



Master of Legal Business Programs (MLB)

Program Manual

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Definitions and abbreviations

In this document the following definitions and abbreviations are used.

Academic Misconduct – conduct that the higher education community would ordinarily regard as dishonest, dishonourable or improper in accordance with the accepted standards of academic integrity in the higher education sector. It includes but is not limited to:

- Cheating
- Plagiarism in assessable work
- Collusion in assessable work
- failure to adhere to the College's policies and procedures relating to students or to the Assessment Rules (Appendix 2) in such a way as to obtain unfair academic advantage
- tampering or attempting to tamper with examination papers, class work, grades or class records
- impersonation of or by another student or person in an examination or other assessment activity
- use or attempted use of any material or equipment in an examination room, or during any other assessment activity, that is stated not to be permitted either on the examination paper or in the assessment instructions or by a member of College staff
- unauthorised communication or attempted communication with another person during an examination or other assessment activity
- engaging in any other improper academic conduct.

Admitting Authorities – the board or other body appointed by the relevant Court in the jurisdiction or jurisdictions relevant to the student.

Assessment – an examination or other assessment task.

Appeals Committee (AC) - the committee established to hear appeals from decisions of the Assessment Review Committee, from decisions of the Chief Academic Officer, under clause 4.1.5 and to hear appeals in relation to findings of academic misconduct or unsatisfactory academic conduct. The committee is comprised, from time to time, of:

- the Principal or his or her nominee; as chair
- a lawyer, not being a member of College staff, nominated by the Chair of the Board of Governors
- a senior member of academic staff, nominated by the Chair of the College of Law Academic Board.

Assessment Review Committee (ARC) – the committee established to review assessments, grades and eligibility for graduation.

Census Date – the date after which FEE-HELP assisted students incur a debt to the Commonwealth, and/or the date after which fee paying students can no longer withdraw from a Program or Subject and receive a refund of tuition fees.

Cheating – dishonest conduct, whether in assessable or non-assessable work, and including but not limited to:

- communicating, or attempting to communicate, with another student during an examination
- reading, or attempting to read, another student’s examination script
- obtaining, using or distributing unauthorised notes, answers or other material during an examination or other assessment activity
- stealing the work of another student
- unauthorised collaboration in creating an item of coursework
- acting so as to subvert the assessment process or obtain an unfair advantage over other students in the creation or performance of any item of coursework.

Chief Academic Officer – the person holding the position of senior academic responsibility reporting directly to the Principal.

College – The College of Law Limited trading as The College of Law.

College Board – the Board of Governors of the College.

College of Law Academic Board (COLAB) – the committee established by the College Board to oversee all curriculum matters, including educational policy, assessment and appeals.

College premises – in:

- Australian Capital Territory –the University of Canberra, University Drive, Bruce 2617;
- New South Wales –2 Chandos Street, St Leonards 2065 or Level 16, 111 Elizabeth Street, Sydney 2000;
- Queensland –Level 5, Wesley House, 140 Ann Street, Brisbane 4000;
- South Australia –Level 24, 91 King William St Adelaide SA 5000;
- Victoria –Level 1, 555 Bourke Street, Melbourne 3000;
- Western Australia –Ground Floor, Durack Centre, 263 Adelaide Terrace, Perth 6000;
- Auckland, New Zealand –Level 8, 3 City Rd, Auckland NZ 1010;

and includes any other locations where an onsite component of a Program is conducted.

College Staff – includes employees and persons carrying out duties on behalf of the College.

Collusion – inciting, assisting, facilitating, concealing or otherwise being involved with another person in an act of Unsatisfactory Academic Conduct, or Academic Misconduct, whether in assessable or non-assessable work. Collusion does not include authorised collaboration by students in the preparation of an item of coursework. Submission by more than one student of substantially similar items of coursework may be evidence of collusion. Collusion in assessable work may constitute Academic Misconduct.

Concessional Pass Grade – means grades comprising a conceded pass or terminating pass granted for results slightly below the minimum full-pass mark of 50.

Credit (specified) – means the granting of academic credit for Prior Learning which is deemed to be exactly equivalent to a Subject within a Program. In appropriate cases, this can include core subjects.

Credit (unspecified) – means the granting of academic credit for Prior Learning which is deemed to be approximately equivalent to a Subject within a Program.

External Appeals Panel – is the final avenue for appeals at the College, appointed to consider appeals from the AC. The External Appeals Panel consists of two external academics appointed by the Chair of the College Board.

Formal Learning – learning that takes place through a structured program of learning that leads to the full or partial achievement of an officially accredited qualification

Informal Learning – learning gained through professional work and experiences. Unlike Formal or Non-Formal Learning, Informal Learning is not organised or externally structured in terms of objectives, time or learning support.

Learning Portal – the College’s learning platform known as Canvas.

Legal Professional Association – the law society or institute in the jurisdiction or jurisdictions where a student holds a practicing certificate.

Maximum Permissible Period – the longest permissible period a student may remain enrolled in a Program, without completing the Program as set out in clause 2.4.3.

Master of Legal Business Program – refers to any of the following accredited award programs:

- (a) Master of Legal Business;
- (b) Graduate Diploma of Legal Business;
- (c) Graduate Certificate in Legal Business; and
- (d) Nested specialised Graduate Certificates such as the Graduate Certificate in Legal Operations.

MLB Website – means the website for the Master of Legal Business Program

<https://info.collaw.edu.au/>

Non-formal Learning – learning that takes place through a structured program of learning but does not lead to an officially accredited qualification.

Plagiarism – whether in assessable or non-assessable work, the passing off by a student of someone else’s work as their own, whether intentionally or not. It includes but is not limited to the copying, summarising or use of someone else’s work or ideas without acknowledgment in any item of coursework, whether in whole or in part and whether assessable or not. Plagiarism in assessable work may constitute Academic Misconduct.

Principal - the CEO and principal academic officer of the College, responsible to the College Board for implementing the decisions of the Board.

Prior Learning – learning that is Formal, Informal and/or Non-Formal and which is evidenced, current and relevant, and has taken place:

- (a) within a completed College award, and/or
- (b) outside of the College.

Program – an award course of study within the Maser of Legal Business Program.

Program Director – the Director responsible for the Master of Legal Business Programs.

Program Manual – this document titled Master of Legal Business Programs – Program Manual.

Student – a person enrolled in a Subject within any Program.

Student Liaison Officer – a member of the College academic or executive staff, whose role is to give students guidance in the conduct of complaints and disputes.

Subject – a discrete 6 credit point subject within any Master of Legal Business Program, which can be offered on an online or blended basis.

Teaching Fellow – means a teacher of a Subject in the Program.

Unsatisfactory Academic Conduct – conduct in the Program, including collusion and plagiarism, not amounting to academic misconduct within the College definition but unsatisfactory in relation to Program objectives and requirements.

Background Information

This document together with the enrolment application forms the contractual agreement between the College and participants in the Master of Legal Business Programs. The College may vary this document from time to time

The Contractual Relationship between the College and the Student

1. Policies and Procedures relating to Students

1.1 Enrolment and re-enrolment

- (a) Except where otherwise provided for by the College, an application for enrolment must be made in accordance with the policy and procedures of the College.
- (b) At the time of enrolment in your Program you must provide to the College a transcript (original or certified copy) of your academic results and all other required supporting documents. Failure to meet the requirements of this paragraph and any other consequences relating to student non-compliance with College policies and procedures, may prevent or delay enrolment.
- (c) Unless the Program Director approves your application to enrol, the College will not accept you into a Program if you, have not satisfied all the requirements which are a prerequisite for admission to the Program. See Appendix 3 – Selection Procedures.
- (d) You must complete and lodge an application for enrolment before the last day to apply as specified, unless you have been granted permission by the College to submit a late application for enrolment.
- (e) Once your application for enrolment is accepted by the College, you must pay the tuition fee in entirety or may submit a Request for FEE-HELP Loan form upon enrolment. (See 1.2.1 for Fee-Help eligibility.)
- (f) You are deemed to be enrolled in the Program nominated on your current application for enrolment form, subject to any variations the College may later approve.
- (g) You are deemed to be a student of the College while you are yet to complete the Program.
- (h) You will cease to be a student of the College if:
 - (i) you withdraw from a Program;
 - (ii) you abandon or are excluded from a Program; or
 - (iii) your enrolment in a Program or participation in a Program is otherwise withdrawn or terminated in accordance with College policies and procedures.
- (i) You are taken to have abandoned the Program if you have not completed the Program requirements and the Maximum Permissible Period has expired.

1.2 Tuition fees and refunds

1.2.1 FEE-HELP students

FEE-HELP is a Commonwealth loan scheme available to eligible students (see (g) below) to pay tuition fees for approved courses of study. All College award Programs are approved courses for FEE-HELP. Students wishing to access FEE-HELP loans should download the relevant information from the Study Assist website at: <http://studyassist.gov.au>.

- (a) At the time of your application for enrolment in a Program or Subject, you must submit a completed Request for a FEE-HELP Loan form with your application for enrolment form. You do not need to submit another Request for FEE-HELP Loan form for subsequent Subjects unless you change Programs.
- (b) If your application is accepted, you will be eligible to commence the Program or Subject without paying any tuition fees directly to the College.
- (c) Subject to 1.2.1 (e), FEE-HELP students may withdraw from the Program or Subject on, or prior to, the Census Date without incurring a Commonwealth debt.
- (d) After the Census Date, a student becomes liable to repay the tuition fee via the tax system once they attain the relevant income level. (For more information see the FEE-HELP information booklet published by Department of Education and Training or download the relevant information from the Study Assist website at: <http://studyassist.gov.au>).
- (e) After the Census Date, the student's liability to the Commonwealth cannot be forgiven except in accordance with Appendix 4 - Review Procedures.
- (f) All applications for withdrawals, transfers or refunds should be made in writing to MLB Client Services via mlb@collaw.edu.au
- (g) Eligible students are:
 - (i) Australians citizens (or New Zealand Special Category Visa holders who meet the long-term residency criteria) who will undertake, in Australia, at least one unit of study contributing to the course;
 - (ii) permanent humanitarian visa holders who will be resident in Australia for the duration of the unit;
 - (iii) permanent visa holders who are undertaking bridging study for overseas-trained professionals, and will be resident in Australia for the duration of the study.
- (h) Eligible students must also:
 - (i) be enrolled in an eligible unit of study by the Census Date for that unit; and
 - (ii) have not exceeded the FEE-HELP limit.
- (i) For the purposes of eligibility, "permanent residents" or "citizens" must have the appropriate certificate or visa. The College will not accept Fee-Help applications from people who are not citizens or appropriate visa holders at the time of application.
- (j) FEE-HELP loans are not available for enrolment on a non-award basis.

1.2.2 Fee paying students

If you are a Student paying full fees up front for a Subject:

- (a) once your application for enrolment in a Program or Subject is accepted by the College, you must pay the advertised tuition fee to secure your place;
- (b) you may withdraw from the Subject on, or prior to, the Census Date and receive a refund of the tuition fee;
- (c) after the Census Date, there is no entitlement to a refund except in accordance with Appendix 4 - Review Procedures;
- (d) all applications for withdrawals, transfers or refunds should be made in writing to MLB Client Services via mlb@collaw.edu.au;

- (e) the College may withhold your results if you owe any money to the College or have not returned any property of the College;
- (f) nothing in these rules removes the right to take further action under applicable consumer protection laws.

1.3 Entry requirements

1.3.1 General principles

- (a) Entry to a Program is based on specific published entry criteria and decisions regarding student selection will be in accordance with the eligibility criteria and Selection policy in Appendix 3 – Selection Criteria of this Program Manual.
- (b) The assessment of the amount of Credit to be granted in particular Programs shall be determined by the Program Director within the framework of the policy set out in section 1.4 of this Program Manual.
- (c) Regardless of the Credit granted, the requirements of each Program must be fulfilled.
- (d) If you are accepted into a Program you must complete a minimum amount of the Program through the College. The total Credit granted for Prior Learning shall not exceed 50% of the total credit points required for the award toward which Credit is sought.

1.3.2 Acceptable documents for enrolment

- (a) In order to be enrolled in a Program you must be permitted to enrol pursuant to the College's eligibility criteria in Appendix 3 - Selection Procedures.
- (b) The College requires evidence of your academic qualifications if applicable and supporting documents. For enrolment purposes the College will accept:
 - (i) An original academic transcript from the university conferring your degree; or
 - (ii) An original testamur from your university; or
 - (iii) An original letter from the Dean of the faculty certifying the completion of the qualification; or
 - (iv) A scanned, coloured copy, which has been certified as a true copy by an authorised person under the Oaths Act in the relevant jurisdiction, of the your academic transcript from the university conferring your degree; or
 - (v) A scanned, coloured copy, which has been certified as a true copy by an authorised person under the Oaths Act in the relevant jurisdiction of your testamur from the university conferring your degree; or
 - (vi) A scanned, coloured copy, which has been certified as a true copy by an authorised person under the Oaths Act in the relevant jurisdiction, of the letter from the Dean of the faculty certifying the completion of the qualification.
- (c) If you provide a scanned academic transcript or testamur, you consent to College Staff checking the qualifications with the university, using the university verification service websites. If the verification confirms the degree, College Staff will attach this confirmation to your student file.

1.4 Academic Credit

1.4.1 General

- (a) Credit can be given in the form of specified or unspecified Credit.

1.4.2 Applications for Credit

- (b) An application for Credit based on Prior Learning must be made at the time of application for admission to a Program. The application should be accompanied by sufficient documentary evidence to support the application.
- (c) Assessment of the application will be undertaken by the Program Director who will advise you in writing of the result of your application. A record of any Credit granted (including any reasons for not giving Credit) will be placed on your student file.
- (d) If you are dissatisfied with a decision of the Program Director in relation to the granting of Credit you may appeal that decision in accordance with the Complaints & Disputes procedure in this Program Manual.

1.4.2 Credit on the basis of completion of nested courses

- (a) If you graduate with a College Graduate Diploma of Legal Business or Graduate Certificate in Legal Business or a Graduate Certificate nested within the Program, you may apply to proceed to a higher award at any time and be granted credit for the Subjects already completed.
- (b) If you have already been conferred a lesser award, you may apply to proceed to a higher award with full credit for the lesser award, but must surrender the lesser award before the higher award can be conferred.

1.4.3 Credit for Formal, Informal and Non-formal Learning

- (a) Credit will not normally be granted for:
- (i) Formal study completed more than ten years (unless specified otherwise) prior to application unless there is evidence of continued relevance of this study for the course towards which Credit is sought;
 - (ii) units of study with Concessional Pass grades where you are seeking credits for those subjects.
- (b) Subject to this clause 1.4, Credit may be granted for Prior Learning as follows :

	Formal Learning	Credit
(i)	Completion of College's Applied Law masters (AQF level 9) degree	A maximum of 2 Credits (unspecified) may be granted.
(ii)	Completion of a relevant Masters level degree (AQF level 9 or equivalent) at another institution	A maximum of 2 Credits (unspecified) may be granted.
(iii)	Completion of relevant College Applied Law Masters subjects	A maximum of 2 Credits (unspecified) may be granted.
(iv)	Completion of a Master of Legal Business subject on a non-award basis	Credit (specified) granted for the subject completed.
(v)	Completion of a relevant masters level (AQF level 9 or equivalent) subject at another institution	A maximum of 2 Credits (unspecified) may be granted.
(vi)	Completion of Practical Legal Training through the College or other institution	Nil
	Non-Formal Learning	Credit

(vii)	Completion of a Legal Practice Management Course (accredited by a State Law Society) through the College or another institution	A maximum of 1 Credit (unspecified) granted.
	Informal Learning	Credit
(viii)	At least 5 years relevant work experience in the legal services industry.	Applications will be considered on a case by case basis. A maximum of 2 Credits (unspecified) may be granted.

- (c) Credit shall be granted where there is substantial overlap with content and/or learning outcomes of the College's subject for which Credit is claimed.
- (d) A total maximum of 3 unspecified Credits will be allowed. If you seek further credit, it may only be for specified Credit which will be considered on a case by case basis.
- (e) When assessing Credit for Formal Learning the following will be taken into account:
- (i) the general educational practices and standards of the provider(s) or any accreditation obtained by such provider that may be relevant to the course under consideration;
 - (ii) the objectives of the particular course and the methods adopted to achieve those objectives;
 - (iii) admission requirements to the course;
 - (iv) the duration of the course, having regard to entry requirements and course objectives;
 - (v) the breadth, depth and balance in the course material involved and the intellectual effort required;
 - (vi) the methods of assessment;
 - (vii) the relative emphasis on the teaching of skills in relation to the study of the discipline; and
 - (viii) any arrangements for practical training and experience as part of the course.
- (f) When assessing Credit for Informal Learning the following will be taken into account:
- (i) the general educational practices and standards of the provider(s) that may be relevant to the College Program for which credit is claimed;
 - (ii) the objectives of the particular course or learning activity and the methods adopted to achieve those objectives;
 - (iii) admission requirements to the course or learning activity;
 - (iv) the duration of the course or learning activity, in comparison with the duration of equivalent formal studies;
 - (v) entry requirements in comparison with equivalent formal studies;
 - (vi) the breadth, depth and balance in the course or learning activity and the intellectual effort required;
 - (vii) the methods of assessment;

- (viii) the relative emphasis on the teaching of skills in relation to the study of the discipline;
 - (ix) any arrangements for practical training and experience as part of the course or learning activity
- (g) When assessing Credit for Non-formal Learning the following will be taken into account:
- (i) the nature and duration of the professional work experience/s;
 - (ii) the nature of the organisation/s in which the professional work experience was obtained;
 - (iii) your role and responsibilities and the nature of the tasks performed;
 - (iv) your ability to engage in formal study and ability to contribute to the Subjects and Program and undertake the assessment tasks.
- (h) Credit for Informal Learning or Non-Formal Learning or work experience will not be given as specified Credit for core subjects.

1.4.5 Academic Credit for work done

If you withdraw from a Program you may apply to the Program Director in writing for Credit for any Subject completed before your withdrawal. Credit will only be given for whole Subjects.

1.5 Abandonment, Withdrawal, Readmission and Transfer

1.5.1 Re-admission to the College

If you:

- (a) withdraw from;
- (b) abandon;
- (c) have been excluded from; or
- (d) had your enrolment terminated in

the Program, and you wish to be re-enrolled, you must apply to the College and be selected for admission in the same way as persons who have not previously been students of the College. You must pay all fees for the Program in which you seek readmission.

1.5.2 Abandonment and Leave of Absence

- (a) Notwithstanding the Maximum Permissible Period, you are regarded as having abandoned the Program if you miss more than four consecutive intakes without successfully applying for a Leave of Absence.
- (b) A "Leave of Absence" is a period during which the Maximum Permissible Period is suspended.
- (c) To make a Leave of Absence application, you must contact the College via mlb@collaw.edu requesting a Leave of Absence specifying the grounds of your application and the period for which you are seeking the Leave of Absence.
- (d) You must apply for a Leave of Absence before the commencement of the intake, for a

maximum of 12 months. Such applications may be granted by the Program Director and all such applications must be accompanied by supporting documents (where applicable).

- (e) A Leave of Absence does not affect any other status with regard to Census Dates or rights of withdrawal.

1.5.3 Transfer between Subjects or Intakes

- (a) You may apply to transfer from one Subject to another within a future intake within 14 calendar days from the Subject intake start date.
- (b) Applications for transfer between Subjects should be made, in writing, to MLB Client Services via mlb@collaw.edu.au

1.5.4 Deferral

- (a) You may apply to defer from a Subject without academic penalty if you have grounds of hardship (eg, medical hardship) and your application is received by the Deferral Date, which is 7 calendar days after the Census Date of the Subject.
- (b) In such circumstances and except if you are a FEE-HELP student to which clauses (f) and (g) below will apply, the College will allow you a credit of the fees paid for the Subject, to be used within the next 12 months.
- (c) This credit can only be used once. There is no second Census Date or Deferral Date that is applicable to this second Subject payment. This means that once you use this credit, you must complete the Subject.
- (d) You can request to defer to another intake by sending an email to the MLB Client Services team via mlb@collaw.edu.au outlining your grounds. The applications will then be considered by the Program Director. Any applications that are received after the applicable deadline referred to above, will be rejected.
- (e) If your deferral application is accepted, you will commence the Subject as new and be expected to undertake all coursework in the Subject in accordance with the timetable.

FEE-HELP students

- (f) FEE-HELP students who defer do not have any right to a re-crediting of their FEE-HELP balance except as provided for under Appendix 4 - Review Procedures.
- (g) FEE-HELP students who defer do not have the option of withdrawing with a refund, or without incurring a Commonwealth debt as set out in 1.2 of this Program Manual.

1.4.10 Withdrawal

Fee paying students

- (a) If you wish to withdraw from a Subject, you must immediately notify the Program Director in writing stating the circumstances. In all cases the date of receipt by the College of any letter or email will be taken as the date of notification.
- (b) If you notify the Program Director on or before the Census Date of the relevant Subject from which you wish to withdraw you will receive a refund of the tuition fee.
- (c) If you notify the Program Director after the Census Date, you will no longer be entitled to a refund except at the discretion of the College. In exercising that discretion, the College will apply the same criteria as apply to applications for review by FEE-HELP students under Appendix 4 - Review Procedures.

FEE-HELP students

- (a) If you wish to withdraw from a Subject, you must immediately notify the Program Director in writing stating the circumstances. In all cases the date of receipt by the College of any letter or email will be taken as the date of notification.
- (b) If you withdraw on or before the Census Date of the relevant Subject you will not incur a debt to the Commonwealth and your FEE-HELP entitlement will be re-credited.
- (c) If you withdraw after the Census Date you will still incur a debt to the Commonwealth of the full tuition fee. In certain circumstances, the College may allow an application to preclude the incurring of a debt (see Appendix 4 - Review Procedures).

Program Requirements, Assessment and Administration

2. Master of Legal Business Programs

2.1 Introduction

The Master of Legal Business Programs offered by the College concentrate on areas of legal business management with a view to improving skills and knowledge within this field. The Programs include a mixture of blended and wholly online subjects.

2.2 Program Structure

- (a) The Master of Legal Business Program includes the following awards:
 - (i) Master of Legal Business;
 - (ii) Graduate Diploma of Legal Business;
 - (iii) Graduate Certificate in Legal Business; and
 - (iv) Nested specialised Graduate Certificates such as the Graduate Certificate in Legal Operations.
- (b) At the time of enrolment, you must select which Program you wish to undertake.

2.3 Eligibility

2.3.1 Eligibility for Admission to an Award Program

- (a) The Programs are open to all professionals working in the legal services industry including those who may not have a law degree.
- (b) To be admitted to any of the Programs, you must meet the eligibility criteria and submit documentary evidence of your undergraduate qualifications and work experience in accordance with Appendix 3 - Selection Procedures.

2.4 Course Requirements

2.4.1 Academic year

- (a) Subject to (b) below, there are four Program intakes each year in February, May, August and October.
- (b) There may only be one Program intake per year for nested specialised Graduate Certificates.
- (c) There are four Subject intakes per year in February, May, August and October.

2.4.2 Program Requirements

The requirements for each Program are set out in Appendix 5.

2.4.3 Maximum Permissible Period

- (a) The table below shows minimum full time duration for each Program, but you do not enrol as either “full time” or “part time”. Two Subjects per intake is regarded as a full time load and the College regards anything less than a full time load as part time.
- (b) The following table shows credit points, minimum full time Program durations and Maximum Permissible Periods for each Program.

Award	Credit Points	Minimum Duration–FT	Maximum Permissible Period
Graduate Certificate in Legal Business (or other nested Graduate Certificate)	24	6 months	3 years from commencement
Graduate Diploma of Legal Business	36	8 months	4 years from commencement
Master of Legal Business	72	18 months	5 years from commencement

- (c) It is possible to apply for an extension to the Maximum Permissible Period in appropriate circumstances. Such applications must be in writing to the Program Director and be supported by documentary evidence of the grounds relied upon.

2.4.4 Non-Award Subject Enrolment

Enrolment in single Subjects on a non-award basis is permitted, in accordance with the MLB Non-award study rules and terms and conditions available on the MLB Website.

2.5 Attendance and participation (see also Assessment Rules)

2.5.1 Attendance and participation requirements

- (a) The activities for each Subject are set out in the Learning Portal.
- (b) You must fully and actively participate in all components of the Program in accordance with Rule 2, in Appendix 2 – Assessment Rules of this Program Manual.
- (c) Your participation may not satisfy the College’s requirements, if you:
- (i) are absent from scheduled workshop sessions or web conferences;
 - (ii) arrive late/depart early;
 - (iii) do not actively participate in group discussions or other activities;
 - (iv) in relation to written work or other activities (whether these are required to be submitted for assessment or not):
 - a. do not complete them
 - b. consistently complete and submit them later than the due dates
 - c. submit several items shortly before the assessment date
 - d. the work is not your own, or
 - e. do not access learning resources or undertake exercises or activities as described in the study guides – not doing so may be taken into consideration if it becomes necessary to determine your participation.

2.5.2 Consequences of non-attendance or non-participation

- (a) If you do not satisfy the attendance and participation requirements you may be ineligible for assessment. As a consequence the Program Director may refuse you permission to attempt an assessment task or to sit for any assessment. Alternatively the Program Director may direct that marks are to be deducted from your assessment grade.
- (b) If you have been advised that you are ineligible for an assessment and you nevertheless attempt an assessment task or sit for an examination, that task or examination will not be marked, and you will be required to redo the task or examination, once you have satisfied the attendance and participation requirements.

2.5.3 Extensions

- (a) You should expect to devote on average nine to ten hours each week per Subject for self-directed online learning and activities. However, you will need to devote additional time for workshops, assessment tasks and preparation.
- (b) If you are unable to complete an activity, whether assessable or non-assessable, by the date timetabled, you must contact the Teaching Fellow in advance to let him/her know and to request an extension in accordance with Rule 5 of Appendix 2 – Assessment Rules.

2.5.4 Jobs and other commitments

You must be available for all scheduled activities. The College will not alter rosters or change timetables in order to suit individual commitments.

2.5.5 Notification of absence

- (a) If you are unable to attend or are absent from scheduled activities for any reason you must notify your Teaching Fellow or the Program Director in writing, giving reasons for your absence, including supporting evidence (eg, medical certificate) where appropriate.
- (b) You may be required to make up any work missed during these activities in the same, or a subsequent, workshop or timetable as directed by the Program Director.

2.5.6 English proficiency

- (a) Competency in spoken and written English is required to commence any Program. If you are an overseas student from a non-English speaking country, or your previous studies were in a language other than English, you must demonstrate your ability in English skills in accordance with the IELTS standard before commencing the Program. The requisite IELTS standard is at level 8 (writing), 7 (listening), 7.5 (speaking), 7 (reading), and 7.5 overall.
- (b) If you do not do this, you may be required at any time to defer until such English skills are demonstrated.

2.6 Assessment procedures (see also Assessment Rules)

2.6.1 Academic requirements

The content and assessment in each Subject are described in the Learning Portal.

2.6.2 Assessment confidentiality

If for any assessment your work discloses certain confidential information about your organisation, the Teaching Fellow will:

- (a) keep all confidential information confidential;
- (b) use confidential information solely for the purpose of assessing your work and for no other purpose; and
- (c) not directly or indirectly exploit the confidential information in any way for the benefit, profit or advantage of the College, Teaching Fellow or any third party.

2.6.3 Assessment Rules

The College's assessment policies and procedures which apply to all Programs are detailed in this Program Manual and in Appendix 2 - Assessment Rules.

2.6.4 Disability and disadvantage

- (a) If you require special assistance because you suffer from a disability or disadvantage (not including lack of skills in reading and/or writing English) which might cause you difficulties in assessments you must apply in writing to the Program Director at least 14 days before the assessment. You should include a medical certificate and/or other relevant evidence in your application.
- (b) The Program Director may make such special arrangements, facilities available or allow additional time for the assessment as he/she thinks fit. Alternatively, the Program Director may reject your application in which case you may apply to the Assessment Review Committee for a review of the Program Director's decision.

2.6.5 Identification at assessments

- (a) You must supply photo identification (i.e. a driver's license or proof of age card) at all assessments where required.
- (b) If you do not provide acceptable identification you may, at the discretion of the invigilator/assessor, be excluded from the assessment.

2.6.7 Assessment locations

- (a) With the exception of assessments submitted via the Learning Portal, you will generally be expected to undertake examinations and other assessments at the location nominated on the Learning Portal.
- (b) In some circumstances the College assesses via oral personal assessments by video or web conference. The College will not approve an oral personal assessment being conducted by telephone unless the student is physically located on College premises and identified by College Staff.

2.6.8 Timetable and attendance

- (a) Assessments and activities will be due on the dates and at the times shown on the Learning Portal. For your individual assessment in certain activities, where appropriate, the College will allocate the times of those assessments.
- (b) The College may, during the Program, alter the timetable and may reschedule the assessments for any reason and will notify you of the changes.
- (c) The Program Director may refuse permission for you to undertake an assessment if you:
 - (i) have not satisfied the attendance and participation requirements;
 - (ii) have not completed all tasks, activities and tests to a competent level;
 - (iii) do not produce acceptable identification;
 - (iv) do not attend; or
 - (v) attend more than 20 minutes late.

2.6.9 Absence from an entire assessment

- (a) If through circumstances beyond your control you are unable to attend an assessment you must:
 - (i) notify the Program Director in writing, no later than one working day after the date of your assessment, and

(ii) submit a medical certificate and/or other relevant evidence.

(b) The Program Director may make any special arrangements as the Program Director thinks fit.

2.6.10 Illness or misadventure during an assessment

(a) If you attempt an assessment task but claim that your performance was prejudiced by circumstances beyond your control on the day of the assessment, you must:

(i) notify the Program Director in writing, no later than one working day after the date of the assessment, and

(ii) submit a medical certificate and/or other relevant evidence.

(b) The Program Director will not alter the result of the assessment but may permit you to attempt another equivalent assessment in a later course on such conditions as the Program Director thinks fit.

2.6.11 Medical certificates

All medical certificates must specify the severity and duration of the complaint and its effect on your ability to undertake the assessment. The College will not accept a receipt for medical or hospital fees instead of a medical certificate.

2.6.12 Use of Materials and Equipment in Assessments

During formal assessments (including performances and oral assessments) you are only allowed to use the material and equipment as outlined by the assessment instructions.

2.6.13 Return of work/re-marking

(a) Where possible, assessed work (other than examinations) will be returned to you with constructive comments via the Learning Portal.

(b) Procedures are in place to ensure that marking is carried out fairly and consistently and before marks are issued:

(i) any inconsistencies in marking of examinations and other assessments are investigated, and

(ii) failures are reviewed.

2.6.14 Notification of results

(a) You can access your assessment results online via the Learning Portal. You can only access your own details. Final marks are released via the Career Portal as soon as they become available.

(b) A transcript of results is available upon completion at graduation or on request.

2.6.15 Consequences of failure

If you fail a Subject, and you are not eligible for a supplementary assessment, you must:

(a) re-enrol in a subsequent offering of that Subject (if a core subject);

(b) pay the appropriate enrolment fees; and

(c) undertake assessment in that Subject.

2.6.16 Special Consideration Applications

- (a) If you believe that your performance in a Subject is being, or has been significantly affected by illness, injury, misadventure or other circumstances outside of your control which had an impact on your performance in assessments, your ability to submit assessments on time or participate in the Subject, you may be eligible for special consideration.
- (b) Please submit your application for special consideration to the Program Director setting out your circumstances and enclosing supporting documents including medical certificates as set out in paragraph 2.6.11, above. You must apply as soon as you become aware of the circumstances and their impact.
- (c) Special circumstances do not include employment workload, new employment, technology problems, travel plans or holidays.
- (d) The Program Director will consider your application and, if approved, advise of the proposed course of action, which may include (but is not limited to) supplementary assessment, re-submission of the assessment, extended timetable or, approval of late deferral.

2.6.17 Consequences of failure of a Subject for a second time

- (a) If you fail a Subject, twice you must apply to the Assessment Review Committee (ARC) for permission to undertake the Subject a third time. Your application should include any reasons for your previous performance in the Subject and include documentary evidence of any hardship (e.g. medical evidence).
- (b) If the ARC does grant permission for a third enrolment and you fail the subject on the third attempt, you will be excluded from the Program for up to 12 months unless you are able to show cause to the ARC as to why a different outcome is appropriate in the circumstances. The period of exclusion shall be determined by the ARC.
- (c) You may make a written submission and/or address the ARC in person.
- (d) Appeals from decisions of the ARC are covered under Appendix 2 - Assessment Rules.

2.6.18 Revocation of academic awards

The College reserves the right to revoke an academic award in circumstances where the College believes on reasonable grounds that the award should not have been conferred due to administrative error, irregularities in respect of eligibility or otherwise in compliance with the rules and policies within this Program Manual.

Academic Conduct

3. Academic Conduct Policies and Procedures Relating to Students

3.1 Unsatisfactory academic conduct and academic misconduct

3.1.1 Procedure

If there is an allegation of Unsatisfactory Academic Conduct or Academic Misconduct against you, the Program Director will advise you of the nature of the allegation and request you to meet with him/her and a senior member of the academic staff to discuss the allegation.

3.1.2 Unsatisfactory academic conduct

- (a) If the Program Director determines that there is a case to answer regarding an allegation of Unsatisfactory Academic Conduct then the Program Director will –
 - (i) advise you of that determination in writing within seven (7) days;
 - (ii) conduct the investigation; and
 - (iii) report the result of the investigation to the Chief Academic Officer within fourteen (14) days of the initial determination.
- (b) The Chief Academic Officer, will then:
 - (i) consider the report;
 - (ii) review any relevant evidence;
 - (iii) conduct such further investigation (if any) as he/she thinks fit;
 - (iv) provide you with a reasonable opportunity to make oral and written submissions to him/her; and
 - (v) make a finding as to whether there has been unsatisfactory academic conduct and, if so, a determination as to the penalty to be imposed; and
 - (vi) within seven (7) days of making the finding advise you in writing of the finding, including his/her reasons for the finding and any determination as to penalty.
- (c) If the Chief Academic Officer determines that there has been Unsatisfactory Academic Conduct, then he/she may –
 - (i) caution you;
 - (ii) reprimand you;
 - (iii) require you to re-submit any relevant item(s) of coursework; and/or
 - (iv) determine that your participation in the Program or Subject has been unsatisfactory and require you to transfer to a later intake to repeat the relevant Subject.

3.1.3 Academic misconduct

- (a) If the Program Director determines that there is an allegation of Academic Misconduct that warrants investigation, then the Program Director will –
- (i) advise you of that determination in writing within seven (7) days
 - (ii) conduct a preliminary investigation, and
 - (iii) report the result of the investigation to the Chief Academic Officer within fourteen (14) days of the initial determination.
- (b) The Chief Academic Officer will then –
- (i) consider the report;
 - (ii) conduct a further investigation including a review of any relevant evidence;
 - (iii) provide you with a reasonable opportunity to make oral and written submissions to him/her;
 - (iv) consider any submissions you may make;
 - (v) make a finding as to whether there has been academic misconduct and, if so, a determination as to the penalty to be imposed; and
 - (vi) within seven (7) days of making the finding advise you in writing of the finding, including his/her reasons for the finding and any determination as to penalty.
- (c) If the Chief Academic Officer makes a finding of Academic Misconduct, then he/she may, depending on the nature and seriousness of the Academic Misconduct:
- (i) caution you;
 - (ii) reprimand you;
 - (iii) require you to re-submit any relevant item(s) of coursework;
 - (iv) determine that your participation in the Program or Subject has been unsatisfactory and require you to transfer to a later intake to repeat the relevant Subject;
 - (v) award you a zero mark for the results of any or all forms of assessment for a unit or subject in which you are admitted or enrolled;
 - (vi) withhold your results;
 - (vii) suspend you for a period not exceeding six (6) months;
 - (viii) exclude you from specified classes or Program components for a specified period; and/or
 - (ix) impose conditions in relation to your participation in the Program or your use of College premises or facilities.

3.1.4 Collusion

- (a) You must not engage in Collusion for example, two Students have colluded when one Student provides a copy or draft of an answer to an item of coursework to another student or a prospective student in a Program.

- (b) Where the allegation involves plagiarism but the Chief Academic Officer is unable to determine which of two or more students produced the impugned work, the Chief Academic Officer may make a finding against each student by reason of their collusion with each other.

3.1.5 Appeal

Rights of appeal and procedures on appeal are to be found in Appendix 2 - Assessment Rules.

Complaints and Disputes

4. Complaints and Disputes Policies and Procedures Relating to Students

4.1 Student complaints and disputes

4.1.1 Policy and guidelines

The College's complaints and disputes policy applies to all complaints, whether non-academic or academic, brought by students. The College's procedures regarding non-compliance by students with College policies and procedures are contained in Appendix 1 – Procedures where Non-Compliance with Policies and Procedures and Appendix 2 - Assessment Rules of this Program Manual.

4.1.2 Policy

- (a) This policy applies to all students, including students not yet enrolled with the College or seeking to enrol, and irrespective of the location where the matter complained of has arisen, a student's place of residence or the Program the student is undertaking.
- (b) For all complaints and disputes, non-academic and academic, the College will apply the following principles, which comprise its complaints and disputes policy:
 - (i) resolution will be sought at the most appropriate level commensurate with the seriousness of the complaint;
 - (ii) mediation will occur wherever possible;
 - (iii) the principles of natural justice will be observed;
 - (iv) documentation will not be necessary at the initial stage, but will be required if a complaint is of a serious nature, or is not readily resolved;
 - (v) confidentiality will be preserved to the extent possible to achieve resolution of the complaint;
 - (vi) the College will take steps to ensure that neither the complainant nor the respondent will be victimised or discriminated against;
 - (vii) both the complainant and the respondent may be accompanied and assisted by a third party if desired;
 - (viii) both the complainant and the respondent may request reasons for decisions to be in writing at any phase of the process;
 - (ix) the College will ensure that all staff are aware of these principles and procedures;
 - (x) the College will not charge the student any costs or fees in relation to the complaints and disputes process;
 - (xi) nothing in the policy and the guidelines, processes and procedures pursuant to the policy affects a student's rights to seek remedies at law where available.

4.1.3 Guidelines

- (a) For all complaints and disputes, non-academic and academic, the College will follow these guidelines in applying the complaints and disputes policy:
- (i) where the complaint relates to a staff member, the College will not discuss it with that staff member nor reveal the student's identity without first advising the student;
 - (ii) written material will be kept confidential and will not be shown to anyone who is not directly involved in handling the complaint. When the complaint is finalised, all written material will be placed on a confidential file (not the student's or staff member's personal file), and kept on file for a period of five years. During this time, the materials will be treated as confidential documents accessible only to interested parties. After five years, the file and materials will be destroyed;
 - (iii) the assistance of the Student Liaison Officer will be sought, where appropriate, with the student's consent;
 - (iv) where a complaint involves an allegation of serious misconduct by a staff member, the Program Director will report the matter to the Principal, and will take no further action unless directed by the Principal;
 - (v) the College will not act if the complaint relates to circumstances outside:
 - the premises of the College
 - the Program or terms of staff employment, and/or
 - the student's capacity as a student
 - (vi) meetings may be by tele or video conference where most convenient to all parties.

4.1.4 Student Liaison Officer

The name of the current Student Liaison Officer, who can give you guidance in the conduct of complaints and disputes, can be obtained from the relevant Program Director (the Student Liaison Officer is currently the Director, Academic Policy and Quality). If you have a grievance or complaint that cannot be resolved internally, the College will advise you of the appropriate body where you can seek further assistance.

4.1.5 Non-academic complaints and disputes procedure

- (a) If you have a complaint relating to:
- (i) a member of staff;
 - (ii) another student; or
 - (iii) the administration of a Program;
- you may bring the complaint to the relevant Program Director for consideration in confidence.
- (b) After you have supplied to the Program Director sufficient particulars of the complaint for it to be adequately considered, the Program Director will advise you of the manner in which he/she proposes to deal with the complaint.

- (c) If after 21 days:
 - (i) the complaint is not resolved to the satisfaction of all parties, or
 - (ii) appropriate action has not been taken in respect of the complaint, you may bring the complaint to the notice of the Chief Academic Officer. If you bring the complaint to the notice of the Chief Academic Officer;
 - (iii) the Chief Academic Officer or his/her delegate, will invite you to make submissions in respect of your complaint. The Chief Academic Officer or his/her delegate will resolve the complaint within 14 days of the date of the invitation to make submissions.
- (d) If, you are not satisfied with the Chief Academic Officer's decision and the outcome of the complaints and disputes process, you may appeal in writing to the Appeals Committee within 28 days of receiving written notice of the Chief Academic Officer's determination.

4.1.6 Academic complaints and disputes procedure

- (a) This clause does not apply to complaints and disputes concerning allegations of Unsatisfactory Academic Conduct or Academic Misconduct against students, which are dealt with at section 3.1.
- (b) If you have a complaint relating to an academic matter, you may bring the complaint to the Program Director for consideration in confidence.
- (c) Any student who is dissatisfied with a final grade awarded in a Subject may apply for a clerical re-addition of the examination marks by contacting the Program Director no later than 14 days after the official date for the issue of results. If an error is found, the mark will be adjusted accordingly. The Program Director will advise the student of the outcome, including any alteration to the grade awarded, within 14 days of the application being received.
- (d) If your complaint is in respect of a passing grade, which you wish to appeal, there is a non-refundable administrative charge of \$50. Complaints in respect of passing grades (ie, where you believe that you should have achieved a higher grade) must be made in writing within 14 days of the publication of the result and must be accompanied by the non-refundable administrative charge.
- (e) After you have supplied to the Program Director sufficient particulars of the complaint for it to be adequately considered, the Program Director will advise you of the manner in which he/she proposes to deal with the complaint.
- (f) If after 21 days:
 - (i) the complaint is not resolved to the satisfaction of all parties, or
 - (ii) appropriate action has not been taken in respect of the complaint

You may bring the complaint to the notice of the Assessment Review Committee in accordance with the procedures in Appendix 2 - Assessment Rules of this Program Manual.
- (g) If you bring the complaint to the notice of the Assessment Review Committee, the Assessment Review Committee will set up a meeting with you within seven (7) days in order to seek a resolution. The Assessment Review Committee will resolve the complaint in accordance with the procedures in Appendix 2 - Assessment Rules of this Program Manual.
- (h) If you are dissatisfied with the determination of the Assessment Review Committee and the outcome of the complaint, you may appeal to the Appeals Committee in accordance with Appendix 2 - Assessment Rules to this Program Manual.

- (i) If you are dissatisfied with the determination of the Appeals Committee and the outcome of the complaint, you may appeal to the External Appeals Panel in accordance with Appendix 2 - Assessment Rules to this Program Manual.
- (j) It will be the responsibility of the relevant Program Director to implement any determinations of the Assessment Review Committee, Appeals Committee or External Appeals Panel.

4.1.7 Overseas Students Ombudsman

Overseas students holding student visas arranged via the College of Law can complain or appeal any decision (non-academic) by contacting the Overseas Students Ombudsman. The Overseas Students Ombudsman is free and independent.

Find out more at <http://www.oso.gov.au/> or phone 1300 362 072.

Access to College Premises and General Conduct

5. Policies and Procedures Relating to Access and Student Conduct

5.1 College premises

5.1.1 Student access

You are only permitted access to those parts of the premises used for teaching the Program or for student amenity. You are not permitted access to:

- (a) areas used by College Staff including offices unless by invitation;
- (b) any store rooms;
- (c) kitchen areas, except on the ground floor;
- (d) the roof (at St Leonards); or
- (e) rooms containing electrical switching equipment or air conditioning plant.

5.1.2 Care of student rooms

- (a) You must take care to avoid unnecessary wear and tear or damage to the building, furniture and equipment. In particular you must not:
 - (i) affix notices, signs, pictures or other materials to walls, doors or other surfaces apart from designated notice boards
 - (ii) put nails, screws or press studs into any walls, doors, other surfaces or equipment.
- (b) The College may remove any notice or other material from the notice boards or elsewhere. You are responsible for your room and the equipment in it and may be called on to contribute to the cost of any repairs.
- (c) You must not move furniture from one room to another, including desk drawers which are not interchangeable. You must not move desks within rooms unless authorised by a member of College Staff.
- (d) Blinds must not be raised where that would interfere with the air-conditioning.

5.1.3 Accidents, loss or damage to equipment

You must report promptly all cases of accident, damage, loss and faults in electrical, air conditioning and other equipment to a member of College Staff.

5.1.4 Audio-visual equipment

- (a) From time to time, computers, film projection, videotape, sound, and other audio-visual equipment are used during the Program.
- (b) You must not move or interfere with this equipment in any way.

5.1.5 Smoking

You are not permitted to smoke inside College premises or within 4 metres of any external doorway

5.1.6 Eating and drinking

- (a) You must not eat or and drink, or use electrical appliances for these purposes, in College premises. However, you may eat and drink in the Bridge Room (St Leonards) and in student rooms at all other locations subject to them being kept tidy (including food wrappings, drink cups and scraps must be wrapped and placed in waste bins).
- (b) Except where expressly authorised by the Program Director alcohol is not permitted on College premises.

5.1.7 Children

The College does not have facilities for the care and safety of children. For this reason and to avoid disruption and inconvenience to other students, you must not bring children to the College.

5.1.8 Disruptive activities

In consideration of others, to ensure that students, staff and other persons on the premises are not disturbed by noise or other forms of disruption, you must not:

- (a) use mobile telephones or other devices on College premises, during onsite activities or
- (b) participate in other noisy or disruptive activities on College premises.

5.1.9 Fire drills and regulations (at all College premises)

You must observe all fire drills and regulations applicable to the building in which the Program is conducted.

5.1.10 Animals

Animals (with the exception of guide dogs), birds and other creatures are not permitted at any time on College premises.

5.1.11 Personal property

- (a) You are responsible for your own property and its security on College premises.
- (b) You must remove all your materials and personal property from College premises at the end of any on-campus session. The College may dispose of any materials or other property which has not been removed as required.

5.2 Safety, Security and Welfare

5.2.1 Work health and safety

- (a) The College has a Work Health and Safety Committee. If you become aware of any hazard or potential hazard please report it to College staff who will inform the relevant person in the College.
- (b) You must report any accidents to College staff so particulars may be recorded in the Accident Register.

5.2.2 HIV/AIDS and hepatitis policy

The College has a commitment to protecting and supporting staff and students in relation to the Human Immunodeficiency Virus (HIV) and AIDS related conditions, the Hepatitis B Virus (HBV) and Hepatitis C Virus (HCV). In particular the College aims to minimise the risk to staff and students of either contracting or transmitting these viruses in work, study or other life situations by:

- (a) providing a safe and healthy work environment, and undertaking to minimise the risk to staff and students posed by HIV or the Hepatitis B or C viruses
- (b) protecting staff and students from harassment, discrimination and victimisation in relation to HIV/AIDS or Hepatitis B or C viruses
- (c) promoting informed awareness, understanding and tolerance by staff and students of issues and concerns in relation to HIV or the Hepatitis B or C viruses, and
- (d) maintenance of physical and emotional well-being in relation to work/study for staff and students who are in some way affected by HIV or the Hepatitis B or C viruses.

5.2.3 Prevention of harassment and discrimination policy

- (a) The College is committed to ensuring that all students and staff are treated fairly and equitably, and that their right to study and work in an environment free of harassment and discrimination is recognised. The College requires all staff and students to respect each other's dignity and to treat each other with courtesy, honesty and sensitivity to their rights.
- (b) The College does not allow or condone harassment or discrimination of staff or students by other members of staff, students, or other persons; nor does it allow or condone harassment or discrimination of students by members of staff or other students, on the grounds of race, sex, age, disability, political or religious belief. The relevant Program Director will ensure that this policy is implemented, and will treat any complaint seriously and sympathetically in appropriate ways which ensure that complainants and witnesses are not victimised. Complaints will be investigated thoroughly, fairly and confidentially in accordance with the College's complaints policy guidelines in this Program Manual.
- (c) Disciplinary action may be taken against anyone found to have committed harassment or discrimination on any basis. All students and staff have responsibility to contribute to the achievement of a productive, safe and equitable study and work environment by avoiding practices which lead to, support or condone harassment or discrimination on any basis.

5.2.4 Privacy of student records policy

- (a) The College treats students' records as confidential.
- (b) Information in your student records will only be used by College Staff in fulfilling the legitimate and authorised purposes of the College. Unless authorised by legislation, your permission will be sought before disclosure of any information from your student records.

5.2.5 Student Counselling

Academic Matters

- (a) Where students feel they are in need of academic counselling, they should in the first instance contact their Teaching Fellow to discuss the matter. If the student feels the need to go beyond the Teaching Fellow, they should contact the Program Director or the Student Liaison Officer.

Non-academic Matters

- (b) Where a student has problems which go beyond his/her enrolment with the College but have the propensity to affect his/her ability to complete a Program, the student should contact the Program Director or the Student Liaison Officer who will, if requested and in appropriate cases, arrange a consultation for the student with a professional counsellor. The College will pay for one such first consultation for the student.

5.3 General

5.3.1 Conduct

- (a) You must comply with the policies, procedures and rules of the College and any reasonable directive of the College or any of its staff.
- (b) You must not prejudice the good order and governance of the College or interfere with the freedom of other persons to pursue their studies, carry out their functions, participate in the life of the College or pursue their rights to be on the premises.
- (c) See also Student Code of Conduct at Appendix 6.

5.3.2 Coursework materials

- (a) Your fees include payment for access to coursework materials, appropriate for your Program, which will be available online via the Learning Portal and/or distributed to you in print during the Program. You may print copies of online materials, in which the College has copyright, at your own cost.
- (b) If for any reason you need additional copies or replacement of any materials given to you in hard copy, you must contact your Teaching Fellow. You may be required to pay a fee based on replacement cost.

5.3.3 Intellectual property Copyright and use of materials

- (a) All coursework materials (including online materials), practice papers, seminar papers, audio-visual material and other publications and materials used in Programs are subject to copyright. Enquiries regarding course materials should be directed to the Director, Content Design and Development.
- (b) Access to the College's Learning Portal, online materials, hard copy coursework materials are supplied exclusively to you solely for the purposes of participating as a student in a Program. You must not copy the materials, except for your own study purposes. You must not supply them to any other person or permit access to the site or coursework materials to any other person without the prior written consent of the College. You must keep your User ID and Password confidential.

5.3.4 College logo

You must not use, depict or display the College logo except in a manner and circumstances first approved by the College.

5.3.5 Your work

The College reserves the right to retain the original or one copy of work executed by you as part of the coursework, or submitted for any award or competition conducted by the College. This retention does not affect any copyright or other intellectual property right that may exist in the work.

5.3.6 Correspondence

You must quote your student number in all correspondence with the College. Correspondence originating from the College will in most cases be electronic.

5.3.7 Change of contact details

- (a) If you change your address (or other contact details) you must notify the MLB Client Services team by email to mlb@collaw.edu.au

- (b) The College will not accept responsibility if communications fail to reach you because of a change of address.
- (c) Overseas students studying under student visas arranged via the College must notify the College of any changes to contact details, including address and telephone number. Failure to do so may result in the cancellation of a student's visa.

5.3.8 Notices

Notices will normally be posted electronically.

5.3.9 Evaluation

- (a) The College actively seeks comprehensive feedback on all aspects of its programs including teaching, materials and administration. Your participation in the evaluation process is encouraged and appreciated. Changes are regularly incorporated in the programs as a result of feedback from students.
- (b) In order to provide feedback to your Teaching Fellows and to the College you may be asked to complete a series of questionnaires at intervals throughout the Program. You may also be approached for feedback by the College or market researchers on behalf of the College either during or after the Program. Your responses are confidential and will be used to develop and improve the Program.
- (c) If you have any comments, concerns or suggestions at any other time which you think would be helpful to us, please address them to the Program Director or your Teaching Fellow.

5.3.10 Student profile pictures

- (a) The College of Law believes that online profile pictures can enhance a sense of community within the online classroom and enrich the online learning environment, however, it is important that the profile pictures do not distract from the learning environment.
- (b) Student profile pictures must adhere to the Guidelines set out below and the College reserves the right to remove any profile picture that does not adhere to the Guidelines:

Guidelines

- Picture must be of the student only (i.e., may not include other individuals)
- No images, clipart, or symbols should be used
- Backgrounds and foregrounds of profile pictures should be neutral and non- distracting (no symbols, images or clipart)
- Profile pictures must present the student in appropriate attire.

APPENDIXES

APPENDIX 1 – Procedures where Non-Compliance with Policies and Procedures (student non-compliance)

1. Compliance with policies, procedures and rules

Your enrolment is on the condition that you comply with the policies and procedures relating to students and with Appendix 2 - Assessment Rules in this Program Manual.

The following paragraphs set out the applicable procedures in the event of student non-compliance with policies and procedures in this manual.

2. Procedures regarding student non-compliance and the College's right of summary exclusion

Summary exclusion from classes or a Program

- 2.1 A member of College staff who is conducting a class or Program component may exclude you from the class or component if he or she reasonably suspects you of student non-compliance and will advise you of the grounds of his/her suspicion at the time of exclusion or as soon as practicable.
- 2.2 The librarian, or any member of library staff, may exclude you from the library if he or she suspects you of student non-compliance in relation to the library.
- 2.3 Any member of College staff responsible for the operation or maintenance of any College premises or facility may exclude you from the premises or facility, or from the use of the premises or facility, if he or she suspects you of student non-compliance in relation to the premises or facility.
- 2.4 Unless sooner revoked, an exclusion under this clause ceases to have effect:
 - (a) in the case of the exclusion from a class or component, at the end of the day on which you were excluded
 - (b) in any other case (with the exception of a finding of academic misconduct), at the expiration of seven days from the day on which the alleged breach of discipline occurred
 - (c) in the case of a finding of academic misconduct, at the discretion of the Principal, and
 - (d) an exclusion under subclause (c) may be permanent.
- 2.5 A person who excludes you from a class or Program component, from the library, any other College facility or from College premises must notify the Program Director as soon as practicable after the exclusion takes place.
- 2.6 If a member of College staff suspects you of student non-compliance in relation to the policies, procedures and rules during an examination or other assessment task or work relating to participation in the Program, the staff member has the right to take prompt action to prevent the continuance of the suspected non-compliance and must provide a written report to the Program Director as soon as practicable.

Inquiries into alleged student non-compliance

- 2.7 The Program Director may (whether as a consequence of the making of a complaint or otherwise) cause inquiries to be made in relation to any student non-compliance that is alleged to have been committed by you.
- 2.8 The Program Director may exclude you from the College while such enquiries are being made. After exclusion, the Program Director may allow you to re-enter the College, with or without conditions (including transfer to another intake) as are appropriate in the circumstances.

Program Director to issue show cause notice

- 2.9 If the Program Director, after inquiry, determines that there has been student non-compliance by you, the Program Director:
- (a) must give you a reasonable opportunity (being a period of not less than seven days) within which to make written representations to the Program Director in relation to any penalty to be imposed for the alleged student non-compliance, and
 - (b) must take into account any written representations you make during that period.

Program Director to dismiss certain matters

- 2.10 If the Program Director determines after consideration of your further representations that there should be no finding of student non-compliance against you, the Program Director must inform you accordingly.

3. Consequences of student non-compliance

- 3.1 If the Program Director determines that there has been student non-compliance by you, amounting to unsatisfactory conduct, the Program Director may, taking into account your previous disciplinary record and after consultation with the Principal, take any one or more of the following actions:
- (a) withhold your results
 - (b) suspend you for a period not exceeding six months
 - (c) exclude you from specified classes or Program components for a specified period
 - (d) exclude you from College premises or specified College facilities for a specified period
 - (e) if the student non-compliance involves loss or damage to property of the College require you to repay to the College a specified amount not exceeding the amount of the loss or damage
 - (f) impose conditions in relation to your participation in the Program or your use of College premises or facilities
 - (g) caution or reprimand you
 - (h) require you to transfer to another intake.
- 3.2 Student non-compliance involving unsatisfactory academic conduct or academic misconduct shall be dealt with in accordance with Appendix 2 – Assessment Rules of the Program Manual.
- 3.3 The Principal may and, where obliged, will report the fact and the circumstances of the student non-compliance involving unsatisfactory academic conduct or academic misconduct to any one or more of the following:

- the College Board
- the council of the Legal Professional Association in the relevant jurisdiction or jurisdictions for the state in which you hold a practicing certificate
- the relevant court and Admitting Authorities in the relevant jurisdiction or jurisdictions in which you hold a practicing certificate.

3.4 The Program Director must notify you as soon as practicable of:

- any decision made pursuant to these rules, and
- his or her reasons for the decision.

4. Right of appeal

4.1 Any student wishing to appeal the finding of non-compliance is referred to the complaints and disputes procedures at Appendix 4 of this Program Manual.

4.2 Appeals against findings of unsatisfactory academic conduct or academic misconduct lie to the Appeals Committee (see Appendix 2 - Assessment Rules).

APPENDIX 2 - Assessment Rules

1. Application of these rules

These rules apply to all students enrolled in a Program or Subject.

2. Participation requirements to be eligible for assessment

To be eligible for assessment in a Subject, you must attend and participate in all activities referred to in the timetable and coursework materials.

The College may take into consideration:

- your completion of activities in a Subject, and
- whether in so doing your work was of a satisfactory standard.

3. Criteria for assessment

- 3.1 The assessment requirements for each Subject are described in the relevant Subject Outline in the Learning Portal.
- 3.2 To pass a Subject in a course, you must satisfy the assessment requirements for that Subject by achieving a total mark equivalent to 50% or more of the assessment tasks in that Subject.
- 3.3 To pass a Master of Legal Business Program course, you must pass all core Subjects and electives as required.
- 3.4 By submitting work for assessment you are warranting to the College that the work is your own. All sources and quotations should be properly acknowledged and referenced to avoid the implication that you may be presenting the work of others as your own. There are potentially very serious consequences for students found to have engaged in Unsatisfactory Academic Conduct or Academic Misconduct, including exclusion from the Program and, in appropriate circumstances, reference to the relevant court and Admitting Authorities in the relevant jurisdiction or jurisdictions of your practicing certificate (see clause 3.3 of Appendix 1 to this Program Manual.)

4. Examinations and skills assessments in a Subject

If there are examinations in a Subject, they will be at the times shown in the course timetable on the Learning Portal. The College may reschedule the assessments. If it does, the Program Director will nominate the times for the assessments.

5. Completion of course work in a Subject – Master of Legal Business Program

- 5.1 You must complete all coursework in a Subject within the time shown in the Learning Portal. Compliance with the time limits is a criterion of assessment. (Coursework includes all skills assessments, assignments, activities, practical work, performance roles and other work).
- 5.2 If you are unable to submit any coursework, whether it is for feedback or assessment, you may request an extension prior to the due date for that assessment from your Teaching Fellow of up to one (1) week. You must request the extension in writing and provide reasons. The Teaching Fellow has absolute discretion whether to allow the extension.
- 5.3 If you require an extension of more than one (1) week, you must apply in writing prior to the due date, to the Program Director, setting out your reasons with supporting documentation and the date by which you propose to submit the relevant course work. Approval is at the discretion of the Program Director.

- 5.4 If you fail to obtain an extension prior to the timetabled due date for submission and the course work is an activity for feedback, it is at the Teaching Fellow's discretion whether or not they provide feedback and the timeframe in which it is provided, if at all.
- 5.5 If you do not obtain an extension prior to the timetabled due date for submission and the course work is an assessable activity, 5% of the available marks will be deducted each day that the work is late.

6. Grading in Subjects

- 6.1 Your marks for the assessment components in each Subject are given the weighting set out in the course materials. Those marks are then added up to give a score out of 100.
- 6.2 The College then converts your score to a grade in accordance with the following table:

Grade	Mark	Criteria
High Distinction	85-100	Work of outstanding quality with full coverage of all content/performance requirements
Distinction	75-84	Work of superior quality with full coverage of all content/performance requirements
Credit	65-74	Work of sound quality with adequate coverage of content/performance requirements
Pass	50-64	Work of satisfactory quality with adequate coverage of content/performance requirements
Fail	0-49	Work of unsatisfactory quality and/or inadequate coverage of content/performance requirements

7. Procedures on final assessment

- 7.1 If the College's Assessment Review Committee decides that a fail grade does not reflect your performance in a Subject, it may defer your final assessment in that Subject until you complete such further work and assessments as the Assessment Review Committee sees fit.
- 7.2 Supplementary assessments are offered on programmed assessment dates.
- 7.3 Programmed assessment dates are scheduled throughout the Program. The dates of the assessments are in the Learning Portal.

8. Submissions to Assessment Review Committee

- 8.1 You may make a submission to the Assessment Review Committee. To do so, write to the Program Director within 14 days of final timetabled day of the course in which you are enrolled.
- 8.2 If you want to make a submission based on illness or misadventure, include medical or other appropriate evidence.
- 8.3 You may appear personally before the Assessment Review Committee and make oral submissions.

9. Appeals Committee

9.1 You may appeal to the Appeals Committee against any decision of the Assessment Review Committee, but only on one or more of the following grounds:

- the Assessment Review Committee has proceeded contrary to these rules
- the Assessment Review Committee has failed to consider information which you have put before it
- the Assessment Review Committee has misdirected itself
- the Assessment Review Committee has proceeded contrary to the principles of natural justice
- assessment requirements or procedures were changed contrary to these rules.

9.2 You may appeal to the Appeals Committee against a finding that you have engaged in unsatisfactory academic conduct or academic misconduct, but only on one or more of the following grounds:

- the Chief Academic Officer proceeded contrary to these rules
- the Chief Academic Officer failed to consider information which you put before him or her
- the Chief Academic Officer misdirected himself or herself
- the Chief Academic Officer has proceeded contrary to the rules of natural justice.

9.3 Your appeal must:

- be in writing
- clearly state the grounds of the appeal, and
- be received by the College within 21 days of the date the College sends you notice of the decision against which you are appealing.

9.4 The Appeals Committee will send you written notice of the time, date and place of its meeting.

9.5 If you appeal, you have the right to appear personally before, and to address, the Appeals Committee, as well as the right to make a written submission to the committee.

10. External Appeals Panel

10.1 You may appeal to the External Appeals Panel against any decision of the Appeals Committee, including a decision relating to a finding of unsatisfactory academic conduct or academic misconduct, but only on one or more of the following grounds:

- the Appeals Committee has proceeded contrary to these rules
- the Appeals Committee has failed to consider information which you have put before it
- the Appeals Committee has misdirected itself
- the Appeals Committee has proceeded contrary to the principles of natural justice
- assessment requirements or procedures were changed contrary to these rules.

10.2 Your appeal must:

- be in writing
- clearly state the grounds of the appeal, and
- be received by the College within 21 days of the date the College sends you notice of the Appeals Committee's decision.

10.3 In normal circumstances, an appeal to the External Appeals Panel will be via submission of written statements by the student and the chair of the Appeals Committee.

10.4 If you appeal, you may apply to appear personally before, and to address, the External Appeals Panel in addition to making a written submission. Permission to appear personally (or via video or teleconference) and to address the External Appeals Panel is not to be unreasonably withheld.

10.5 In normal circumstances, the External Appeals Panel will make its decision and advise you in writing of the decision within 14 days of receiving your written submission or of your appearance in person, whichever is the latter.

11. Exemption from attendance requirements

11.1 The College may exempt you from attendance requirements where there are exceptional circumstances of medical or personal hardship.

11.2 If you want to make such an application, you must apply in writing to the Program Director.

11.3 If the College grants you an exemption, you must still comply with all the assessment criteria.

12. Plagiarism, collusion and cheating

12.1 All work which you submit for assessment or participation in the Course must be your own work unless otherwise directed by the College. Please read carefully the definitions of Plagiarism, Collusion, Cheating, Unsatisfactory Academic Conduct and Academic Misconduct in the Definitions and Abbreviations section of this Program Manual.

12.2 You must not:

- copy from or submit, or
- attempt to copy from or submit the work of another student, ex-student or any other person.

12.3 You must not permit another student, ex-student or prospective student to have access to or submit your work or any part of it.

12.4 You must not acquire or be in possession of or distribute examination materials or marking guides for any assessment task without the express permission of an academic member of staff.

12.5 The College may require you to certify that work which you submit for assessment or participation in the Course complies with these Rules.

In any case where copying or other Plagiarism, Collusion, Cheating or non-compliance with these Rules has occurred, the Chief Academic Officer may:

- require you to carry out such alternative and/or additional assessment tasks as he/she deems fit; and/or

- find such copying, Plagiarism, Collusion, Cheating or non-compliance to be Unsatisfactory Academic Conduct or Academic Misconduct and deal with it in accordance with clause 3.12 of this Program Manual.

13. Miscellaneous

- 13.1 Nomination of other officers, committees or boards any officers, committees or boards of the College authorised or required under these rules to exercise any authority, duty or responsibility may nominate another appropriately qualified officer or committee to exercise that authority, duty or responsibility

APPENDIX 3 - Selection Procedures

Master of Legal Business Programs

To be admitted to any of the Programs, you must meet the eligibility criteria and submit documentary evidence of your undergraduate qualifications and work experience as set out in the table below.

	Eligibility Criteria	Supporting evidence
(a)	An undergraduate law degree	Applicants must submit originals or certified copies of their academic transcript or graduation testamur in accordance with clause 1.3.2 of this Program Manual
(b)	Any undergraduate degree <u>plus</u> at least 1 years' relevant work experience in the legal service industry	Applicants must submit: <ul style="list-style-type: none"> (i) originals or certified copies of their academic transcript or graduation testamur in accordance with clause 1.3.2; and (ii) a personal statement and supporting documentation that covers: <ul style="list-style-type: none"> • work experience history and current work environment (duration and type); • relevance of the work experience to the course; • a reference from an employer, stating that, in the opinion of the referee, the applicant has the requisite knowledge and experience to benefit from the Program.
(c)	No undergraduate degree but at least 5 years' relevant work experience in the legal service industry	Applicants will be considered on a case by case basis and must submit a personal statement and supporting documentation that covers: <ul style="list-style-type: none"> (i) work experience history and current work environment (duration and type); (ii) relevance of the work experience to the course; (iii) evidence as to why that work experience demonstrates equivalence with an undergraduate degree; (iv) evidence of professional certificates/short courses and capacity to learn, research and be assessed at the requisite level; (v) a reference from an employer, stating that, in the opinion of the referee, the applicant has the requisite knowledge and experience to benefit from the Program.

APPENDIX 4 - Review Procedures

1. Recrediting FEE-HELP (s 104-25)

- 1.1 In ordinary circumstances, a student incurs a FEE-HELP liability at the Census Date. The College will recredit a student's FEE-HELP balance in special circumstances that:
- are beyond the student's control; and
 - do not make their full impact on the student until on or after the course Census Date; and
 - make it impractical for the person to complete the requirements for the course of study during the period in which the student was scheduled to undertake the course.

2. Special circumstances

- 2.1 The College considers that special circumstances exist as described in the *Higher Education Administrative Information for Providers* published by the Department of Education and Training (Cth) at Appendix P (Guide to special circumstances decision-making).
- 2.2 Without limiting the generality of Appendix P (Guide to special circumstances decision-making), the College will generally not regard circumstances to be unusual, uncommon or abnormal where they relate to employment workload, new employment or holidays.

3. Application

- 3.1 If a student wishes to make an application for recrediting their FEE-HELP balance, the student must make an application in writing to the Program Director before the end of the application period (see below).
- 3.2 The application must include all relevant supporting documents (e.g. doctor's certificate).

4. Application period

- 4.1 The application for recrediting must be made within 12 months of the student's receipt from the College of a notice of withdrawal acceptance, or, if no such notice is issued, within 12 months of the end of the course in which the student was enrolled, and received a Commonwealth Assistance Notice.
- 4.2 The Program Director may, at their discretion, waive the requirement for the application to be made within the application period, if they are satisfied that the application could not possibly have been brought within that time.

5. Reasons for decision

- 5.1 Once the Program Director has determined whether or not special circumstances exist which warrant the recrediting of FEE-HELP balance, the Program Director or Client Services team will notify the applicant as soon as is practicable.
- 5.2 In giving notice under clause 5.1, the Program Director will include a statement of reasons for the decision.

6. Review of decision by Review Officer

- 6.1 In the event that an applicant is not satisfied with the Program Director's decision under clause 5, the applicant may apply in writing to the Review Officer for a review of the decision.
- 6.2 The Review Officer at the College of Law is the Director, Academic Policy and Quality.
- 6.3 An application for review of the decision must be made within 28 days of the student having received the notice of decision.
- 6.4 An application for review of the decision must state the reasons why the applicant believes the review is warranted.
- 6.5 The Review Officer will give a notice of receipt to the applicant advising that if the reviewer has not advised the applicant of the outcome within 45 days of receiving the application for review, the reviewer is taken to have confirmed the original decision.
- 6.6 The Review Officer's notice of receipt will also advise the applicant of his or her right to appeal the decision of the Review Officer in the Administrative Appeals Tribunal.
- 6.7 The Review Officer will give written notice of the outcome of a decision including reasons for the decision.

7. Appeal to AAT

- 7.1 A student who remains dissatisfied with the Review Officer's decision may appeal to the Administrative Appeals Tribunal (AAT).
- 7.2 In the course of an appeal to the AAT, the student may supply additional information to the AAT which was not supplied to the College in the original applications for recrediting of FEE-HELP balance.
- 7.3 If a student makes an appeal to the AAT under clause 7.1, the respondent in the matter will be the Secretary of the Department of Education and Training or their delegate.
- 7.4 The New South Wales registry of the AAT is at:
Administrative Appeals Tribunal
Level 6,
83 Clarence Street
Sydney NSW 2000
Further information about registries and filing fees can be found at <http://www.aat.gov.au/#>

APPENDIX 5 – Program Requirements

Graduate Certificate in Legal Business

4 Subjects | 6 credit points per Subject | 24 credit points

To receive this award, students are required to complete any four (4) subjects from the Master of Legal Business suite of subjects listed on the MLB Website.

Graduate Certificate in Legal Operations

4 Subjects | 6 credit points per Subject | 24 credit points

To receive this award, students are required to complete a total of four (4) subjects as set out below:

- (a) two (2) core subjects:
 - Operational excellence: Transforming legal services
 - Operational excellence: Operations and continuous improvement
- (b) one (1) recommended elective subject*:
 - Fundamental technologies shaping legal services
- (c) any one (1) elective subject from the Master of Legal Business suite of subjects listed on the MLB Website.

*The recommended elective subject will extend and compliment the core subjects. However, if there is another subject that interests a student, a student can choose it in place of the recommended subject.

Graduate Diploma of Legal Business

6 Subjects | 6 credit points per Subject | 36 credit points

To receive this award, students are required to complete a total of six (6) subjects as set out below.

- (a) one (1) core subject:
 - Business of law (to be taken as one of the first four subjects)
- (b) any five (5) subjects from the Master of Legal Business suite of subjects listed on the MLB Website.

Master of Legal Business

12 Subjects | 6 credit points per Subject | 72 credit points

To receive this award, students are required to complete twelve (12) subjects as set out below.

- (a) two (2) core subjects:
 - Business of law (to be taken as one of the first four subjects)
 - Capstone / Major Project (to be taken as the final subject)
- (b) any ten (10) subjects from the Master of Legal Business suite of subjects listed on the MLB Website.

APPENDIX 6 – Student Code of Conduct

Purpose

The College of Law recognises the importance of an educational environment which actively promotes best practice and optimal student outcomes. The purpose of this Student Code of Conduct (the Code) is to describe the standards of behaviour and conduct expected from students in their dealings with College staff, external participants in College programs, courses, seminars or events, and other students.

The College expects all students to observe the standards set out in this Code. Compliance with this Code is mandatory and non-compliance may result in disciplinary action.

Applicability

This Code applies to all persons, wherever located, enrolled in a College program, course, seminar or event of any kind, referred to in this Code as 'students'.

The Code

All students of the College are expected to observe the highest standards of ethics, integrity and behaviour during the course of their enrolment with the College. This Code provides an overview of the College's fundamental values. It is by no means exhaustive and should be read in conjunction with relevant program manuals and College policies and procedures.

All students are expected to conduct themselves in a professional and courteous manner and observe the following standards of behaviour:

1. Comply with all relevant laws, policies, procedures, rules and regulations.
 2. Comply with all lawful and reasonable directions from the College.
 3. Be honest and fair in dealings with College staff, external participants in College programs, courses, seminars or events, and other students.
 4. Display appropriate professionalism and respect for others in appearance, dress and use of language.
 5. Treat College staff, external participants in College programs, courses, seminars or events, and other students in a non-discriminatory manner with proper regard for their rights and dignity. In this regard, discrimination, victimisation or harassment based on a person's race, colour, creed, religion, national origin, citizenship, age, sex, sexual orientation, marital status, union membership or non-membership, mental or physical disability, or any other classification protected by law will not be tolerated.
 6. Maintain punctuality. If a student is late or unable to attend a scheduled event they should contact the lecturer or event organiser and let them know as soon as possible.
 7. If a student is required to leave a scheduled event for any reason they should advise the lecturer, presenter or event organiser in advance.
 8. Observe health and safety policies and obligations, and co-operate with all procedures and initiatives taken by The College in the interests of workplace health and safety.
 9. Be honest in all dealings.
 10. Refrain from any form of conduct (including sexual assault or harassment) which may cause any reasonable person unwarranted offence or embarrassment or give rise to the reasonable suspicion or appearance of improper conduct or bias.
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The Code Cont.

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11. Respect The College's ownership of all of its funds, equipment, supplies, books, records and property.
 12. Maintain during enrolment with The College and after the termination of enrolment, the confidentiality of any confidential information, records or other materials acquired during enrolment with The College.
 13. The College prohibits bribes, kickbacks or any other form of improper payment or inducement, direct or indirect, to any College staff member or external participant in a College program, course, seminar or event.
 14. All communications, whether written or oral, with College staff, external participants in College programs, courses, seminars or events, or other students must be conducted professionally, respectfully and courteously. Students must only communicate with College staff and other students through the Learning Portal for the purpose for which the Learning Portal is provided.
 15. Failure to adhere to paragraph 14 may result in disciplinary action and the College having to file a reportable data breach notification to the relevant Commonwealth ministry.
 16. Any disagreement with College staff, external participants in College programs, courses, seminars or events, or other students must be conducted professionally and courteously with respect and consideration for the other person and without resort to violence, intimidation, threat or harassment of any kind and in compliance with relevant College complaints procedures.
 17. Students must participate in College programs, courses, seminars or events with integrity and without resort to plagiarism, collusion or cheating in any coursework or assessment.
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