose, you need to make your booking through the Library.

The Schools of Drama and Music have specific regulations and procedures for the use of specialist rooms. Please approach the School Assistants for these bookings.

## USE OF EQUIPMENT

Classrooms are equipped with whiteboards, internet access and overhead projectors with integrated speakers. You can borrow some items of equipment through Finance or through your School by signing them out on the appropriate form, and they then become your personal and financial responsibility. Some specialist equipment needs authorisation and/or training. Check with Finance regarding your equipment needs and with the School Assistant for equipment belonging to your School.

## NOISE CONTROL

Noise is a major work health and safety issue. Hearing loss is permanent. Excelsia College has a Noise Control Policy and ensures that appropriate risk control measures are taken when noise levels at the College exceed an 8-hour noise level equivalent of 85 dB or peak at more than 140 dB. If a staff member asks you to reduce noise levels, you are expected to comply with this request immediately.

## PARKING

Use of the College car park is free. Ensure when parking on campus that you park within the marked parking lines only.

## EMPLOYMENT INFORMATION

1. **Terms and Conditions of Employment.** Please refer to your contract for terms and conditions of your employment. To get you started, here are a few of the things you may find useful.

- **Pay**

Salary is paid fortnightly (every second Thursday) calculated up to and including the Thursday. Payment is made to a bank, building society or credit union account nominated by the employee. Payslips are posted electronically and can be accessed by login on the online payroll at <https://csh.payrollplus.com.au/essweb/default.aspx>. If you have any queries regarding pay, please contact the Director of People and Culture on +61 2 9818 8853.

- **Leave and Public Holiday Entitlements**

- [Annual leave](#), parental leave, personal/carer's and compassionate leave, community service leave and public holidays are provided for in the National Employment Standards (NES). Details are available [here](#). Payment of annual leave, leave allowed before due date, and annual close down are provided for in the award. If you have any leave queries, please contact the Director of People and Culture (9819 8853).
- **Christmas Closedown.** Every year the Excelsia College closes for the period between Christmas and New Year. You will be notified of the specific dates of the closedown by October. Permanent academic staff who have accumulated pre-approved days in lieu are encouraged to use some of this leave for the closedown period between Boxing Day and New Year's Day. Otherwise, the days of the College's Christmas Closedown are debited against accrued annual leave. An Employee Action Form is required for all leave between Christmas and New Year. Please return this to the Director of People and Culture by the first week of December.
- Staff may apply for **Long Service Leave (LSL)** after ten years service. The minimum period of LSL that can be approved is one week.
- **Leave Without Pay (LWOP)** may be granted on application.

If you have any questions about leave, please contact the Excelsia College Director of People and Culture on 9819 8853.

2. **Modern Award.** As a Higher Education Provider, Excelsia College is covered by the Educational Services (Post-Secondary Education) Award 2010. If you wish any clarification of any part of the award, please contact the Director of People and Culture on 9819 8853.
3. **Discretion.** We have an obligation to students to fulfil their high expectations of the College. For this reason, all staff are expected to exercise discretion in their contacts with students, prospective students, and families of students. Personal negative views regarding the College, its staff or its courses are best resolved in discussions internally and should not be expressed to students, prospective students or their families.
4. **Orientation.** All new and continuing staff, permanent, casual and independent contractors, are required to participate in orientation program, usually annually. Participation may involve meetings (with other Schools or with colleagues in the same School), or review of online material. Orientations are normally held at the beginning of each semester, and your supervisor will notify you of required orientation activities.
5. **Professional Development.** Excelsia College considers the professional development of its staff as being of the utmost importance, and expects that academic staff be continually monitoring and upgrading their professional competence. The [Staff Professional Development Policy](#) sets out the details. In brief, the College hosts some professional development sessions on academic issues, provides permanent staff with external training relevant to their positions, and encourages pursuit of higher degrees where appropriate.
6. **Personal Review and Development Planning Program (PR&DP).** Annually Excelsia College conducts a staff appraisal program. All employees on continuing and permanent contracts, casual academic staff and academic contractors are required to participate in Performance Review and Development Planning. PR&DP is designed to encourage and assist staff to reach their full professional and personal potential. Performance standards are agreed upon and the program facilitates staff professional development and identifies the work structures necessary to achieve these standards, thereby contributing to College achievement of the [Learning and Teaching Plan](#) and the overall [Strategic Plan](#). The PR&DP is widely regarded as helpful and encouraging. The [Annual Performance Review and Development Planning Procedure](#) sets out the details.
7. **Staff Grievances.** Excelsia College is committed to providing a fair, safe and productive work environment where grievances are dealt with sensitively and expeditiously. Staff are encouraged to resolve a challenge, problem or conflict directly with the person/s concerned wherever possible, because issues that are not addressed have the potential to grow into major problems that can cause tension, low morale and reduced performance and productivity. This may settle the issues in the easiest manner possible, while helping to develop an organisational climate which facilitates productive teamwork. If this attempt at resolution is not satisfactory, the staff member should seek resolution with his/her supervisor. The [Staff Grievance Policy and Procedure](#) is available if required after such discussion.

## CHANGING YOUR PERSONAL DETAILS

It is your responsibility to notify the College of any change of name, address, or contact details during your employment. Just fill in the [Employee Action Form](#) (also available in the staff area) and forward to the Director of People and Culture. Alternatively, simply log on to the [online payroll system](#) and edit your personal details.