STAFF HANDBOOK

Making a better world through active participation in a life-transforming global Christian learning community
This handbook contains details relating to your employment and the College as a whole. As an Excelsia College employee, it is your responsibility to read the following information carefully.

If you require additional information or require further clarification relating to the contents of this handbook, please contact your manager.

For your convenience, a copy of this handbook can also be found on the Excelsia College staff section of the website at excelsia.edu.au
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Ground Level
Excelsia College is a Christian higher education provider with academic and administrative staff from many denominations. It is registered and accredited by the Australian Government Tertiary Education Quality and Standards Agency (TEQSA) to deliver undergraduate and postgraduate degrees to domestic and overseas students. Excelsia College is also approved to offer FEE-HELP, Youth Allowance, Austudy and Abstudy assistance to eligible students.

Excelsia College 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, Creative and Performing Arts, Social Work and Business. All are supported and informed by integration with sound biblical theology and world view.

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.

Peter McKeon, Chief Executive
ABOUT US

Excelsia College is a private institute of higher education championing Christian higher education. Excelsia College delivers Christian higher education across a broad range of undergraduate and postgraduate fields. Excelsia participates in advancing integrated research through the Lumen Research Institute, founded in partnership with Indiana Wesleyan University (IWU).

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

Our Vision

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

Our Mission

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

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

Our Values

Our values reflect our vision and mission:

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

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

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

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

Our Graduate Attributes

1. **Deep Knowledge.** A deep, coherent and extensive knowledge of studied disciplines characterised by intellectual openness, creativity and curiosity.

2. **Critical Analysis.** Willingness and ability to analyse issues logically, consider different options and viewpoints fairly, and make informed decisions in relevant artistic, academic and/or professional contexts and settings.

3. **Lifelong Learning.** A commitment to lifelong learning characterised by a willingness and ability to acquire, develop and apply knowledge and skills that facilitate positive adaptations to a changing world.

4. **Effective Communication.** Aptitude in communicating information, arguments and ideas effectively and ethically through writing, speech and/or artistic expression as appropriate within each discipline.

5. **Christian Ethical Action.** A sound knowledge and understanding of Christian values and beliefs, and the relevance of Christian faith to personal life, professional ethics, and social concerns.

6. **Self-Direction.** A capacity for self-directed learning and activity while working effectively with others in scholarly, vocational, civic and/or artistic pursuits and endeavours.
   Competence and facility with materials, processes and technologies relevant to learned disciplines, generic information literacy and professional practice.

8. Responsible Innovation.
   Oriented towards exhibiting intellectual and artistic enterprise, innovation and independence in constructive, creative and responsible ways.

Our Teaching and Learning Goals
1. Ensure that all College programs and core units articulate, emphasise, and strengthen the alignment of learning and teaching with graduate employability by embedding the Excelsia College Graduate Attributes.

2. Develop transdisciplinary approaches to program and curriculum innovation that are responsive to evolving educational needs and employer expectations.

3. Build and support the capacity of all Excelsia College academics to enable and enhance learning, engagement and the student experience through technology enhanced teaching methods and curriculum.

4. Support the learning opportunity of students by ensuring that, where appropriate, lectures and classes are recorded on video or audio to improve learning.

5. Develop a college culture which values, recognises, and rewards high-quality teaching.

6. Strengthen Excelsia's approach to curriculum management, learning analytics, education evaluation and closing the loop on feedback through transparency, cooperation, and collaboration.

7. Achieve growth while maintaining entry standards and increasing diversity in the student population.

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

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

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

(a) the advancement of religion;
(b) the advancement of education'.

The Apostles' Creed
I believe in God, the Father Almighty, creator of heaven and earth. I believe in Jesus Christ, God's only Son, our Lord, who was conceived by the Holy Spirit, born of the Virgin Mary, suffered under Pontius Pilate, was crucified, died, and was buried; he descended to the dead. On the third day he rose 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, 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

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

Governance
Details are available on website.

Academic Staff
Please see the website for a list of academic staff.

SUPPORTING THE STUDENT JOURNEY

Calendars and Timetables
Please see the website for the academic calendar and semester dates and course timetables.

Census Date
Census date is the last date on which the student can withdraw from a unit without incurring financial penalty, unless otherwise stipulated in the Refund Policy. If the student withdraws from one or more units after the census date, the student will be liable for full fees for the enrolled units, whether they pay directly to Excelsia College or defer payment through FEE-HELP.

Students cannot withdraw after the census date without incurring a fees debt.

However, if after the census date the student becomes seriously ill, or other unforeseen circumstances occur in which they have no control, and this results in them being unable to continue their studies, they can apply for special consideration which, if granted, could result in a refund of prepaid fees or a reversal of their FEE-HELP debt for the relevant units.

The Higher Education Support Act 2003 defines the special circumstances that qualify for the refund of fees, or reversal of a FEE-HELP debt as circumstances which:
• were beyond their control, and
• did not make their full impact until on or after the census date, and
• were such that they made it impractical for them to complete their study requirements.

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

Please see the Semester Dates for the census dates applying to their course.

No Academic Penalty (NAP) Date
The NAP (No Academic Penalty) date is the last date on which the student can withdraw from a unit without incurring academic penalty.

If the student withdraws from one or more units after the NAP date they will receive a WN (Withdrawn Fail) grade for each unit and this will be reported on their academic transcript, as well as count towards their overall GPA.

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

Student Enrolment Status
The 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 the student if they are enrolled in their 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.

Delivery Methods
Excelsia College course units which form part of accredited awards may be presented using different delivery modes, with the differences being mainly about access rather than content or outcomes. Most units are delivered through weekly 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:
• On-campus units
Classes are usually scheduled weekly throughout the semester.
• Online units
Learning and content are delivered wholly online through our learning management system (LMS). Learning is facilitated by a qualified faculty
SUPPORTING THE STUDENT JOURNEY (continued)

member and is available for the duration of the unit to assist with learning and understanding of content, usually via a combination of online conferences, webinars, and discussion forums.

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

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

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

a. Student takes a Directed Independent Study Contract (STU-AC-F26) to the lecturer.
b. Lecturer draws up the unit requirements with learning hours equivalent to those of the unit offered in class sessions.
c. Student and lecturer sign the contract, which will be used to guide the unit assessment.
d. Student completes an Enrolment or Variation to Enrolment form, attaches a copy of the contract, and gives the documents to the Registrar.
e. Registrar facilitates online enrolment in the DISC.

Placements/Professional Experience
These are completed in an external agency under the supervision of 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 College’s LMS, Excelsia Online (ExO). 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 will include a session on these features. For any issues relating to ExO or any IT problems, students can visit the online Helpdesk. If the students are using the Helpdesk for the first time, they will need to go through a sign-up process. They can also access this by clicking the ‘Help’ tab in ExO.

Courses
Please see the website for a full list of courses offered.
Course Structures
The Course Structures Policy explains how our courses are designed. Usually, a full-time student load for a year requires the completion of 48 credit points, comprising 8 units/subjects each of 6 credit points (or equivalent). Students will normally complete 4 units in each of two semesters per year, 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. The Head of School may ask their staff to expand or update their CUO to include weekly teaching plans, detailed assessment expectations, and updated reading lists. Staff should observe any deadlines they are given to enable colleagues (e.g. library, IT staff) to complete associated processes in a timely manner.

CUOs are uploaded to ExO. Students will be able to access their unit's CUO on the unit page. All requirements of the unit, including assessment, must be included in the CUO, which cannot be changed after the semester commences.

The Head of School can assist staff with any difficulties they experience with this process.

Attendance
Class attendance and participation is critical for student success.

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

Enrolment in a unit indicates the student’s acceptance of responsibility for attending all class sessions as required, participating fully in all class activities, and completing to an acceptable standard all in-class (and other) assessment tasks and activities. In addition, absences from class may be used as evidence in cases involving unsatisfactory academic progress and/or academic misconduct.

Assessments
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 CUOs contain details, criteria and resources for each assessment task. Students are encouraged to ask the lecturer any questions they may have, and to seek clarification or discuss difficulties in regard to any aspect of a unit, including assessment tasks. Alternative assessment tasks, deemed to be equivalent to those published in the unit outline, may sometimes be negotiated between lecturer and students, provided such tasks are in accordance with the stated purpose and learning outcomes of the unit.

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

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

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

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

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

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

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

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

The marks and feedback from the last assessment task for a unit will not be available until final grades are confirmed. Opportunities for improvement are identified and reviewed to improve units of study.
Grading
Student performance in a course unit is graded and notified according to the following scale. A new scale has come into effect from 2021 onwards. Only letter grades are published, not numerical marks. The level and meaning of each grade is as follows:

### Final Grades

<table>
<thead>
<tr>
<th>Grade</th>
<th>Final Grade</th>
<th>Percentage</th>
<th>Level of Achievement</th>
<th>GPA Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>HD</td>
<td>High Distinction</td>
<td>85–100%</td>
<td>Outstanding level of achievement</td>
<td>4 GPA points</td>
</tr>
<tr>
<td>D</td>
<td>Distinction</td>
<td>75–84%</td>
<td>High level of achievement</td>
<td>3 GPA points</td>
</tr>
<tr>
<td>C</td>
<td>Credit</td>
<td>65–74%</td>
<td>Intermediate level of achievement</td>
<td>2 GPA points</td>
</tr>
<tr>
<td>P</td>
<td>Pass</td>
<td>50–64%</td>
<td>Adequate level of achievement</td>
<td>1 GPA point</td>
</tr>
<tr>
<td>PC</td>
<td>Conceded Pass</td>
<td>47–49%</td>
<td>A conceded pass is awarded to a student at the discretion of the School, which enables the student to pass the unit</td>
<td>1 GPA point</td>
</tr>
<tr>
<td>N</td>
<td>Fail</td>
<td>0–49%</td>
<td>Inadequate level of achievement</td>
<td>0 GPA points</td>
</tr>
<tr>
<td>DNS</td>
<td>Fail – Did not submit</td>
<td></td>
<td>Student did not submit any assessments and as such has an inadequate level of achievement; student is deemed to be non-genuine and could be asked to ‘show cause’ to maintain their enrolment</td>
<td>0 GPA points</td>
</tr>
<tr>
<td>S</td>
<td>Satisfactory</td>
<td></td>
<td>Required level of achievement in a unit assessed only on a Pass/Fail basis</td>
<td>No impact on GPA</td>
</tr>
<tr>
<td>CS</td>
<td>Conditional Satisfactory</td>
<td></td>
<td>Required level of achievement will be reached through the satisfactory completion of an extension unit</td>
<td>No impact on GPA</td>
</tr>
<tr>
<td>RP</td>
<td>Research Pass</td>
<td></td>
<td>Required level of achievement for research work assessed only on a Pass/Fail basis</td>
<td>No impact on GPA</td>
</tr>
<tr>
<td>WN</td>
<td>Withdrawn Fail</td>
<td></td>
<td>Student withdrew from unit after the final date for withdrawal without failure (NAP date)</td>
<td>0 GPA points</td>
</tr>
<tr>
<td>W</td>
<td>Withdrawn</td>
<td></td>
<td>Withdrawal without penalty. This grade can only be issued by the Registrar</td>
<td>No impact on GPA</td>
</tr>
<tr>
<td>WNAP</td>
<td>Withdrawn – No Academic Penalty</td>
<td></td>
<td>Withdrawal without academic penalty after census date but before NAP date. Students are still financially liable for tuition</td>
<td>No impact on GPA</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Grade</th>
<th>Interim Grade</th>
<th>Additional Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>X</td>
<td>Extra Work Required</td>
<td>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.</td>
</tr>
<tr>
<td>E</td>
<td>Extension</td>
<td>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.</td>
</tr>
<tr>
<td>I</td>
<td>Incomplete</td>
<td>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.</td>
</tr>
<tr>
<td>U</td>
<td>Result Unavailable</td>
<td>An interim grade to allow for unavoidable marking delays</td>
</tr>
<tr>
<td>NC</td>
<td>Not Complete</td>
<td>An interim grade issued when a unit has not yet finished</td>
</tr>
<tr>
<td>IP</td>
<td>In Progress</td>
<td>An interim grade issued at semester-end in a year-long unit</td>
</tr>
</tbody>
</table>
The general standards that students must achieve to obtain various results are described in more detail here. Further information about assessment is available in the Assessment Policies and Procedures Manual.

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

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

Typed assignments are submitted via ExO (Student Learning Management System) by 11:59pm on the due date. Assessments must be checked through Turnitin (text-matching software) where provided. After receiving the Turnitin Submission Receipt, students must write the Receipt ID number on the Assessment Title Page and only then should they proceed to submit the assessment by the due date in the relevant week of the unit.

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

Some tips that may assist students:
• Save regularly while working
• Back-up work regularly
• Ensure security software is installed to protect against viruses

• Print sections of substantial work and/or keep comprehensive notes to indicate work done before 'the computer crash'
• Keep a printed copy as well as an electronic copy of work submitted.

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

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

In general, extensions to submission deadlines are only granted for circumstances for which the student is not responsible, and which prevent the student from completing an assessment task by the due date. Such circumstances may be summarised under the following reasons:
1. Medical (with a medical certificate as supporting evidence)
2. Bereavement (supported by funeral or similar notice)
3. Official (evidence of studies or similar notice)

4. Unforeseen circumstances of a serious nature (beyond a student's control, for which the student is not responsible, and which will prevent the student from timely submission of an assessment task).

If the student needs an extension, ask them to complete the Application for Extension, which they can then present to the relevant lecturer for endorsement, and then to the Head of School for approval. The student needs to keep the original of the approved form and provide a copy to the lecturer.

When submitting work, students simply attach the approved Application for Extension to the front of the assignment. Extensions are not granted after the due date of the assessment. For further details, see the Course Unit Regulations, and the Extensions Policy and Procedure.

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

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

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

Academic Progress

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

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

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

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

Minimum academic progress is defined as passing at least 50% of all enrolled units in every semester. The first time a student fails to maintain minimum academic progress (i.e. fails over 50% of enrolled units), the student will receive a letter warning them of the risk of losing their place in the course. The student will be placed on probation for the following semester, and intervention strategies activated. A third failure in the unit will result in the student being invited to show cause why they should be allowed to continue in the course.

End of Semester

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

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

Activating Intervention Strategies

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

If a student ceases to maintain satisfactory progress in a unit during the semester, the lecturer will normally activate an early intervention strategy through discussion of the issues with the student. Strategies might include advising the student to:

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

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

Teaching Committee as failing to maintain minimum academic progress again be unsatisfactory in the second semester, the student will be invited to show cause to the Chief Academic Officer (or delegate) why they should be allowed to continue in the course. A student who is given permission to continue studies in the course at that point is usually required to pass all enrolled units in the next semester or forfeit their place.

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

End of Semester

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

This end-of-semester intervention strategy aims to warn students of the seriousness of the situation, and to highlight the need for the student to access support services
and work closely with staff to ensure they succeed in meeting the requirements of provisional status. The Head of School may assign a case manager to monitor the progress of a student on probation and, where appropriate, encourage the student to identify and address any personal issues that may be adversely impacting academic progress. Students who wish to take a leave of absence or apply to reduce their study load can discuss this with their Head of School.

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

Any formal notification from the Registrar will refer students to the College’s appeals processes and advise them that they are able to complete a Student Grievance Notification as outlined in the Student Grievance Policy and Procedures within 20 working days. In summary, the College encourages open dialogue between staff and students at all stages of the students’ candidature so that problems and difficulties can be identified and overcome before they affect course progression. Staff will be required to document their monitoring and intervention strategies to ensure students receive the best possible assistance to achieve their study goals.

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 the Head of School will discuss them with the lecturer during the lecturer’s performance review. The Learning and Teaching Committee (LTC) also monitors student feedback, and the Head of School will report to the lecturer on any recommendations or decisions from the LTC that arise from student feedback.

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

To qualify for graduation a student must complete all requirements of the course to the satisfaction of the Academic Board, return all borrowed resources, and discharge all financial obligations and indebtedness to the College to the satisfaction of the Finance Department. Although Heads of School and the Registrar’s Office provide academic guidance to assist students in fulfilling course and graduation requirements, the ultimate responsibility for these matters rests with the student.
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 inform their actions and decisions. All employees of the College are accountable for the effective education and pastoral care of 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 state and federal anti-discrimination laws to ensuring that any and all matters relating to harassment are dealt with speedily, sensitively, equitably, confidentially and according to principles of procedural fairness.

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

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 framework 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. 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 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 your responsibilities with respect to a number of matters including, but not limited 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 your 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 one, 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 your responsibilities, or in the distortion of your judgement in deliberations on matters relating to the performance of your 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

• 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:

• Higher Education Standard Framework

• workplace health and safety

• Australian Qualifications Framework

• National Code of Practice for Providers of Education and Training to Overseas Students

• Institute of Higher Education requirements

• financial and audit compliance

• international operations

• Excelsia College Quality Management System requirements

• Excelsia College policies and procedures

• legal and contractual compliance

• other legislative compliance.

EXPECTATIONS

• To maintain a professional image that is considerate and respectful of our colleagues and students, we ask staff to wear business attire appropriate to the nature and activity of their work. In all activities, staff are expected to dress neatly, and clothing should be in good condition and offer sufficient coverage as well as being 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 classes. 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 and record these students as absent.

• Apart from drinking capped bottles of water, no food or drink may be consumed in lecture rooms, labs, auditorium, 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 gathering dropped items).

• Excelsia College has a Smoke-free Environment Policy. Smoking and drinking alcohol are prohibited in all College premises and vehicles.
COMMUNITY GATHERINGS

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

OFF-CAMPUS ACTIVITIES

Staff and 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 the 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 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, including a Risk Assessment for the activity, approved by the WHSC with the Chief Financial Officer, who can also answer questions about insurance cover. Please contact accounts@excelsia.edu.au if any further information is required.
WORK HEALTH AND SAFETY (WHS)

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

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

We are committed to ensuring:

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

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

1. After hours public transport is available a few minutes’ walk from the College on fully lit suburban roads.
2. The car park is within the College grounds, providing ease of access and security for staff and students walking to cars.
3. The campus is fully lit during and after hours, including in the car park area.
4. The entry doors require security swipe access with your staff ID card, and are alarmed after specific times at night (see Security, page 20).
5. Offices are locked after hours to minimise any attractiveness to potential intruders.

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

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

- first aid officer
- emergency warden.

Emergency Training
All staff will be required to complete the WHS Training at staff orientation to ensure that they receive vital information pertaining to their health and safety. Staff may also need to attend additional emergency training courses or drill, either as a requirement of their role or upon nomination by their supervisor.

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

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

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

First Aid Officers
The first aid officers’ contacts are available on the Health and Safety page of our website.

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

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

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

Any form of sexual assault or sexual harassment is not tolerated. If an incident of sexual assault or sexual harassment is disclosed by any Excelsia College member, the College will provide immediate support to those affected.
If you have experienced a sexual assault or sexual harassment incident, you can submit a SASH Incident form available on the College website. Submitted forms will be sent to a support officer who will respond within 24 hours to support and assist you through the process.

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

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

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

Due to the physical nature of drama training, the School of Drama provides the necessary duty of care in emergency situations through the first aid officers at all venues in which students are required to participate in practical units. Access to off-campus doctors is possible at short notice. Students are encouraged to have private health insurance. Relevant lecturing staff will be made aware of any student’s pre-existing injury or weakness via staff meetings and copies of medical reports.

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

Accidents in Class
If a student has an accident or medical emergency in the classroom, the lecturer should:
1. Attend to the student’s needs. The first aid kits are located in Registrar’s Office, library, upstairs staff area, the auditorium, Student Support Centre and the First Aid Room.
2. Notify a first aid officer. If necessary, the first aid officer will call an ambulance. 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 College responsibilities under the Workplace Health and Safety Act 2011 (Cth), staff have a particular duty of care to students who, during their studies, experience a critical incident. The National Code defines a critical incident as a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury. Critical incidents could include:
- missing students
- severe verbal or psychological aggression
- accidents, fires, natural disasters
- death, serious injury or any threat of these
- issues such as domestic violence, sexual assault, drug or alcohol abuse
- terrorist activities.

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

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

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

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

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

**Security**

Security around the College is everyone’s responsibility. Access to the building through the front and side doors is via your Staff ID card. Students are issued with an ID card at commencement of their studies. ID cards need to be returned to the Finance Department at the end of a student’s candidature. A charge of $50 will be incurred if the ID card is lost and needs replacing. Access to the building will only be available during the opening hours of the College, i.e.

- Monday to Friday: 5:30am to 10pm
- Saturday: 7:30am to 7pm
- Sunday and Public Holidays: closed all day.

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

**Visitors**

Clients and visitors to the College need to be announced at Reception. Visitors should be escorted at all times in the building.

Please note the following:

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

### QUALITY MANAGEMENT


Excelsia College quality documents (policies, procedures, forms, etc.) are maintained in the Document Management System, with key documents accessible in the website Policy Library. Your Head of School/Department can assist you with documents relevant to your School and role.

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/Department, the Chief Academic Officer, the Chief Operating Officer or the Director of Quality.
COPYRIGHT

Excelsia College holds a Copyright Licence (No. 3063) to enable the reproduction of copyright materials for educational purposes. Excelsia College does not authorise or allow any infringing reproductions of copyright material. It is your responsibility to ensure that any reproductions you make do not infringe copyright. Infringement of Copyright is a crime that attracts substantial fines. Copyright infringements will not apply if you use material for research or study, provided that your use is reasonable.

If you are reproducing text or printed music from a hard copy edition of 10 or more pages, the Copyright Act deems that it is reasonable to copy:
- 10% of the number of pages, or
- one chapter if the work is divided into chapters.

For text material published in electronic form, it is deemed to be reasonable to copy:
- 10% of the number of words, or
- one chapter if the work is divided into chapters.

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

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

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 by not disclosing such information to any third party or using it 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 students’ personal information. These principles are designed to protect your privacy.

For a student to gain access to their personal information held by the College, they need to complete the Student Request for Access to Own Personal Information form, and submit it to the Registrar who will arrange for the student to have supervised access.

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 from time to time. We will endeavour to ensure that these are resolved promptly in an 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 Representative Council

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

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

Specific responsibilities of student representatives include:

- attending all SRC meetings, conveying apologies whenever attendance is not possible
- responding to SRC-related communications in a timely manner
- identifying themselves to all students in their school as available points of contact for discussing matters of concern
- accurately representing the views of all students at the College regardless of personal beliefs and/or opinions
- using established channels of communication (e.g. meetings with Heads of School, school forum, etc.) to receive and relay information
- becoming familiar with and abiding by school and College policies and procedures
- contributing to the decision-making process on matters before the SRC
- respecting staff and student confidentiality where appropriate
- actively participating in Orientation, The Gathering, Open Days, retreats and other community events throughout the year
- promoting the profile of Excelsia College within the internal and external community.

Student Support Centre

Excelsia College is committed to supporting students to achieve their goals. The Student Support Centre ensures students are supported through the complete education lifecycle, reducing attrition, ensuring best possible performance and maximising success. In the context of multicultural academic diversity, it is necessary that all aspects of student services at Excelsia College meet these challenges.

Among the programs currently at the centre are those that meet students’ academic, personal, spiritual and emotional needs and include:

- counselling
- academic skills
- English language support
- chaplaincy
- disability support
- careers services
- Aboriginal and Torres Strait Islander support

Appointments for all services can be requested on the Student Support page of ExO via the College website.
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 the kitchen, eating
area, phone, photocopiers, 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 Staff ID
card to access the photocopiers.

There is also a Recharge Room for staff located on the first floor
in the staff area available for all staff which contains a massage
chair to be used in ten-minute intervals. There is also a massage
chair available for students which is located in the Student Centre on
the ground floor.

Lecturers have pigeonholes allocated by the School Administration Assistants. To
protect privacy and confidentiality, we would ask that you do not send
students to collect your mail.

Note that HR cannot release the home or mobile phone number or
e-mail 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
pigeonholes should be sealed to
respect the student's privacy.

FACILITIES

GORDON MOYES LIBRARY

The Gordon Moyes Library provides full academic services for students
and staff, both on campus and remotely. The Library Page has all
the details you will need to search the catalogue and use the library.
The library has physical items and
text electronic books, as well as
many electronic databases.

The library has qualified staff in the
library from 9am until 5pm, Monday
to Friday. The library staff can assist
you to locate relevant material
including book and journal articles,
assist you with searching the
 databases and with the referencing
for your assignments. The library
has printing and photocopying
facilities as well as group study
rooms and computing facilities. Staff
can access the library outside of the
9am to 5pm opening hours.

You can use the study space and
access library material. The Excelsia
Library home page has the library
contact details.

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

Students are responsible for
returning the material to the library.

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

Students are responsible for
obtaining their own textbooks.

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

SUMMON is the library's software
that will allow library users to
search for resources across all
formats including the library
catalogue, electronic books and
electronic databases.

Students are responsible for
obtaining their own textbooks.

The School will advise students
where they can purchase the books
they need.

Please contact the library at
library@excelsia.edu.au or phone us
on 9819 8827 for further assistance.

GORDON MOYES LIBRARY
ROOM BOOKINGS

The Registrar’s Office manages the room booking system for classes. Classrooms published on the timetable have been booked. Staff should not change their room allocation or the time of their class without checking with their Head of School and the Registrar. To book a Meeting Room, Boardroom or the Auditorium please complete an online Room Request and the Registrar’s Office will confirm booking within 24 hours: excelsia.edu.au/current-students/student-admin-forms/. If you require an urgent booking speak to the Registrar’s Office directly.

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

USE OF EQUIPMENT

Classrooms are equipped with whiteboards, internet access and overhead projectors with integrated speakers, webcam and microphone. You can borrow some items of equipment through Finance and Facilities 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 and Facilities regarding your equipment needs.

NOISE CONTROL

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

PARKING

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

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 things you may find useful.

- Pay
  Salary is paid fortnightly (every second Wednesday) calculated up to and including the last Sunday of the fortnight. For casual staff, a completed, accurate timesheet is required for approval by your manager. All timesheets need to be entered via the online payroll system. Payment is made to a bank, building society or credit union account nominated by the employee. Payslips can be accessed by login on Preceda. If you have any queries regarding pay, please contact payroll@excelsia.edu.au.

- 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 HR@excelsia.edu.au.

- Christmas Closedown
  Every year Excelsia College closes for the period between Christmas and New Year. You will be notified of the specific dates of the closedown by October. The days of the College's Christmas Closedown are debited against accrued annual leave.

- 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 HR@excelsia.edu.au.

Modern Award
As an Institute of Higher Education, Excelsia College is covered by the Educational Services (Post-Secondary Education) Award 2020. If you wish any clarification of any part of the award, please contact HR@excelsia.edu.au.

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.

Orientation
All new and continuing staff, permanent, casual and independent contractors, are required to participate in the 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 manager will notify you of required orientation activities.

Reward and Recognition Programs and Staff Benefits
Share the Light
Excelsia College Share the Light Award is a way to recognise and reward the College's employees who demonstrate the core values of the College. The Award is intended to:
  a. recognise and reward staff living the values of the College
  b. bring to life the values of the College
  c. provide a platform to showcase staff achievements.

Every quarter we recognise one staff member who has exemplified the core values of Excelsia College. To nominate a staff member, fill in a Share the Light postcard and post it in the collection box. These are kept and collected in the staffroom.

Excellence in Teaching Award
The purpose of the College Excellence in Teaching Award is to recognise the contribution made by academic staff across the College in teaching excellence. Nominations can be made by individuals, students, or academic peers.

Staff Benefits
Excelsia employees enjoy a range of staff benefits available to them during their employment. Further information is available in Staff Resources on the People and Culture SharePoint site.

Professional Development
Excelsia College considers the professional development of its staff as being of utmost importance and expects that all staff be continually monitoring and upgrading their professional competence. As per the Professional Development and Promotion Policy Framework, the College hosts some professional development sessions, provides permanent staff with external training relevant to their positions, and encourages pursuit of higher degrees where appropriate.

Personal Review and Development Planning Program
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).

PR&DP is designed to encourage
EMPLOYMENT INFORMATION (continued)

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.

PR&DP is widely regarded as helpful and encouraging. The Annual Performance Review and Development Planning Procedure sets out the details.

Staff Grievances
Excelsia College is committed to providing an equitable, 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 their manager. The Integrity and Respect Policy Framework is available if required after such discussion.

Whistleblowing
If you believe that you or a work colleague are unsafe or not being treated equitably, and your manager cannot assist, Excelsia College wants you to feel confident in reporting your concerns to Stopline, an independent hotline service. Stopline has trained and experienced consultants available to assist you. Stopline will manage your information in a secure and confidential way. You can email Stopline at excelsia@stopline.com.au or telephone 1300 30 45 50 between the hours of 8am and 9pm or write to Stopline at PO Box 403, Diamond Creek, Victoria, 3089.

You can also use the confidential website excelsia.stoplinereport.com to find out more information or report an incident. You can also download the free smart phone app and make a confidential disclosure.

Salary Packaging
The following items are available for salary packaging:
- car novated lease
- mortgage repayment
- otherwise deductible items.

Below is a list of otherwise deductible items available for packaging:
- laptop computer, including tablets. Limited to one per financial year (desktop PCs are specifically excluded). (Cost must not exceed $5,000 ex GST)
- briefcase
- business related software
- electronic diaries (including PDAs)
- calculators
- mobile phones (where private use is minimal).

Contact HR@excelsia.edu.au for further details.

Wellness Program
Uprise
Uprise is Excelsia's wellbeing program. Uprise is a program that teaches you a toolkit of skills to improve happiness and reduce stress. Excelsia College has engaged with Uprise to provide digital programs for well employees and tailored programs for employees in crisis. It is a stepped care approach that starts with wellbeing checks, to digital programs, to coaching, then therapy.

Start with your 1-minute wellbeing check today by following the link: app.uprise.co/sign-in. You start by doing a wellbeing check, which consists of only 6 questions. There is also a video you can watch. This is a great tool for your benefit.

Telephone and Online Crisis Counselling Service
If you cannot access other services or you would prefer to talk to someone anonymously, you can contact the following telephone or online counselling services:

- **Lifeline**
  24-hour counselling and crisis support. Phone: 13 11 14 crisis chat (8pm–12am only). Web: lifeline.org.au/crisis-chat/

- **Suicide Call Back Service**
  24-hour counselling and crisis support. Phone: 1300 659 467. Web: suicidecallbacks.org.au/

- **Kids Helpline**
  24-hour telephone counselling for kids, teens and young adults. Phone: 1800 55 1800. Online and email counselling available at various times. Web: kidshelpline.com.au

- **Mens Line Australia**
  24-hour telephone counselling for men. Phone: 1300 78 99 78. Online and video counselling available at various times. Web: mensline.org.au

- **Beyondblue**
  24-hour telephone support service. Phone: 1300 22 4636. Online chat (24/7) and support information. Web: beyondblue.org.au/support-service/chat

- **E-headspace**
  Online and telephone support and counselling for young people aged 12 to 25. Phone: 1800 650 890 Web: eheadspace.org.au

- **ReachOut**
  Online crisis and mental health information for young people 14–25 years. Web: ReachOut.com
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, Preceda and edit your personal details.

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.

- National Sexual Assault, Family and Domestic Violence Counselling Line
  24-hour qualified and experienced counsellors providing confidential support, information and referral to support services to assist those experiencing sexual assault or domestic violence. Phone: 1800 737 732.
- General practitioner or mental health professional
  If you have access to a GP, you can talk to them about feelings of distress. GPs are trained in mental as well as physical health and if you need further consultation, they can refer you to a relevant specialist such as a psychologist or psychiatrist.
First Level

Ground Level

Emergency assembly area
SPEAK UP. IT'S OK.

HELP IS ALWAYS AVAILABLE.

Contact: 9819 8815 OR 1800RESPECT respect@excelsia.edu.au

SEXUAL ASSAULT OR HARASSMENT IS NEVER OK.

000 EMERGENCY RESPECT. NOW. ALWAYS.