

Australian Apostolic College

Student Handbook

Version 5 Jan 2010



BEHOLD, I WILL DO A NEW THING (ISAIAH 43:19A)

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Introduction

Thank you for your inquiry about courses offered by Australian Apostolic College for international students.

We believe in equipping people for the work of the Ministry. We trust that as you devote yourself to developing your God-given talents and abilities, you will be challenged and inspired to achieve all that God intended for your life. Our desire is to raise up strong men and women who are grounded in the Word of God and are thoroughly equipped to carry out the work of the Kingdom.

In accordance with the motto of the College, "Behold, I will do a new thing" (Isaiah 43:19a) - *Ecce Ego Facio Novum* – *the vision* of AAC is to provide an institution of higher learning in a creative environment that allows for the release of apostolic ministry with a strong emphasis on adding value to the local church, planting churches and world missions.

Our campuses are located close to public transport, cafes, takeaway food, restaurants, sporting facilities, cinemas and shopping facilities. Our classrooms are air-conditioned, spacious, comfortable, well equipped and designed to help you study in a relaxed and productive atmosphere. In addition to our existing libraries, on behalf of their students and staff, AAC has negotiated access to number theological libraries through out Australia.

AAC is a Registered Training Organisation (RT0 N0. 31776) with the Australian government and our Centrelink Course Approval N0. 4P846

Our Study program aims to meet the needs of *Those Preparing for Ministry*:

Our courses are designed as all-round, flexible and comprehensive programs to meet the needs of those preparing ministry within the church or around the world, as well as work. These courses provide the student with a sound biblical and theological base as well as a strong emphasis on leadership and practical ministry.

Vocational pathway would include:

- School Chaplain/ Religious Education instructor

- Missionary Support worker
- Assistant Pastor
- Church Administrator
- Pastor
- Missionary
- Church Planter

AAC has excellent qualified and experienced teaching staff. All our staff are committed to giving personal attention to student, and committed to on going professional development. All our staff participates in a comprehensive induction process that outlines their requirements as staff of a Registered Training Organisation. Our staff are also familiarised with their responsibilities under the RTO Code to ensure our compliance with requirements relating to International Students.

As part of their training and professional development students will encouraged attend our Apostolic Church Australia national conference. At these conferences you'll have an opportunity to get to know people in ministry from many geographic areas. Choose among a number of session topics that can provide you with professional development opportunities that can help you grow as a professional. Also you'll have an opportunity to hear speakers of a national caliber. Most local churches don't have the funds to bring in the top tier of speakers for their events, so often attending national meetings is the only way you'll have an opportunity to hear words of wisdom from those speakers recognized as thought leaders on a national or international basis.

The College Office will be open from 9.30am-3.30pm Monday to Friday (excepting Public Holidays).

I encourage you to explore the opportunities and choices offered at Australian Apostolic College. If you have any further questions please do not hesitate to email us. We will respond promptly with straightforward answers.

I pray that God will guide you in this important decision of preparing for His service.

Blessings

Dr Tony Keys

Academic Dean

This Code of Practice serves as a preface to the Policies and Procedure's Manual.

Our Commitment

This RTO is committed to high standards in the provision of Vocational Education and Training and other Student services. The policies set out in this **Code of Practice**, and in our **Policies and Procedures**

Manuals underpin the operations of the RTO. We understand that our registration as a Registered Training Organisation may be withdrawn if we do not honour these obligations.

Legislative Requirements

This RTO will comply with all Legislative requirements of State and Federal Government, in particular Workplace Relations, Anti-discrimination Act (QLD) (1991), Disability Discrimination Act (1992), Human Rights and Equal Opportunity Commission Act (1986), Workplace Health and Safety Act (Qld) (1995), Equal Opportunity for Women in the Workplace Act (1999), Racial Discrimination Act (1975), Sex Discrimination (1984), Privacy Act (1998), Migration Regulations (1994), Commission for Children and Young People Act (2000), Education Services for Overseas Students Act (2000), Education Services for Overseas Students Regulations (2001), National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS), Education Services for Overseas Students (Assurance Fund Contributions) Act (2000), Education (Overseas Students) Act (1996), Education (Overseas Students) Regulation (1998), Vocational Education Training and Employment Act (2000), Australian Quality Training Framework (2001), and Higher Education Support Act (2003).

External Review

This RTO has agreed to participate in external monitoring and audit processes as required by the State Training Agency. This covers random quality audits, audit following complaint and audit for the purpose of re-registration.

Quality Management Focus

This RTO has a commitment to providing a quality service and a focus on a continuous improvement. We value feedbacks from students, tutors, and industry representatives.

Management and Administration

This RTO has policies and procedures, which ensure sound financial and administrative practices. We guarantee the organisation's sound financial position and safeguard student fees until used for training or assessment. We have a fair and equitable refund policy. Student records are kept securely and confidentially and are available for student perusal on request. This RTO will have any relevant insurance necessary for the operational needs of the organisation.

Marketing and Advertising

This RTO markets training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons are drawn with any other training or training Products.

Training and Assessment Standards

This RTO has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the National Assessment Principles including Recognition of Prior Learning (RPL). Adequate training materials will be utilised to ensure the learning outcomes of the training product can be achieved. Appeals procedures are in place for Students who are not satisfied with assessment or training.

The purpose of this *Student Handbook* is to provide new, continuing and returning students with information on courses, units, resources and services offered by the College, and to familiarise students with their personal and academic responsibilities.

1. Office Hours

The College Office will be open from 9.30am-3.30pm Monday to Friday (excepting Public Holidays).

2. Access to General Office

To safeguard the integrity of confidential material, all students and other visitors must wait in the reception area until permission is given to enter other areas of the office. Entry to the office building is only through the main front door.

3. Faculty Hours

Faculty members are available for consultation on Tuesdays to Fridays (generally from 8.30am to 4.00pm). Individual lecturers' schedules may vary. Preference will be given to those who make appointments. Appointments can be made with personnel at the front desk of the administration office, by phone, email or with lecturers before or after lectures.

4. Attendance Requirements

Students are to attend all lectures and tutorials as required.

5. Student Records and Changing Your Particulars

Your Enrolment Form provides us with the minimum amount of essential information to ensure that:

- you meet entry requirements for the Course you enrol in
- we will be able to communicate with you about all aspects of the Course as it proceeds
- you are aware of all information available about the College and the Course you want to enrol in
- you are aware of information regarding payments and refunds
- we can enter your details on our Qualification Register for the future issuing of qualifications

Please notify the college of any changes to your name, address, telephone number or e-mail address. Your e-mail address will be used as the primary means of communication with the College.

6. Dress Code

While attending lectures, students must dress in a Christ-honouring way. Also, for reasons of health, safety and decorum, thongs and tank tops are not to be worn on the college campus.

7. Workplace Health and Safety/Anti-Discrimination etc.

Students and staff are required to comply by all College, occupational health and safety, workplace harassment, anti-discrimination and vocational education and training requirements/policies/government legislations. At all times students are required to behave in a manner that is conducive to the safety and wellbeing of others. Students will be liable for any wilful damage caused to College or Church property

Students must observe the following code of conduct:

- Students are required to maintain the highest standard of Christian discipline in accordance with the Word of God and the doctrinal statement of the College
- Students are expected to attend a local church and to be involved in the life of the church
- Students should conduct themselves with due regard to the rights and welfare of other students, staff and members of the public
- Students must not conduct themselves in a manner that is detrimental to the reputation or to the orderly functioning of the College and its activities
- Students must not wilfully damage or use, without permission, the property of the College or any other property used by the College or its students or staff
- Students must observe all rules and regulations relevant to honesty and integrity in examinations and assignments. Failure to do so may result in action being brought by the College against a student
- No cigarettes, alcohol, or illicit drugs (other than prescribed drugs) are allowed on premises used by the College
- Any behaviour which is unbecoming of a Christian (i.e. dishonesty, disruptiveness, unruliness, failure to pay fees, habitual failure to complete exams and assignments, immorality, or other behaviour likely to cause other students to stumble) is unacceptable
- Any student contravening the above-mentioned rules shall be liable to instant expulsion, suspension and/or other disciplinary action

8. Requirements Regarding Food

Food is not to be eaten during lectures. Place all food scraps and other rubbish in the bins provided. Should you spill any food or drink items on premises, please clean it up immediately.

9. Furniture

We ask that you leave the classroom, library and other facilities neat and tidy.

10. Use of College Equipment

All photocopying must be recorded and paid for in the journal provided in the office. Before using College equipment please seek approval from the office.

11. Fire Drill

Be sure to familiarise yourself with fire exits, assembly (muster) points and fire extinguishing equipment. In case of fire please leave via exits and assemble at designated assembly points.

12. Fundraising Projects

The sale of cakes, lollies, chocolates or any other products for profit or fund-raising is not permitted on College premises.

13. Church Attendance

All students are expected to regularly attend a Christian church of their choice.

14. Sending an Apology

If for any reason you are unable to attend a class, you should send an apology to your class teacher, usually by phone or email and an absence form to the office. If through unavoidable circumstances you find on the day of the class you cannot attend, an urgent message may be sent to the College office to be passed on to the class teacher.

15. Punctuality

Punctual attendance to classes is a fundamental courtesy. So, too, is the submission of forms, assessment, and other necessary applications. The College community can only proceed effectively when students assist the staff in this way.

16. Student Service and Access and Equity

ACC is committed to meeting the needs of the individual students and the community as a whole, through the integration of access and equity guidelines. ACC will ensure that equity principles for all, regardless of race, gender, age, social or educational background, or any disability that may be present, are implemented through fair allocation of resources (including human resources) and the right to equality of opportunity without discrimination. ACC will ensure that no person applying for admission to ACC will be disadvantaged in any way by virtue of their race, gender, age (recognising the minimum age for enrolment), social or educational background, or disability.

16.1 Academic Performance

To assist students to meet the course requirements, lecturers/trainers will set aside time during each course to explain and revise the requirements of each assessment item. Staff will also be available by appointment to assist students who may require further assistance.

Additionally, academic performance will be monitored at the end of every semester to ensure all students are maintaining satisfactory levels of achievement. When students are at risk of not meeting the course requirements, an intervention strategy will be implemented that focuses on interviewing and counselling students, and assisting them to achieve satisfactory progress.

Note: Students enrolled in a unit are required to complete all assessment tasks for that unit in the sequence in which they are set.

16.2 Coaching and Mentoring

AAC is mindful of the importance of the need for an ongoing network of professional support and development of Christian leaders. In addition to our own staff, AAC has a network of coaches, mentors and organisations which can be made available to the students.

16.3 Personal Counselling for Emotional Needs

It is the policy of AAC not to get involved in counselling matters that do not relate to student studies. We do, however, recognize that students may at some time need personal counseling to resolve a particular situation. In such cases, the student will be referred to his or her pastor or the superintendent of the student's organisation, or they

will be directed to a professional counselling service such as Christian Counsellors Association Australia (<http://ccaa.net.au/>), Life Line (<http://www.lifeline.org.au/>), Relationships Australia (<http://relationships.com.au/>), or Salvation Army Counselling Services (<http://www.salvos.org.au/>).

16.4 Disability Services

Students with disabilities are asked to make their particular needs known to the AAC Dean, either at their initial interview or at enrolment, so that every effort can be made to accommodate those needs.

Students with disabilities will be directed to one or more of the following:

- Disability Services and Information of their major city
- Disability Services and Information of their closest TAFE College
- Salvation Army Counselling services
- Disability Services Australia
- Better Hearing Australia (Victoria) Inc.
- Australian Federation of Disability Organisations (AFDO)

16.5 Language, literacy and numeracy programs for adults

Language, literacy and numeracy programs for adults are available at a range of training organisations throughout Australia, including:

- TAFE institutes
- Community Training
- Private training organisations

These programs may be delivered as one-to-one tuition with a volunteer tutor, in open learning centres, in small groups/classes, or as distance training. Students with language, literacy or numeracy difficulties will be directed to one or more of the above organisations.

16.6 Sexual Harassment

AAC acknowledges its obligation under the Sex Discrimination Act 1981, and the Anti-Discrimination Act 1991. Under no circumstances does the college condone sexual harassment of staff or students.

According to the Sex Discrimination Act (1984), Sect.28a, a person harasses another person if:

- The person makes an unwelcome sexual advance, or an unwelcome request for sexual favours, to the person harassed; or
- Engages in other unwelcome conduct of a sexual nature in relation to the person harassed; in circumstances in which a reasonable person, having regard to all the circumstances, would be offended, humiliated or intimidated. Conduct of a sexual nature includes making a statement of a sexual nature to a person, or in the presence of a person, whether the statement is made orally or in writing.

17. Payment of Fees

- Students must arrange payment of all fees at enrolment. To assist students we have provided an On-line Fee Payment Service. Your fees are made up of three components: (a) Registration fees, (b) Tuition fees, and (c) Graduation fees. In cases of financial hardship, students may pay by instalments under conditions specified by the college after an initial \$100 deposit has been paid.
- Subject to the Refund Policy, a student is liable for all their fees even if they withdraw from a course
- AAC may refuse admission to students who have defaulted on the payment of charges and have outstanding debts to the College
- Re-enrolment in a subject, which a student has failed twice, is not permitted, unless approval has been obtained from the college.
- Assessment results will not be given over the phone. All results will be posted to your postal address, so please ensure that you inform the office of changes to your address prior to completion of the course.
- At the completion of a Certificate/Diploma/Advanced Diploma the student should submit an Application for an Award Form in the semester in which the award requirements are completed. Please be aware that for mutual recognition, AAC can give recognition to related qualifications issued by other Australian registered training organisations if supporting documentation is provided (e.g. certified copies of previous awards).

- The College is obligated to provide a student's name, address and enrolment data to the Department of Training, Centrelink and other authorised institutions when requested.
- Students are responsible for the payment of fees. Where an employer has signed an agreement with ACC to pay fees and charges on behalf of a student, the college will invoice the employer. If, however, the fees are unpaid, students remain liable for payment of all student fees.
- Students are advised that some courses may require them to undertake a work placement within the industry. Prior to such placements, a student will need to meet certain industry conditions (e.g. holding a valid Blue Card, etc.). In such work placements, students are expected to act professionally and meet the normal behavioural standards of the industry (e.g. dress code, work hours, medical certificate if absent from work, etc.) to satisfy the competency standards of work placements.

18. Refund Policy

A full refund will be granted if:

- a student withdraws from an entire course because the course is cancelled; or
- the College reschedules a class/course to a time unsuitable for the student

NB: In all cases, refunds are not automatically made. Students must formally request a refund by filling in a Refund and Withdrawals form.

A partial refund will be granted if:

- a student can offer written evidence that they must withdraw for reasons beyond their control which prevent them from continuing their studies. In such cases as are approved by the college, the refund will be on a pro-rata basis.

No refund will be granted if:

- a withdrawal/application for refund is submitted that does not meet the previously listed requirements.

Note: No refund applies to units of competency not yet commenced if the application is lodged after the specified period, as they are part of a course/program of study.

- because of the ceiling of tuition fee charges, full-time students who withdraw from a single module/unit of competency may not, in some instances, be entitled to a refund.

Special circumstances

- Pro-rata refunds may be approved by the College Dean if students can establish with documentary evidence satisfactory grounds for withdrawing from the course/qualification e.g. serious illness or disability, transfer of employment or other circumstances beyond their control.

Students who withdraw while on a Payment Plan

- A student who is paying by the installment plan option will only be entitled to a refund if the total owed by the student is less than the refund due. In situations where a student owes more than the refund due, a new fees payment agreement will be issued and their outstanding debt amended. Note: If students do not officially withdraw within the limits previously specified they will still be liable for full payment of any outstanding fees.

Tuition Fees & Other Costs

See College website.

Graduation Cost is \$50.

19. Course Structure/Learning and Assessment Strategies

Every course has been planned to maximize the learning opportunities for the students enrolled. Information regarding course structure, duration of course, class schedule and venues and types of assessments are available on the AAC website.

Details regarding expectations, completion of assessment, and other practical components of the course will be given to students at the first session of the course.

20. Feedback

As a valued judge of our performance in training, you will be formally invited on different occasions by staff of AAC to give us feedback. If it appears to you that your feedback is not being responded to appropriately, we invite you to approach one of our staff or training partners

to speak openly about the situation. If you don't feel that you are being listened to, you can formally register your feedback with our International Office.

21. Administration of Student Records

ACC has effective administrative and records management procedures in line with the organisations' scope of registration and scale of operation. Only staff who need your personal information for the purpose of administration or training will be permitted access to your records. We do, however, ask that all students acknowledge that Government auditors may need to check our administration systems. In doing this, they may gain access to information you have provided to us. If you would like information, including training records, that we have on file about you to be provided to yourself or someone else, you need to request this by submitting a Personal Information Disclosure Form. We will retain a record of the units of competency and qualifications that you have achieved for thirty (30) years.

22. Competence of AAC Staff

All trainers responsible for the delivery of training and assessment of your performance are qualified and experienced. They hold the required training qualifications in the area in which they are training and assessing.

23. Assessment Requirements

All programs delivered by ACC are assessed under the "Principles of Competency Based Training". A Unit of Competence will assess the skills, knowledge and attitudes that are required to complete a task in a work environment. When you are being assessed on these tasks you will be required to perform them to the level required in the appropriate environment. All assessment results are recorded. Your assessor will assess your competence (ability) in each unit. You will receive a grade of "Competent" or "Not Yet Competent". Students will be notified of results for each assessment item and will have access to their academic records through their trainer or the ACC office.

24. Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is the formal acknowledgment of skills, knowledge and attitudes (elements of competencies) obtained through formal and informal training, study, work and life experience. RPL can be given where formal study in a previously completed course has led to a person demonstrating the same competencies as will be assessed by doing an AAC

course. RPL can also be given where a person has evidence that competencies have been developed in situations outside the classroom.

How to apply for RPL:

- Request RPL Application Form.
- Complete RPL Application Form.
- Return RPL Application Form with supporting evidence e.g. Statement of Attainment or College Transcript and Application Fee

You will be advised within 28 days of the cost for processing and the assessment of your application. You may then decide if you want the formal assessment process to go ahead.

25. Issuing of Qualifications and Statement of Attainment

Requirements for Graduation:

When a candidate has satisfied the examiners and completed the requirements for the course the College will issue the award. Graduations will usually be conducted in the first half of December.

Statement of Attainment/Academic Transcripts:

A Statement of Attainment/Academic Transcript will be issued at the college graduation service. If you believe there is an error in the transcript contact the AAC office immediately and advise them of the suspected error. Staff will check your record and, if an error has occurred, will make any necessary amendments and issue a new copy of your transcript at no additional cost.

Students who require a Statement of Attainment or Academic Transcript prior to the graduation service may appeal in writing. Please state your full name, student number and the number of copies you require. Payment of \$40.00 per copy is to accompany your request.

26. Complaints and Assessment Appeals Procedure

- Students can discuss issues about any course-related matter with any staff member that they think will be able to assist in resolving the issue. If the issue can be resolved in initial discussions, no further recourse is required.

- In the case of assessment issues, the student should first approach the trainer/assessor conducting the assessment. If you are unsatisfied with the outcome, please log a formal appeal in writing.
- The appeal period for issues related to assessment will be a maximum of one (1) month beyond the final date for submission of assessment, unless another date is specified for the particular course.
- If the issue (assessment or other issue) cannot be resolved in these initial discussions, the student should be advised of the formal complaints and appeals process by the staff member who has had the initial discussions. The student should be advised of the option of submitting a Complaint Form.
- The student has the option of submitting a Complaint Form to either a staff member or directly to the Dean of the College at any time, regardless of any prior communication with other staff on an issue.
- If a student submits a Complaint Form to a staff member, the staff member is encouraged to try to resolve the issue with the student.
- Regardless of whether or not a successful outcome is achieved with the student as a result of the staff member's response, the staff member must complete a Staff Report Form and attach this to the Complaint Form (if the Complaint Form has been given to them).
- The staff member must then ensure that the Dean receives both forms within:
 - three (3) days after the resolution of the situation; or,
 - a period of fourteen (14) days from the initial receipt of the Complaint Form, whichever event is earlier.
- If the situation has not been resolved by a Staff Member who has received a Complaint Form within fourteen (14) days, the Dean will either attempt to resolve the issue, or ask an Appointee to try to resolve the situation.

- If the Dean receives a Complaint Form directly from a student, the Dean will contact staff involved in conducting the course, and request that a Staff Report Form be provided within seven (7) working days.
- The Dean will be responsible to ensure that the aggrieved person is satisfied, or to communicate the organization's position on the situation.
- If the student feels that the matter is still not satisfactorily resolved then the student will be referred to external organizations of appeal (e.g. Anti-discrimination Board, DET complaints).
- The Dean will ensure that a record of the resolution, or action taken, is attached to the Staff Report Form and the initial Complaint Form.
- The Dean will also produce a Request for Improvement Form relating to the situation.
- No charge or fee of any kind is applied to any complaint, grievance or assessment appeal.

27. ACC Commitment to its Staff and Student Body

ACC is committed to high standards in the provision of vocational education and training and other student services. The policies set out in this *Student Handbook* and in our *Policies and Procedures Manuals* underpin the operations of ACC.

ACC will comply with all legislative requirements of state and federal government, in particular Work Place Health and Safety, Workplace Relations, Anti Discrimination and Equal Opportunity requirements.

ACC has agreed to participate in external monitoring and auditing processes as required by the State Training Agency. This covers random quality audits, audits following complaints, and audits for the purpose of re-registration.

ACC has a commitment to providing quality service and to maintaining a focus on continuous improvement. We value feedback from students, tutors, and industry representatives.

ACC has policies and procedures to ensure that sound financial and administrative practices are upheld, student fees are safeguarded until used for training or assessment, a fair and equitable refund policy is provided, student records are kept securely and confidentially and are available for student perusal on request, and that ACC has relevant insurance necessary for the operational needs of the organisation.

ACC will endeavour to market its training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements.

ACC is committed to ensuring that its staff members have appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered.

28. AUSTUDY

Students need to contact Centrelink for details specific to their individual circumstances.

29. Suspension or Cancellation of Enrolment

AAC has the right to cancel or suspend a student's enrolment in the following circumstances:

If a student

- submits fraudulent documents to gain admission to AAC
- does not maintain satisfactory course progress in accordance with the Course Progress Policy
- does not maintain satisfactory attendance in accordance with the Attendance Policy
- behaves in a way which could potentially bring AAC into disrepute
- behaves in a way that is a threat to their own health and safety and/or a threat to the health and safety of another student or staff member.
- has received two formal warnings from AAC for disobeying College rules.
- disobeys any College rules as set out in the Student Handbook
- knowingly engages in material plagiarism, cheating or academic misconduct

- engages in any form of harassment (racial, sexual or verbal) or bullying towards another student or staff member
- misuses or wilfully damages College facilities, equipment or property.
- defaults on the payment of fees and other college charges and has outstanding debts to AAC

30. Critical Incident Policy & Procedures

1. Overview

1.1. Providers of education to overseas students are required by legislation to have documented critical incident policy and procedures, which outline the action to be taken in the event of critical incident. This includes the initial response, follow-up, reporting, review and improvement.

1.2. The purpose of the *Critical Incident Policy and Procedures* is to identify the personnel, structures and procedures for managing a critical incident.

2. Organisational Scope

2.1. This policy applies to all AAC staff, students and visitors who have been exposed to a critical incident – either on-campus or off-campus including staff on business related travel interstate or overseas.

2.2. Where AAC staff witness an event that may be considered a critical incident, the policy and procedures should be followed.

2.3. Where staff are aware of an event which may either indicate or escalate to a critical incident, the policy and procedures should be followed.

3. Definitions

3.1. Critical Incident: is any sudden or progressive development (event) which requires immediate attention and decisive action to prevent/minimise any negative impact on the health and welfare of one or more individuals. Critical incidents may include (but are not limited to) events such as:

- Death/suicide;

- Serious accident or injury;
- Deprivation of liberty, threats of violence, assault, rape/sexual assault, aggravated burglary, biological or chemical weapons;
- Fire, bomb, explosion, gas/chemical hazards, discharge of firearms;
- Acts of God (i.e. cyclone, earthquake or other severe weather) both on campus or external to the facilities (i.e. in a student's home country)
- Threat of widespread infection or contamination;
- Civil unrest
- Severe Occupational Safety & Health (OSH) risk;
- Serious damage to essential facilities;
- Disruption to operations of AAC;
- Information which has the potential to negatively affect the reputation of AAC in the media and/or wider community.

3.2. Designated Officer: any AAC staff member who is either a witness to, or first to be informed about an actual or potential critical incident. The Designated AAC Officer is to assume responsibility for alerting the most senior AAC staff member available as soon as possible. The Designated AAC Officer may need to assume temporary control of a critical incident site and assign duties to available persons (such as calling emergency services, alerting other staff, assisting with first aid, crowd control etc).

4. Policy Principles

4.1 Risk Reduction Measures

AAC will endeavour to ensure that there are at least 1 members of current staff with First Aid training.

Staff undertaking travel for business related purposes will be given information on what to do and who to contact should they experience a critical incident whilst interstate or overseas. This information should include the policy and contact numbers of AAC Travel Insurer along with a summary of allowable claims.

AAC will provide, at minimum, annual staff training and/or awareness sessions on critical incident response and management.

4.2 Assumptions

In the event that emergency services attend the event, they will be given authority to assume control of the critical incident upon arrival. If a Designated AAC Officer is in attendance, their role will be to act in the best interests of any student/staff member/visitor affected by the incident.

Under the Privacy Act 1988, individuals are entitled to the protection of their personal and private information. Where a critical incident raises the issue of confidentiality, AAC is committed to maintaining this right to privacy in line with legal requirements, however, AAC may exercise its discretion and disclose information as necessary to prevent or lessen a serious and imminent threat to the life or health of a student or of another person.

Where effected persons are staff on business-related travel; the policy is to be enacted with the locally based critical incident team remotely supporting those affected.

4.3 Responsibilities – Critical Incident Team

This team will convene as soon as possible to plan an immediate response, allocate responsibilities and determine ongoing strategies.

Operation and Administration of College:	Academic Dean Dr Anthony J Keys
Finance Manager:	Richard Vistariani
College Chairperson:	Peter Constantine
Executive Director:	Tim Jack
College Board member:	Bruce Claridge
Student Liaison Officer	Brad Otto

Emergency Services

Police, Fire & Ambulance: 000

Police Headquarters (24 hr) Phone: 131 444

Lifeline - 24hr crisis / suicide line; Phone: 13-1114

Salvation Army Salvo Care Line – 24 hr crisis Phone: 9442-5777

5. Critical Incidents Procedure

- 5.1.** The Designated Officer (see definitions) to assess the situation and consider any apparent risks to their own safety.
- 5.2.** Where the Designated Officer considers a critical incident to be apparent or likely, he/she must alert the most senior staff member available.
- 5.3.** Where the incident occurs on-campus, Security staff should be alerted immediately by the Designated Officer. Campus Security staff will contact emergency services if necessary.
- 5.4.** Provided there is no threat to personal safety in doing so, the Designated Officer to take steps to minimise further damage or injury. This may involve organising willing bystanders to provide support.
- 5.5.** The College Academic Dean or most senior staff member available is to assume responsibility for re-assessing the incident and forming a Critical Incident Team if deemed necessary.
- 5.6.** As soon as practical the College Academic Dean or most senior staff member available is to prepare a Critical Incident Initial Report outlining details re: the type of incident, the exact location and details of any person or persons who might be injured, in distress, or at risk. Where persons affected include AAC students, a copy of the Student Personal Information Form should accompany the report.
- 5.7.** The College Academic Dean and Critical Incident Team, using the guidelines (6.0) contained in this policy, will review the situation, set priorities, allocate tasks/responsibilities and coordinate an immediate response including communications (to staff, students, families of those involved, helpers, and the media).
- 5.8.** The Critical Incident Team to organise ongoing Response/Follow up (including staff briefing, counselling, review and reporting).
- 5.9.** The Critical Incident Team to organise de-briefing to evaluate response procedures and make recommendations for handling future critical incidents.

5.10. Checklist of Tasks & Responsibilities for Consideration:

The College Academic Dean or College Chairperson most senior staff member available will:

- Head the Critical Incident Team;
- Liaise with Emergency services;
- Liaise with Diplomatic Post/Embassy/Consulate;
- Liaise with minister and memorial service arrangements;
- Prepare a written record of the event and all follow-up actions for the final report.
- Liaise with academic staff or staff supervisor;
- Ensure appropriate handling of student data by administrative staff;
- Liaise with DIAC re: Student visa.
- Communicate with students/College Community;
- Prepare letter of condolence to family/next of kin;
- Organise pastoral assistance for family of victim if in Australia;
- Organise formal counselling;
- Make arrangements for visits to/from family/next of kin including arrangements for meeting at the airport and hotel reservations;
- Hire appropriate certified interpreters/translators (not students);
- Liaise with Doctors and Hospital Staff/Coroner/Funeral Director;
- Obtain authorisation from next of kin for disposal of personal effects and affairs (household and academic).
- Assist as Media Liaison;
- Act as Agent Liaison.

Finance Manager (or nominee) to:

- Organise insurance matters, ambulance cover;
- In the event of a student death, refund student fees as appropriate;
- Organise formal counselling and stress management interventions
- Review legal issues including advising family of process/access to assistance if needed.

6. Guidelines

The following information is intended to act as a guide for the types of actions, responsibilities or issues that may need to be addressed by the critical incident team, particularly if the incident results in the death of a AAC student.

6.1 Police/Hospital and Coroner Involvement

The police must investigate all sudden unexpected death. Police actions include:

- Reporting the death to the Coroner
- Notifying Next of Kin
- Obtaining official identification of the deceased (this must be done by a person who has known the individual for at least the past year)
- Conducting investigations (interviewing witnesses or others involved, collecting evidence and delivering specimens for analysis).

Where a death requires a Coroner's investigation; the body is taken to the morgue where it may be viewed by relatives (not touched). Once coronial inquiries are completed, the body will be released for funeral directors to await instructions from the next of kin.

In some cases, post mortems/autopsies are conducted to determine the medical cause of death. This usually involves an internal and external investigation of the body, and of tissue, organ, and blood specimens taken from the body. There may be cultural/religious objections concerning a post mortem. These can be discussed with the coroner, but such objections rarely influence a coroner's decision to conduct the autopsy.

In some cases (murder) an inquest may be legally required. This is a public hearing before a coroner to decide the circumstances of death.

If necessary, the Critical Incident Team will assist with identification of the body at the mortuary and liaise with parents regarding funeral arrangements and/or transfer the body overseas.

6.2 Family, Friends and Staff

Once death/injury has been confirmed, the initial contact with next of kin/significant others needs to be considered carefully. What is the appropriate manner of contact?

What were the circumstances of the tragedy? Once established, maintain contact with those who may need ongoing support, often at times and in locations outside of the normal College routine. Consideration should be given to personal contact with victims and those affected by the incident outside of normal hours. Family, friends and Homestay family of the victim(s) are a priority.

In exceptional circumstances, the Critical Incident Team will assess those affected by the incident and make referrals for counselling and/or advice to agencies outside of those normally provided by the University.

Appropriate cultural responses may be put in place, interpreters may be provided, and overseas authorities, such as embassies and legations, notified.

Staff should be advised re: information guidelines for students. There may be a need to issue a written statement to staff and students, within the guidelines of the Privacy Act.

There may be a need to identify others who may be affected by the incident to provide re-assurance and minimise distress. It is important to return to normality as soon as possible. Line managers/supervisors should meet with staff at the end of the working day to debrief staff and assist in the recovery process. Where appropriate, staff and students they may be directed to seek professional counselling.

6.3 Agents

If applicable, the agent(s) involved with the student(s) involved in a critical incident should be contacted. Often parents/family will contact the agency directly. It is important to contact the family directly, but if going through an agent, be absolutely clear about details and what message to convey/how etc.

Agents in the home country of the victim(s) need guidelines about what information to give out. If the matter is complex, a written bulletin may be necessary.

6.4 Interpreters

It is important to use a certified translator. Using students and staff may lead to inaccurate (and possibly culturally insensitive) conveyance of the information. It also may

lead to an additional risk if they become too closely involved with the situation. Many embassies etc have information on suitable translators.

6.5 Religious Issues

Contact will be made with an appropriate religious group on request from the next of kin and the Critical Incident Team will notify staff and students as appropriate.

6.6 Media Liaison

All staff should be advised of name and contact details of the designated Media Liaison and the procedure for directing media inquiries;

A press release should include the answer to the following: What? How? When? Where? Why?

A statement explaining the College's policy on responding to this kind of situation may be useful.

The press release should include an expression of regret and compassion for the family/friends of the victim. If the situation warrants, it is suggested a comment is issued on what measures will be put in place to ensure any future events of the same kind are avoided.

6.7 Funeral/Memorial Service

According to the Australian Funeral Directors Association, Funeral Directors can provide guidelines for funeral arrangements in regard to funeral arrangements, services, burial/cremation, coffins, viewing arrangements, flowers, etc. According to the religious, ethnic or personal preferences of the next-of-kin.

A Funeral Director will register the death through the Registrar of Births, Deaths and Marriages and liaise with clergy, medical authorities, cemetery/crematorium officials and the coroner.

Contact will be made with an appropriate religious group on request from the next of kin and the Critical Incident Team will notify staff and students as appropriate.

If there is no body (drowning or abduction) a memorial service allows those left behind to farewell the deceased and work through the grieving process. Music, photo and significant objects associated with the person's life may be on display to assist in personalising the service.

6.8 Counselling

Counselling of staff and students will be a priority for incidents where trauma may be experienced.

Arrange for a suitably qualified counselling service to address staff and invite staff to attend a further individual counselling session with them if required at the college's expense.

An interpreter may also be engaged for this purpose.

Crisis Leave will be considered where necessary

6.9 Legal Issues

After the emergency response, the leader of the Critical Incident Team is to assess whether legal assistance might be required and refer accordingly.

6.10 Insurance

Where damage to building or grounds are required or where AAC may be liable for personal or property damage, the relevant insurance bodies should be informed as soon as possible. Insurers would normally organise repairs where damage is covered under a policy.

6.11 Student Records

Student Records should be adjusted to reflect changes to a student's status where applicable. A pop-up alert to be created to ensure any subsequent correspondence to that student is approved by the College Director & Principal (or nominee).

Specialist Services – Contact Details:

CRISIS / EMERGENCY**Emergency Services**

Police, Fire & Ambulance Phone: 000

Police Headquarters (24 hr) Phone: 131 444

Lifeline www.lifeline.org.au

24hr crisis / suicide line Phone: 13-1114

Salvation Army www.salvos.org.au

Salvo Care Line - 24 hr Telephone Counselling Service (regional areas)

Ph. 1300 363 622

MEDICAL & HEALTH

Worldcare Assist <https://www.oshcworldcare.com.au/>

Provides Overseas Student Health Cover (OSHC) for international students

RELIGION

Yellow Pages www.yellowpages.com.au

Check for listings of churches and denominations

MULTICULTURAL

TRANSLATING & INTERPRETING SERVICE (TIS)

24 hour Service – Phone 13-1450

31. Changes to AAC's Premises

AAC will proactively inform the appropriate organizations, designated authorities and students in writing of any intention to relocate premises (including the head office and campus locations) at least 20 working days before relocation.

32. Changes to AAC's Ownership or Management

AAC will proactively inform the appropriate organizations, designated authorities and students in writing of:

- a) Any prospective changes to the ownership of AAC as soon as practicable prior to the change taking affect, and

- b) Any prospective or actual change in the high managerial agents (as defined in section 5 of the ESOS Act) of AAC as soon as practicable prior to the change taking effect or within 10 working days of the change taking effect where the change cannot be determined until it takes effect.

AAC will provide the appropriate organisations and designated authorities with information on the new owner or high managerial agent for the purpose of making any assessment under section 9 (6) of the ESOS Act.

33. Mutual Recognition

AAC recognise qualifications and statements of attainments issued by other national training organisations recognised training organisations.

34. Articulation Arrangements

AAC has MEMORANDUM OF UNDERSTANDING Christian Heritage College