

SECTION THREE

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ADMISSION

Students who wish to enter in an undergraduate or postgraduate coursework program enrol through one of the Member Institutions of the Sydney College of Divinity. Every admission application to these awards is forwarded by the Member Institution to the Student Administration Committee for approval under guidelines set down by the Academic Board.

Applications for admission to the research degree programs are sent to the Director of Research in the Office of the Dean, and are processed by the Research Committee under guidelines set down by the Academic Board.

For undergraduate courses, normal entry is determined on the basis of academic merit – a completed Higher School Certificate (HSC), or equivalent, and the Australian Tertiary Admission Rank (ATAR) or equivalent (University Admission Index (UAI), Tertiary Entrance Rank (TER), Overall Position (OP), Grade Point Average (GPA)), as well as an appropriate IELTS score for overseas students.

For postgraduate courses, normal entry is determined on the basis of completed accredited undergraduate and/or postgraduate study and GPA, depending on the course being considered, as well as an appropriate IELTS score for overseas students.

The entry details for each of the SCD courses are set out in the following table.

Course being Entered	Entry Requirements
Diploma of Theology	<ul style="list-style-type: none"> • Satisfactory completion of Year 12 in the Australian school system, or its equivalent, with English Proficiency ¹; or • Mature Age ² admission for those who have reached the age of 21, with English Proficiency ¹, or • Special Entry ² admission, with English Proficiency ¹ • In addition, Overseas students ³ must be at least 18 years of age, must have an IELTS (or equivalent) of 6.0 or greater and with no score less than 5.5 in each band of the test OR have been awarded a Certificate of Completion for the Upper Intermediate 2 Level English for Theology from Australian Onsung International College, and may only enrol in full time courses and cannot complete such courses by more than 25% distance or online learning.
Diploma of Christian Studies	<ul style="list-style-type: none"> ▪ Satisfactory completion of Year 12 in the Australian school system with an Australian Tertiary Admission Rank (ATAR) of 72.5 or above, or its equivalent (eg, OP = or <13) , with English Proficiency ¹; or ▪ Mature Age ² admission for those who have reached the age of 21, with English Proficiency ¹, or ▪ Special Entry ² admission with English Proficiency ¹

	<ul style="list-style-type: none"> ▪ In addition, Overseas students ³ must be at least 18 years of age, must have an IELTS (or equivalent) of 6.5 or greater and with no score less than 6.0 in each band of the test OR have been awarded a Certificate of Completion for the Advanced 1 Level English for Theology from Australian Onsung International College, and may only enrol in full time courses and cannot complete such courses by more than 25% distance or online learning.
Associate Degree of Christian Thought and Practice	<ul style="list-style-type: none"> ▪ Satisfactory completion of Year 12 in the Australian school system with an Australian Tertiary Admission Rank (ATAR) of 72.5 or above, or its equivalent (eg, OP = or <13) , with English Proficiency ¹; or ▪ Mature Age ² admission for those who have reached the age of 21, with English Proficiency ¹, or ▪ Special Entry ² admission with English Proficiency ¹ ▪ In addition, Overseas students ³ must be at least 18 years of age, must have an IELTS (or equivalent) of 6.5 or greater and with no score less than 6.0 in each band of the test OR have been awarded a Certificate of Completion for the Advanced 1 Level English for Theology from Australian Onsung International College, and may only enrol in full time courses and cannot complete such courses by more than 25% distance or online learning.
Bachelor of Theology	<ul style="list-style-type: none"> • Satisfactory completion of Year 12 in the Australian school system with an Australian Tertiary Admission Rank (ATAR) of 72.5 or above, or its equivalent (eg OP ≤ 13), with English Proficiency ¹; or • Mature Age ² admission for those who have reached the age of 21, with English Proficiency ¹, or • Special Entry ² admission, with English Proficiency ¹ • In addition, Overseas students ³ must be at least 18 years of age, must have an IELTS (or equivalent) of 6.5 or greater and with no score less than 6.0 in each band of the test OR have been awarded a Certificate of Completion for the Advanced 1 Level English for Theology from Australian Onsung International College, and may only enrol in full time courses and cannot complete such courses by more than 25% distance or online learning.
Bachelor of Theology (Korean medium)	<ul style="list-style-type: none"> • Satisfactory completion of Year 12 in the Australian school system with an Australian Tertiary Admission Rank (ATAR) of 72.5 or above, or its equivalent (eg OP ≤ 13), with English Proficiency ¹; or • Satisfactory graduation of High School in Korea at a level

	<p>that would gain admission to a university, or</p> <ul style="list-style-type: none"> • Mature Age ² admission for those who have reached the age of 21, or • Special Entry ² admission • In addition, Overseas students ³ must be at least 18 years of age, and may only enrol in full time courses and cannot complete such courses by more than 25% distance or online learning.
Bachelor of Theology (Honours)	<ul style="list-style-type: none"> • Satisfactory completion of the Sydney College of Divinity BTh or joint BTh degree within the last five years and with a grade point average of 2.7 in the coursework and 3.0 in the area of specialisation, with English Proficiency ¹; or • hold equivalent qualifications from a university or other tertiary institution, with English Proficiency ¹ • In addition, Overseas students ³ must be at least 18 years of age, must have an IELTS (or equivalent) of 7.0 or greater in all bands of the test and may only enrol in full time courses and cannot complete such courses by more than 25% distance or online learning.
Graduate Certificate in Arts	<ul style="list-style-type: none"> • Satisfactory completion of a three-year bachelor award or equivalent in any discipline, with English Proficiency ¹. • In addition, Overseas students ³ must be at least 18 years of age, must have an IELTS (or equivalent) of 7.0 or greater in all bands of the test and may only enrol in full time courses and cannot complete such courses by more than 25% distance or online learning.
Graduate Diploma of Arts	<ul style="list-style-type: none"> • Satisfactory completion of a three-year bachelor award or equivalent in any discipline, with English Proficiency ¹. • In addition, Overseas students ³ must be at least 18 years of age, must have an IELTS (or equivalent) of 7.0 or greater in all bands of the test and may only enrol in full time courses and cannot complete such courses by more than 25% distance or online learning.
Master of Arts	<ul style="list-style-type: none"> • Satisfactory completion of a three-year bachelor award or equivalent in any discipline, with English Proficiency ¹; or • Satisfactory completion of a Vocational Graduate Certificate (provisional admission ²) or Vocational Graduate Diploma, with English Proficiency ¹; or • Professional entry ⁴ admission with English proficiency ¹.

	<ul style="list-style-type: none"> In addition, Overseas students ³ must be at least 18 years of age, must have an IELTS (or equivalent) of 7.0 or greater in all bands of the test and may only enrol in full time courses and cannot complete such courses by more than 25% distance or online learning.
Master of Divinity	<ul style="list-style-type: none"> Satisfactory completion of a three-year bachelor award or equivalent in any discipline, with English Proficiency ¹. In addition, Overseas students ³ must be at least 18 years of age, must have an IELTS (or equivalent) of 7.0 or greater in all bands of the test and may only enrol in full time courses and cannot complete such courses by more than 25% distance or online learning.
Master of Theology	<ul style="list-style-type: none"> Satisfactory completion of a Bachelor of Theology or equivalent, with English Proficiency ¹. In addition, Overseas students ³ must be at least 18 years of age, must have an IELTS (or equivalent) of 7.0 or greater in all bands of the test and may only enrol in full time courses and cannot complete such courses by more than 25% distance or online learning.
Master of Arts (Honours)	<ul style="list-style-type: none"> Satisfactory completion of a four year Bachelor (Honours) or equivalent with results at Class II or better, with English Proficiency ¹; or Satisfactory completion of an SCD Master of Arts with a grade point average of 2.8 or better and including the Research Essay at distinction level, with English Proficiency ¹; or Qualifications from another university or tertiary institution deemed by the College to be equivalent to those above, with English Proficiency ¹; In addition, Overseas students ³ must be at least 18 years of age, must have an IELTS (or equivalent) of 7.0 or greater in all bands of the test and may only enrol in full time courses and cannot complete such courses by more than 25% distance or online learning. <p>The SCD may decline to accept a candidate if it cannot offer supervision in his or her proposed field of research.</p>
Master of Theology (Honours)	<ul style="list-style-type: none"> Satisfactory completion of an SCD Bachelor of Theology (Honours) with results at Class II or better and have

	<p>achieved a credit level of attainment in an appropriate area of study or areas of study considered by the Research Degree Committee to be acceptable for the purpose of proceeding to a Master of Theology (Honours) , with English Proficiency ¹; or</p> <ul style="list-style-type: none"> • Satisfactory completion of an SCD Master of Theology with a grade point average of 2.8 or better and including the Research Essay at distinction level, with English Proficiency ¹; or • Qualifications from another university or tertiary institution deemed by the College to be equivalent to those in above, with English Proficiency ¹; • In addition, Overseas students ³ must be at least 18 years of age, must have an IELTS (or equivalent) of 7.0 or greater in all bands of the test and may only enrol in full time courses and cannot complete such courses by more than 25% distance or online learning. <p>The SCD may decline to accept a candidate if it cannot offer supervision in his or her proposed field of research.</p>
<p>Doctor of Ministry</p>	<ul style="list-style-type: none"> • Satisfactory completion of a four year BTh(Hons) or BTh & MTh, or MDiv; or a combination of awards deemed to be equivalent to the above, with a grade point average of 2.8, with English Proficiency ¹; or • shall hold from a university or tertiary institution, qualifications approved by the Research Committee as equivalent to the requirements set out in above, with English Proficiency ¹; and • shall have demonstrated potential for research; and • shall have at least four years full-time, or equivalent part-time, certified experience of ministry. • In addition, Overseas students ³ must be at least 18 years of age, must have an IELTS (or equivalent) of 7.0 or greater in all bands of the test and may only enrol in full time courses and cannot complete such courses by more than 25% distance or online learning. <p>The SCD may decline to accept a candidate if it cannot offer supervision in his or her proposed field of research.</p>
<p>Doctor of Philosophy</p>	<ul style="list-style-type: none"> • Satisfactory completion of a four-year Bachelor (Honours), or equivalent, with results at Class II (Division I) or better, with English Proficiency ¹; or

	<ul style="list-style-type: none"> • Satisfactory completion of an SCD MA (Honours) , with English Proficiency ¹; or • Qualifications from another university or tertiary institution deemed by the College to be equivalent to those in above, with English Proficiency ¹; • In exceptional cases, candidates may be admitted on the grounds of academic and professional attainments, including publications, in the branch of theological study in which they wish to pursue doctoral work. • Notwithstanding the provisions above, the College may require suitability for candidature to be by such examination or other work as determined by the College; • In addition, Overseas students ³ must be at least 18 years of age, must have an IELTS (or equivalent) of 7.0 or greater in all bands of the test and may only enrol in full time courses and cannot complete such courses by more than 25% distance or online learning. <p>The SCD may decline to accept a candidate if it cannot offer supervision in his or her proposed field of research.</p>
<p>Doctor of Theology</p>	<ul style="list-style-type: none"> • Satisfactory completion of a four-year BTh(Hons) or equivalent with results at Class II (Division I) or better, with English Proficiency ¹; or • Satisfactory completion of an SCD MTh (Honours) , with English Proficiency ¹ ; or • Qualifications from another university or tertiary institution deemed by the College to be equivalent to those in above, with English Proficiency ¹; • In exceptional cases, candidates may be admitted on the grounds of academic and professional attainments, including publications, in the branch of theology in which they wish to pursue doctoral work. • Notwithstanding the provisions above, the Sydney College of Divinity may require suitability for candidature to be by such examination or other work as determined by the Sydney College of Divinity; • In addition, Overseas students ³ must be at least 18 years of age, must have an IELTS (or equivalent) of 7.0 or greater in all bands of the test and may only enrol in full time courses and cannot complete such courses by more than 25% distance or online learning. <p>The SCD may decline to accept a candidate if it cannot offer supervision in his or her proposed field of research.</p>

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¹ English Proficiency

This policy applies to all students, except those entering Australia to study on a student visa. These students are Overseas Students³ and requirements are listed below.

If students have undertaken their previous studies in an overseas country, they may have to provide proof of proficiency in English to gain entry into a Sydney College of Divinity award.

Students **must** provide proof of proficiency in English if they have undertaken all their qualifications in a language other than English.

Students **do not** have to provide proof of proficiency in English if they have at least one qualification completed in English, or have completed senior secondary study or at least one year of full-time university study in English.

Those students who have not completed previous studies in English may demonstrate proficiency in English by completing an IELTS test (or equivalent). The test results required for admission are as follows:

Award	IELTS Result
Diploma of Theology*	6.0 or greater overall, with no score less than 5.5 in each band of the test. Provisional admission may be granted for an overall score of 5.5 with no score less than 5.5 in each band. All course units must be passed in the first 2 semesters of enrolment for the provisional status to be removed. If this requirement is not met the admission is cancelled.
Bachelor of Theology [^]	6.5 or greater overall, with no score less than 6.0 in each band of the test. Provisional admission may be granted for an overall score of 6.0 with no score less than 6.0 in each band. All course units must be passed in the first 2 semesters of enrolment for the provisional status to be removed. If this requirement is not met the admission is cancelled.
BTh (Hons) and all Postgraduate Awards	7.0 or greater in all bands of the test.

* An alternative English proficiency for the Diploma of Theology is a Certificate of Completion for the Upper Intermediate 2 level English for Theology from Australia Onsung International College.

[^] An alternative English proficiency for the Diploma of Christian Studies, Associate Degree and Bachelor of Theology is a Certificate of Completion for the Advanced 1 level English for Theology from Australia Onsung International College.

² Special Entry

A student may be admitted to a course on the basis of Special Entry. Such students might be:

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- (a) persons who have not yet reached mature age and who did not do the HSC or failed to meet the UAI level. For example, a person under 21 years of age who did not do the HSC but has completed a trade certificate or equivalent;
- (b) persons who have been educationally disadvantaged due to:
 - (i) socio-economic reasons such as low-family income or poor living conditions;
 - (ii) language difficulties;
 - (iii) learning difficulties;
 - (iv) disrupted schooling;
 - (v) physical disability;
 - (vi) serious family illness;
 - (vii) excessive family responsibility;
 - (viii) geographical isolation of home and/or school and lack of support, time or facilities for study at home or school.
- (c) persons of Aboriginal or Torres Strait Islander descent who have not followed the normal HSC entry path;
- (d) persons who were home schooled and show evidence of being able to manage tertiary study;
- (e) students awaiting an IELTS result;
- (f) persons who have completed a prescribed program of non-award study (4 units) and passed all units.

All Special Entry admissions are provisional.

▪ ***Admission Procedures for Provisional Entry***

Admission to any SCD undergraduate course on the basis of **Mature Age** or **Special Entry** or the entry into the Master of Arts by way of a **Vocational Graduate Certificate** is a provisional admission, and requires special procedures:

- (a) Students with provisional status shall be required to complete a 'Qualifying Period', whilst being permitted to enrol provisionally for the award.
- (b) The 'Qualifying Period' may be undertaken full or part-time and the number of years spent in completing it shall be counted towards the maximum term for completion of the award.
- (c) The 'Qualifying Period' shall consist of the successful completion of a 1/3 of the units that make up the award.
- (d) The maximum time allowed for the completion of the 'Qualifying Period' shall be three years.
- (e) Upon the successful completion of 1/3 of the units that make up the award, the provisional status of enrolment will be lifted.

³ **Overseas Students** (*Students who are entering Australia to study on a student visa. This does not include students who are residing outside of Australia during their course of study*)

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(a) The SCD welcomes overseas students but admission to the SCD is governed by the requirements of the Australian Government, the SCD requirements (as set out above) and a Member Institution's own regulations.

(b) Once the overseas student makes application, the student's academic qualifications are matched against the entry criteria to confirm their potential admission. This is done by the Academic Committee within the Member Institution and then approved by the Student Administration Committee of the SCD. Student's previous academic qualifications are evaluated with the help of AEI Country Education Profiles (CEP) online data. The students English language proficiency is determined by an IELTS test (or equivalent).

(c) Overseas students may only enrol in full time courses and cannot complete such courses by more than 25% distance or online learning. All courses available to overseas students have units available by distance and / or on-line learning.

(d) All relevant documents must be submitted with the application, as applications which are inadequately documented cannot be considered.

(e) Courses in the SCD are conducted in English (except the BTh (Korean Medium)) so:

- (i) students are expected to be proficient in English;
- (ii) assessment tasks shall be set and examined in that language unless special permission to do otherwise is granted by the Academic Board;
- (iii) students who gained their qualifications for admission to any of the SCD's awards up to the level of Master (coursework) in a language other than English, must accompany their application for admission with an IELTS (or equivalent) result normally of 6.0 or better for Diploma, 6.5 or better for Bachelor and 7.0 or better for coursework postgraduate courses – see the table presented in the English Proficiency¹ section for a more detailed explanation of the IELTS requirements including provisional admission;
- (iv) students who gained their qualifications for admission to any of the SCD's postgraduate awards from the level of research Master in a language other than English, must accompany their application for admission with an IELTS (or equivalent) result of normally not less than 7.0 in all bands of the test;
- (v) applicants already in Australia who are required to take an English test shall be advised accordingly;

(f) All Member Institutions are required to observe the English language requirements as spelt out in sub-Rule (e) (iii) and (iv).

(g) The information contained in this policy is communicated to the overseas student at the point of initial contact. Hard copy is included in the application package sent to the prospective student prior to them making application.

⁴ Professional Entry into MA (with a professional specialisation)

(a) Students not possessing an undergraduate degree meeting the normal entry requirements may seek provisional admission into an MA (with a professional specialisation) via Professional Entry. This entry requires the student to possess a minimum of 5 years

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relevant work experience in a senior leadership role, consistent with the *Typical Progression Pathways* outlines below.

The student then enrolls in a single 400 (entry) level Masters unit and if this unit is completed successfully at a credit level or above may be granted normal entry into the MA (with a professional specialisation) following an interview with the Dean of Graduate Studies or the College Registrar. The unit completed is part of the students MA program.

(b) Students enrolling under the provisions of (a) above, may be required to choose appropriate introductory Theology or Bible units as one or two of the first four units of their MA study program.

(c) Students not studying full-time will normally be required to maintain some concurrent, ongoing involvement in a leadership position.

Typical Progression Pathways: Relevant work experience in a senior leadership role will be determined by the Student Administration Committee of the SCD, and (subject to the above requirements) will include:

- Full-time church or para-church ministry in senior leadership position.
- Senior leadership experience in non-government, not-for-profit, community-based and related organisations which act to further the social and/or cultural outworkings of the gospel.
- Christian business people who are fulfilling positions of responsibility including team and industry leadership
- Other relevant senior leadership experience consistent with, and deemed by SAC to be equivalent to, the above

All applications should be supported by testimonials from the applicant's professional peers, demonstrating recognition of the applicant's senior leadership capacities and responsibilities.

➤ **Course Quotas**

Any Member Institution may impose a quota in a unit that it teaches on its own campus towards a SCD course, or in a course that is taught exclusively on that campus. Such a need, when it arises, would be due to restricted resources: e.g. classroom space, staff workload, avenues for field placement, etc. In such cases selection into the unit or course at a particular Member Institution would be determined on the basis of academic merit. However, students who do not gain entry to a particular Member Institution, would be advised by the Registrar of similar units of study or courses that were available at other SCD Member Institutions where quotas did not apply.

➤ **Restrictions on Admission**

There are no quotas placed on entry into Postgraduate Research Degree candidature. However, students are only permitted to enrol formally once a thesis topic has been approved and appropriate Supervisors have been found.

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The SCD is firmly committed to a strong research culture for both its staff and for its students. Currently there are 6 research awards – BTh(Hons), MA(Hons), MTh(Hons), DMin, PhD and ThD.

SCHEDULE OF UNITS OF STUDY

The Academic Board prescribes a Schedule of Units of Study approved as qualifying units for each program. The Schedule of Units of Study specifies for each unit details of the level, the number of credit points, the duration and the conditions which a candidate must satisfy to be eligible to enrol.

PROGRAM OF STUDY

A student's program of study in each year is subject to the approval of the Academic Board of the Member Institution in which she or he is registered for that year. A program of study consists of units selected from the Schedule of Units of Study. A candidate may be permitted to change the program of study during the year, subject to the approval of the Academic Board of the Member Institution in which the candidate is registered.

PREREQUISITE STUDIES

A candidate may not enrol in a unit offered by a Member Institution unless the conditions for enrolment specified in the Schedule of Units of Study are satisfied or the Academic Board of the Member Institution providing the unit has granted permission for enrolment.

ENROLMENT

This is completed each year with the understanding that the student's enrolment is continuous unless there is a written request for a deferment or leave of absence.

The Sydney College of Divinity does not discriminate on the grounds of race, age, gender, or denomination. Nevertheless, member institutions have the right to set legitimate prerequisites for particular courses. (For example, within the traditions represented in the Sydney College of Divinity some courses might demand candidacy for ordination as a prerequisite.) Member Institutions have the right to maintain their cultural and theological stance as part of the ethos of the Sydney College of Divinity.

A student may appeal through the Dean of the Sydney College of Divinity. For procedures see the section below on Grievance Procedures.

No student may be enrolled concurrently in any other award within the College or that of any other tertiary institution, unless approval has been granted by the Academic Board. Students may take a limited number of units concurrently in another tertiary institution with the approval of the Academic Board of the Sydney College of Divinity. Approval will only normally be given where there is no similar unit available within the College and the unit is seen to be a desirable extension of the student's program of studies.

STUDENT IDENTITY CARD

All new students are to be issued with a photo-identity card, which is to be carried by the student and shown on request. The card should be presented when applying for transport concessions and borrowing books from a Member Institution library of the College which is not the Member Institution in which the candidate is enrolled.

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A student who loses his or her identity card is required to contact the Member Institution where he or she is enrolled, complete an application for a new card, and pay the replacement charge where applicable. The number on the card is the student's SCD student number and should be quoted on all correspondence with the Member Institution and the College.

EXCLUSION FROM ENROLMENT

A Student may only attempt any unit twice.

ATTENDANCE

To complete a unit, a student must have been present for at least 80% of all prescribed activities, regardless of the mode of delivery. A student may only attempt any unit twice.

Overseas students must satisfy Australian government attendance requirements.

WITHDRAWAL & REFUND POLICY

Withdrawal from a program is sought when the circumstances are such that the candidate cannot study and can anticipate no change in circumstances in the foreseeable future. This provision allows the candidate to withdraw from the program and to re-enrol when circumstances are more favourable. A student may withdraw without penalty from a unit only if notice of withdrawal is submitted in writing to the Registrar of the Member Institution by 4.00 pm on the Census Date applicable to the subject in question. Any unauthorised withdrawal after the Census Date attracts the academic penalty of an "N" grade. Withdrawal without grade penalty is permitted at any time with the approval of the Academic Board or equivalent of the Member Institution where the unit is being taught. In such cases a "W" grade will appear on the transcript." The Census Date varies according to the Member Institution in which the unit is taught.

If withdrawal occurs up to 4.00 pm on the Census Date the tuition fee will be refunded but a withdrawal penalty will be charged to the student and payable immediately. Beyond this time tuition fees will not be refunded.

WITHDRAWALS FROM INTENSIVE UNITS

With regard to Census Dates, the following shall apply for Intensives:

- (i) 1 week intensive – at the end of Day 1;
- (ii) 2 week intensive – at the end of Day 2.

NON COMPLIANCE WITH UNIT REQUIREMENTS

If a student has not fulfilled attendance requirements or completed assessment tasks the Academic Board of the Member Institution may exclude the student from further participation in the unit and from attendance at any examination for the unit. Where the

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student is not excluded the Academic Board of the Sydney College of Divinity may take up a recommendation from the Academic Board of the Member Institution to permit the student to meet the requirements for satisfactory completion of the unit by a specified date.

DISCONTINUANCE OF STUDIES

Situations arise when students find themselves in a position where they discontinue some or all the units they have begun.

A student is deemed not to have been effectively enrolled in a flexible delivery or field-work unit if she or he discontinues before the date specified by the Member Institution in which the unit is offered, or in a semester or full-year unit if she or he discontinues not later than 5 weeks after the start of the unit.

A student is deemed to have withdrawn from a flexible delivery or field-work unit if she or he discontinues after the date specified by the Member Institution in which the unit is offered, or in a semester or full year unit if the candidate discontinues after 5 weeks. In such case, the student's record is endorsed with the letter "W", denoting "Withdrawn".

If neither case applies the student is deemed to have failed in the unit, and the student's record is endorsed with the letter "N" denoting "Failed". If a student can show that the discontinuance is due to unavoidable disruption she or he can report the circumstances in writing (supported by a medical certificate or other proper evidence) to the Registrar of the Member Institution, and the Academic Board of the Member Institution in which the unit is offered may determine that the student be recorded as having withdrawn from the unit, with a "W" denoting "Withdrawn" recorded on the record.

A student who has discontinued all the units in a program of study is not permitted to re-enrol except with the permission of the Academic Board of the Member Institution, and subject to such conditions as the Academic Board of the College may determine.

A student whose record in a unit has been endorsed with the letter "W" or the letter "N" may re-enrol in that unit in a later semester, however the student shall not receive credit for any work previously submitted in that unit.

Where a student discontinues a unit which was being undertaken at another tertiary institution as part of the program of study the student's record is endorsed as follows:

- (a) letter "N" denoting "Failed" if the candidate is deemed to have failed the unit by that institution; or,
- (b) letter "W" denoting "Withdrawn" if the candidate is deemed not to have failed the unit by that institution.

If the student is deemed not to have been effectively enrolled in the unit by that institution, the unit is deleted from her or his record.

TERMINATION OF ENROLMENT

If in the opinion of the Member Institution's Board of Studies or equivalent, a student's academic progress is not considered satisfactory, the student is required to show cause to the Board of Studies why she or he should not be excluded from the college.

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A candidate who fails to maintain the required minimum rate of progress in a program of study is excluded from further enrolment in any units. The required minimum rate of progress for a student in a coursework program is as follows:

- (a) during the first two years of candidature, 54 credit points for each year of full-time candidature and 18 credit points for each year of part-time candidature; and
- (b) thereafter, 54 credit points for each year of full-time candidature and 24 credit points for each year of part-time candidature;

A candidate who has not completed the award within the designated time is excluded from further enrolment in any units.

TYPES OF COURSE UNITS

There are 7 types of units:

- Regular
- Intensive
- Extensive
- Distance education mode
- Independent guided study
- Research Project
- Research Essay

Regular

Those units which are delivered face-to-face and require weekly attendance throughout a semester.

Intensive

The usual semester-length course unit is offered over a one or two week period, either during term or in the summer and/or winter academic breaks. It is still a semester course and the student has the same time-frame of a normal semester-long program to complete assessment tasks. Faculty are available for consultation following the intensive.

Extensives

The usual semester-length course unit is offered over a number of days spread across a semester, e.g., five individual days (say, Mondays) or two to three weekends. It is still a semester course and the student has the same time-frame of a normal semester-long program to complete assessment tasks. Faculty are available for consultation following the extensive.

Independent Study mode

When a unit, from the SCD Schedule of Units of Study, is not offered in the semester in which the candidate wishes to take it, the candidate, by arrangement with the lecturer, may study the unit in independent reading mode. It is essentially a reading course with some individual, face-to-face contact with the lecturer arranged for mutually convenient times. Fewer students now pursue units by independent study mode because of the large number of units available by distance and online.

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Independent Guided Study mode

This course unit enables students with initiative and creativity to pursue ideas and areas of interest in the subject area. It affords the student an opportunity to continue to develop independent research and study skills. The student, in consultation with the Member Institution Registrar / Academic Dean, arranges with a suitably qualified supervisor/ lecturer a course unit outline including content, outcomes, assessment and reading list and completes the unit in the normal timeframe. The IGS should not be confused with units studied as *Independent Study mode* (see above). Up to 18 credit points may be taken in this mode.

Distance Education mode

Two Member Institutions offer programs completely by distance mode, while others include some distance education units within their face-to-face programs. However, as required under the *ESOS Act*, the SCD will only permit overseas students to be taught by distance mode up to 25% of their total program with at least one face to face unit in each of the teaching periods.

Research Project

The Research Project builds on the theological background, capacity and interests of a student and enables her or him to pursue broad research, often of a survey nature, into an area or topic within a discipline or across disciplines. This research cannot usually be done within the structures of individual coursework units or the focused study of a particular topic.

Research Essay

The Research Essay is worth 18 credit points and is 10,000 - 12,000 words in length. The student is assisted in the preparation of the essay by a supervisor appointed by the Member Institution in which the student is enrolled. Approval for the research long essay topic is obtained from the Postgraduate Studies Coursework Committee and, where applicable, may require clearance by the Ethics Committee. The Research Essay is examined by two examiners one of whom is normally from outside the Member Institution where the student is enrolled. The supervisor is not eligible to be an examiner.

DEMAND HOURS

Demand Hours are the time to which each student is notionally committed. In the case of full-time students this is 42-45 hours per week. Over a semester a 9 credit point unit is allocated 162 demand hours. A typical breakdown could include 45 hours face to face in the classroom, 50 hours devoted to assessment tasks, and 67 hours set aside for non-assessable tasks.

Demand hours for assessment tasks in the undergraduate program are notionally allocated on the basis of

12 demand hours per 1000 words

12 demand hours per 15 mins of oral exam/class presentation

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Demand hours in 400 and 500 level graduate programs are notionally allocated on the basis of

10 demand hours per 1000 words

10 demand hours per 15 mins oral exam/class presentation

Demand hours in 600 and 700 level graduate programs are notionally allocated on the basis of

8 demand hours per 1000 words

8 demand hours per 15 mins oral exam/class presentation

Assessment tasks are generally allocated around 25% of the demand hours of a particular unit.

PROGRAM OF STUDY

Students choose their units from the SCD Schedule of Units of Study for the program in which they are enrolled, taking into account the required pre-requisites, the timetable and other circumstances. Students who do not meet the pre-requisites may apply to the Academic Board of the Member Institution to have these waived.

To satisfactorily complete a unit and gain the credit points offered a student shall:

- (a) attend at least 80% of classes;
- (b) complete the required essays, exercises and practical work, and sit for any tests and examinations; and
- (c) reach a satisfactory level of achievement in the required essays, exercises, practical work, tests and examinations as may be determined by the Academic Board of the Member Institution in which the unit is provided.

In circumstance where a student is prevented by unavoidable disruption from satisfying the requirements of the unit, he or she can approach the Registrar of the Member Institution and request that the Academic Board of the Member Institution in which the unit is provided take into account such disruption when assessing the candidate's performance.

ASSESSMENT

Assessment of student performance in any unit is continuous or progressive and is determined at the end of the semester in which the unit is completed. The grade for that unit is based on the total marks gained. A grade is final when it has been approved by the Academic Board of the Sydney College of Divinity.

Within the Sydney College of Divinity, the development of assessment packages is based on an understanding of demand hours derived from the following principles:

1. The educational model used is that of adult learning. Each class is a community of adult learners, lecturer and students together. The desired end is not simply to impart information to students but for them to develop into self-directed, self-motivated learners. Their own experience and learning is an essential ingredient in the learning process.
2. Students only have a limited amount of time that can be expended on a course unit. No course unit is entitled to more student time than any other unit for equivalent credit.

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(Clearly there is some latitude for units with a large praxis component.) Overall student loads per semester can make demands on only a set amount of time in a student's week.

3. Each course unit involves a range of educational tasks: lectures, reading, note taking, tutorials, presentations, essays etc. Assessment tasks make up only a percentage of learning tasks, and can therefore demand only a corresponding percentage of the time allocated to that unit.

EXTENSIONS OF TIME FOR COMPLETION OF ASSESSMENT TASKS

Students must submit all assignments by the due dates set by lecturers as published in the Course Unit Booklets.

Late Penalty

Late assignments without an approved extension will attract an automatic penalty deduction of 5% of the marks available for the item of assessment for every day (including weekends and holidays), or part thereof, beyond the date and time of submission (or any extension granted).

Assignments submitted without an approved extension beyond 10 days after the due date will receive a zero mark and NOT be annotated by the lecturer.

Example:

Student submits an assignment worth 50 marks 4 days late.

Total mark available=50

Penalty: 4 days late = 5% of 50x4 = 10 mark penalty

The student's original mark is 40.

Final mark =40-10=30

Grounds for Extension

An extension of an assignment's due date may be granted on the following grounds –

- Medical illness (certified by Medical Certificate)
- Extreme hardship
- Compassionate grounds

In such cases an extension of up to 28 days may be granted without penalty but only if requested before the assignment due date. The student should submit an "Application for Extension" including supporting documentation to the Member Institution for authorising and signing by the Lecturer / Registrar / Academic Secretary prior to the due date. The student will then be informed of the result of the request.

In extreme cases, extensions beyond 28 days may be granted. Such extensions must be applied for in writing, including supporting documentation, to the Member Institution setting out the extreme circumstances. The appropriate Member Institution's committee will consider such an unusual extension and notify the student of the outcome in writing.

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If the unit assessment includes an examination and an extension is granted arrangements will be made for an alternative examination to be given to the student within the extension period.

This information is attached to all course unit guides given to SCD students

WEIGHTING OF ASSESSMENT TASKS

The overall length of assessment tasks are as follows for a 9 credit point unit:

- undergraduate programs 4,000-5,000 words or equivalent
- 400 and 500 level graduate program 5,500-6,500 words or equivalent
- 600 and 700 level graduate programs 6,500-7,500 words or equivalent

Assessment tasks are weighted in light of the following tables.

Assessment tasks, eg portfolios, that fall outside the items included in the grid require approval from the relevant Discipline Coordinator.

Pre-degree and Bachelor 9 credit point course units

12 demand hours per 1000 words

12 demand hours per 15 minutes oral examination/ class presentation

%	ASSIGNMENT	EXAMINATION	ORAL EXAM	EVIDENCE OF STUDENT TUTORIAL PARTICIPATION
60%	2500 words	2 hours		
50%	2000 words	1.5 hours	30 minutes	
40%	1500 words	1 hour	20 minutes	
30%	Critical review 1000 words		15 minutes	Tutorial Presentation: 10 to 20 minutes delivery and one page write-up
20%	Critical review or summary 750 words		10 minutes	Tutorial Participation: Written tutorial participation paper 750 words
10%	Summary 500 words	10 minutes quiz		Tutorial Participation: Written tutorial participation paper 500 words

400 & 500 level 9 credit point units

10 demand hours per 1000 words

10 demand hours per 15 minutes of oral examination/ class presentation

%	ASSIGNMENT	EXAMINATION	ORAL EXAM	EVIDENCE OF STUDENT TUTORIAL PARTICIPATION
60%	3500 words	3 hours		
50%	3000 words	2.5 hours	30 minutes	
40%	2000 words	1.5 hour	20 minutes	
30%	Critical review		15 minutes	Tutorial Presentation: 10 to

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	1500 words			20 minutes delivery and two page write-up
20%	Critical review or summary 1000 words		10 minutes	Tutorial Participation: Written tutorial participation paper 1000 words
10%	Summary 700 words	10 minutes quiz		Tutorial Participation: Written tutorial participation paper 700 words

600 & 700 level 9 credit point units

8 demand hours per 1000 words

8 demand hours per 15 minutes of oral examination/ class presentation

%	ASSIGNMENT	EXAMINATION	ORAL EXAM	EVIDENCE OF STUDENT SEMINAR PARTICIPATION
60%	4200 words			
50%	3500 words	3 hours	40 minutes	
40%	2800 words	2.5 hours	30 minutes	Seminar Presentation: 20-30 minute seminar presentation and 2000 word written paper
30%	Critical review 2000 words	1.5 hours	20minutes	
20%	Critical review or summary 1500 words		10 minutes	Seminar Participation: Written seminar participation paper 1500 words

GRADING SYSTEM

PASS (P) 50-64%

The grade will be awarded where there is evidence that a student has undertaken the required core work for the topic and has demonstrated sound knowledge /understanding /competencies /skills required for meeting topic outcomes and satisfactorily completing essential assessment exercises.

The student would normally have attained a sound knowledge of matter contained in set texts or reading materials, and demonstrated a good general level of familiarity with major academic debates, approaches, methodologies and conceptual tools.

CREDIT (C) 65-74%

The grade will be awarded where there is evidence that a student has undertaken all of the required core work for the topic and additional work in wider areas relevant to the topic, and has demonstrated a sound level of knowledge /understanding /competencies /skills required for meeting topic outcomes and completing assessment exercises at a proficient standard.

The student would normally have attained a sound knowledge of matter contained in set texts or reading materials and have done wider reading, and demonstrated familiarity with

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and the ability to apply a range of major academic debates, approaches, methodologies and conceptual tools.

Students should have a reasonable opportunity of reaching this grade provided they have completed all course requirements, demonstrated proficiency in the full range of course objectives and shown considerable evidence of a sound capacity to work with the range of relevant subject matter.

DISTINCTION (D) 75-84%

The grade will be awarded where there is evidence that a student has undertaken all of the required core work for the topic at a high level and considerable additional work in wider areas relevant to the topic, has demonstrated advanced knowledge /understanding /competencies /skills required for meeting topic outcomes and completing assessment exercises at a high standard.

The student would normally have attained an advanced knowledge of matter beyond that contained in set texts or reading materials and have done considerable wider reading, and have demonstrated a broad familiarity with and facility at applying a range of major academic debates, approaches, methodologies and conceptual tools.

The grade should reflect very high quality work which shows the student generally works at a level which is beyond the requirements of the assessment exercise and is developing a capacity for original and creative thinking.

HIGH DISTINCTION (H) 85-100%

The grade will be awarded where there is evidence that a student has undertaken the required core work for the topic at a high level and considerable additional work in wider areas relevant to the topic, has demonstrated the acquisition of an advanced level of knowledge/understanding/ competencies/skills required for meeting topic outcomes and passing the range of topic elements at the highest level.

The student would normally have attained an in-depth knowledge of matter contained in set texts or reading materials and undertaken extensive wider reading beyond that which is required or expected. The student would have consistently demonstrated a high level of proficiency at applying a range of major academic debates, approaches, methodologies and conceptual tools and combining a knowledge of the subject matter of the topic with original and creative thinking.

The grade is reserved for recognition of the highest level of academic achievement expected of a student at a given topic level.

SATISFACTORY (S)

The grade will be awarded in a topic that is assessed only on a pass or fail basis, where a satisfactory level of performance and participation has been achieved. The grade may be awarded to reflect:

- that the student has achieved mastery of the topic content; and
- that the student has satisfactorily completed topic requirements or contractual requirements where these form a prerequisite or condition of passing, or continuing with a program of study.

Satisfactory is awarded on a pass/fail basis and a score would not normally be assigned.

FAIL (N) 0-49%

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The grade will be awarded if a student is unable to demonstrate satisfactory academic performance in the topic or has failed to complete essential topic elements or required assessment tasks at an acceptable level, in accordance with topic objectives.

This grade also applies where there is evidence of gross errors, plagiarism or negligence in regard to the course requirements.

EXTRA WORK (X)

This grade is awarded where, in the judgement of the teacher, additional work and/or assessment must be undertaken and completed successfully by the student before confirming the final mark. It can also be used, at the discretion of the teacher, when a student receives an overall mark which is between 47-49%.

It will lead to no grade higher than a pass upon the completion of the extra work by the student. The date of completion will be determined by the relevant lecturer, in light of the relevant SCD policy, normally within a month of the commencement of the following semester. The revised final grade will be submitted to the Academic Standards Committee with the results for the following semester.

It needs an 'Explanation of Grades' Pro Forma to be submitted with the Results sheets for the purposes of monitoring.

EXTENSION (E)

This grade may be given under extenuating circumstances, such as illness, accident, misadventure or any other serious problem which make it impossible for the student to complete assignment(s) by the end of the semester. An overall extension for a unit may be given when the student has completed at least one of the prescribed assessment tasks. The fact that several pieces of written work for different units are due within a short period is not a valid excuse for the granting of an extension. Students are expected to plan their study, employment and extracurricular activities so that they are able to submit work by the due date. Upon completion of the work any grade can be given. The date of completion is determined by the relevant lecturer, in light of the relevant SCD policy, normally within a month of the commencement of the following semester. The revised final grade will be submitted to the Academic Standards Committee with the results for the following semester. For the purposes of monitoring, an 'Explanation of Grades' ProForma should be submitted. A student's request for an extension, in writing, should be available to the monitor.

INCOMPLETE (I)

This grade is used when normally one of the assessment tasks for a unit is incomplete. The student will have previously provided an explanation to the MI Academic Board in writing clearly stating the reasons that extra time is being sought. It will lead to no grade higher than a pass upon the completion of the work by the student. The date of completion will be determined by the relevant lecturer, in light of the relevant SCD policy, normally within a month of the commencement of the following semester. The revised final grade will be submitted to the Academic Standards Committee with the results for the following semester.

For the purposes of monitoring, an 'Explanation of Grades' ProForma together with student's request in writing needs to be attached.

UNAVAILABLE RESULTS (U)

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This grade is given where grades are unavailable at the time of monitoring of results through no fault of the student. A covering letter by the MI explaining the reasons for U results must be submitted during the Semester Monitoring of Results.

WITHDRAWAL (W)

The Withdrawal grade is awarded where the student withdraws from a unit in accordance with the rules governing withdrawal.

IN PROGRESS (IP)

The In Progress grade is used where a unit of study continues into the following semester. This will automatically flag that no final result is due until the end of the next semester. This grade is also used when a research essay or thesis has been submitted for examination and the final result is still to be resolved.

GRADE POINT AVERAGE

The grade point average is calculated as follows

$$\text{GPA} = (4H + 3D + 2C + 1P + 0N) \div E$$

where H is the number of credit points gained at H grade
 D is the number of credit points gained at D grade
 C is the number of credit points gained at C grade
 P is the number of credit points gained at P grade
 N is the number of credit points attempted but which earned an N grade
 E is the total number of credit points attempted, excluding units with W and S.

GUIDELINES FOR THE IMPLEMENTATION OF GRADING CRITERIA

As a guide for implementing the above schedule and in order to assure equity of examination results the grading spectrum reflecting Sydney College of Divinity experience over recent years, will be applied to each Member Institution of the Sydney College of Divinity and to the Sydney College of Divinity as a whole. Because of small numbers of students in individual courses and some Member Institutions the guidelines may need to be applied over three, five and ten year periods.

	% H	% D	% C	% P, S & N
Foundational Courses	3	14	42	41
Advanced Courses	4	18	50	28

EXAMINATIONS

The conduct of examinations is determined by the Academic Board of the Member Institution in which the unit is offered, which shall ensure that the time of the examination is notified in the calendar and adhered to.

Where a candidate

- (a) is prevented by unavoidable disruption from attending an examination in a unit; or
- (b) was affected immediately prior to such examination by unavoidable disruption which the candidate believes seriously prejudiced the performance of such examination; or
- (c) is to a substantial degree affected by unavoidable disruption during the course of any such examination, and either during or immediately after such examination reports the facts to the supervisor in charge —

the candidate may as soon as practicable after such examination, and in any case not later than the day following the final day of the examination period, as notified in the examination timetable (or within such time as the Registrar of the Member Institution may in special cases permit), report the circumstances in writing (supported by a medical certificate or other proper evidence) to the Registrar of the Member Institution and request that they be taken into account when assessing the result of such examination. If a candidate is personally unable to take the action required in such case by this rule, some other person may take such action on the candidate's behalf.

The Member Institution in which the unit was taught may apply to the Academic Board of the Sydney College of Divinity for permission for the student to sit a special examination conducted by that Member Institution.

UNAVOIDABLE DISRUPTION

The Academic Board has adopted the following definition of unavoidable disruption, to be applied to the requirements to complete a unit, the provision of special examinations, the discontinuance of a unit and exclusion from a unit.

Unavoidable disruption to studies is defined as resulting from an event or set of circumstances which:

- (a) could not have reasonably been anticipated, avoided or guarded against by the student *and*
- (b) were beyond the student's control *and*
- (c) caused substantial disruption to the student's capacity for effective study and/or the completion of required work *and*
- (d) interfered with the otherwise satisfactory fulfilment of unit or program requirements.

Circumstances routinely encountered by students would *not normally* be acceptable grounds for claiming unavoidable disruption to studies. Such matters include:

- (a) routine demands of employment;
- (b) routine family problems such as domestic tension with or between parents, spouses, and other people closely involved with the student;
- (c) difficulties adjusting to College life, to the self-discipline needed to study effectively, and the demands of academic work;
- (d) stress or anxiety associated with examinations, required assignments or any aspect of academic work;
- (e) routine need for financial support;

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- (f) demands of sport, clubs and social or extra-curricular activities.

Any claim based on these categories would need to show clearly, with appropriate documentation, that the student's particular circumstances were so extreme, individually or in combination, as to warrant consideration.

It must also be shown that the alleged disruption seriously interfered with the student's studies or exam performance to the extent that had it not occurred, he or she would in all likelihood have given a satisfactory performance.

The Academic Board will treat as unavoidable disruption cases where the student has been presented from attending an examination for the following reasons:

- (a) as a member of the armed forces involved in compulsory exercises;
- (b) as a person in full-time employment required to be overseas by his or her employment;
- (c) as a member of the emergency services including the medical profession;
- (d) as a person representing Australia at an international sporting or cultural event.

APPEALS – COURSEWORK STUDENTS

A student may appeal against the result given in any item of assessment when that student believes that some error in grading has been made or when there are concerns about the grade awarded.

In the first instance the student shall raise this matter with the lecturer concerned. After this informal dialogue, if the student still believes there are grounds to appeal, the student may formally appeal to the Academic Board of their Member Institution.

Where a student believes that the review procedures in the Member Institution have not been followed with regard to an appeal against a failed final grade, the student may appeal to the Academic Board of the College;

- (a) this is the only ground on which an appeal can be made to the Academic Board;
- (b) the appeal must be submitted in writing to the Dean within ten working days of receipt of the determinative outcome of the appeal from the Member Institution;
- (c) the student must provide the Dean with documented evidence that the regulations on Review and Appeals have not been complied with by the Member Institution;
- (d) the Academic Board will deal with the appeal at its discretion;
- (e) the decision of the Academic Board will be final.

APPEALS – RESEARCH DEGREE CANDIDATES

Research degree candidates may appeal against a decision of the Academic Board:

- (a) to terminate candidature;
- (b) not to award the degree;
- (c) not to allow re-submission.

A candidate may appeal on the grounds of:

- (a) procedural irregularities;
- (b) evidence of prejudice or bias.

The research degree program appeals process shall operate according to the following rules:

- (a) a candidate shall notify an appeal in writing to the Dean of the College within 30 days of notification of the decision which is the subject of the appeal;

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- (b) on receipt of an appeal the Dean shall refer the matter to the Standing Committee of Council;
- (c) on receipt of a formal notification of an appeal, the Standing Committee of Council shall establish an *ad hoc* Research Postgraduate Appeals Committee which shall:
 - (1) be composed of:
 - (i) an independent chairperson, being a member of the College Council;
 - (ii) the chairperson of the Academic Board;
 - (iii) the Dean of the College;
 - (iv) a postgraduate candidate.
 - (2) determine and report to the College Council on appeals by research degree candidates against a decision of the Academic Board:
 - (i) to terminate candidature;
 - (ii) not to award the degree;
 - (iii) not to allow re-submission.
- (d) the Appeals Committee shall meet within 21 days of having been appointed;
- (e) the appellant shall have the right to present to the Appeals Committee any material deemed relevant to the appeal;
- (f) the appellant may also exercise an option to appear before the committee in which case
 - (i) the appellant may be accompanied by an advisor whose function shall be to support the appellant;
 - (ii) the advisor shall not be permitted to act as advocate or spokesman;
- (g) the decision of the Appeals Committee shall be final and shall be reported to the next meeting of the College Council.

CREDIT FOR PREVIOUS STUDY OR CONCURRENT STUDY

Credit may be granted in units for comparable work completed or concurrently being undertaken at an approved level at any recognised tertiary institution to a maximum of two thirds of the award for which the student has enrolled. For specific details see the appropriate section in the description of each award.

A student who was not a candidate for an award and who successfully completed one or more units from the Schedule of Units of Study may, with the approval of the Academic Board, be permitted to count that unit or units should the student subsequently be accepted into an award which includes those units.

Applications for credit are received by the Registrar of the Member Institution in which a student is enrolled and processed by the Sydney College of Divinity Student Administration Committee. Any documentation must include an authorised transcript of the studies undertaken and the official description of units completed at the other institutions.

A candidate may not count for credit towards any award a successfully completed unit which in the opinion of the Academic Board of the Member Institution concerned, is a similar unit to one the student has already successfully completed for credit, whether at the College or any other tertiary provider

Students may also apply for credit under the principle of Recognition of Prior Learning.

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RECOGNISED PRIOR LEARNING (RPL)

Recognition of prior learning is a form of assessment, which matches students' skills and knowledge with the outcomes of courses or units of courses in an accredited program. Applicants are responsible for demonstrating that the skills and knowledge they have obtained through work or life experience, match the outcomes of the units in the accredited program. An RPL application is made by following the SCD Application for Recognised Prior Learning process including completing the SCD RPL application form.

The Sydney College of Divinity Student Administration Committee makes a judgment about the extent to which the applicant has demonstrated such a correlation.

QUALIFICATION FOR GRADUATION

Students expecting to qualify for graduation by the end of a year should ensure that their complete program of study will satisfy the rules for the award they are undertaking.

POLICY STATEMENT ON LENDING FROM LIBRARIES

1. Circulating Library materials may be borrowed by faculty and students of Sydney College of Divinity Member Institutions from any member library in accordance with the borrowing regulations of the lending library.
2. Member Libraries will maintain a current written statement of their policies in the public service areas along with the current statement of Sydney College of Divinity consortial policy. These policies apply equally to students and staff. The borrowing of material by a patron will be construed as accepting the policies of the libraries they use.
3. Borrowers will be notified of overdue material by the library from which material was borrowed. If a patron does not respond to the first overdue notice, the patron's library will be notified. Upon notification, the patron's library will take steps to assist the recovery of borrowed materials or collection of monies owed. However, the borrower owing money or holding overdue materials is expected to settle the matter with the library which is owed materials or money.

The lending library will notify the borrower's home library when the matter has been settled. Copies of further communications between borrower and lending library will be sent to the patron's home library.

The failure to pay fines or return recalled material will result in the loss of the individual's borrowing privileges at all Sydney College of Divinity libraries. Examination results will not be credited to a student unless all books are returned, the cost of replacement and/or all fines paid. Specific action to be taken against offenders will be discussed at meetings of the Committee of Advice on Libraries. If books cannot be recovered in spite of punitive measures the Member Institution where the patron was enrolled shall pay for the replacement cost of alienated books.

ETHICS IN RESEARCH

All research involving human subjects must be carried out according to the Ethical Research Policy and requires the approval of either the Ethics Committee or the equivalent body within each of the Member Institutions. This policy includes research by academic staff, research candidates and students. The policy and application for approval forms are posted on the Sydney College of Divinity website.

HARASSMENT

All students and staff of the Sydney College of Divinity are expected to respect the rights of all other people for freedom from any form of harassment. The Sydney College of Divinity is committed under the principles and requirements of the NSW Anti-Discrimination Act 1977, and the Commonwealth Sex Discrimination Act 1984, to ensuring that any and all matters relating to harassment are dealt with speedily, sensitively, equitably, confidentially and according to proper processes.

ACADEMIC MISCONDUCT: REGULATIONS FOR STUDENTS

The integrity of the academic processes of the Sydney College of Divinity requires that academic misconduct be identified, discouraged and disciplined when it occurs. Academic misconduct threatens the reputation of the College and its Member Institutions. It interferes with the appropriate recognition of legitimate effort. The College has responsibility for the management of postgraduate research awards and for complaints laid against persons who have already graduated. For these reasons the College has adopted the following policy.

- (1) Every Member Institution of the Sydney College of Divinity shall have a policy on the academic misconduct of current and former undergraduate and postgraduate research students that conforms generally to the Sydney College of Divinity Academic Misconduct Procedure set out below with the exception of appeals procedures.
- (2) Member Institutions are authorised to invite faculty from other Member Institutions to assist in the investigation, determination and appeal processes of complaints about academic Misconduct.
- (3) The Academic Board of the Sydney College of Divinity shall be the appeal body for decisions about complaints of academic misconduct in the Member Institutions.
- (4) The Chairperson of the Academic Board shall, as required, appoint a committee of three persons to hear appeals on matters of academic misconduct that have been determined by Member Institutions. The Committee will act as set out below in the Sydney College of Divinity Academic Misconduct Procedures. A member of the faculty of the Member Institution in which the misconduct occurred shall not be appointed to that particular appeals committee.
- (5) A person who is suspended or excluded from a Member Institution or an Affiliated Institution may not, during such suspension or exclusion, enrol in any course in another Member Institution without the permission of the Academic Board.
- (6) Academic misconduct includes, but is not limited to, the following:
 - (a) **PLAGIARISM:** Plagiarism is the representation of another's works or ideas as one's own; it includes the unacknowledged word for word use or paraphrasing of another person's work, and the inappropriate unacknowledged use of another person's ideas.
 - (b) **CHEATING:** Cheating is the providing or receiving of information during tests and examinations; or providing or using unauthorized assistance at the computer terminal, or on field work. Cheating would not usually include consultation with others or discussion amongst students about the preparation of assignments unless that was specifically forbidden. It includes unauthorised collusion.

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- (c) **FRAUD:** Academic fraud is the falsification and fabrication of, or dishonesty in reporting research results.
 - (d) **IMPROPER BEHAVIOUR:** Improper behaviour is behaviour that interferes with students or staff in the pursuit of their academic endeavours. It includes disruptive behaviour in class or institutional facilities such as libraries.
 - (e) **MISREPRESENTATION:** Misrepresentation is the giving of false or misleading information in academic matters. It includes falsely claiming credit for past study; falsely stating that thesis material has not been used in another thesis; submitting an assessment item that has previously been submitted in another course unit.
 - (f) **UNETHICAL BEHAVIOUR:** Unethical behaviour is behaviour that breaches accepted ethical standards. It includes failing to observe the terms of an ethical approval to conduct research; misuse of confidential information obtained in field education.
- (7) Any person who has direct knowledge of academic Misconduct may make a complaint.
- (8) A complaint of academic misconduct may be made under these procedures against:
- (a) any person enrolled as a postgraduate research student of the Sydney College of Divinity whether proceeding to an award or not;
 - (b) any person formerly enrolled as a postgraduate research student of the Sydney College of Divinity whether proceeding to an award or not;
 - (c) any person holding a degree or other award conferred by the Sydney College of Divinity.
- (9) Complaints against persons enrolled as undergraduate or postgraduate research students of the Sydney College of Divinity will be made under the provisions of the Member Institution in which the person is enrolled.
- (10) A person who wishes to make a complaint of academic misconduct shall make it in writing to the Dean. A person making a complaint should normally inform the person against whom the complaint is being made but the giving of such information is not a necessary part of these procedures.
- (11) A complaint must
- (a) identify the person against whom it is made;
 - (b) identify the nature of the misconduct complained of;
 - (c) provide appropriate evidence of the alleged misconduct, including the names of witnesses where appropriate.
- (12) On receiving a complaint, the Dean shall:
- (a) acknowledge its receipt within seven days;
 - (b) examine the complaint to establish whether a *prima facie* case is established;
 - (i) in making such a determination the Dean shall consider whether the behaviour complained about would, if established, constitute academic misconduct under this policy;
 - (ii) the Dean shall consider whether the evidence provided is sufficient to support the allegation.
 - (c) inform the complainant that no further action is proposed if it is considered that a *prima facie* case has not been established;

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- (d) refer the complaint to an Academic Misconduct Committee if it is considered that a *prima facie* case has been established;
 - (e) notify the person complained against, giving details of the alleged misconduct and that the matter has been referred to an Academic Misconduct Committee.
- (13) The Academic Misconduct Committee shall be appointed as follows:
- (a) In the case of a current or former postgraduate research student the Research Committee shall appoint an Academic Misconduct Committee of three persons who will determine a complaint referred to it by the Dean. A person who teaches or supervises the person complained of shall not be a member of that Academic Misconduct Committee.
 - (b) In the case of a graduate or holder of another award the Dean shall appoint an Academic Misconduct Committee of three persons who will determine the complaint. A person who taught or supervised the person complained of shall not be a member of that Academic Misconduct Committee.
- (14) An Academic Misconduct Committee
- (a) may inform itself about the alleged misconduct in any way it thinks fit;
 - (b) must give the person against whom the misconduct is alleged sufficient notice of its deliberations and allow the person to present a defence in writing and in person;
 - (c) must permit the person to be accompanied to any hearing by a friend.
- (15) Having considered the evidence before it, an Academic Misconduct Committee shall make its findings on the balance of probabilities. Where the complaint is a grave one, or likely to be attended by serious consequences if established, the committee should be more clearly convinced of the misconduct than would be required in less serious kinds of case.
- (16) An Academic Misconduct Committee may:
- (a) dismiss a complaint;
 - (b) find a complaint established and impose no penalty;
 - (c) find a complaint established and admonish the person;
 - (d) find a complaint established and order that the person forfeit marks in an assignment, fail a course unit or all the units in which the person is enrolled in a semester;
 - (e) find the complaint established and suspend the person from enrolling for a course unit or units, an award or from enrolling for any award in the Sydney College of Divinity for a period not exceeding four semesters;
 - (f) find the complaint established and exclude the person from enrolment in the Sydney College of Divinity for a period not less than two years.;
 - (g) find the complaint established and recommend to Council that a degree or other award conferred on the person be revoked and annulled; or
 - (h) find the complaint established and impose a combination of the above penalties.
- (17) A person who is suspended may not enrol in the Sydney College of Divinity for anything from which the person is suspended while the suspension is in force. At the expiration of the suspension the person may reenrol without further permission.
- (18) A person who is excluded may not enrol in the Sydney College of Divinity while the exclusion is in force. At the expiration of the period of exclusion the person may not reenrol without the express permission of the Academic Board.

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- (19) An Academic Misconduct Committee shall report its findings to the person complained of and to the Dean who will:
- (a) be responsible for implementing the decision of the Committee;
 - (b) report the outcome of any academic misconduct complaint to the Academic Board and to Council.
- (20) A person against whom a complaint of misconduct has been established under these procedures or the procedures of a Member Institution may appeal to the Academic Board within 30 days of receiving the decision of an Academic Misconduct Committee. If a person lodges an appeal, the implementation of any penalty will be stopped until the appeal is resolved.
- (21) The Chairperson of the Academic Board shall, as required, appoint a committee of three persons to hear appeals on matters of academic misconduct. A person who teaches or supervises the person complained of or who was a member of the original Academic Misconduct Committee shall not be a member of that Misconduct Appeals Committee.
- (22) A Misconduct Appeals Committee
- (a) may establish its own procedures;
 - (b) must allow the appellant to present an appeal in writing and in person;
 - (c) must permit the person to be accompanied to any hearing by a friend.
- (23) Having considered the evidence before it, a Misconduct Appeals Committee shall make its findings on the balance of probabilities. Where the complaint is a grave one, or likely to be attended by serious consequences if the appeal is affirmed, the committee should be more clearly convinced of the misconduct than would be required in less serious kinds of case.
- (24) A Misconduct Appeals Committee
- (a) may affirm, vary or set aside the decision under appeal;
 - (b) will report its decision to
 - (i) the appellant;
 - (ii) the Chairperson of the Academic Board who will report the outcome of any misconduct appeal to the Academic Board and to Council; and
 - (iii) the Dean who will be responsible for implementing the decision of the Committee.
- (25) Records of the making and resolution of a complaint about academic misconduct will be kept in a separate file for each complaint. When a complaint is established, a note recording the nature of the complaint and any penalty imposed will be placed on the person's file. A person's academic transcript will not contain any reference to academic misconduct as the reason for a course result or other record.
- (26) In general, information about established complaints will be kept confidential. The Dean is authorised to inform another educational institution of an established complaint of academic misconduct, if the Dean considers it appropriate to do so. In the case of the revocation and annulment of a degree or other award, the Dean is authorised to make such public announcement as the Dean, on the advice of Council, may think appropriate in the circumstances of the case. Nothing in this paragraph prevents the transmission of information within the Sydney College of Divinity for the purpose of giving effect to these procedures.

STUDENT GRIEVANCE POLICY AND PROCEDURES OF THE SYDNEY COLLEGE OF DIVINITY

1 Purpose and Scope

The Sydney College of Divinity is committed to living out its vision and values in establishing and maintaining a harmonious and supportive environment conducive to study and personal development. The Sydney College of Divinity has a responsibility under legislation to ensure students are not subjected to discrimination, harassment, vilification or victimisation. We recognise that students may sometimes feel they have experienced disadvantage or distress, and will ensure that grievances are responded to promptly, with minimum stress and maximum protection for all concerned.

This grievance policy and set of procedures apply to all currently enrolled students or persons seeking to enrol in Sydney College of Divinity approved courses of study at Sydney College of Divinity Member Institutions, regardless of the location of the campus at which the grievance has arisen, the student's place of residence or the mode in which they study. It provides a mechanism for addressing grievances arising out of any kind of situation or process affecting the student, both academic and non-academic. Fairness demands that these and other concerns be responded to promptly and handled in a consistent and transparent manner. Note that some grievances require modifications to the general grievance process in that they involve decisions of Committees of the Academic Board. These are:

- grievances regarding assessment;
- postgraduate research candidate grievances regarding supervision, student progress and candidature; and
- postgraduate research candidate grievances regarding admission to candidature, extension of candidature, the outcome of thesis examinations

The modifications to the general process are set out below.

This policy details the way in which student grievances, academic and non-academic, are processed. The *Guidelines for Students Raising a Grievance* is a shorter text aimed at giving students an overview of the information needed to lodge a grievance. The 'Student Grievance Policy and Procedures of the Sydney College of Divinity' document is communicated to all students, and to both academic and support staff. Besides this *Handbook*, it is also to be found

- on the Sydney College of Divinity website www.scd.edu.au;
- on each Member Institution website;
- in each Member Institution *Handbook*.

Staff training in the procedures takes place in the Member Institutions at the induction of new staff, while there is an annual review of procedures at a staff meeting. This training is overseen by the Principal of the Member Institution.

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These procedures do not replace any other responsibilities which may arise under other Higher Education Provider Policies or under statute law.

In Western Australia, the Department of Education Services offers a free mediation/conciliation service through the International Student Conciliator. The Conciliator attempts to resolve disputes between international students and institutions, as part of the institution's internal complaints and appeals procedure. For example, a student may be dissatisfied with some aspect of the education that is being offered by the institution. If either a student or a member of staff at an institution would like to discuss a particular case with an independent person, they can contact the Conciliator on 08 9441 1900.

The arrangements offered in other jurisdictions should be followed up with the Higher Education Directorate in the particular state.

2 Responsibilities

The Dean of the Sydney College of Divinity

Staff at the level of Director and above of the Office of the Dean of the Sydney College of Divinity

The External Grievance Officer

Staff of the Member Institutions of Sydney College of Divinity's Member Institutions including:

- The Principal
- Senior Staff
- Department Heads
- Registrar
- Dean of Students
- Academic Dean
- Students

3 Grievance Procedure

3.1 Before an Issue Becomes a Formal Grievance

We encourage students, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. Within each Member Institution the Dean of Students and the Student Counsellors are available to assist students at this level.

3.2 What is a Grievance?

A grievance is a statement of concern reported to a person in authority at Sydney College of Divinity that requires action or response from the Sydney College of Divinity. A grievance can be about any kind of situation or process affecting the student, academic and non-academic, and can be against a person or people at the SCD and its Member Institutions.

A grievance is not part of the regular student feedback the Sydney College of Divinity encourages in its continuing commitment to quality improvement, but rather a formal complaint requesting action or response. Generally the Sydney College of Divinity will not

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act on anonymous complaints. However, staff must refer all complaints, anonymous or otherwise, about abuse of children or young people to the Dean.

3.3 Principles in Grievance Handling

Staff handling grievances should do everything in their power to ensure the following principles are upheld:

- a) **Confidentiality** – All parties have an obligation to maintain confidentiality of both process and records. Generally fairness requires that the respondent knows who has lodged the grievance.
- b) **Impartiality/Procedural Fairness** – Grievance handlers must implement the policies and procedures of the Sydney College of Divinity, and employ principles of openness, honesty and fair dealing throughout their communications, investigations, reporting and record keeping. Both the student complainant and the respondent (person against whom the grievance is made) must receive appropriate information, support and assistance in resolving the grievance.
- c) **Freedom from Unfair Repercussions or Victimisation** – Fear of victimisation prevents many students from lodging a grievance. The Sydney College of Divinity will take all necessary steps to ensure that victimisation does not occur. Any staff member who victimises a student may be subject to disciplinary action.
- d) **Sensitivity** – All grievances must be dealt sensitively, and with care for all involved.
- e) **Timeliness** – Grievances must be dealt with quickly, since undue delay in responding to a grievance may provide ground for further complaint. The aim must be to achieve resolution of a complaint within four weeks of the complaint being lodged. It is important that the complainant and the respondent are kept informed about the progress of the complaint at regular intervals, and advised if resolution of the matter is likely to extend beyond four weeks.

3.4 The Process

Under normal circumstances, it would be expected that a student or person enrolling at a particular Member Institution would lodge their grievance within that Member Institution. For reasons of perceived victimisation or otherwise within that Member Institution, the student may choose to lodge the grievance direct with the Sydney College of Divinity. Accordingly, there are two processes specified in this Policy. The place of lodgement of the grievance will determine which of the two processes will be followed. In either process, the complainant or respondent will not be victimised or discriminated against in any of the three stages of the procedure.

The student remains enrolled in her or his program whilst the grievance process is ongoing.

3.4.1 Lodgement of Grievance at the Member Institution

Students or people seeking to enrol in any accredited course of Sydney College of Divinity have three stages at which a complaint may be addressed. Each stage is free of charge to the complainant..

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- Stage 1 Students may approach any member of staff of their Member Institution with a grievance. The staff member approached advises the student regarding:
- the grievance procedure, referring them to the *Guidelines For Students Raising a Grievance*;
 - the person with whom the grievance should be raised;
 - the student's right to be accompanied and assisted by a friend throughout the process;
 - the expected time frame for resolution, normally no more than four weeks.
- Unless the staff member and the student agree that the grievance should be handled by another person, the staff member approached becomes the grievance handler.
- On receiving a grievance, the grievance handler shall:
- advise any respondent(s) of their right to be accompanied and assisted by a third party, if so desired.
 - acknowledge its receipt within seven days;
 - facilitate resolution in a timely manner, which would normally be no more than four weeks;
 - where other parties are involved, monitor the process to ensure a mutually acceptable resolution is reached without undue delay;
 - give the student comprehensive written advice about the outcome;
 - complete the *Grievance Response Form* with the student;
 - forward records to the Registrar's Office for confidential storage for at least five years: parties to the complaint will be allowed supervised access to these records.
- Stage 2 If a grievance remains unresolved by the process outlined above, the grievance handler should refer it to the Principal for investigation. The Principal may appoint a Grievance Committee of three members of senior staff of the Member Institution, none of whom has been involved in the handling of the grievance. The Grievance Committee will deal with the complaint within a reasonable time, normally within four weeks of receiving the complaint from the Principal.
- Stage 3 If not satisfied with the decision of the Grievance Committee or the time taken to deal with the grievance, the complainant may request that the matter be referred to the Sydney College of Divinity for external resolution. The Dean of Sydney College of Divinity may appoint a Grievance Committee of three members, none of whom will be from the Member Institution involved and at least one of whom will be external to the Sydney College of Divinity. The complaint will be addressed within four weeks. If not satisfied with the decision of the Grievance Committee or the time taken to deal with the grievance, the complainant may request that the matter be referred beyond the SCD for external resolution. Overseas students (studying on student visas) may contact the Overseas Student Ombudsman to lodge an external appeal via the website www.oso.gov.au or by phoning 1300 362 072. For all other students, the Dean has appointed an External Grievance Officer, who may co-opt up to two other persons, also external to the College, to deal with the grievance.. The External Grievance Officer will forward any

recommendations to the Dean within four weeks. The External Grievance Officer will forward any recommendations to the Dean within four weeks. The Dean will implement the recommendations within four weeks, and report at the next meeting the Council and Academic Board.

3.4.2 Lodgement of Grievance at Office of the Dean of the Sydney College of Divinity

- Stage 1 Students may approach staff at the level of Director or above in the Office of the Dean of the Sydney College of Divinity with a grievance. That staff member becomes the grievance handler, and advises the student regarding:
- the grievance procedure, referring them to the *Guidelines For Students Raising a Grievance*;
 - the person with whom the grievance should be raised;
 - the student's and respondent's right to each be accompanied and assisted by a friend throughout the process if desired;
 - the expected time frame for resolution, normally no more than four weeks.
- On receiving a grievance, the grievance handler shall:
- acknowledge its receipt within seven days;
 - facilitate resolution in a timely manner, which would normally be no more than four weeks;
 - where other parties are involved, monitor the process to ensure a mutually acceptable resolution is reached without undue delay;
 - give the student comprehensive written advice about the outcome;
 - complete the *Grievance Response Form* with the student;
 - forward records to the Registrar's Office for confidential storage for at least five years. Parties to the complaint will be allowed supervised access to these records.
- Stage 2 If the grievance remains unresolved by the process outlined above, the grievance handler should refer it to the Dean of Sydney College of Divinity for investigation. The Dean may appoint a Grievance Committee of three senior persons drawn from throughout the Sydney College of Divinity Member Institutions, none of whom will come from the Member Institution involved. The Grievance Committee will deal with the complaint within a reasonable time, normally within four weeks.
- Stage 3 If not satisfied with the decision of the Grievance Committee or the time taken to deal with the grievance, the complainant may request that the matter be referred beyond the SCD for external resolution. Overseas students (studying on student visas) may contact the Overseas Student Ombudsman to lodge an external appeal via the website www.oso.gov.au or by phoning 1300 362 072. For all other students, the Dean has appointed an External Grievance Officer, who may co-opt up to two other persons, also external to the College, to deal with the grievance. The External Grievance Officer will forward any recommendations to the Dean within four weeks. The External Grievance

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Officer will forward any recommendations to the Dean within four weeks.
The Dean will implement the recommendations within four weeks, and report at the next meeting the Council and Academic Board.

At all stages of the process, reasons and a full explanation in writing for decisions and actions taken as part of the procedures must be given if so requested by the complainant and/or respondent.

3.5 Guidelines for Handling a Grievance

If staff members are consulted by a student with a grievance they should:

- Ensure that there is a quiet place to meet and have enough time to listen sensitively. They should try to let the student present issues without prejudging or commenting. If the student is distressed, referral to a relevant person such as the Dean of Students or a Student Counsellor may be appropriate.
- Advise the student that he/she may be accompanied and assisted by a friend throughout the grievance process.
- If the grievance does not relate to the grievance handler's area of responsibility, advise the student where the grievance might preferably be directed. If the grievance is lodged at an appropriate level of authority, refer the student to the right person. For example, within the Member Institution, a Dean may refer a grievance in the first instance to the student's Head of Department.
- Ask the student what avenues he/she has already explored towards resolution. Clarify whether the student is requesting any action, and what that action might be. If appropriate, encourage the student to raise the matter directly with the person or persons concerned, providing support and assistance if necessary.
- If resolution cannot be achieved at this level ask the student to submit the grievance in writing, using the *Student Grievance Notification Form* in the *Guidelines for Students Raising a Grievance*.
- If the grievance relates to alleged unlawful behaviour, refer it to the Principal if the grievance has been lodged within the Member Institution, or to the Dean of Sydney College of Divinity if the grievance has been lodged within the Sydney College of Divinity.
- If the grievance handler can facilitate a resolution of the grievance without investigation, undertake the appropriate resolution process. The grievance handler and the student should complete the *Grievance Response Form*. The grievance handler will then forward a record of the proceedings to the Registrar for confidential storage.
- If the student wishes to seek further resolution, the grievance handler should try to facilitate effective communication between all parties involved while undertaking investigation of the allegations.
- If the grievance remains unresolved in a timely manner within a Member Institution, the grievance handler should refer it to the Principal for investigation. The Principal may appoint a Grievance Committee of three senior members of staff of that

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Member Institution, none of whom have been involved in the handling of the grievance. Tell the student what you are doing and how long you expect a resolution to take.

On the other hand, if the original grievance had been lodged with the Sydney College of Divinity, and it remains unresolved in a timely manner, the grievance handler should refer it to the Dean of the Sydney College of Divinity. The Dean of the Sydney College of Divinity may appoint a Grievance Committee consisting of three senior members drawn from throughout the Sydney College of Divinity Member Institutions, none of whom will come from the Member Institution involved.

- Take all possible steps to ensure that no victimisation occurs as a result of the grievance being raised.
- Steps in the investigation process should include:
 - clarifying and documenting details of the complaint;
 - interviewing witnesses and asking for an account of incidents where appropriate;
 - interviewing the respondent, outlining specific allegations made, and giving them the opportunity to make a full response;
 - considering the relevant evidence;
 - making judgments on such issues as probability, reasonableness, appropriateness;
 - making referrals as appropriate;
 - carefully documenting the process and all decisions made or actions taken.
- Possible outcomes might be:
 - the student, having received advice and support, addresses the matter directly with the respondent;
 - the student receives an apology, or the issue that was the basis of the complaint is modified;
 - a mutually acceptable resolution is reached through mediation, whether internally within the Member Institution or within Sydney College of Divinity.
- Be sure to monitor the outcome and give the student comprehensive written advice. It is not always possible to achieve a satisfactory outcome from the student's perspective, but the response should make it clear that all aspects of the complaint have been investigated and responded to.
- Inform the student of avenues of appeal available to review the grievance handling. This will depend upon where the initial grievance was lodged.

If the initial grievance was lodged with the Member Institution, advise the student as follows:

1. For general grievances relating to the Member Institution's practices:

INTERNAL

- Grievance Committee appointed by Principal

EXTERNAL

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- Grievance Committee appointed by the Dean of the Sydney College of Divinity
- The External Grievance Officer, external to the SCD and Member Institutions, appointed by the Dean (for domestic students)
- The Overseas Student Ombudsman (for overseas students)

2. For grievances related to unlawful behaviour:

EXTERNAL

- Principal to refer to appropriate organisation for advice and action

3. For grievances related to the abuse of children or young people:

EXTERNAL

- Principal to refer to appropriate organisation for advice and action.

Forward full documentation to the Registrar for confidential storage for a minimum of five years, during which time parties to the complaint have appropriate access to these records.

If the initial grievance was lodged with the Sydney College of Divinity, advise the student as follows:

1. For general grievances relating to the a Member Institution's or Sydney College of Divinity's practices;

INTERNAL

Grievance Committee appointed by the Dean

EXTERNAL

The External Grievance Officer, external to SCD and Member Institutions, appointed by the Dean (for domestic students) and the Overseas Student Ombudsman (for overseas students)

2. For grievances related to unlawful behaviour

EXTERNAL

Dean to refer to Principal of Member Institution involved

3. For grievances related to the abuse of children or young people

EXTERNAL

Dean to refer to Principal of Member Institution involved

Forward full documentation to the Registrar for confidential storage for a minimum of five years, during which time parties to the complaint have appropriate access to these records.

Grievance Handling Checklist

- When talking to the student staff should :
 - Set up a quiet meeting place.

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- Assess the level of stress, and recommend additional support if necessary e.g. Student Counsellor.
 - Explain your role, the Policy and Procedures.
 - Explain the concepts of natural justice and confidentiality.
 - Listen as the student explains the issues.
 - Ask for supporting evidence.
 - Ask what the student thinks will fix the problem.
 - Give the student advice about the range of options that might be available, e.g. the student handles it, you handle it, you refer it on.
 - Explain what will happen next. If you are not sure, make another appointment to see the student.
 - Tell the student who you need to talk to.
 - Remind the student about the need for confidentiality, and that he/she should not talk to others while you are looking into the matter.
 - Take notes about the important details of the meeting.
 - Check that you are the appropriate person to deal with the matter. Discuss with your Principal, Registrar or Dean, as appropriate if in doubt. If you are not the right person, refer the student to the appropriate person as soon as possible.
- When talking to the Respondent staff should:
 - Prepare for this interview.
 - Explain the purpose of the meeting and how the grievance procedure works.
 - Tell the respondent the details of the grievance, and explain why his/her actions may be seen as inappropriate.
 - Reassure the respondent that you will act impartially, that you have not prejudged, and that you are looking for a resolution.
 - Listen to the respondent's side of the story, and check you have understood.
 - Ask what the respondent thinks will fix the problem.
 - Remind the respondent about the need for confidentiality, and that he/she must not victimise or hassle the complainant or others involved.
 - Provide information on support available.
 - Explain what you will do next and when you will next contact the respondent.
 - Note down the important details of the meeting.
- Gather any additional information, and seek advice you need.
 - Decide how the complaint could be resolved, e.g. conciliation, management decision, referral.
 - Inform the complainant and respondent separately giving clear reasons for your decision and discussing your expectations about standards of professional behaviour now required.
 - Inform the complainant and respondent of the avenues of appeal available.
 - Monitor the situation to ensure there is no repeat of the problem.

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- Complete the paperwork and forward to the Registrar's office for confidential storage.

The following also form part of the Policy and Procedures:

- Student Grievance Resolution Flowchart for a Grievance Lodged at Member Institution
- Student Grievance Resolution Flowchart for a Grievance Lodged at the Office of the Dean of the Sydney College of Divinity
- Student Grievance Notification Form
- Student Grievance Response Form

3.6 Special Cases within the Grievance Regulations

Some grievances require modifications to the general grievance process in that they involve decisions of Committees of the Academic Board. These are:

- grievances regarding assessment;
- postgraduate research candidate grievances regarding supervision, student progress and candidature; and
- postgraduate research candidate grievances regarding admission to candidature, extension of candidature, the outcome of thesis examinations

The modifications to the general process are set out below.

If a complainant is not satisfied with the final decision under these special cases or the time taken to deal with the grievance, the complainant may request that the matter be referred beyond the SCD for external resolution. Overseas students (studying on student visas) may contact the Overseas Student Ombudsman to lodge an external appeal via the website www.oso.gov.au or by phoning 1300 362 072. For all other students, the Dean has appointed an External Grievance Officer, who may co-opt up to two other persons, also external to the College, to deal with the grievance. The External Grievance Officer will forward any recommendations to the Dean within four weeks. The Dean will implement upon the recommendations within four weeks, and report at the next meeting the Council and Academic Board.

3.6.1 Grievances regarding assessment

In the first instance a student may appeal to the lecturer concerned against the result given in any item of assessment when:

- (a) the student believes that some error in grading has been made;
- (b) there are concerns about the grade awarded.

After this informal dialogue, if the student still believes there are grounds for appeal, the student may formally appeal to the board of studies of his/her Member Institution.

Where a student believes that the review procedures in the Member Institution have not been followed with regard to an appeal against a failed final grade, the student may appeal to the Academic Board of the College. This is the only ground on which an appeal can be made to the Academic Board.

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The appeal must be submitted in writing to the Dean of the Sydney College of Divinity within ten working days of receipt of the determinative outcome of the appeal to the Member Institution.

The student must provide the Dean with documented evidence that the regulations on Review and Appeals have not been complied with by the Member Institution.

The student remains enrolled whilst the grievance process is ongoing.

3.6.2 Postgraduate research candidate grievances regarding supervision, student progress and candidature

This set of regulations applies to matters arising during candidature in a research award and prior to the submission of a thesis and may include:

- unsatisfactory supervision;
- disputes relating to student progress;
- academic issues relating to candidature.

The College encourages all parties to the grievance to resolve issues informally and provides a process for informal resolution or pre-grievance procedures. For disputes involving supervision, candidates are expected to make reasonable attempts to resolve the grievance by discussion with the supervisor(s) before entering into formal grievance procedures. If the matter cannot be thus resolved, the candidate should contact the Dean who will attempt to negotiate a resolution with the parties involved.

The formal grievance process shall be as follows:

1. The candidate making the grievance complaint shall file a written Grievance Report with the office of the Dean which shall contain:
 - a. a statement of the alleged grievance;
 - b. an account of the steps taken to resolve the grievance;
 - c. the names and positions of any people previously consulted;
 - d. copies of all documentation related to the grievance.
2. The Dean shall
 - a. Gather any additional material required including a report from the respondent;
 - b. Make a further attempt to reach a negotiated settlement;
 - c. Refer the grievance to the Grievance Resolution Panel;
2. The Grievance Resolution Panel shall consist of:
 - a. The Dean of the College;
 - b. The chairperson of the Academic Board or nominee;
 - c. A member of the Research Committee;
3. The Grievance Resolution Panel shall meet with all parties under the following rules:
 - a. the panel and all parties shall have received documentation in advance of the meeting;
 - b. the candidate and respondent may be accompanied by an adviser who may offer advice but not act as advocate or spokesperson before the panel;

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- c. the procedures for resolution will be agreed upon by the panel after the panel has established that a grievance exists;
 - d. the panel will provide for both candidate and respondent to address the panel or receive a written statement in lieu of a personal appearance;
 - e. the panel shall determine the action necessary to resolve the grievance;
 - f. all proceedings shall be minuted;
 - g. if a resolution is reached, all parties will sign the agreement;
 - h. all persons directly involved will receive a copy of the agreement;
4. The College shall retain a copy on file.

The student remains enrolled whilst the grievance process is ongoing.

3.6.3 Postgraduate research candidate grievances regarding admission to candidature, extension of candidature

Appeals may be made by postgraduate research candidates against decisions of the Research Committee which fall within the following academic and procedural areas::

- Admission to candidature;
- Extension of candidature;
- Outcome of thesis examinations requiring correction and/or revision but where a final result has not been determined by the Academic Board.

A candidate wishing to lodge an appeal against a decision of the Research Committee should lodge such an appeal through the Dean, within one month of the date of the letter notifying the decision.

The student remains enrolled whilst the grievance process is ongoing.

The appeal will be brought before the Research Committee which may appoint an Appeals Sub-Committee. Appeals regarding the results of these examinations will be considered in the first instance by the Research Committee.

The Academic Board of the College may be asked to review the appeal if an applicant is dissatisfied with the outcome of the appeal in area of thesis examination.

CONTACTS

Grievance Officer at any of the Member Institutions

For contact details of the Grievance Officer at any of the Member Institutions contact:

Dr Les Gainer
The SCD Director (Administration)
Office of the Dean
Sydney College of Divinity

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Email: lesg@scd.edu.au

<i>Location</i> Suite G5, Focus Building 64 Talavera Rd Macquarie Park NSW 2113	<i>Postal address</i> PO Box 1882 Macquarie Centre NSW 2113	Phone 02 9889 1969 Fax 02 9889 2281
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Grievance Officers in the Office of the Dean of the Sydney College of Divinity

The contact details for the Office of the Dean are:

Dean	Professor Diane Speed dean@scd.edu.au
Director (Administration)	Dr Les Gainer BSc PhD lesg@scd.edu.au
Director (Finance & Compliance)	Mr David Cheetham BA CPA davidc@scd.edu.au
Director (Research)	tba

<i>Location</i> Suite G5, Focus Building 64 Talavera Rd Macquarie Park NSW 2113	<i>Postal address</i> PO Box 1882 Macquarie Centre NSW 2113	Phone 02 9889 1969 Fax 02 9889 2281
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I. EXTERNAL GRIEVANCE OFFICER

For Overseas students (studying on student visas) external complaints and appeal are handled by the Overseas Student Ombudsman via the website www.oso.gov.au or by phoning 1300 362 072.

For all other students, the external Grievance Officer is Rev Dr Mark Harding:
mharding@actheology.edu.au

GUIDELINES FOR STUDENTS RAISING A GRIEVANCE

The following information is a summary of the procedures to be followed should you wish to lodge a grievance, whether academic or non-academic. A copy of the full policy and procedures, entitled 'Student Grievance Policy and Procedures of the Sydney College of Divinity' can be accessed in the following ways:

- The Sydney College of Divinity web site www.scd.edu.au
- The Sydney College of Divinity *Handbook* – available both in hard copy and on the website
- Your Member Institution's website
- Your Member Institution *Handbook*

The Sydney College of Divinity is committed to living out its vision and values in establishing and maintaining a harmonious and supportive environment conducive to study and personal development. The Sydney College of Divinity has a responsibility under legislation to ensure students are not subjected to discrimination, harassment, vilification or victimisation. We recognise that students may sometimes feel they have experienced disadvantage or distress, and will ensure that grievances are responded to promptly, with minimum stress and maximum protection for all concerned

This grievance policy and set of procedures apply to all currently enrolled students or persons seeking to enrol in Sydney College of Divinity approved courses of study at Sydney College of Divinity Member Institutions, regardless of the location of the campus at which the grievance has arisen, the student's place of residence or the mode in which they study. It provides a mechanism for addressing grievances arising out of any kind of situation or process affecting the student, both academic and non-academic. Fairness demands that these and other concerns be responded to promptly and handled in a consistent and transparent manner. Note that some grievances require modifications to the general grievance process in that they involve decisions of Committees of the Academic Board. These are:

- grievances regarding assessment;
- postgraduate research candidate grievances regarding supervision, student progress and candidature; and
- postgraduate research candidate grievances regarding admission to candidature, extension of candidature, the outcome of thesis examinations

This document provides guidelines for students or persons seeking to enrol, wishing to raise a grievance.

Each step of the process is free of charge. The student remains enrolled whilst the grievance process is ongoing.

Step 1 Discuss your grievance informally with the person concerned if you can, or alternatively with the person's superior. Staff within the Member Institution or SCD are available to advise or can assist you if needed.

Reviewed: Dec 2011

Step 2 If you can't resolve the grievance directly, you would normally proceed to lodge your grievance formally within the Member Institution in which you are enrolled or attempting to enrol, following the procedures that follow in step 3. However, if for any reason you feel uncomfortable about lodging that grievance within the Member Institution, you can opt to lodge the grievance direct with the Office of the Dean of the Sydney College of Divinity. In that case, ignore step 3 and proceed to the Office of the Dean of the Sydney College of Divinity Option below.

Step 3 At your Member Institution, approach your Department Head or Dean of students. They will ask you to complete the *Student Grievance Notification Form* (available at your Member Institution's Administration Office), and make an appointment to see you. Please note that the Member Institution cannot handle anonymous grievances except those related to child abuse. You can bring a friend to this meeting to assist you. Both you and your support person will be asked not to discuss this matter with anyone else while the grievance handler is looking into it for you.

Resolution may require the appointment of a Grievance Review Committee, and may involve external review. Your grievance handler will keep you informed during the process, and will give you comprehensive written information about the outcome and the reasons for the decisions made and/or actions taken. You have the right to access the full documentation throughout the five years of its confidential storage, after it has been lodged with the Registrar.

OFFICE OF THE DEAN OF THE SYDNEY COLLEGE OF DIVINITY OPTION

Under normal circumstances, it would be expected that a student or person enrolling at a particular Member Institution would lodge their grievance within that Member Institution. However, you may choose to lodge your grievance direct with the SCD. The following would then apply.

Lodge your completed *Grievance Notification Form* at the Office of the Dean of the Sydney College of Divinity, and make an appointment to see a grievance handler within the Office of the Dean. Please note that the Sydney College of Divinity cannot handle anonymous grievances except those related to child abuse. You can bring a friend to this meeting to help you. Both you and your support person will be asked not to discuss the matter with anyone else while the grievance handler is looking into it for you.

Resolution may require the appointment of a Sydney College of Divinity Grievance Committee, and may involve external review.

Your grievance handler will keep you informed during the process, and will give you comprehensive written information about the outcome and the reasons for the decisions made and/or actions taken. You have the right to access the full documentation throughout the five years of its storage, after it has been lodged with the Registrar.

Victimisation – We understand you may be afraid of being victimised as a result of raising a grievance. The Sydney College of Divinity and your Member Institution will not tolerate victimisation, and will take disciplinary action if it is proven to have occurred.

Reviewed: Dec 2011

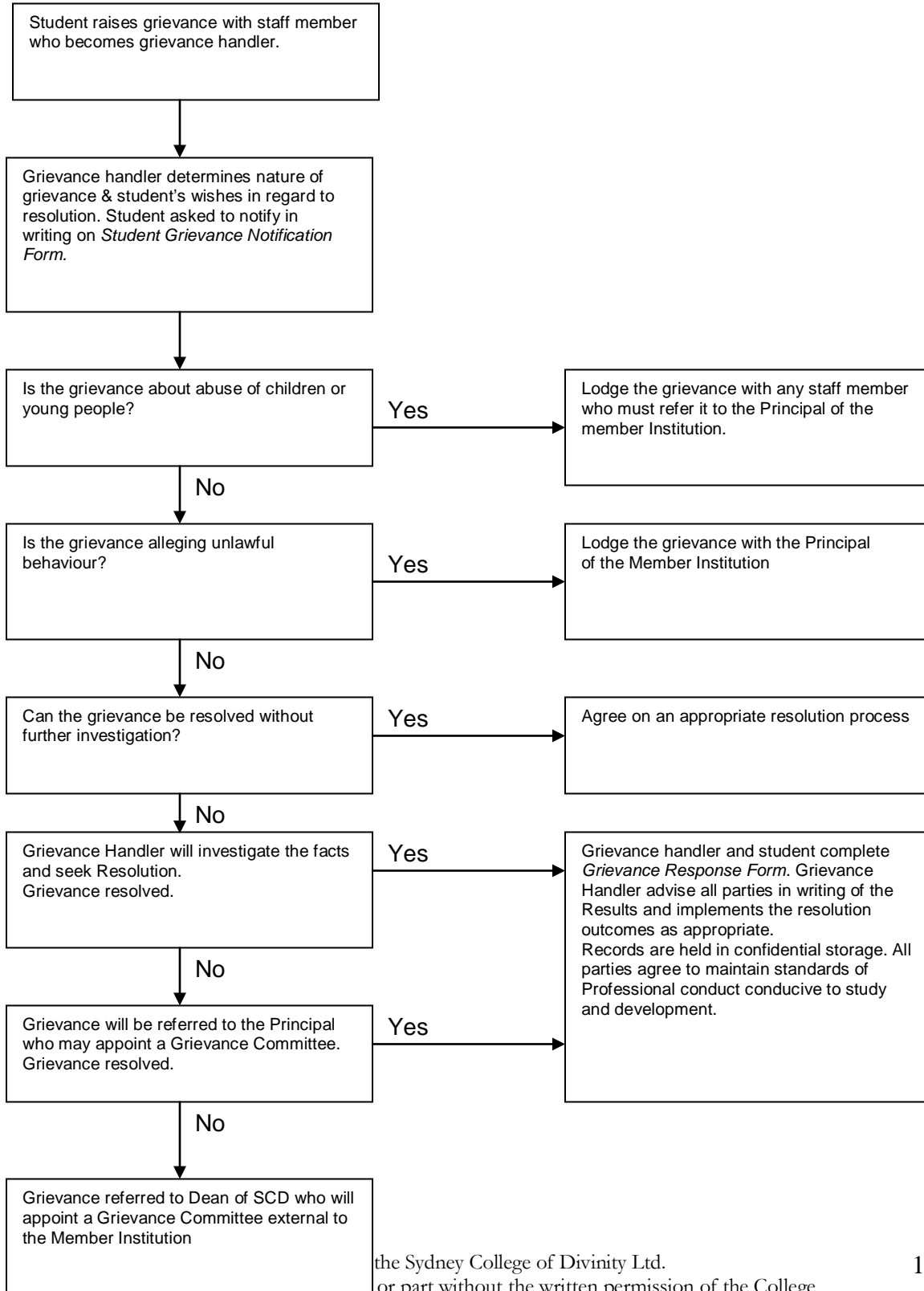
Outcomes – The following might be possible outcomes:

- You gain a better understanding of the situation and so you are no longer concerned.
- You reach a mutually acceptable resolution through mediation.
- You receive an apology and/or the problem is addressed.
- Where the facts surrounding your grievance cannot be substantiated, no action will be taken.

Where the issues are serious, the Member Institution (or the Office of the Dean of the Sydney College of Divinity if you lodged your grievance there) will take action under its disciplinary processes or under the relevant legislation. In extreme cases the grievance could result in the dismissal of staff or expulsion of students.

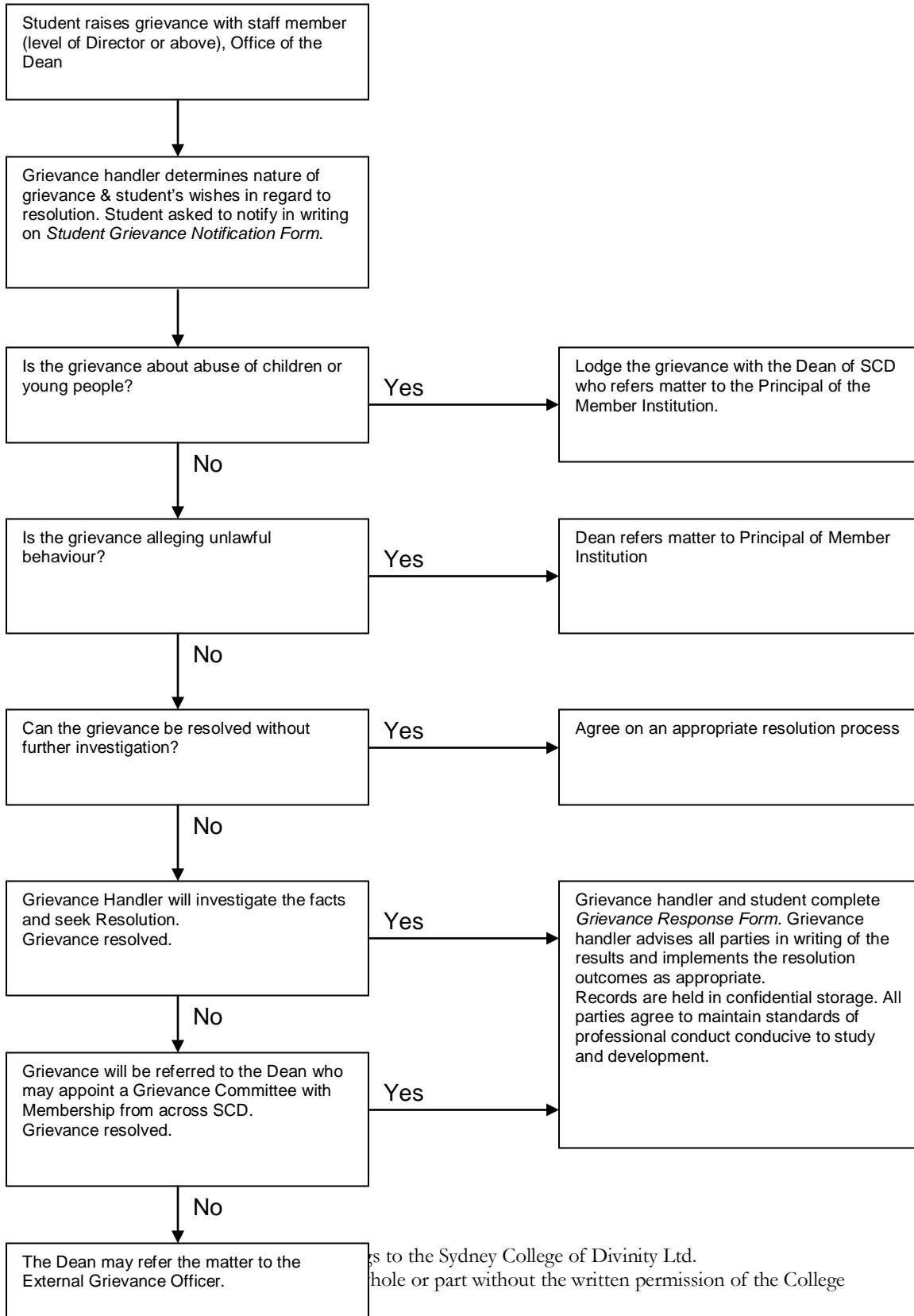
GRIEVANCE LODGED AT MEMBER INSTITUTION

II. Student Grievance Resolution Flowchart



GRIEVANCE LODGED AT THE OFFICE OF THE DEAN

III. Student Grievance Resolution Flowchart



IV. STUDENT GRIEVANCE RESPONSE FORM

RESPONSE FROM: _____

CONTACT DETAILS: _____

What steps have been taken to resolve the grievance at this stage?

What were the results of the actions?

GRIEVANCE HANDLER: _____ **DATE:** ____/____/____

3. PROBLEM ANALYSIS:

Has the grievance been resolved?

- YES Please complete the section below.
 NO Refer matter to the next person as per Grievance Flowchart.

I confirm that the grievance outlined above has been resolved to my satisfaction and that no further action is required.

STUDENT:

(name) _____ **DATE:** ____/____/____

(signature) _____

GRIEVANCE HANDLER:

(name) _____ **DATE:** ____/____/____

(title) _____

(signature) _____

V. STUDENT GRIEVANCE NOTIFICATION FORM

CONFIDENTIAL

NAME OF STUDENT LODGING THE GRIEVANCE:

CONTACT NUMBERS:

Please describe the problem/issue in your own words, with as much detail as possible (eg: names, dates, times, and actual incidents).

What would you like to see happen as a result of lodging this grievance?

STUDENT'S SIGNATURE: _____ | **DATE:** ____ / ____ / ____

Reviewed: Dec 2011

SAVING CLAUSE

Notwithstanding anything to the contrary herein contained, the Academic Board of the College may, in any exceptional case which it may deem it appropriate to do so, dispense with or suspend any requirements of or prescriptions by these rules. Any such action by the Academic Board of the Sydney College of Divinity is to be reported forthwith to the Council.