EXCELSIA
UNIVERSITY COLLEGE

Student Handbook

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STUDENT HANDBOOK

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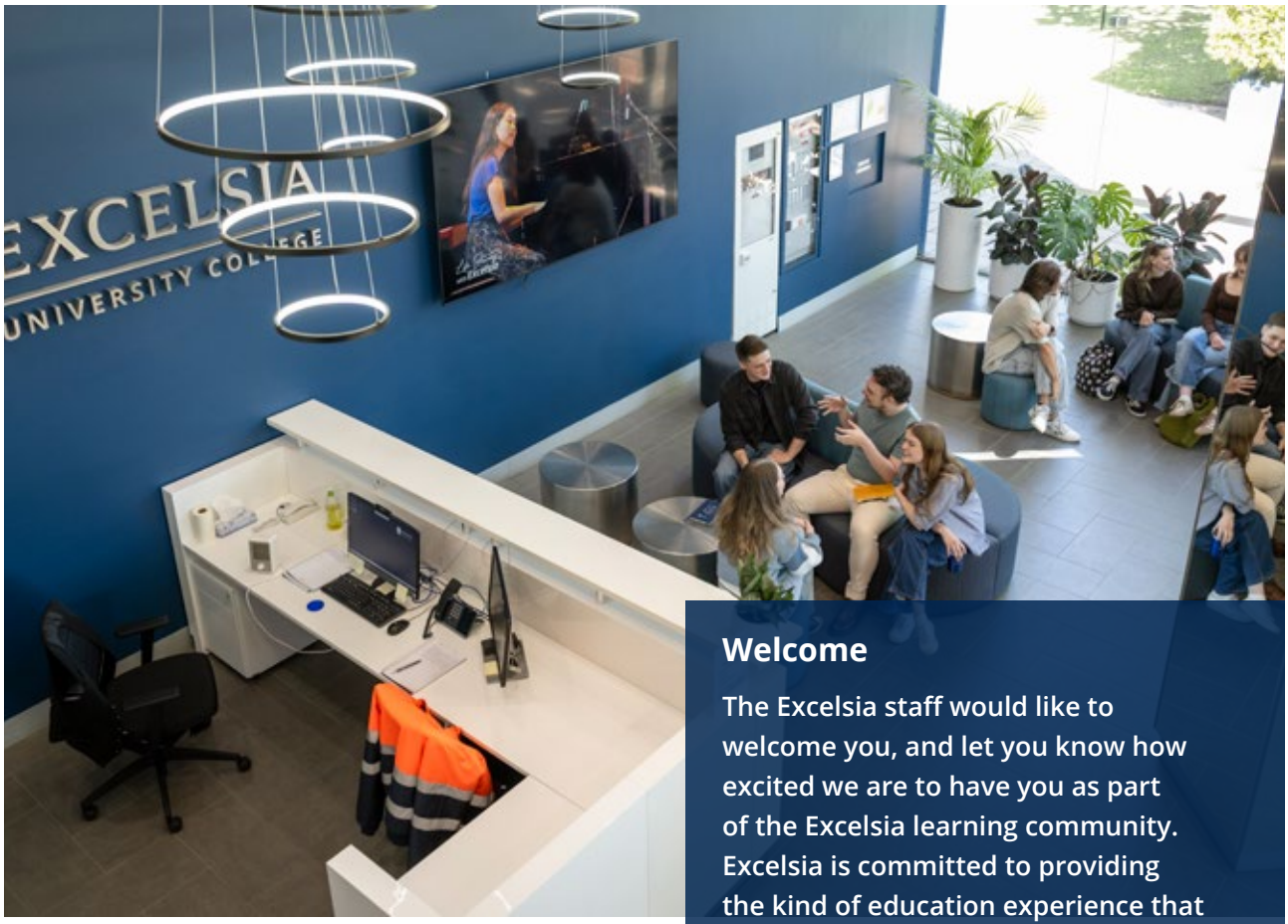
ABOUT US



Welcome

The Excelsia staff would like to welcome you, and let you know how excited we are to have you as part of the Excelsia learning community. Excelsia is committed to providing the kind of education experience that will transform your life and help you achieve your personal, professional and spiritual aspirations.

About Excelsia

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

Excelsia 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. The CCCU mission is to advance the cause of Christ-centred higher education and to help members transform their lives. Excelsia is also a member of 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.

STUDENT HANDBOOK

ABOUT US

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 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 abides by the following commitments with respect to curriculum and learning resources. Excelsia 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 are achievement of graduate attributes, student satisfaction, course completions and career relevance.

Ultimately, Excelsia'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 Learning and Teaching Goals

Our learning and teaching goals form our Learning and Teaching Plan. There are seven goals to support our mission as a higher education provider. You can read more about our Learning and Teaching Plan on our website.

GOVERNANCE AND LEADERSHIP

What We Believe

The Directors of Excelsia subscribe to the Excelsia 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'.

For more information about what we believe, including the Apostles' Creed and the Nicene Creed, refer to the Excelsia Constitution.

Board of Directors

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

The Academic Board oversees the educational mission of Excelsia 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. This Board communicates directly with the Board of Directors and, through the Provost, with academic staff.

Governance

Details are available on the website.

Academic Staff

Please see the website for a list of academic staff.

COURSES

Course Information

Excelsia offers you a suite of courses developed in consultation with leaders in their field. Excelsia will give you access to a vibrant, academically rigorous community.

Please see the website for a full list of courses offered.

Whether you are a coursework or a research student, it is your responsibility to be familiar with the general regulations and the specific regulations for your course.

Course Structure

The Course Structure Policy and Procedure in the Course Development, Management and Review Framework 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 Outlines

A course unit outline is an important document that outlines necessary information about a unit, including: the nature of the unit, the learning outcomes of the unit and their link to the Excelsia graduate attributes, how the unit is delivered and assessed, specific requirements a student must meet in order to complete the unit successfully, and information specific to the unit.

FEES

Tuition Fees

Tuition fees are payable each semester in advance. You can pay your fees in one of three ways:

a. Pay the full fees in advance to Excelsia, or
b. Pay the tuition fees for some of your enrolled units up-front and request a FEE-HELP loan for the tuition fees for the remaining units (eligible students only), or
c. Request a FEE-HELP loan to cover the full tuition fees (eligible students only).

For further information about FEE-HELP visit the Study Assist website.

Invoices are issued each semester for tuition fees, and **payment must be arranged by the end of Financial Check-in (Orientation Week).** In accordance with Excelsia policy, students who have not paid their fees, or taken a FEE-HELP loan, by the end of Financial Check-in will be restricted from accessing classes until financial arrangements have been made.

Students using FEE-HELP can check their account balances online, to see how much of the FEE-HELP limit they have used and the units for which they have incurred a FEE-HELP debt. Please note there is a delay between the time of incurring the debt and the record appearing on the website. If you have a query concerning your entitlement balances, you should contact the Assistant Registrar.

You can check your FEE-HELP balance through myHELPbalance. You will need either your CHESSN or USI, and your Student ID. These numbers appear on your Commonwealth Assistance Notice (CAN) sent to you by Excelsia.

Administration Fees

There are a few fees that may apply to you at some stage during your studies. For example, if you change your study choices the following fees may apply.

a. A Course Withdrawal Fee is payable if a new student withdraws from study between accepting a place in the course and the census date.
b. Throughout your studies you can vary your enrolment in course units, but a Late Variation to Enrolment Fee applies if you do this after classes commence. No variations to enrolments can be made after census date without financial penalty.

Refund Policy

In certain circumstances you may be eligible for a refund of prepaid tuition fees or the reversal of a FEE-HELP debt. The Refund Policy in the Financial and Administration – Student Framework sets out such circumstances and the details of the refund process.

Tuition Assurance

To protect you in the event that Excelsia ceases to provide a course of study in which you are enrolled and have prepaid your fees, Excelsia has tuition assurance provisions.

For more information visit the Tuition Protection Service.

Financial Assistance

Here are the main categories of assistance that may apply to you.

- Eligible students have access to an interest-free loan from the Commonwealth Government. FEE-HELP is a loan scheme that assists eligible students to pay their tuition fees. FEE-HELP can cover all or part of a student's tuition fees. When enrolled in a full fee-paying place, a 20% FEE-HELP loan fee applies to some undergraduate study. The loan fee does not count towards the HELP loan limit. The loan fee is applied to each unit of study. Refer to the Study Assist website for more information.
- Australian citizens and permanent residents can apply for student income support (Youth Allowance, Austudy or Abstudy) if they meet the eligibility criteria. Students needing to live away from home while studying at Excelsia may be eligible for a relocation scholarship and rent assistance.

IMPORTANT DATES

Census Date

Census date is the last date on which you can withdraw from a unit without incurring financial penalty (this excludes students withdrawing from their entire course of study – see the Refund Policy in the Financial and Administration – Student Framework for more information). If you withdraw from one or more units after the census date you will be liable for the full fees of the enrolled units, whether you pay them directly to Excelsia or defer payment through FEE-HELP. You cannot withdraw after the census date without incurring a fees debt.

However, if after the census date you become seriously ill, or other unforeseen circumstances over which you have no control result in you being unable to continue your studies, you can apply for special consideration using the Special Consideration Application form, which, if granted, could result in a refund of prepaid fees or a reversal of your 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 your control, and
- did not make their full impact until on or after the census date, and
- were such that they made it impractical for you to complete your study requirements.

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

Please see the academic calendars for the census dates applying to your course.

No Academic Penalty (NAP) Date

The No Academic Penalty (NAP) date is the last date on which you can withdraw from a unit without incurring academic penalty. If you withdraw from one or more units after the NAP date you will receive a WN (Withdrawn Fail) grade for each unit and this will be reported on your academic transcript, as well as count towards your 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.

Calendars and Timetables

Please see the website for your relevant academic calendar and course timetable.

DELIVERY METHODS

Excelsia 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 classes on campus. Others are delivered online. Excelsia is moving towards a blended delivery mode that includes online support for face-to-face delivery. The main types of units are below.

On-Campus Units

These units are offered face-to-face, with appropriate supplementary material available online.

Online Units

Learning and content are delivered wholly online through our learning management system (LMS) and associated platforms. Learning is facilitated by a qualified faculty member who 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 you 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 you would only be permitted to take two such studies in your course. You should talk to your 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 to the lecturer.
b. Lecturer draws up the unit requirements with demand hours equivalent to those of the unit offered in class sessions. This is submitted to the Vice-Provost (Academic) for approval.
c. Once approved, 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 or service under supervision.

Assessment generally involves both a Supervisor in the field and Excelsia's Placement Coordinator.

ADMISSIONS

General Information

To qualify for admission to one of Excelsia's accredited courses, you must meet the course admission requirements. In general, undergraduate admissions require evidence of completion of the Australian Year 12 examination or its interstate or overseas equivalent. Admission to some courses requires a minimum ATAR (Australian Tertiary Admissions Rank) score or equivalent ranking. Postgraduate admissions normally require completion of a qualifying undergraduate degree. Applicants with overseas qualifications may be admitted provided Excelsia accepts the applicant's qualifications as being the equivalent of the Australian qualification required for entry to the course. Excelsia uses the AEI-NOOSR Country Education Profiles Online to research overseas qualifications. The admission requirements for each course may be accessed from the Future Students page on the website.

Excelsia reserves the right to refuse the offer of a place to those applicants who have not fulfilled the published admissions requirements and may limit the number of places offered in any one course to those who achieve a particular published standard. In determining the eligibility of a student to access FEE-HELP Excelsia shall ensure that the student conforms to sections 104-1(1) and 104-5 of the *Higher Education Support Act 2003*.

If an applicant is granted conditional entry pending the fulfilment of admission requirements, their student status remains conditional until all requirements have been met. Specific conditions are detailed in the Offer Letter and Written Agreement issued to you.

Excelsia processes admissions in accordance with its Admissions Framework. If successful, the applicant is given an offer of a place. Once the place has been accepted further information will be provided about such matters as orientation, enrolment, credit applications and FEE-HELP.

Please note that only original documents or certified copies of original documents will be accepted as evidence of compliance with an admission requirement. Academic documents in languages other than English must be accompanied by a notarised English translation.

International Students

The admissions process for international students involves additional steps to comply with the Education Services for Overseas Students Act 2000 (ESOS Act) and legislative framework. For further details, please see the International Student section of our website.

Applicants whose qualifying studies were completed in a language other than English will normally be required to demonstrate English language proficiency as part of their admission requirements.

The required level of English language proficiency is published for each course as a minimum level of achievement in the IELTS test or its equivalent.

Admission as a Non-Award Student

Applicants may be admitted as non-award students to study individual units without being admitted into the accredited award to which the units belong. They would normally have to satisfy the prerequisites for the unit(s) and may be required to also satisfy the admission requirements for the accredited award. Attendance and assessment requirements apply to non-award studies, and students receive a grade on completion. Tuition fees for all units are published on the website, and there is no difference between fees for award or non-award studies. Non-award units are not covered by FEE-HELP. Non-award units may be articulated into the corresponding award once the student has been offered and taken up a place in the award.

Credit and Recognition of Prior Learning (RPL)

The Academic Board grants academic credit for equivalent studies completed with an approved higher education institution, and RPL (Recognition of Prior Learning) for learning achieved outside the formal education and training system. Credit or RPL awarded will depend on the extent to which such prior learning or study satisfies the outcomes of units in Excelsia's courses. The amount of credit granted is subject to the published maximum levels in the Admissions Framework. Certified copies of previous study transcripts are required for credit applications, while applications for RPL must be supported by documentary evidence of the learning outcomes claimed. The Head of School or the Registrar can assist with questions about credit and RPL.

Cross-institutional Study

With prior approval, a student may be permitted to enrol in a unit at another tertiary institution and, on satisfactory completion of that unit, have it counted towards an Excelsia course. This is known as cross-institutional study. Application for credit for cross-institutional study is one of the options on the credit application form.

Applications for credit and cross-institutional study are made to the Registrar using the Application for Credit. When applying for RPL credit, use the Application for Recognition of Prior Learning.

Applications should reach the Registrar by the end of Orientation to allow them to be processed during the first semester of study.

Applications submitted after the first semester of study may experience significant delays in approval, which could affect the course load requirements or the course completion date.

ADMISSIONS

Where credit granted to international students shortens the time needed to complete the course through full-time study, the Registrar's Office is required to report the new course duration and end date to the Department of Home Affairs through PRISMS.

Your academic advisors will indicate whether the application for credit is likely to be approved. Students should not enrol in units for which they expect to be given credit. The Assistant Registrar can help with advice in relation to enrolment.

Units that correspond substantially with units for which credit has been given cannot be undertaken. See the Admissions Framework for further details.

ENROLMENTS

Enrolment of Units

Enrolment involves the selection of units (subjects) for study in a semester. Enrolment for each semester at Excelsia begins with a pre-enrolment process, whereby the Registrar's Office pre-enrols you into your next sequence of units of study based on your individual progression through the course. You have the ability to either accept this enrolment or apply for a variation. It is your responsibility to ensure this is correct, so please check it carefully.

Variation to Enrolment

After your initial pre-enrolment in units for a given study period or semester, it is sometimes necessary to vary your enrolment by adding and/or withdrawing from units.

You can do this by making a Variation to Enrolment application, but with the following limitations:

- **Adding units**
  You can enrol in new units up until the end of the first week of the teaching period. After this time, you need to apply for special consideration to enrol in the unit, and this is up to the discretion of the Head of School. You must have evidence of compelling or compassionate circumstances in order to do this.
- **Withdrawing from units**
  You can withdraw from units at any time without financial penalty up until census date and without academic penalty up until NAP date. For overseas students however, there are limitations on this, as overseas students must maintain compliance with the *ESOS Act 2000* and the conditions of their student visa, which requires them to maintain a full-time load of study.
- **Credit points**
  It is important to ensure that you maintain enrolment in the necessary number of credit points each semester. For full-time and international students, this means that you MUST enrol in units to a total of 24 credit points. Failure to do so may jeopardise your enrolment, and for international students, can also jeopardise your visa status. If at any stage you need to reduce your study load to fewer than 24 credit points, you must seek approval to do so by completing the Reduced Study Load Request form. Evidence of compelling or compassionate circumstances must be provided.

For students who are on a scholarship, it is important that you also maintain a full-time enrolment, otherwise your scholarship funding may be cancelled.

If you need more information, please see your Course Coordinator or the Assistant Registrar.

Deferral and Leave of Absence

Before the commencement of your studies, if you have accepted the offer of a place, you may defer the commencement of your course. You can only request a deferral if you have not yet started any study in your course.

You can apply for deferral through the Deferral Request Form. If you are a domestic student, you may apply to defer the start of your course for up to two consecutive semesters. If you are an overseas student and you have had your visa approved and you have arrived on campus, you may apply to defer the start of your course for one semester. If you are an overseas student, you will need to provide evidence of compassionate or compelling circumstances in order for your deferral application to be approved.

After the completion of at least one semester of studies you may apply for leave of absence from the course using the Leave of Absence Request. If your course is two years or less, the maximum leave of absence you can request is one semester. If your course is more than two years in length, the maximum leave of absence you can take is two semesters. The Department of Home Affairs will only allow international students to take leave from study under very exceptional circumstances. For more information, see the Student Lifecycle Framework or contact the Registrar's Office.

Course Withdrawal

You must notify the Registrar's Office if you want to withdraw from your course, by using the Course Withdrawal Form. Withdrawal from your course should be carefully considered, and it is advisable that you first discuss this with your Course Coordinator or a member of the Student Success and Wellbeing team. Withdrawal from a course is final, so any decision to return to the course in the future will require a new application, approval of which is not guaranteed. A course withdrawal fee may apply, and refunds will be subject to the Refund Policy stipulated in your Offer Letter and Written Agreement and in the Financial and Administration – Student Framework.

PROGRESSION

Attendance

Class attendance and participation is critical for student success. As such, full attendance and participation in all classes is a clear Excelsia expectation, and you may fail a unit on the basis of inadequate class attendance and/or participation. Unless otherwise stipulated by your school, if you do not attend a minimum of 80% of all classes, you may be penalised with a fail grade, unless you provide evidence of compelling or compassionate circumstances.

Enrolment in a unit indicates your 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.

Please check your unit outlines carefully for the attendance regulations for each unit to avoid incurring academic penalties.

Assessment

The assessment of your performance in any unit is continuous or progressive and is determined at the end of the semester in which you complete the unit. Your grade for that unit is based on the total marks you have gained. Coursework units are assessed on the basis of varied tasks presented at different times during the semester. The lecturer assesses your assignments and gives you feedback. You must make a reasonable attempt at all your assessment tasks in order to qualify for a passing grade. If you do not submit all tasks, despite your overall mark you will fail the unit.

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 and ExO contain details, criteria and resources for each assessment task. You are encouraged to ask the lecturer any questions you 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 your course 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 vary to Excelsia'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. 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.

Assessment reform, results review and confirmation 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, academic staff prepare 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, assessment activities focus on consistent marking, and quality, timely feedback for students. A review 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 results review and confirmation aims to ensure final grades are complete and accurate to finalise grades.

This process is important because it quality-assures the results for each unit of study and confirms each student's final grade.

The marks and feedback from the last assessment task for a unit will not be available until final grades are confirmed. The Results Confirmation Committee identifies opportunities for improvement for units of study.

PROGRESSION

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

HD	High Distinction	85–100%	Outstanding level of achievement	4 GPA points
D	Distinction	75–84%	High level of achievement	3 GPA points
C	Credit	65–74%	Intermediate level of achievement	2 GPA points
P	Pass	50–64%	Adequate level of achievement	1 GPA point
PC	Conceded Pass	47–49%	A conceded pass is awarded to a student at the discretion of the School, which enables the student to pass the unit	1 GPA point
N	Fail	<50%	Inadequate level of achievement	0 GPA points
DNS	Fail – Did not submit		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	0 GPA points
S	Satisfactory		Required level of achievement in a unit assessed only on a Pass/Fail basis	No impact on GPA
CS	Conditional Satisfactory		Required level of achievement will be reached through the satisfactory completion of an extension unit	No impact on GPA
RP	Research Pass		Required level of achievement for research work assessed only on a Pass/Fail basis	No impact on GPA
WN	Withdrawn Fail		Student withdrew from unit after the final date for withdrawal without failure (NAP date)	0 GPA points
W	Withdrawn		Withdrawal without academic or financial penalty. This grade can only be issued by the Registrar	No impact on GPA
WNAP	Withdrawn – No Academic Penalty		Withdrawal without academic penalty after census date but before NAP date. Students are still financially liable for tuition	No impact on GPA
CR	Credit from Prior Learning		One or more of the normal requirements for completion of a course of study, has been waived due to current or prior formal study	No impact on GPA
RPL	Recognition of Prior Learning		One or more of the normal requirements for completion of a course of study, such as not having to complete a particular unit of study, has been waived due to current or prior informal and non-formal learning	No impact on GPA

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

X	Extra Work	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

PROGRESSION

The general standards that students must achieve to obtain various results are described in more detail in the Assessment Framework.

If there is an error in grading, students may appeal the result as per the Student Grievance Framework and using the Appeal of Assessment Grade form.

Assignment Submission

Details of assessment tasks and due dates are published in course unit outlines and on ExO. Written assignments are expected to conform to the protocols and standards set out in the Referencing Guide for Academic Writing.

Typed assignments should be submitted via ExO (Excelsia's Learning Management System) by 11:59pm on the due date. Assessments are checked through Turnitin (text-matching software) where provided.

Each assignment must be accompanied by an Assessment Title Page which declares the work is your own, submitted for the first time, and acknowledges your sources. It is your responsibility to keep a copy of each assignment.

Some tips that may help you as you work on your assignments:

- 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.

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

Extensions to Submission Deadlines

Excelsia requires all students to complete scheduled unit assessment requirements by the due dates set. If you submit your assignment later than the due date without an approved extension, 5% of the possible total mark is deducted for each day the assignment is late.

In general, you will only be granted an extension in circumstances for which you are not responsible, and which prevent you from completing an assessment task by the due date. There are four types of such circumstances:

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, the timing of which you have no control)
4. Unforeseen circumstances of a serious nature (beyond your control, for which you are not responsible, and which will prevent you from timely submission of an assessment task).

If you need an extension, complete the Application for Extension form before your assignment due date, which you should then present to your relevant lecturer for approval.

When submitting work, you should simply attach the approved Application for Extension to the front of the assignment. Extensions cannot be granted after the due date of the assessment. For further details, see the Extensions Policy and Procedure in the Assessment Framework.

Lecturer Feedback

Lecturers will return your assessed tasks to you as soon as possible after the submission date of the task. They will include in the returned task detailed written feedback indicating, against published criteria, why they awarded you the grade they did for the assessed task. Lecturers will also suggest how you could improve your future performance.

To comply with the *Privacy Act 1988* (Cth), lecturers will ensure that you receive feedback and grades only on your own assignment and that you do not have access to the work of any other student.

Academic Progress

The Academic Progress Monitoring and Intervention Policy and Procedure in the Student Learning Framework 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.

You are responsible for maintaining satisfactory progress in your course. Academic staff will observe your progress in each unit during the semester and can offer support to if you are at risk of not progressing satisfactorily. You may be at risk of failing a unit if you don't:

- 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 your credit point load in a semester. If a student fails to maintain minimum academic progress, they will receive an Unsatisfactory Academic Performance (UAP) notification at the end of semester. There are 3 levels of UAP notifications: Academic Warning,

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Academic Probation, and Show Cause. An Academic Warning is sent to students who have failed over 50% (but less than 100%) of their credit point load in a semester for the first time. If you receive an Academic Warning, you will be required to fill in the Academic Warning form, detailing what steps you intend to take to improve your academic performance. A student will be placed on Academic Probation when they: fail over 50% (but less than 100%) of credit point load in a semester for the second consecutive time; or fail 100% of credit point load in a semester for the first time; or fail the same compulsory unit for a second time. If you are placed on Academic Probation, you will need to follow the instructions and the conditions on the notification and pass all enrolled units in your next study period. A student will be sent a Show Cause Notification when they fail over 50% (but less than 100%) of credit point load in a semester for the third consecutive time; or fail 100% of credit point load in a semester for the second consecutive time; or fail a compulsory unit for a third time or more; or fail to meet previous Academic Probation conditions that have been placed on them. If you receive a Show Cause Notification, you will need to carefully read and follow the instructions on the notification, requiring you to fill out and submit a response on the SCN form. Your response will be assessed by the Vice-Provost (Academic). A decision will then be made as to whether you will be able to continue your course, with or without conditions, or be excluded. For more information about maintaining satisfactory progress in your course and Unsatisfactory Academic Performance (UAP) notifications, refer to the Student Learning Framework.

If you are an international student, you must maintain minimum academic progress as a student visa condition. If you are placed on Academic Probation, Excelsia will warn you that failure to achieve passing grades for all units in your probationary semester will result in you being reported to the Department of Home Affairs (DHA) as not meeting the course progression requirements. You will be warned that this will normally lead to the cancellation of your visa.

Activating Intervention Strategies

During semester, your lecturer will monitor your academic progress at the unit level.

If you don't maintain satisfactory progress in a unit during the semester, your lecturer will normally activate an early intervention strategy through discussion of the issues with you. Strategies might include arranging for you to attend a tutorial or study group or receive mentoring.

If you are still struggling, your lecturer will normally consult with the Head of School, who will work with you to provide the best opportunity for you to successfully maintain academic progress. Strategies here may include advising you 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 your 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.

End of Semester

At semester-end, students who fail over 50% of their credit point load are reported to the Learning and Teaching Committee as failing to maintain minimum academic progress. Such students will receive an Unsatisfactory Academic Performance notification outlining what steps they should take to improve their academic progress, and how they should respond to the notification.

This end-of-semester intervention strategy aims to warn you of the seriousness of the situation, and to highlight the need for you to access support services and work closely with staff to ensure you succeed in meeting the requirements of academic progress.

The Head of School may assign a case manager to monitor your progress and, where appropriate, encourage you to identify and address any personal issues that may be adversely impacting your academic progress. If you wish to take a leave of absence or apply to reduce your study load, you can discuss this with your Head of School.

If you received an Unsatisfactory Academic Performance notification, it will refer you to Excelsia's appeals processes and advise you that you are able to complete a Student Grievance Notification as outlined in the Student Grievance Framework within 20 working days.

In summary, Excelsia encourages open dialogue between staff and students at all times so that any problems and difficulties you have can be identified and overcome before they affect your course progression. Staff are required to document their monitoring and intervention strategies to ensure you receive the best possible assistance to achieve your study goals.

RESULTS

Transcripts and Results Summary

At the end of each semester you will be able to access a Results Summary for the semester through the Student Portal.

This record includes the results for previous semesters, and so builds to a complete study record. If you need an Official Transcript at any other time, please complete a Request for Transcript. There is a charge for this service, with details on the form.

GRADUATION

Excelsia's academic awards are conferred by the Excelsia Board of Directors. The Registrar's Office invites all graduates who have had their award conferred to the graduation ceremony to receive a hard copy of their testamur certifying their completion of the award as well as a signed and sealed transcript. Graduates who decline to attend the graduation ceremony will graduate in absentia and will be posted their testamur and academic transcript.

To be eligible to graduate, you must complete all academic and administrative requirements of your course to the satisfaction of the Academic Board, return all borrowed resources, and pay all outstanding fees owed to Excelsia.

Although Heads of School and the Registrar's Office will help you to fulfil course and graduation requirements, the ultimate responsibility for these matters rests with you.

Eligibility to graduate

A student is eligible to graduate from the award in which they are enrolled if they meet all of the following:

a. they have completed all course requirements as published in the course and unit information, including any assessment or administrative documentary requirements
b. there are no outstanding, interim or unresolved grades
c. no financial or in-kind debt is owed to Excelsia
d. all resources borrowed from Excelsia, including library books, are returned to Excelsia
e. there is no current suspension, exclusion or expulsion penalty on the student record
f. the student has supplied Excelsia with their valid Unique Student Identifier (USI)
g. the student has not already graduated from that award.

LEARNING RESOURCES

Learning Management System (LMS)

Excelsia provides course materials, assessment submission, and many resources for your learning via Excelsia's LMS, Excelsia Online (ExO). You are also given access to an Excelsia Office 365 account, which provides you with a student email, document creation and storage using Microsoft Office, and other applications for your use during your time at Excelsia. Orientation will include a session on these features. It is expected that you will use your Excelsia email address for all communication with staff during your study.

For any issues relating to ExO or any similar IT problems, please visit the online Helpdesk. If you are using the Helpdesk for the first time, you will need to go through a sign-up process. You can access this by clicking the 'Help' button in ExO. The Helpdesk also provides many useful articles to assist you with common queries.

Gordon Moyes Library

The Gordon Moyes Library provides full academic services for students and staff, both on campus and remotely. The Excelsia library home page has all the links you will need to access the resources of the library including the electronic resources. The library has physical items and full text electronic books, as well as many electronic databases which will assist you to find reliable articles for your research. All library resources are accessible via Summon.

The library is staffed 9am to 5pm, Monday to Friday, but remains open (unstaffed) until 10pm, and is open 9am to 6pm on Saturday. The Excelsia campus, including physical access to the library, is not accessible on Sundays. The library staff can assist you to locate relevant materials, including book and journal articles, as well as assist you with searching the databases

and with the referencing in your assignments. The library has printing and photocopying facilities as well as group study rooms and computing facilities.

As a student, you are registered as a library borrower upon enrolment, and you are entitled to borrow library materials and books for 7 or 14 days (depending on the nature of the material). 7-day loans are high demand items and cannot be renewed. External (i.e. online only) students may borrow material for 21 days. Books can be posted out to external students if necessary.

You are responsible for returning all borrowed materials to the library.

You are encouraged to register 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.

https://www.sl.nsw.gov.au/join

You are responsible for obtaining your own textbooks required for your course.

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 texts if they are available electronically via Summon.

Summon is software that will allow you to search for library resources across all platforms including the library catalogue, electronic books and electronic databases. It is available via the Excelsia Library home page or via the link below: https://excelsia.idm.oclc.org/login?url=https://excelsia.summon.serialssolutions.com

Summon saves time in searching for resources and allows you to find a wider range of material.

You will be sent a password to your Excelsia email address and this password along with your student number will allow you to access the electronic resources when you are off campus. This password will also allow you to register and use the printers.

Your school will advise you where you can purchase the books you need. Please contact the library at library@excelsia.edu.au or phone

STUDENT AND ACADEMIC CODE OF CONDUCT

us on 02 9000 9636 for further assistance.

Academic and Personal Conduct

The Student Code of Conduct sets out Excelsia's expectations of students with respect to their academic and personal conduct, and outlines Excelsia's responsibilities to students.

Academic Integrity

Excelsia believes that excellence in teaching and learning can be achieved only in an intellectual environment where academic integrity is highly valued and carefully upheld.

You act with academic integrity when you:

- acknowledge where the information you use for your assignments comes from
- sit your own exams and submit your own work
- report your research findings accurately
- comply with copyright and privacy laws when you use information
- act ethically, doing the 'right thing', even when you are in a difficult situation.

You breach academic integrity when you:

- plagiarise, i.e. submit work that is not your own without acknowledging, citing, or referencing the original author. This includes when you use generative AI such as ChatGPT without permission from your lecturer
- work with or share your work with others on an assignment that is meant to be an individual piece of work. This is known as collusion
- cheat on your exams
- get another person to do your exam or assignment or part of your exam or assignment
- submit an assignment that has already been assessed, for another assessment, for example, submitting a report that you were graded on in a first-year class as part of your work in a third-year class
- fabricate information, including a source of data
- upload your assignments or assignment questions to an third-party website, such as Course Hero.

When you breach academic integrity at Excelsia, depending on how severe the breach is, you might:

- have your mark downgraded
- be required to resubmit the assignment
- be given a written warning
- be required to attend academic counselling
- fail the assignment
- fail the unit
- be suspended
- be put on probation
- be issued a Show Cause as to why your enrolment should not be terminated.

More information about plagiarism, unauthorised use of generative AI, collusion, and other breaches of academic integrity is available during orientation, on the Library Page, and in the Academic Integrity Framework. The Framework defines academic integrity, sets out penalties, and provides links to helpful guidelines. The Academic Style Guide includes detailed guidelines for correctly referencing your assignments.

Personal Liability

- **Personal property.** You are responsible for your personal property at all times. Excelsia takes no responsibility for any personal property and is not liable for any loss of or damage to students' personal property (including bicycles, motor vehicles, musical instruments, personal computers and mobile phones).
- **Private health insurance.** International students are required to have private health insurance for the duration of their studies. Excelsia recommends that students who are not covered by Medicare and not studying on a Student Visa (subclass 500) to consider private health insurance.
- **Professional indemnity insurance.** Students in some courses will require professional indemnity insurance in order to undertake supervised practice placements. Check with your Head of School to see whether professional indemnity insurance is needed.
- **Prohibited employment declarations and employment screening**. If you are considering a course that prepares you for a profession involving the teaching or care of children, the sick, or other people in vulnerable positions, you should be aware that prospective employers, accreditation and registration bodies and agencies providing clinical placements, internships or professional practice may require you to submit a Prohibited Employment Declaration and give consent to employment screening before they employ you, agree to host a placement for you or register you to practice. Excelsia advises all Master of Teaching and Bachelor of Early Childhood Education students to have a Working with Children Check at the commencement of their course.

WORK HEALTH AND SAFETY (WHS)

Excelsia is committed to ensuring the health, safety and welfare of our students and others at our campus (Work Health and Safety Framework). We seek to achieve this by working in consultation with the Excelsia community to:

- identify hazards 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 study and a safe work and study environment are maintained
- information, instruction, training and supervision are provided to ensure the health and safety of everyone in our community.

Student safety and security is a high priority for Excelsia. Excelsia encourages you to act positively and responsibly to enhance your 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 Excelsia 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 Excelsia on fully lit suburban roads.
2. The car park is within the Excelsia 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 student ID card, and are alarmed after specific times at night (see Security, page 23).
5. Offices are locked after hours to minimise any attractiveness to potential intruders.

All students and staff 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.

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 students will be required to complete the WHS Training at orientation to ensure that they receive vital information pertaining to their health and safety.

First Aid Room

The First Aid Room is located on level 8 (room 8.15). This room is provided for students and staff 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 Innovation Centre, library, staff area, and the First Aid Room. Ice packs are available through Student Services in the Innovation Centre.

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 Excelsia website, within 24 hours.

If you identify a potentially hazardous situation at Excelsia, complete the online Hazard Log form, available on the Excelsia website.

The Incident Reporting Procedure and the Hazard Reporting Procedure are located in the Health and Safety Framework.

Sexual Assault and Sexual Harassment

Excelsia 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 member, Excelsia 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 Excelsia 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 CAPA has developed supplementary risk assessment statements addressing the particular physical challenges that are inherent in dramatic art training. This School prioritises the development of essential risk-management skills that minimise potential injury. Extracts follow.

School of CAPA

Some units of study involve physical challenges which are an inherent part of dramatic art training. Staff in the School of CAPA place a very

WORK HEALTH AND SAFETY (WHS)

high priority on the development of essential risk-management skills that minimise potential injury.

If you are a dramatic art student, you will be taught safe physical theatre principles as lifelong learning skills and are expected to apply them in your classes.

It is your responsibility to alert the lecturing staff to any physical weakness or injury before commencing a dramatic art class. You undertake all class activities at your own risk. As a dramatic art student, you will be 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. You will be removed from a class activity or performance if it is perceived that you present a potential risk to yourself and/or others.

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

Due to the physical nature of dramatic art training, the School of CAPA 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 whilst ensuring student privacy and confidentiality is maintained.

Dress standards appropriate to pre-professional training are enforced by the School of CAPA for all practical dramatic art 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. First aid kits are located in the Innovation Centre, library, staff area, and the First Aid Room. Ice packs are available through Student Services in the Innovation Centre on level 8 (room 8.15).
2. Notify a first aid officer. If necessary, the first aid officer will call an ambulance.
3. Within 24 hours of the incident complete an Incident Report.

Critical Incidents

In addition to Excelsia responsibilities under the *Workplace Health and Safety Act 2011* (Cth), Excelsia has a particular duty of care to students who, during their studies, experience a critical incident. The National Code 2018 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 Excelsia 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.

Excelsia is responsible for ensuring appropriate planning and infrastructure is in place to ensure the provision of all necessary support services to you 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 Framework outlines Excelsia'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.

Children on Campus

Excelsia acknowledges that due to unforeseen or exceptional circumstances, 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 Excelsia. A family room is available on level 8 (room 8.15) for attending to the needs of infants (e.g. nappy changing, feeding). Children should not be left unattended in this room. All children must remain with a guardian or parent at all times.

Security

Security around Excelsia is everyone's responsibility. Access to the building is via your student ID card. You will be issued with an ID card at commencement of your studies. ID cards need to be returned to the Finance Department at the end of your time at Excelsia. A charge of $50 will be incurred if your ID card is lost and needs replacing.

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

Monday to Friday: 5:30am to 10pm

Saturday: 7:30am to 7pm

WORK HEALTH AND SAFETY (WHS)

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 Excelsia 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 people on campus 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 Excelsia to investigate. A charge-out cost will be recovered from the person setting off the alarm. Students must use their Student ID card to access all rooms.
- The alarm can be extended if there is a need to stay past opening hours, for example, during dramatic art productions, subject to prior approval from the Facilities 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.

STUDENT HANDBOOK

HELP DESK

Academic Enquiries

Assessment requirements ..... Lecturer
Attendance requirements ..... Lecturer/Head of School
Leave of absence ..... Registrar's Office
Course transfer ..... Head of School
Credit and RPL ..... Head of School/Registrar's Office
Course requirements ..... Head of School/Registrar's Office
Appeals about assessment ..... Lecturer/Head of School/Vice-Provost (Academic)
Late assignment ..... Lecturer/Head of School
Professional experience (Counselling) ..... Counselling Placement Coordinator
Professional experience (Education) ..... Education Professional Experience Coordinator
Professional experience (Social Work) ..... Social Work Placement Coordinator
Special consideration ..... Head of School/Course Coordinator
Study skills/tutorials ..... Student Success and Wellbeing
Subject choices ..... Head of School
Transcripts and Results Summaries ..... Registrar's Office
Variation to enrolment ..... Head of School/Registrar's Office
Withdrawal from course ..... Head of School/Registrar's Office

Administrative Enquiries

Austudy, Abstudy, Youth Allowance ..... Registrar's Office
Change of personal details ..... Registrar's Office
Fee payments ..... Accountant
FEE-HELP ..... Registrar's Office
Immigration matters ..... Registrar's Office
Invoice queries ..... Finance and Accounts Manager
Student ID cards ..... Registrar's Office
Timetable queries ..... School Administration

Other Support

Disability support ..... Student Success and Wellbeing
Career mentoring ..... Student Success and Wellbeing
Email assistance ..... Excelsia Help Desk
Pastoral care ..... Director of Mission
Personal counselling ..... Student Success and Wellbeing
Student grievances ..... Registrar's Office
Student Representative Council (SRC) requests ..... Student Life Coordinator
Upcoming performance queries ..... Excelsia Website/School Administration
ExO assistance ..... Excelsia Help Desk
Campus ministry and Christian community events ..... Director of Mission

STUDENT SUPPORT

Discrimination, Harassment and Bullying

Excelsia is committed to maintaining a work and study environment which is free from discrimination and harassment for members of the Excelsia community. Students and staff are expected to respect the rights of others. Excelsia 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 Excelsia's Integrity and Respect Framework, which outlines Excelsia's No Harassment and Discrimination Policy and No Bullying Policy.

Public Liability

Excelsia's public liability insurance, subject to policy terms, conditions and exclusions, extends to:

- students whilst undertaking an approved Excelsia course. The insurance covers a student for any loss in relation to which it is proven that Excelsia was negligent.
- all premises and locations Excelsia may use in conjunction with the delivery of educational programs to its students. This insurance cover extends to any place in which an approved off- campus activity is conducted.

Excelsia's public liability insurance does not extend to students' homes or other places of study, or any other place a student may wish to visit while studying.

Student Success and Wellbeing

The Student Success and Wellbeing (SSW) team seeks to be an oasis of support that provides students with services for their academic and personal flourishing. Working with schools, SSW aims to enhance the student experience through a range of services from a team dedicated to their success. All services are free of charge.

In the busyness and stress of life and study, the SSW team also aims to be a source of comfort and care. They provide relevant and best practice workshops, skills development and advice. Students will find our staff approachable and relational in all activities, meetings and conversations.

Appointments for all services can be requested on the Student Support page of ExO.

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 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 5 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.

Confidentiality

Counselling records are confidential and separate from academic records. Only in the rare instance, in which an individual may present a threat to harm themselves or others, may counselling information be released without the student's signed, written permission, and then only to the extent necessary to protect the student or other persons in danger.

Scheduling Appointments

Students may schedule appointments with a counsellor through the Student Support page on ExO. Walk-in appointments are accepted only if a counsellor is available, or in the case of an emergency. There may be graduate interns providing counselling services. Graduate interns are held to the same level of ethics and professionalism as professional counselling staff.

Director of Mission

The Director of Mission can provide pastoral care support to any student, and is able to provide Christian spiritual guidance to support. The Director of Mission is available to meet with students to listen, to love, and to provide care, guidance, support and advocacy. The Director of Mission is concerned with the holistic wellbeing of the Excelsia community, acting both reactively and proactively to ensure each person feels their worth as an image bearer of God. The Director of Mission oversees activities that lead individuals to become more like Christ, and seeks to shape Excelsia to further reflect the heart of God.

The provision of pastoral care supports an environment conducive to study as well as personal and spiritual growth.

Contact the Director of Mission on 9819 8815.

Academic Skills Support

The core aim of Excelsia is student success. The Student Success and Wellbeing team ensures this operation is successful through a range of academic support activities. You will be referred to the SSWC if a faculty/school staff member deems it necessary for your academic growth. You can also sign up for activities and workshops that will help you achieve academic excellence.

Academic Skills Consultation

You can request an individual consultation with the Academic Skills

STUDENT SUPPORT

Advisor to develop a strategy for your academic success and assist with academic difficulties. If you are on academic probation or identified as at risk of failure, you will be referred to Student Success and Wellbeing by schools/programs as per their intervention strategy.

Online Academic Support
Excelsia has a range of online platforms and services to help you to succeed in your academic work. These include fast feedback on assessment drafts and tips for improvement before you submit. See the ExO Academic Resources for Students page for details.

Academic Skills Workshops
Various workshops focused on academic skills are conducted throughout the year and aligned with the rhythms of Excelsia academic needs. These workshops are aimed for groups of 10–20 students and participant numbers are increased as needed.

At risk students may be referred to the workshops for their academic requirements but some may wish to opt in to increase their academic potential.

English Language Support

Student Success and Wellbeing offers the development of language proficiency and assists you in meeting Excelsia's English language requirements. If you are an overseas student who has achieved the required IELTS scoring, you may wish further language support in addition to your academic requirements. The SSW team desires to journey with you and provide support to ensure your language skills keep up with academic demands.

English Language Skills Consultation
You can request an individual consultation with the English Language Teaching Advisor to develop a strategy for your English language success. Students on academic probation or students identified as being at risk of failure will be referred to Student Success and Wellbeing by schools/programs as per their intervention strategy. Students may also be referred to the English Language Advisor after a consultation with the Academic Skills Advisor. The outcome of your consultation will determine which program you enter.

Speaking/Presentation Workshops
Being able to confidently speak and present material in front of an audience when English isn't a first language can be daunting.

Speaking/Presentation workshops are aimed at reducing presentation anxiety and building confidence through a range of fundamental skills to carry you beyond your studies and into your career. At risk students may be referred to the workshops for their academic requirements but some may wish to opt in to increase their academic and English-speaking potential.

Career Advice

Excelsia desires all students to succeed beyond their studies and achieve fulfilling employment and careers. The Career Service supports Excelsia's mission, to benefit the world by preparing graduates to lead in a range of professions, by helping establish career pathways and goals. You may request a consultation with the Career Advisor to receive individualised support and information on the next steps in your desired career. Excelsia also provides career support, opportunities, and networking through the Prosple platform.

Disability Support

If you are a student with disability, the Disability Advisor is accessible in the Student Success and Wellbeing team should you need assistance. The Advisor journeys with you during your studies to increase your skills, independence, personal growth and development through the provision of active support and your enhanced participation as a valued member of the Excelsia community. Please note Excelsia is not required to make adjustments based on disability needs where there is evidence that doing so would impose unjustifiable difficulty on Excelsia.

Indigenous Support

The Indigenous Support Advisor functions to increase the wellbeing of First Nations students studying at Excelsia. The Advisor provides support for First Nations community members through regular contact, and liaison between staff and the Excelsia community. First Nations students receive advocacy, assistance and guidance in conjunction with necessary external First Nations services and activities within Excelsia.

Student Representative Council

The Student Representative Council (SRC) is an elected body representing students' interests and promoting activities that benefit the Excelsia community. Students, including international students, elect student representatives who will work closely with Excelsia to articulate and implement a vision for enhancing student wellbeing and resolving issues of concern whenever they arise. When you raise with the 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 Life Coordinator. 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 Director of Learning and Teaching.

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

STUDENT SUPPORT

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 department as available points of contact for discussing matters of concern
- accurately representing the views of all students at Excelsia regardless of personal beliefs and/or opinions
- using established departmental channels of communication (e.g., meetings with Heads of School, department forum, etc.) to receive and relay information
- becoming familiar with and abiding by Excelsia policies and procedures
- contributing to the decision-making process on matters before the SRC
- respecting student and staff confidentiality where appropriate
- actively participating in Orientation, Open Days, retreats and other community events throughout the year
- promoting the profile of Excelsia within the internal and external community.

Community Gatherings

Staff and students meet together weekly for The Gathering, 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 given out there.

Privacy

Excelsia complies with the Australian Privacy Principles set out in the *Privacy Act 1988* (Cth) in respect to students' personal information. These principles are designed to protect your privacy.

To gain access to your personal information held by Excelsia, complete the Student Request for Access to Own Personal Information form, and submit it to Student Services who will arrange for you to have supervised access.

Student Grievances

The creation and maintenance of a harmonious environment which encourages study and personal development is an important part of Excelsia's mission. We recognise that problems and grievances may arise and Excelsia is committed to ensuring that these are resolved promptly in a fair and equitable manner. The Student Grievance Framework has been developed to enable students and applicants to appeal the decisions made by lecturers or committees that affect their status or academic progress.

National Student Ombudsman (NSO)

The NSO works with students to resolve complaints about the actions taken by their higher education provider. Their services are available to all students. Further details are available from https://www.nso.gov.au/

Copyright

Excelsia, as a higher education provider, holds a Copyright Licence (No. 3063) to enable the reproduction of copyright materials for educational purposes. Excelsia does not authorise or allow any infringing reproductions of copyrighted material on any of its equipment. It is your responsibility to ensure that any reproductions you make do not infringe copyright. Infringement of copyright is a crime that attracts very large fines. As a student, you will not infringe copyright if you use material for research or study, provided that your use is fair.

If you are reproducing text or printed music from a hard copy edition of 10 or more pages, the *Copyright Act 1968* (Cth) deems that it is fair 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 fair 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 Education Copyright Basics from the Australian Copyright Council. 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. You are not authorised to use these materials for purposes other than your own study and development and you may not give course materials to others not enrolled in the course.

FACILITIES

General Information

In addition to computing facilities, access to the internet is provided on the Excelsia campus through wireless broadband. Computing, printing and photocopying facilities are available for all students in the library, and specialist computer labs service the School of CAPA. Other facilities include performance and studio spaces for the arts, Production Studio, a professional counselling centre (Wellness Centre) on level 11, lecture rooms and teaching spaces of various configurations, an Innovation Centre on level 11 which houses the Registrar's office team, Student Wellbeing and Success team and representatives from the Finance, Placement and IT team. The campus also has meeting rooms, student spaces, multi-faith prayer room, Chapel, Family and First Aid Room, and secure undercover car park. Technical facilities and resources supporting each of Excelsia's courses are continually updated and expanded.

On Campus

- You are expected to dress neatly, and your 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.You 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 on Silent mode during class sessions. You should not attempt to access social media during class sessions. If you, after fair warning, are not appropriately attending to, and participating in, classroom learning activities, staff have the authority to ask you to leave the class and record you 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 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 has a Smoke-free Environment policy located in the Health and Safety Framework. Smoking (including vaping), drinking alcohol, and consuming illegal drugs are prohibited in all Excelsia premises and vehicles.
- Noise is a major work health and safety issue. Hearing loss is permanent. Excelsia ensures that appropriate risk control measures are taken when noise levels at Excelsia 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 Excelsia car park is free but you must pre-book your parking spot using Excelsia's booking system as parking spots will be on a first come, first served basis. Student parking is on levels 5 and 6 of the carpark. Ensure when parking on campus that you park within the marked parking lines only. Excelsia is not liable for any damage, including theft, to your car while parked on campus.

Changing Your Personal Details

It is your responsibility to notify Excelsia of any change of name, address, or contact details during your study. Just fill in a Change of Personal Details form which will forward your request to the Registrar's Office.

FEEDBACK

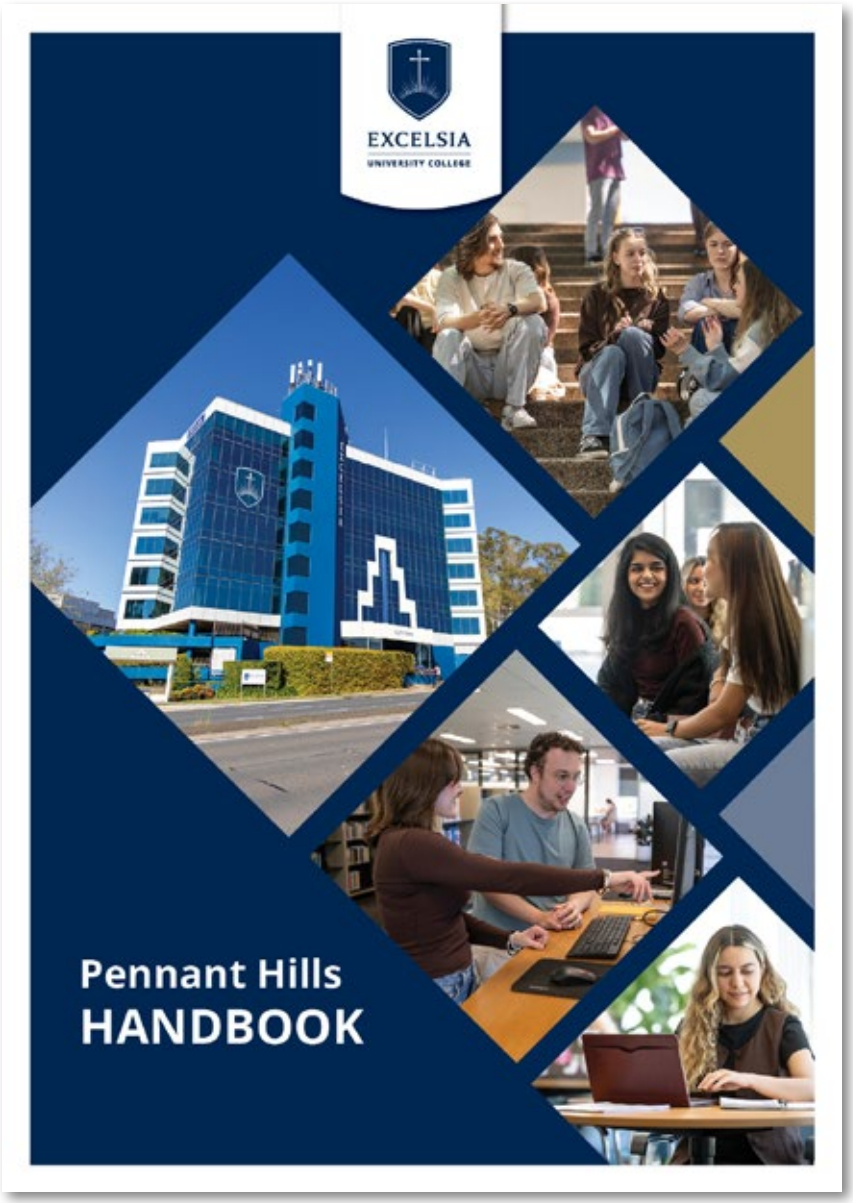
General feedback can be provided by you at any time via the online feedback form in ExO. Your opinion is important to us and we value both positive and constructive feedback so that we can continue to improve Excelsia and your experience with us.

At the conclusion of every unit of study you are also asked to complete an anonymous online evaluation of your learning experience in that unit. Your evaluations are very valuable in assisting us to aim for continuous improvement in all aspects of teaching and learning. At the end of your course you will be invited to complete a survey reflecting on your whole study experience in the course and exploring your suggestions for improvement. Through your input into these kinds of surveys you will become a valuable part of our efforts to provide you and future students with the best possible educational experience.

STUDENT HANDBOOK

MAPS

Maps are available from our Pennant Hills Handbook



SEXUAL ASSAULT OR HARASSMENT IS NEVER OK.

SPEAK UP. IT'S OK.

HELP IS ALWAYS AVAILABLE.

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

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EMERGENCY

RESPECT.
NOW.
ALWAYS.

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