

Welcome to C3 College Online!

Pam Borrow - C3 College Principal



Lives that make a difference can't be lived like everyone else.

People who want to be fruitful in the service of God, need to be prepared. At C3 College that is what we're passionate about, that is what we do!

We teach students the knowledge and skill they need to serve God with excellence. Our trainers are current, fruitful practitioners in leadership, creative ministry, youth ministry, children's ministry, pastoral care and other key areas of local church.

Our specialist ministry and leadership skills are built on a firm foundation of biblical and theological understanding and Spirit empowerment – but our training doesn't stop there. Lives that make a difference have strong character and well-formed Kingdom motivations, attitudes and convictions.

Thousands of our graduates around the world are living extraordinary lives serving God. Anything worthwhile has a price tag; however, the rewards for paying the price to prepare yourself to serve God are eternal.

We look forward to seeing the amazing things that God has for you as you join us in studying with C3 College Online.

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ALL INFORMATION IN THIS HANDBOOK SUPERSEDES PREVIOUS HANDBOOKS.

Commencing College

About C3 College Online

C3 College Online utilises quality video, audio and written materials from some of the finest contemporary leaders and ministers in the Body of Christ. We believe that C3 College Online will enable you to experience personal growth, equip your leaders and empower your church.

C3 College Online is using an open source software product called Canvas as its learning management system. This is where students access learning materials, videos, manuals & assessment information. We use this platform to store information, post announcements and communicate with the student body.

You will need an email address that you check regularly to use this platform and all communication will be made via this forum. We strongly recommend you use the following applications and plug-ins to use C3 College Online:

- Web browsers (latest versions)
 - Firefox (Recommended browser)
 - Google Chrome (Recommended browser)
 - Safari

- Download the latest version of Adobe Reader to view any required readings or documents

C3 College Online runs to a timetable with four terms during the year, and Summer School run over December & January. During these term times, study can be done online at your own pace. These dates are available on the C3 College website and on Canvas.

You will receive contact by email prior to the commencement of your study, with your login details for Canvas and how to get started with your study.

For help with anything throughout your time studying with C3 College Online, you can contact your online tutor on Canvas or by emailing: onlinetutor@myc3church.net

Address and Telephone Changes

Students making address or telephone changes **MUST** notify the College Administration as soon as these become effective. It is essential that the College be able to contact students throughout the academic year.

Privacy and Personal Information

C3 College is required to gather and record certain personal and private information of students. This includes their name, address in Australia and overseas (as applicable), age, gender, and other relevant information. C3 College will treat this information with the strictest of confidence, except in the following circumstances;

- Where information is required to be given to a government body; or



- If the student is the subject of a grievance complaint, or brings a complaint against another student or the College, and the Dean, Principal or Registrar need to be advised of the student's personal details for the purposes of handling the complaint or appeal process.

Courses Offered

C3 College Online offers two online courses;

- Certificate IV in Christian Ministry and Theology 10742NAT.
- Diploma in Christian Ministry and Theology 10743NAT

Both can be studied full-time or part-time, entirely at your location. There are no modules required to be studied on-campus in Sydney.

This course is coupled with practical training, known as 'Internship', which is intended to equip students for creative and effective service and ministry in their local church, in their work environment, in church pioneering and in all aspects of life.

Completion of a Certificate IV is a prerequisite for enrolment in the Diploma course.

Enrolment

Students can enrol via the [Application Form](#) on the C3 College website. The process is as follows;

Enrolment procedures

- If you are interested in studying at C3 College and would like further information, you can contact our Student Liaison Officer or fill out an enquiry form on the C3 College Website
- The next step is to complete the Application Form. Please see the C3 College website for the online form and requirements. There is also a non-refundable application fee of \$155 when you submit the form.
- You will also be required to submit a Pastoral Reference with your application.
- Once approved, you will be notified by email. You will be sent a Letter of Offer confirming your application has been successful.

Program Information

Each C3 College Online course consists of learning modules. C3 College staff are available to discuss this with you and give you details of the course requirements.

Subject Prerequisites

A prerequisite for entry into any module is:

1. Admission to College.
 2. Successful completion of any prerequisite modules (see program outlines)
- OR*

3. Recognition of Prior Learning for any prerequisite modules (refer any enquiries to the Principal or Dean)

Fees

Tuition and related fees are set well in advance and published on the C3 College website.

The fees for online study (as at September 2020) are as follows;

Online College fees – Full Time		
Course	Cost per year	Cost per term
Certificate IV in Christian Ministry and Theology	\$3510	\$877.50
Diploma in Christian Ministry and Theology	\$3240	\$810
Online College fees - Part Time		
Per subject		\$270
<p>Note: The Certificate IV online course is made up of 13 subjects, including internship.</p> <p>The Diploma online course consists of 12 subjects, including Internship.</p>		

Payment of Fees

Fees are payable in advance and are not refundable except in special circumstances (refer to “Refunds & Overdue Payments”).

C3 College Online tuition fees may be paid in one of two ways:

1. In full before the first week of College;
2. Each term. If students pay on a term-by-term basis, then the following conditions apply:
 - Payment for the full term is required prior to the course materials being made available.
 - Students may wish to pay under an approved Payment Plan. Details may be obtained from the Registrar.
 - Students will not be permitted to study the relevant course or unit unless the fees are up-to-date.
 - Students are liable for the full term’s fees, even if they should withdraw before the end of term.
 - Refunds will be given in limited circumstances (see policy below.)

Fees can be paid online by Credit Card or by Electronic Transfer into the C3 College bank account. Students can refer to their invoice for details on payment of fees

The College reserves the right to suspend any student for non-payment of fees. Suspension may be for a limited period or may even result in removal from College altogether in extreme circumstances. Any suspension will only take place after sufficient warnings have been given to the student.

Any student who changes from full-time On Campus to Online study will need to pay a \$500 exit fee upon change of enrolment.

Students who undertake a mixed programme of Online and On Campus study will still need to pay the full price for their qualification.

Students who undertake the Certificate IV as a day student at the Silverwater or Canberra Campus will also need to pay the full price for the qualification.

For details on Fee Refunds, see the “*Refund Policy*”.

Refunds & Overdue Payments

1. Fees are non-refundable should a student change their mind during the year. However, there is a **consensus period** of the first 2 weeks of each term. If a student decides that the course does not meet their needs and withdraws during that time, they will not be liable for the term’s fees. Please note that withdrawal must be in accordance with the “Withdrawal from College” policies in this Handbook.
2. Students who withdraw after this consensus period will be liable for any outstanding tuition fees and Sundry Charges for the current term.
3. In the event that the course applied for is not offered, or C3 College discontinues a course after it has started, the student will receive a full refund of any fees paid prior to that date for that course.

4. Graduation is conditional upon payment of fees in full. Students with any fees (including late fees) unpaid at the end of the College year will not graduate and C3 College will charge interest on the outstanding balance at prevailing Bank overdraft rates. This will apply until outstanding fees and accrued interest are paid.
5. Students who are forced to discontinue for medical or compassionate reasons may apply for exemption from this condition in accordance with the College policies.
6. Any requests for a refund should be submitted in writing to the C3 College Registrar.

Sundry Charges

Students will be liable for Sundry Charges where applicable. No student will be charged a sundry item without prior notice. Sundry charges include:

- Assessment Appeal Fee (\$50)
- Re-assessment Fee (\$60)
- Late Assessment Fee (\$40)
- Late tuition payment Fee (\$30)
- RPL Fee (per Unit of Competency \$100)

Please note that details of the costs for these Sundry Charges can be obtained from College staff.

Church Membership

Church Attendance and Practical Ministry

All students are encouraged to be active members of their local church, attending at least one service per week. To this end, one of the requirements for completion of the online Certificate IV or Diploma is undertaking Practical Ministry (“Internship”) hours and assessments.

This is an important aspect of College life and a student’s position in the College can be reviewed if they fail to remain active in church life.

Further details on the requirements for Practical Ministry are contained below.

Connect Group Attendance

All College students are encouraged to maintain active membership of a Connect Group or the equivalent of this in their local church.

This is an important aspect of church life and contributes significantly to the welfare and spiritual development of the student. As a general rule, students who are well established in a Connect Group experience the following benefits:

- under C3 Church’s pastoral system, Connect Group leaders are the first line of pastoral support for students;
- there is an instant network of believers (apart from the student body) that students can be a part of;
- Connect Groups are the life of the church. It’s where students can really get to know people and see God move through them as they share part of their life with others;
- Students who are in a Connect Group generally find that **THEY NEED A CONNECT GROUP AND THE CONNECT GROUP NEEDS THEM!** Students will be built up in the Word of God, practice what they have learnt and meet people who can help and encourage them.

Health & Safety

Personal Safety

C3 College is committed to providing a safe environment for all. The College has taken all possible precautions and followed all the guidelines as recommended under the relevant Federal and State legislation.

The College expects that students in turn accept their responsibility to behave safely. This means behaving with common sense and foresight. All students are expected to follow the safety procedures that apply to C3 College, whether studying Online or On Campus.

Any injury to a student may cause physical suffering as well as loss of study time and income and morale. **The following rules should be followed by all students including those studying off campus in their own home or at another facility:**

1. Keep areas clean at all times: it reduces the chance of any injury and also makes the area a more attractive learning environment.
2. Ensure that your study area (including your chair, desk, lighting and other equipment) are comfortable and well maintained, and do not pose any risks to your health and wellbeing.
3. Have respect for electricity - do not overload any outlet. Never have any electrical wires rolled up (like extension leads) - they may create heat and cause fire danger.
4. Be aware of hot water temperature and especially boiling water from kettles and coffee machines.
5. Always be aware of the proper lifting techniques. Do not try to lift something that is obviously too heavy - always look for assistance. Always help others with lifting activities where their abilities are not appropriate for the task.
6. Make sure to maintain physical wellbeing when sitting at a computer for long periods, including stretching, exercise, movement, etc,

Fire Safety & Evacuation (while on campus)

Throughout the building, there are fire detection and prevention devices such as:

- A fire hose and fire extinguisher on every floor.
- Smoke detectors in each area that will set off the fire alarms
- Fire Alarm System

In the event of a fire alarm or discovery of smoke please follow the plan of action below;

- Follow the instructions of a member of College staff or the trainer if in class
- Switch off any equipment



- Close all windows
- Turn off air-conditioning
- Close all doors
- Assist anyone with mobility problems
- Walk quickly to the nearest evacuation meeting point
- Follow the instructions of management or the supervisor in charge
- Remain calm and do not take risks

There are two evacuation meeting points, located safely away from all buildings.

- One near the fence on Dreadnought Road, west of the entry driveway
- One near the fence on Wakehurst Parkway, behind the air conditioning plant room.

Student Welfare

Students should feel free to seek assistance from College staff during the regular office hours described in this Handbook. Those students who have welfare issues, require guidance or support at any time during College should contact the Online Tutor, who will organise an appointment with the Online Dean or Principal.

We encourage students to let the Online Tutor know if they are experiencing difficulty or seeking counselling or advice, so this may be taken into account by the College.

Online students may be studying overseas or outside NSW and may find it difficult to contact C3 College during regular office hours. If this is the case, students are encouraged to email the Online Tutor and they will be contacted the next day.

In addition, C3 College will provide an Online Tutor who is available to answer students queries.

Online Tutors

C3 College Online has appointed an Online Tutor to assist all students. They will be available by email to answer any College-related query. This includes information on;

- Assessment tasks;
- Practical Ministry requirements;
- Course content;
- Study tips and advice;
- Personal or welfare concerns;
- Fees and finances;
- Grievances, complaints and appeals;
- Technical difficulties; and
- College policies and procedures

Once your enrolment is confirmed, the name and contact details of the Online Tutor will be sent to each student.

The tutor will be accredited to assist adult learners and be very experienced in C3 College and courses. Along with the Student Liaison Officer, they will become the main point of contact for each student.

Conduct

General Conduct

C3 Church is a place of ministry training. Students are expected to behave with due regard and respect for Christian values and ethics. This also applies to students who choose to study with C3 College via the online delivery method. Violation of any of these standards of conduct will result in the student coming under College discipline.

Personal Conduct

The church and the community see C3 College students as ambassadors for Christ, both in church and also in their personal lives. As such, the conduct of those who commit themselves to the College is to be, in both truth and appearance, in accordance with principles laid down in Scripture.

Specific conditions include:

1. **Smoking** – Smoking is not permitted on C3 Church grounds and is seen as undesirable and needing to be rectified. Pastoral or counselling help can be arranged if necessary.
2. **Morality** - C3 College expects students to live by the high standards of moral excellence worthy of their calling. Students are expected to maintain a lifestyle that will not have a negative influence on their Christian growth. Drug use, sexual immorality, dishonesty and violence or bullying are not acceptable for any College student.
3. **Attitude and behaviour** - Attitudes need to be commensurate with people wishing to seek and serve God. Students are expected to display respect for Trainers, College staff and other students or church members at all times. In all matters, students will seek to display the fruit of the Holy Spirit.
Galatians 5:22, 23a But when the Holy Spirit controls our lives he will produce this kind of fruit in us: love, joy, peace, patience, kindness, goodness, faithfulness, gentleness and self-control.
4. **Property** - At no time will a student borrow equipment from another student or staff member without consulting the owner first. At no time will a student borrow any College equipment (including instruments, amplifiers, microphones, CD players, etc) without the prior approval of the College. Students will at all times respect the personal property of others, whether that of teaching staff or fellow students. Students will at all times respect the property of C3 College and C3 Oxford Falls. This includes not resting feet on seats or climbing over them.
5. **Ethics** – C3 College students will uphold the highest standards of ethical behaviour. For online students, this includes (but is not limited to) ensuring all assessments and other work are that of the student and not copied or downloaded; observing all rules of Copyright and plagiarism; submitting work on time and meeting required deadlines to pay fees.

College discipline

Should a student's conduct, attendance, punctuality, attitude or quality of work be less than satisfactory, they will come under College discipline. College discipline could entail one or a number of the following, depending on the circumstances and issues involved;

1. Interview with the Registrar
2. Interview with a Dean
3. Interview with the Principal
4. Intervention by a Pastor
5. Assessment of extra duties
6. Suspension from ministry
7. Suspension from classes
8. Expulsion from College

Sexual Harassment and Bullying

C3 College will not tolerate sexual harassment or bullying of any kind. Sexual harassment must not occur in any relationship between a student and a staff member or other student.

Sexual harassment can be physical, verbal or written. It is an offence to harass or bully any individual on the basis of:

- Marital, parental or career status
- Physical features
- Pregnancy
- Gender

Sexual harassment includes (but is not limited to):

- Comments about a person's sexuality, sex life or physical appearance
- Suggestive behaviour
- Unnecessary physical intimacy such as brushing up against a person
- Sexual jokes, offensive telephone calls, photographs, reading matter or objects
- Sexual propositions or continued requests for dates
- Physical contact such as touching or fondling
- Indecent assault or rape (which are also criminal offences)

Any student who believes they are a victim of harassment, sexual harassment or bullying should immediately report this to their online tutor, or, if preferred, the Dean. A report of the facts will be made in complete confidence. If it has been established that an offence has been committed it will result in the student

coming under the College Discipline Policy (above) and may result in immediate dismissal to the offender. Where appropriate, C3 College will not hesitate to report sexual harassment allegations to the relevant Government authority, including the Police.

Removal from College

The College reserves the right to require the withdrawal of a student from College at any time if, in the judgement of the Education Board or College Executive staff, such action is deemed necessary to safeguard the standards of the College or the welfare of staff, students or trainers. Any removal from College of this nature will be advised in writing.

A student who receives written notice that their enrolment is to be cancelled will have 20 working days to lodge an appeal against removal from College, in accordance with the College's normal Complaints and Appeals policies. Enrolment will not be cancelled until this 20-day period has expired or the review process has taken its course. The only exception is that if there are serious and extenuating circumstances that warrant immediate expulsion for the welfare of the student or other students, College staff or church members, then a student will be removed from College immediately.

Grievance and Appeals Procedures

C3 College will treat all student grievances or complaints seriously and in strict confidence. The following processes should be followed for lodging, investigating and resolving grievances, appeals or complaints against the College, a staff member, or another student. The aim is to find a satisfactory outcome and to provide access to a fair and inexpensive complaints and appeals process for all students.

Grievances against C3 College

The procedures detailed below are to be followed where a student wishes to bring a complaint or appeal against the actions or decisions of C3 College relating to;

- **Academic matters**, such as student progress, assessments, curriculum and awards in a course or appeals against an assessment result; or
- **Non-academic matters** such as in relation to personal information that is held about a student; decisions made by C3 College including (but not limited to) its operation, accounting system, teaching staff, curriculum, financial matters, fines and payments, application procedures, exclusions from events and facilities or management.

Interpersonal Grievances

The procedures below are also to be followed if a student has a grievance or complaint arising out of the interpersonal conduct of a C3 College staff member or another student.

This applies to any form of behaviour, which causes the student concern and gives rise to a grievance. This includes (but is not limited to) issues relating to bullying, harassment, vilification, discrimination or other forms of personal conduct.

The Grievance and Appeals Handling Process

Should a student have a grievance or complaint against the College, a staff member (including trainers) or against a fellow student, then the following steps should be taken;

Step 1 – Informal resolution

- A student with a grievance or concern should initially try and discuss the matter with the other person(s) involved (whether they are a member of C3 College staff or a fellow student) and try and resolve the issue in a friendly and considered manner.
- If the student is not comfortable doing this, or it is not possible, then the student can have an initial, confidential discussion with the Dean, Principal, or the Registrar and raise their concerns.
- They will ask the student the nature of the grievance, what the circumstances are, and then discuss what sort of outcomes the student would like to see.

- If the issue can be resolved during this discussion, or the student does not wish this matter to be taken any further, then it will be sufficient to make a file note of the grievance (to be kept by the Principal) and the matter will be considered to have been resolved at this point.
- However, if the student wishes the matter to be taken further, then the issue will be determined to be a “Formal Complaint” and the steps below will be taken.

Step 2 – Formal Complaint

- Should a student not be able to resolve the issue in an informal manner, and they wish to have their grievance investigated further, then a meeting with the Dean or Principal will be arranged within 1 week of the student first raising this complaint with the College staff member listed above.
- The Dean or Principal will take detailed notes of the complaint including the nature of the complaint, any strategies that were agreed to investigate the matter or to enable an investigation and what resolutions were suggested to resolve the complaint.
- The Dean or Principal will then determine the appropriate steps to resolve the issue, in consultation and with the full agreement of the student. This may include a face to face meeting with the person(s) who caused the grievance, a number of separate meetings, interviews with other staff or students to determine the facts, or other steps as are required to determine the appropriate measures to implement in order to resolve the issues.
- The Dean or Principal will do everything they can to investigate and resolve the complaint within 6 weeks of receiving the formal complaint.
- Once the Dean or Principal has concluded their investigation, they will then prepare a written statement. This will contain details of the outcome of the complaint, details of the decision made and any other relevant information. The written statement will be given to the complainant and the respondents within 2 weeks of the complaint being resolved.

Step 3 – Internal Review

- Should there be no satisfactory resolution arrived at, or the student is not happy with the decision, then they have the right of appeal. The student may seek an interview with the Principal of the College to raise their concerns. This will take place within 2 weeks of lodging the request to see the Principal.
- The College staff member or other party who has caused the grievance may be asked to attend this meeting as well, at the discretion of the student and Principal.
- The Principal will then determine the appropriate course of action to resolve the grievance and initiate a full investigation.
- The Principal will do everything necessary to investigate and resolve the complaint as quickly as practicable given the circumstances and the issues involved.
- Once the Principal has concluded their investigation, they will then prepare a written statement. This will contain details of the outcome of the complaint, details of the decision made and any other relevant information. The written statement will be given to the complainant and the respondents within 2 weeks of the complaint being resolved.

Step 4 – External Review Process

- In the event that the above process is not successful, the student may seek to have an external party mediate the complaint.
- External mediation is a formal process, and is undertaken with a contract between the student, the mediator, and the College.
- Both the student and the College pay fees to the mediator for the cost of the mediation. Fees vary but range from \$150 - \$250 for the student. Contact details for the registered external mediation agency are available from the College Registrar.
- The student may alternatively ask for the mediation services provided by the Australian Council for Private Education and Training (“ACPET”). Details can be obtained from the College Registrar for the costs and other aspects involved in this.

Overseas Students may also take certain complaints against the College to the Overseas Students Ombudsman. This is a free service that assists students with advice on their concerns. The Overseas Students Ombudsman can be contacted at <http://www.oso.gov.au> or on 1300 362 072.

The availability of grievance complaints procedures does not remove the student’s right to take further action under any of Australia’s consumer protection or other relevant legislation.

Important Information regarding Grievances and Complaints

- These procedures cover all C3 College students and prospective students, whether they are situated in Australia or overseas, in their dealings with C3 College, staff and other students.
- Any student who brings a false, vexatious or misleading complaint may be subject to disciplinary action under the C3 College Discipline Policy.
- Any person who is involved in the complaint may be accompanied and assisted by a third party at any relevant meeting or during any part of the process.
- Any complainant will be given a written statement of the outcome of the complaint and any appeals, including details of the reasons for the outcome.
- There will be no charge to students for the internal complaints or appeals processes. The fees for an external appeal are outlined above, and will be explained in greater detail to the appellant so they are able to make an informed decision and understand the likely costs involved.
- The procedures for handling Grievances and Complaints will be complete and unambiguous, and will not discriminate against any complainant or respondent.
- Appropriate records of the grievance, investigation and outcomes will be kept for a minimum of 5 years.
- The records of any complaint or resolution process will be kept in the strictest confidence. However, the parties to the complaint and any relevant external authorities may have access to the records in accordance with C3 College’s Privacy Policy.



- All C3 College staff are aware of the grievance and complaints policies and have been trained in managing the many delicate and sensitive issues that arise.
- This policy has been ratified by the C3 College Executive and may be amended at any time due to external review. If this happens, then the policy will be re-issued to students and staff, there will be training sessions for all C3 College staff members so they are familiar with the policy, and it will be posted on the C3 College website with appropriate notification to all staff, students and prospective students.

College Facilities

Online students are welcome to visit the C3 College Campus. Online students are also free to make use of the C3 College facilities, in accordance with the times and procedures contained in this Handbook.

Oxford Falls Ring Road

The road surrounding the C3 church buildings is a one-way ring road. Entrance is permitted only through the second set of driveways and driving must always be at a slow speed (not to exceed 15km/hr).

Parking

Students are not permitted to park in the “reserved” or other staff parking bays adjacent to the CCTV Building, or in the bitumen parking bay adjacent to the children’s playground (the Northern Side of the Theatre Building). Students are permitted to park in any other bitumen/paved parking areas on the campus. Parking on the grassed parking areas is discouraged in the interests of saving the grass from an untimely death.

Only vehicles with disabled driver stickers may park in the marked disabled parking areas at any time.

Visitors

Visitors are not permitted to attend any of the teaching sessions without permission from C3 College. Only enrolled students and staff will be permitted in classes. Students wishing to gain approval for a visitor to attend any class must first submit a *Visit Request* form.

College and Church Offices

The C3 College Office is located on the 3rd Floor of the Theatre Building. Office Hours for students are as follows:

- During College terms: Tuesday – Friday: 11:00am - 11.30am and 1.30pm - 4.00pm
- Outside College terms: Tuesday – Friday: 9.30am – 4.00pm

Students are not permitted in the general office area in the Main Church Building, nor in the counselling rooms and kitchen.

Appointments with Staff and Counsellors

Online students should contact their Online Tutor at first instance to request a meeting with staff or a counsellor. They will then book a meeting time for the student to discuss their issue with the OnlineDean, Principal or the Registrar as appropriate.

Use of College Facilities Outside College Hours

All C3 College students are permitted to use the College rooms for study, rehearsal and practice purposes when they are not being used for scheduled lectures, classes and pre-booked events. In all cases they must be booked (see “Booking Facilities for Outside College Hours” below for details).

Rooms may only be used by students outside formal classes in accordance with the following conditions:

- Use of these facilities will not inconvenience any person or class;
- Noise must be kept to a minimum; and
- The person booking the room shall be responsible for any loss or damage to College equipment or property.

College resources are available only to those students presently enrolled in College. In particular, the use of rehearsal facilities free of the normal hire charges is only available to bands where all the members are current College students.

A student who uses College rooms outside hours, without permission, resulting in the fire alarm being activated will be charged the resulting fee.

Booking Facilities for Outside College Hours

C3 College is open Monday to Friday: 9:00am – 5:00pm.

All rooms and facilities to be used outside formal classes must be booked a week prior to the time of use. Rehearsal rooms must be booked with a C3 College staff member.

Use of C3 College equipment

C3 College equipment may only be used with prior approval from the College administration. A booking system is in place, and equipment must be signed out and in. The person signing the equipment out is personally liable for the cost of repairing or replacing equipment damaged or lost during the time they have it signed out. Any loss or damage to equipment must be reported immediately to C3 College staff.

Use of the C3 College Studio

Bookings for the C3 College studio must be made at the C3 College office. Bookings need to be made at least 1 week in advance. The studio is available for bookings Mon – Fri between 2pm – 10pm only and weekend by negotiation

with the Music Faculty Head. Studio access is available to the students as per the following guidelines;

- Certificate IV – 10hrs per term (max 3 hour booking per session)
- Diploma – 15hrs per term (max 3 hour booking per session)
- Advanced Diploma – 20hrs per term (max 3 hour booking per session)

Lost Property

Student and staff property (including instruments and other musical equipment) should not be left unattended at any time in any part of the Church or C3 College buildings. The College is not responsible for any personal property belonging to students or staff, however, the Church does maintain a “Lost Property Centre” where property can be collected by its owners. For more information, contact a College staff member.

Photocopying

Photocopying facilities are available for students for study purposes in the College Library at a cost of 20 cents per copy. Students are not permitted to use photocopiers in the Church offices without prior approval from college staff. Photocopying must be in accordance with copyright regulations detailed in this handbook.

Textbooks

C3 College Required Readings are available online from the [C3 Store](#).

Students can also access Required Readings in the Library. Required Readings can be borrowed for 1 week and there are 10 copies of each title available.

College Library Rules

NO FOOD OR DRINK IS ALLOWED IN THE LIBRARY

Other rules include;

1. The library has a reference collection that may not be borrowed, and non-reference resources, which may be borrowed for a maximum of 48hrs.
2. Books are classified according to the Dewey Decimal System. All books are shelved in Dewey Decimal order. Students are requested NOT to return books to shelves after using them. When returning books, please leave them at the book return point in the library and the overseer will shelve them.
3. Hours of Opening - The library is available during term Tuesday to Friday 11.00 - 11.30am and 1.30pm - 2.00pm. A key is available from College staff if a student needs to access the library outside these hours.

4. It is expected that students will take great care in handling the books. Do not mark, write on or tear or otherwise damage books. If accidents occur, please report the problem to the library overseer.

5. The library also has computers and printers available to students for assessment work. Please see the library overseer for help with the computer.

Recognition of Prior Learning (RPL)

Recognition of prior learning (RPL) is a process that assesses your competency—acquired through formal and/or informal learning—to determine if you meet the requirements for a unit of study.

You can use a variety of documentation to apply for RPL but it **MUST** demonstrate that you have competency in the Unit. This includes, but is not limited to:

- records of completed training
- assessment items
- assessment records
- declarations from your employer, and/or
- a copy of your student records provided by ASQA

The College must be able to provide evidence which demonstrates how competence was determined prior to issuing an AQF qualification or statement of attainment. College must be able to demonstrate compliance with Standard 1.8, ensuring that assessment complies with the requirements of the training package, is conducted in accordance with the principles of assessment and rules of evidence.

The College has a formal process for assessing and recording prior learning or current competence. The guidelines are as follows;

- Students applying for RPL may satisfy the evidence criteria by supplying equivalent qualifications from accredited institutions, by providing adequate documentary evidence of relevant occupational experience at the required level, or by undertaking the relevant assessments.
- Applications for RPL must be made with the RPL Application form available on Canvas or from your Online Tutor. The evidence supporting an application must be attached, along with the RPL fee of \$100 per module. The Online Dean will assess RPL applications, with advice from trainers where relevant.
- RPL will be granted on a module-by-module basis for equivalent or higher qualifications and statements of attainment issued by other Australian Registered Training Organisations, and equivalent overseas institutions.
- Prior learning achieved other than by study will be assessed based on evidence submitted by the applicant.
- If insufficient documentary evidence is available, then the applicant may elect to undertake an assessment, equivalent to the assessment normally undertaken as part of the relevant programme.
- RPL will not be granted where it would disadvantage students in other modules of study.
- If an applicant is not granted RPL for a module but believes that they have current competence and that RPL should be granted, they may request to undertake an assessment, equivalent to the assessment normally undertaken as part of the relevant programme.
- The cost of RPL assessment is \$100 per module assessed.

- RPL granted to students for course modules or units of competence will be recorded on the College Database and the student's Transcript of Credit.
- Students who have previously studied an online course at C3 College, and who would like their studies accredited, can gain accreditation for these past non-accredited modules. To do so requires two things:
 - 1) Complete the appropriate assessments to prove competence.
 - 2) Pay \$100 (per module) for the accreditation.

Assessments

Notice to students of assessment tasks

Students will be notified all assessment tasks, including all components contributing to assessment for any given module, via the C3 College Student online site – Canvas.

Initial notice of assessment tasks

Assessment components will be detailed in the course or module outline, which will be available for each module on the C3 College Student online site.

Wherever relevant, initial notice of assessment tasks will include:

- weighting towards final assessment allocated to each task;
- due dates for all assessment tasks;
- title and assessment number for each assessment task;
- required reading for each assessment task; and
- a description of the assessment mode and conditions.

Changes to assessment components and/or tasks

Any changes to assessment components, weightings of assessment components, or details of assessment tasks (including questions, due dates, required reading, etc) will be notified to students via the C3 College Student Online site.

A minimum of 14 days' notice will be given for significant changes to the assessment task or weighting that would substantially affect students.

Notices of changes to assessment components and/or tasks will be displayed on the C3 College Student Online site from the time they are announced, until the due date of the assessment task.

Responsibility for awareness of assessment tasks

In all cases where the College has complied with the preceding policy on notification of assessments and changes to assessments, it is the students' responsibility to make themselves aware of all details of assessment tasks and changes to assessment tasks.

Responsibility for awareness of lecture content

In all cases it is the student's responsibility to make themselves aware of the teaching and information given in online video lectures (or any part thereof) they have missed.

Submitting assessments

Unless otherwise stated, all assessments should be uploaded onto the C3 College Online site. Students should keep a copy of every assessment they submit.

Criteria for assessments to be accepted

Assessments are to be submitted through the C3 College Student Online site by midnight on the due date (AEST).

Assessments will not be accepted until they meet all of the above criteria. Normal penalties will apply for late submission due to any of the criteria not being met.

No assessments will be accepted:

- via e-mail;
- in person

Assessment Extensions

Extensions on assessments will only be granted by the Online Tutor or Online Dean, and only after an Extension Request form is completed. A response will be provided to the student within 48 hours.

Assessment extensions will not be granted by trainers, their Personal Assistants, or any other College staff.

Extensions will **not** be granted on or after the due date except in the following circumstances:

- Serious misadventure
- Serious compassionate circumstances
- Serious medical condition with doctor's certificate

Late submission of assessments

Late assessments are those submitted after the Canvas assessment due date. Late assessments will only be accepted when a Late Assessment form is submitted, & the late assessment fee is paid. The form must be submitted before the Assessment cut-off date for that term.

Please note late assessments will no longer be accepted once the term cut-off date has passed (see below for further details on Assessment cut-off dates).

Penalties for late submission of assessments

Assessments that are submitted after the due date will incur the following penalty:



- A late submission fee of \$40, which must be paid to C3 College.

The late assessment will be not be accepted without the payment of the fee. The process for payment and submission of the assessment is found on Canvas.

Final Assessment cut-off dates for submission of late assessments

Assessment cut-off dates are fixed for each term (see the Important Dates found in Canvas). Assessments will not be accepted after the term cut-off date. Assessment cut-off dates are communicated to students through the Online Orientation course on Canvas, by email & announcements, as well as on the Important Dates document.

Any student who fails to submit an assessment by the term cut-off date, will automatically fail that assessment. The student will be in danger of failing the subject as a whole, if the required competencies for that unit have not been met. In this case, the student will need to re-do the subject again when it is next offered online.

Penalties for non-submission of assessments

In the case that a student has not submitted the required assessments to make competency for that subject:

- They will be required to pay the full subject fee to re-do the subject when it is next offered online

Assessment marking turn-around

The College will make every endeavour to mark and return on-time assessments to students within 4 weeks of their due date.

Late assessments may take longer to mark and return to students.

Variation of assessment tasks for students with special needs

The Principal or Dean may vary assessment tasks for students with special needs, including the following:

- Students with special needs that affect their ability to demonstrate competency through the standard assessment task will be entitled to demonstrate the required competencies through an alternate assessment task or have the standard task varied to compensate for the special needs
- Students with English as a second language will receive ESL support in the assessment event to help them to comprehend the assessment instructions and questions and express their answers in English.

Students with any queries or concerns of this nature should raise them with the online tutor at the beginning of the course, so that the appropriate measures can be discussed and put in place as early as possible.

Assessment is based on the learning outcomes and competencies for the course. The effect of the student's needs will be "factored out" of the assessment result to the greatest extent possible by the assessor.

Failure to demonstrate required competencies

Students who have not evidenced competencies for any given subject due to failure or non-completion of assessment tasks will be awarded a grading of "Not yet competent" in the relevant subject. When this situation occurs in a subject for which competency is required for graduation, students will not graduate.

Assessment marking

For many assessments, a mark and/or grade are awarded in addition to the assessment of "Competent" or "Not yet competent". The objectives of marking are:

- to provide the student with realistic and constructive feedback on their performance, and
- To facilitate the students' progression to an institution under the higher education system.

With these ends in mind, assessments will be marked:

- according to the most recently published grading schedule associated with the relevant subject;
- using the criteria-referenced assessment instrument developed for the assessment task; and
- solely based on the learning outcomes and competencies for the course.

Assessment feedback given to students will at minimum comprise a grading of "Competent" or "Not yet competent". If a mark/grade is awarded, they will be provided as:

- Marks achieved for each component of the assessment, and
- The total mark achieved.

Appeal against adverse assessment

A student may appeal against an assessment result of "Not yet competent" under either of the following circumstances:

- The mark awarded for the assessment is incorrect due to miscalculation; or
- The assessment was marked "Not yet competent", but the student believes that the assessment task was completed competently.

Where there has been a **miscalculation of the mark**, the student must advise the online tutor for the module, who will arrange for the mark to be corrected in all College records. No fee will be charged in these circumstances.

Where the assessment was marked “Not yet competent” **but the student believes that the assessment task was completed competently**, the student must discuss the assessment with the online tutor to determine the grounds for the adverse mark. If the student is then satisfied that the mark is correct no fee will be charged. If the student still believes that the mark is incorrect, then the student may appeal to the Principal or Online Dean by submitting:

- a letter detailing the grounds for the appeal;
- the assessment documentation;
- an appeal fee of \$50; and
- any other relevant evidence.

The Principal or Dean will arrange for a different assessor to review all of the evidence submitted. If the appeal is upheld, the assessment mark will be adjusted accordingly, and the appeal fee will be refunded.

If the appeal is disallowed, a brief summary of the reasons for the adverse assessment will be provided to the student, and the appeal fee will be retained.

Written Assessments

All written assessments are to be submitted via the Student online site (Canvas), and completed according to the following method:

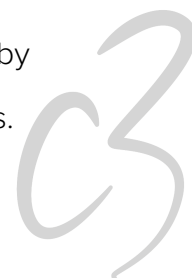
1. All written assessments must be submitted with the Student’s name and the Subject in the header of the document.
2. Assessments must be submitted in .doc, .docx or .pdf format unless specified otherwise.
3. Provide references, footnotes and quotes where utilising the work of others. Plagiarism is considered to be a serious issue and will result in the student being withdrawn from the relevant module.
4. Include a bibliography in all assessments.
5. Respect the prescribed lengths and limits. Note there is a 10% leeway for word counts, submissions that exceed this limit may be deemed “Not Yet Competent” by the marker and a resubmission will be required.

Re-submission of assessment tasks

Students may be asked to resubmit an assignment if the submission is deemed by the marker as “Not Yet Competent” with feedback given to take into consideration for the resubmission attempt. In this case the student is allowed a second attempt free of charge for grading if it is submitted prior to the term cut-off date (see the Important Dates document found in Canvas). If it is past the term cut-off date see the re-submission process below.

Quizzes are automatically allowed a second attempt, with the most recent grade being recorded as the final result.

Any other applications to re-submit assessment tasks must be accompanied by the re-assessment fee of \$60. Such applications must be approved by the online tutor and such applications will be considered on a case-by-case basis.



Students may only re-submit assessment tasks once, other than in exceptional circumstances beyond the control of the student.

The above procedures do not stop a student from lodging a grievance, complaint or appeal under the Complaints and Appeals Policy contained in this Handbook.

Presenting a Bibliography

Bibliographies should be presented in the following format:

Author - Title - Publishing Company - Year

e.g. *Irvin Jensen, "Enjoy Your Bible", Moody Press Chicago, 1969*

Please note marks may be deducted where there is no bibliography presented, or an assessment may be marked "Not Yet Competent" if it is a requirement of the assessment task.

Using Footnotes

Footnotes should be presented in the format of the following example:

Quotation: "*The Bible is written to be read*"

Footnote:

1. W.A. Torry, "Study your Bible" p.50
2. Ibid (same book) for several consecutive references from the same book:
e.g. Ibid p.6
3. Torry, Op Cit (already cited) p.100. When you have referred to another work since noting Torry, "op cit" refers back to the last mention of that work but not necessarily the same page or passage.

Personal Integrity in Assessable Tasks

Students are expected to be honest in completing all assessment tasks. All assessments are to be solely the submitting students' own work unless otherwise specified by the relevant trainer.

Plagiarism or dishonesty of any kind, including cheating in an exam, is a serious violation and will result in automatic issue of a "Not yet competent" grade in the relevant module. The online tutor or assessor will report any such incidents or suspected incidents to the Dean. The Dean will investigate the incident and notify the student and the Principal in writing to this effect. The student may appeal the decision through the assessment appeal procedure to resolve the matter.

Course Progress Policy and Procedures

Definitions

C3 College defines course requirements as the assessments due in each term for the qualification in which the student is enrolled.

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that term.

Communication and ongoing monitoring

The course requirements for each term are made clear to students at the start of each course. The College provides this information to each student in the form of module outlines and copies of all assessment materials. They are available at any time on the Student Online Site.

C3 College monitors and records the course progress of each student currently enrolled. College staff update the student database with assessment results as each assessment is marked.

The Online Tutor monitors assessment results at the end of each term to identify when a student has not passed or demonstrated competency in 50% or more of the course requirements.

The Online Tutor will regularly communicate with the Online Dean regarding students' progress and identify prior to the end of term any students who are at risk of unsatisfactory course progress. Any students who are at risk will be identified and an intervention strategy will be put in place for them.

The Dean or Online Tutor will promptly make contact with the student to determine the best strategy to assist the student to achieve satisfactory course progress.

Suitable strategies may include but not be limited to advising on the suitability of the course, arranging for reassessment, making allowable adjustments to assessment tasks, arranging for tutoring, language support, medical support or counselling support.

The Dean will advise the student that unsatisfactory course progress in two consecutive terms for a course could lead to the student being withdrawn.

The Dean keeps records on the student file of the advice and assistance given to students who have been assisted under C3 College's intervention strategy.

Practical Ministry (“Internship”)

Certificate IV: All Cert IV students in order to graduate must complete a minimum of 115 hours of serving over the course of a year of study. This is where students will learn how to work in teams, lead others and serve the vision of their local church.

All students do their Internship hours in the church of which they are a member and have a Supervisor sign off on their ministry hours each semester.

Students will be able to choose their own Internship. An application form will need to be approved by the Online Tutor.

These hours relate to full-time students AND any part-time students who nominate to complete their internship in any given year.

Diploma: All Diploma students in order to graduate must complete a minimum of 80 hours of serving over the course of six months (Terms 3 & 4).

All students do their Internship hours in the church of which they are a member and have a supervisor sign off on their ministry hours each term.

Students will be able to choose their own Internship. Any concerns as to the appropriateness of your chosen Internship should be communicated to the Online Tutor

Finishing College

Graduation Requirements

To graduate from C3 College, the following conditions must be met:

1. Satisfactory (competent) results in assessments in all modules.
2. Practical ministry must be completed, and competence achieved.
3. Principles and policies outlined in this handbook must be complied with fully.
4. Fees (including any Sundry Charges) are to be paid in full.

Unique Student Identifier (“USI”).

All students who are studying **nationally recognised training** in Australia are required to have a Unique Student Identifier (“USI”). A student cannot be issued with a qualification without a USI. A USI links to an online account that contains all the **training records and results** (transcripts) that a student has completed from 1 January 2015 onwards.

Students can obtain a USI by clicking the link below and following the simple steps. Please make sure to let College staff know when it is completed - **Create a USI.**

International Students studying offshore, that do not intend on travelling to Australia to complete or undertake study, are not required to obtain a USI.

Results Withheld

Results may be withheld for non-payment of fees or failure to return materials on loan from the College, or for non-payment of sundry charges.

Academic Transcripts

At the time of graduation, students can receive an Academic Transcript free of charge at request. Post-graduation a student can request an Academic Transcript (for a fee of \$30) once they have filled out the Academic Transcript Request form, found [here](#).

Academic Transcripts will indicate the final result for each module as follows, in order to facilitate recognition of prior learning for graduating students continuing studies elsewhere:

- A: Competent (final mark of between 80% - 100%)
- B: Competent (final mark of between 65% - 79%)
- C: Competent (final mark of between 50% - 64%)
- CQ: Competent Conceded
- P: Competent- where a module is assessed Competent/Not Yet Competent
- NC: Not Yet Competent.
- W: Withdrawn without penalty
- I: Incomplete
- N: Not Yet Competent: Not attempted
- R: Competency granted on RPL



Z: Deferred
X: Result withheld - financial
CT: Credit Transfer

Re-enrolment

Please note that all students need to re-enrol for the Online Diploma programme upon completion of their Certificate IV. Admission to the Diploma is offered by C3 College at the discretion the Online Dean, based on documented selection criteria and assessment of the applicant's ability to successfully achieve the learning outcomes and competencies for the programme they have applied for. Further details can be obtained from the online tutor or student liaison officer.

Withdrawing from College

Withdrawing from the College is a serious matter. Pastoral advice/counselling should always be sought if considering withdrawing from College. The following procedures must be followed for the withdrawal to become effective:

1. Discuss the issues with the online tutor or, if preferred, the Dean prior to formally requesting withdrawal to see if an alternative course of action can be taken.
2. Complete and submit a C3 College *Request for Withdrawal form* (available on Canvas).

Deferring Study

Deferring study at C3 College is also seen as a serious matter. Pastoral advice/counselling should always be sought if considering deferring enrolment in College. The following procedures must be followed for the request for deferral to become effective:

1. A '*Request for Deferral Form*' must be submitted on Canvas.

Please note the following important aspects of deferring study;

- Grades already achieved in the academic year of the original enrolment can be counted towards the deferred year.
- Modules assessed "Not yet competent" in the deferred year can be reattempted, and additional fees may apply.
- Deferral is available for a period of 12 (twelve) months only. A student who does not return in the subsequent year is automatically considered to have withdrawn.

Copyright

Students at C3 College must observe the relevant Copyright laws at all times, regardless of their course or stream of study.

The Australian Copyright Act (1968) only allows copying in limited circumstances for individual tertiary students. The relevant section of the Act is Section 41 (the Fair Dealing Section), which allows some copying for private research and study. (See below).

What can be copied for private research and study?

1. BOOKS, TEXTBOOKS, COLLECTIONS OR ANTHOLOGIES OF PRINT MUSIC, LYRICS, POEMS, PLAYS OR SCRIPTS
 - Up to 10% of a single work contained in a collection.
 - Only a single copy can be made.
2. AN ARTICLE IN A PERIODICAL PUBLICATION (EG: *newspapers, magazines, journals, etc*)
 - One article from a periodical or
 - Two or more articles in the same periodical if they are related to the same subject matter.
3. SEPARATELY PUBLISHED SHEET MUSIC, LYRICS, POEMS, PLAYS OR SCRIPTS
 - Only up to 10% of the individual work, for example one page of a ten page piece.
 - Not to be used for performance purposes.
4. UNPUBLISHED WORKS
 - The permission of the composer / lyricist /author or copyright owner of the work must be sought

What if the textbook or music is unavailable or out of print?

Students must contact the copyright owner / publisher of the work to seek permission to photocopy the work prior to use. Often publishers keep archive copies of old works from which they can licence photocopies.

If it is out of print, students still need to consult with the publisher.

How long is Copyright protection valid in Australia?

- All works are protected for the life of the composer/author/playwright + 70 years.
- A musical arrangement is protected for the life of the arranger + 70 years.
- A published edition is protected from the date of publication for 25 years.

- Unpublished works remain in copyright until 50 years after their first release to the public in either a performance, broadcast, recording or publication.

If any of the above are in copyright, do not copy without permission.

What happens if there is a breach of copyright?

Students who breach copyright could be prosecuted under the Australian *Copyright Act*. Not only is it breaking the law, but also depriving artists/authors of their rightful income.

Writing out by hand

It will also be infringing copyright if students write out an artist's work by hand if it is in copyright. The only exception to this is if students are writing it out for study purposes, for example in a class situation.

Copyright and a Students Work

Any work produced by a student while studying at C3 College is considered to be the property of the student (i.e. that student will hold the copyright to the materials they have produced).

Copyright Contacts

For more information about copyright, the following contacts may be useful:

- About print music copyright- AMCOS (02) 9954 3655
- Recordings and mechanical licences - AMCOS (02) 9954 3655
- Legal advice - Australian Copyright Council (02) 9318 1788
- General business advice - Arts Law Centre (02) 9356 2566
- Statutory licence - Copyright Agency Limited (02) 9394 7600
- Performing and broadcast rights - APRA (02) 9922 6422

Disclaimer

C3 College does not guarantee placement in any ministry position as a result of successful completion of any of its courses. Appointment to ministry is a factor of many personal attributes, as well as training.

The College reserves the right to require the withdrawal of a student at any time if, in the judgement of the Education Board or relevant College staff, such action is deemed necessary to safeguard the standards of the College or the welfare of staff, students or trainers.

C3 College reserves the right to change timetables, trainers, details or conditions as outlined in this document.