



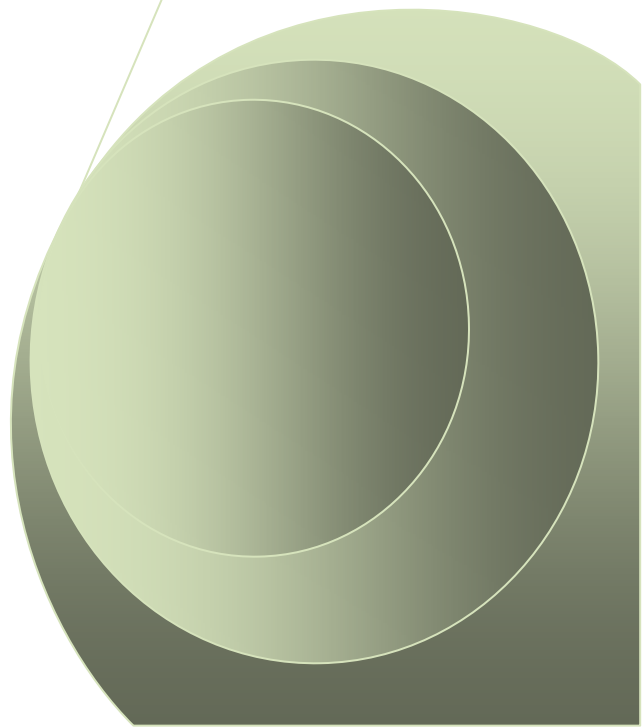
# COLLEGE OF MINISTRIES

SERVING AND TRAINING ALL OVER THE WORLD

# STUDENT HANDBOOK

First Edition 2011

GLO Ministries Limited  
Incorporating  
GLO College of Ministries  
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## ***CONTACT INFORMATION***

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Postal Address PO Box 171  
RIVERSTONE NSW 2765

Opening Hours Monday to Friday  
**9:00am – 5:00pm**

## ***TRAINING CENTRES INFORMATION***

GLO College of Ministries Training Centre Locations are:

Sydney Training Centre (Riverstone)  
15 Hamilton Street  
RIVERSTONE NSW 2765  
Phone +61 2 9838 1595  
Fax +61 2 9627 3342  
[training@gloministries.org.au](mailto:training@gloministries.org.au)

Tasmania Training Centre (Smithton)  
20 King Street  
SMITHTON, TASMAINA 7330  
Phone +61 3 6452 1061  
Fax +61 3 6452 1485  
[training@gloministries.org.au](mailto:training@gloministries.org.au)

## ***CHRISTMAS CLOSURE – Sydney Office***

GLO College of Ministries will be closed from 5pm Friday, 16<sup>th</sup> December 2011 to 9:00am Monday, 9<sup>th</sup> January 2012.

## THE DATES YOU NEED TO KNOW

### GLO COLLEGE OF MINISTRIES TERM DATES

#### Sydney Training Centre

Term One 30st January – 4th April 2012

Term Two 23th April – 29th June 2012

Term Three 18th July – 23rd September 2012

Term Four 8th October – 14th December 2012

#### Tasmania Training Centre

Semester 1

6th February – 16th June 2012

Semester 2

2nd July – 20th October 2012

### PUBLIC HOLIDAYS - 2012

New Year's Day 1 January

Australia Day 26 January

Labour Day

Good Friday 6<sup>th</sup> April

Easter Monday 8<sup>th</sup> April

ANZAC Day 25<sup>th</sup> April

Foundation Day

Queen's Birthday 11<sup>th</sup> June

Christmas Day 25<sup>th</sup> December

Boxing Day 26<sup>th</sup> December

### ENROLMENT DATES

Check the GLO College of Training website for specific enrolment dates for each training centre.

*Disclaimer: GLO College of Ministries is committed to quality service and makes every attempt to ensure accuracy, currency and reliability of the information contained in this handbook going to press. GLO College of Ministries accepts no liability for changes or inaccuracies. For the latest information and other areas of interest not contained in this publication, visit our website at [www.gloministries.org.au](http://www.gloministries.org.au)*

## A WELCOME FROM THE TRAINING COORDINATOR

On behalf of the staff of GLO College of Ministries it is our pleasure to welcome you to our college.

In choosing GLO College of Ministries you have joined the student body that is linked worldwide to GLO training centres in many overseas countries.



A qualification from GLO College of Ministries will be challenging but will also open doors to serving God both nationally and internationally. Our graduates are respected for their practical approach to ministry both in the local church and in mission.

This handbook outlines some important information that you need to know to make your studies at GLO College of Ministries enjoyable and hassle-free.

Whether you've come to GLO College of Ministries as a pathway to further studies at one of our other training centres or for your personal spiritual growth, it is our prayer that your time with us will be enjoyable and Christ centred.



***Andrew Cowell***  
**Training Coordinator**  
**GLO Ministries**

***Serving and Training all over the world***

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## **INTRODUCTION**

*All College policies, procedures and forms mentioned in this handbook can be accessed and downloaded via the student login facility available to every enrolled student.*

## **ACADEMIC INFORMATION**

You can access your results, current enrolments, award history and forms online, anywhere, anytime! You'll find access at [www.gloministries.org.au](http://www.gloministries.org.au) , under Student Login.

## **ACCIDENTS/INJURIES**

All accidents which occur on campus must be reported to Reception immediately. If you have damaged anything on site or noted a fault on campus, it must also be reported to Reception immediately to prevent subsequent accidents.

## **ALCOHOL AND OTHER ILLICIT DRUGS**

The possession and consumption of alcohol and/or use of unlawful illicit drugs within the training centre, including the adjoining car parks and roadways, is strictly forbidden. Repeat offenders risk suspension from the college.

## **APPLICATION FOR AWARD**

To be awarded your qualification, an application form must be completed. Reprints of awards cost \$20 plus postage and handling.

## **RECOGNITION OF QUALIFICATIONS FROM OTHER REGISTERED TRAINING ORGANISATIONS**

Do you already have a qualification, statement of attainment or academic statement for units completed at another registered training organisation? National recognition is all about recognising these. Where units of competency have the same national code but were awarded by another registered training organisation, the College will recognise these in order to assist you in completing the

qualification you enrol in. Simply present your original documentation (i.e. statement of attainment or academic statement) to the Principal or your lecturer who will verify the authenticity of these and arrange for a copy to be placed on your student file for later reference when you apply for your final award. There is no cost for recognition of these units.

Where the national or state code is different, a credit transfer may apply. Credit transfer assesses the initial course or subject that you are using to claim access to, or the award of credit in, a destination course. The assessment determines the extent to which your initial course or subject is equivalent to the required outcomes, competency outcomes, or standards in a qualification. This may include credit transfer based on formal learning that is outside the Australian Qualifications Framework.

## **ASSESSMENTS AND ASSIGNMENTS**

Lecturers or Trainers will outline assessment requirements such as the type of assessments, dates, special conditions etc, at the commencement of training for each unit or group of units.

This information is presented in an Assessment Plan. Students with special needs should discuss these with their lecturer.

## **Plagiarism and Cheating**

Students must abide by the assessment rules set by lecturers. Students found cheating will be counselled and assessment records amended accordingly. Assignments and other forms of assessment must be your individual, original work. Copying directly from research sources or another student's work, without acknowledgement, is plagiarism. Plagiarised work cannot be accepted and will be discussed with the student to determine an appropriate course of disciplinary action.

## **Results**

You will receive official confirmation of your results by mail (Statement of Academic Record or Statement of Attainment), provided all enrolment fees and charges have been paid in full.

Results can also be accessed via the Student Portal. A reprint of results that have already been issued will cost \$20.

If you receive an “R” (Re-enrol) result for a module or unit, it means that you have failed to demonstrate competence for the module or unit and need to re-enrol.

An “H” (Hold) result may be given in a unit or module where a student has, for reasons beyond his/her control, not completed the assessment requirements. If you receive an “H” result, your lecturer will provide feedback about your assessment result and advise you on future options. You have a limited period of time, after notification, to complete the assessment requirements for the module or units in question.

## **ASSESSMENT APPEALS**

Where students believe they have received an incorrect assessment result, either through an error of judgement or deviation from an Assessment Plan, they may lodge an appeal. Students should discuss their assessment concerns with their lecturer/assessor in the first instance and, depending on the outcome of that discussion, may decide to appeal.

A fee will be charged for all assessment appeals and this fee is refundable if the appeal is upheld. A panel will consider each appeal and make a decision based on the evidence presented to the panel by the student and the assessor. Forms for lodgement of an appeal are available from the college website via the student portal.

## **BOOKS/LEARNING RESOURCES**

The student is responsible to obtain ALL the necessary textbooks, module and learning resource guides, and stationery before the commencement of the first training session. In some subjects learning resources are supplied and this will be clearly identified when enrolling into the different modules.

## **CENTRELINK STUDENT SERVICE CENTRES**

Information concerning, ABSTUDY and Austudy can be obtained from a Centrelink Student Service Centre. Information for the location of the nearest centre can be obtained from Reception at the training centre.

## **CHILD CARE**

Assistance with childcare can be arranged on an individual needs bases.

## **CLASS INDUCTION/ATTENDANCE**

An induction session is conducted prior to, or at, the first class where students will be advised of class attendance requirements.

For students under 18 years of age, notification of absences may be sent to your parent or guardian.

## **CODE OF CONDUCT**

GLO College of Ministries undertakes an important role in providing vocational ministry training and learning opportunities and takes seriously its responsibility to provide a duty of care to all students. GLO College of Ministries strives to provide a pleasant environment which is safe, enjoyable and conducive to learning. All students are expected to comply with the Student Code of Conduct and, where there is disagreement or conflict with certain aspects of the Code, grievance procedures can be used.

### **Bullying**

Bullying is unacceptable at any time and offenders will be counselled about their actions. Depending on the nature of the incident and/or if the offence is repeated, prosecution under the Occupational Safety and Health Act 1984 or disciplinary action by the college may be taken. Types of bullying include:

- Loud and abusive language;
- Yelling and screaming;
- Unexplained rages;
- Unjustified criticism and insults; and
- Regular humiliation, belittling or undermining of a person.

### **Children on Campus**

GLO College of Ministries is family oriented and understands that students or visitors may occasionally need to have a child with them while they conduct business such as obtaining information, delivering or picking up documents and attending meetings and functions.

Even if you wish to take responsibility for your children, GLO Ministries could still be liable in the event of an accident or injury. GLO Ministries has a duty of care to students and the general public while they are on the premises and seeks your cooperation regarding children whilst visiting the training centre.

### **Computer, Internet and Network Usage**

Standards for the conduct of students who use computer, Internet and network services are available from the website ([www.gloministries.org.au](http://www.gloministries.org.au)). Students should make themselves aware of these standards and abide by them. Failure to do so may lead to your account being revoked or fines incurred. Illegal activities will be reported to the police.

### **Equal Opportunity**

To ensure that GLO College of Ministries is a learning environment free from harassment and discrimination, all students must comply with the Commonwealth Discrimination Act, Racial Discrimination Act (including Racial Vilification provisions which make racially offensive behaviour unlawful), Refer to the Equal Opportunity section for more information.

### **Greening our Training Centres**

GLO Ministries supports programs on energy, water, waste and land management which are designed to achieve reductions in greenhouse gas emissions, conserve water supplies, reduce rubbish and repair environmental damage.

You can help green your training centre by taking positive action:

- Save water by turning off taps after use and reporting leaking taps/toilets to staff. Use cold water to wash your hands and you'll help save energy too!
- Conserve energy by turning off your computer, monitor, printer, air-conditioner, heater and classroom lights and equipment when you leave the room and equipment after use.
- Recycle plastic bottles, aluminium cans, milk cartons, cardboard and foam cups in the bins provided (co-mingled waste).
- Put rubbish in the bins provided—don't rubbish the facilities!



### **Hygiene**

Food and drink is to be consumed in designated eating areas only and not in classrooms, library or student work areas. All cups, crockery and cutlery to be washed and put away. Bench tops, desks and any spillages must be cleaned after use.

### **Litter**

Everyone is required to place personal litter, such as food scraps, wrappings, drink containers, and other litter in the bins provided.

### **Mobile Phones**

As a courtesy to other students and staff, please turn off your mobile phone during all lectures.

### **Safety**

Students are to take reasonable care for their own health and safety when using GLO facilities and avoid harming the health or risking the safety of others. All safety procedures must be followed.

### **Smoking**

Smoking is not permitted on GLO Ministries premises and/or training centres.

### **CONFIDENTIALITY STATEMENT**

Our students are entitled to the protection of their privacy, as is anyone who may have dealings with GLO College of Ministries. We hold a wide range of information about individuals that is considered personal. There are times when GLO staff may require access to personal information about students. To the extent that the information is private, we will restrict access to those staff that need the information in order to carry out their responsibilities in the personal or academic interests of the students.

As a general rule, GLO Ministries will not disclose personal information about students to other students, to people

outside the organisation (other than in accordance with any legal or academic obligation) or to staff members who have no need to access the information without student consent. There are exceptions to the general application of this rule, some of which are obligations imposed on GLO College of Ministries by law.

### **CLIENT FEEDBACK**

Client Feedback is encouraged and forms are available from the reception areas at each Training Centre.

We encourage feedback so we can continuously improve our training. While anonymous feedback about our services will be considered to the extent it can, action based upon anonymous feedback about staff members is constrained by the principles of natural justice. Students with issues about staff members should first approach the staff member to discuss the issue. Assistance in this regard can also be provided the Student Welfare Officer, Principal or GLO Ministries Co-Director.

### **DISABILITIES (PEOPLE WITH) OR MEDICAL CONDITIONS**

Services to assist in minimising any barriers to study caused by disability or a medical condition will be taken into consideration. The Student Welfare Officer will:

- Coordinate services to meet individual needs;
- Work to eliminate barriers which may disadvantage students;
- Assist students to achieve their education and career goals; and
- Encourage students to be independent and take responsibility for their course of study.

### **Access to buildings and parking**

People with physical disabilities who are having trouble accessing any of GLO's buildings or facilities should contact Reception.

### **Assessments**

People with disabilities or medical conditions may need modified assessment conditions to suit their individual needs; for example extra reading time, readers, reading/scribe support, AUSLAN interpreter support or oral assessments. If this relates to you or someone you know, speak to your lecturer first as they may be able to suggest an alternative format of assessment without involving additional support.

### **Assistance in choosing the right course of study**

For each individual, one study pathway may be more suitable than others, and as such more likely to be better suited to a student chosen ministry of future study plans. Assistance can be provided in identifying suitable options. Please direct your queries to the principal at the training centre where you are intending to enrol.

### **Grievances**

If a student with a disability has a grievance against a staff member or another student, it is recommended that the student initially try, if possible, to resolve the problem with the person involved. Advice and support can be obtained from the training centre Principal.

### **Interpreter services**

People with a hearing impairment may require an interpreter or note-taker for classroom activities or interviews, such as appointments with staff. Assistance can be provided to locate an appropriate interpreter. Please advise the Principal of any request you may have.

### **Written material**

GLO College of Ministries has a policy that all written material should be accessible to everyone, therefore alternative formatting of text or lecture notes can be organised, for example audio, large print

or computer disk. This service is available for those people who may be disadvantaged because of visual impairment or other problems with reading.

### **EQUAL OPPORTUNITIES**

GLO Ministries seeks to provide equal opportunities for all. Any incident by any individual connected to the operation of the college that does not adhere to its policies will be thoroughly investigated and not overlooked or explained away.

### **GRIEVANCE PROCEDURE FOR EQUAL OPPORTUNITY**

#### **Harassment & Discrimination**

The Student Welfare Officer can provide guidance on rights, policies and procedures relating to Equal Opportunity, harassment and discrimination. Students with a grievance relating to a disability or medical condition can also contact the principal, if they prefer. Any person who feels that he/she has been subject to harassment can discuss the matter with either party listed above.

#### **Sexual Harassment**

Sexual harassment is unlawful under the Equal Opportunity Act 1984. Sexual harassment is any unwelcome or uninvited physical or verbal sexual advance. It is unacceptable and degrading behaviour which includes the improper assumption of power by one person over another.

Sexual harassment can include:

- Teasing, calling names or making rude signs;
- Making suggestive comments or telling smutty jokes;
- Ridiculing, leering, wolf-whistling or making sexual comments;
- Spreading rumours or questioning a person's private or sexual life;
- Pestering someone to go out or asking for sexual favours;
- Kissing, embracing;

- Patting, pinching, touching; or
- Discriminating against people on the basis of gender.

Sexual harassment is not:

- Behaviour based on mutual attraction;
- Developing friendships, between consenting people.

Sexual harassment reflects on the integrity and standing of the GLO College of Ministries and can cause:

- Hostile, intimidating or oppressive work or learning environments;
- Poor work or academic performance;
- Embarrassment, stress, ill health; or
- Students avoiding classes, abandoning courses.

What not to do:

- Think you are the problem;
- Blame yourself;
- Do nothing—most sexual harassment, rather than going away, escalates if nothing is done.

What to do:

For information on how to deal with sexual harassment contact the Student Welfare Officer or refer to the grievance procedures in this handbook.

### **GRIEVANCES/COMPLAINTS**

GLO College of Ministries seeks to resolve grievances and complaints through a quality complaints feedback management process. It is preferable that grievances or complaints are resolved wherever possible at the point of origin (i.e. with the person or area involved). This can be done either informally through discussion with the relevant parties or with the principal of the training centre. The Student Welfare Officer can also assist in the lodgement of a formal complaint or grievance. Alternatively, students can contact a GLO Ministries Co-Director.

All personal information and feedback will remain strictly confidential. Information you provide will only be used by staff in

order to follow up or respond to your feedback as quickly and as accurately as possible. Where the complaint or grievance cannot be resolved through the formal lodgement process, a review of the outcome may be applied for via the GLO Ministries Co-Director.

Anonymous feedback is welcomed however; it can only be acted upon to a certain extent.

### **INSURANCE CLAIMS**

GLO Ministries or GLO College of Ministries does not accept responsibility for accidents to students except where legal liability arises due to the negligence of GLO. All students are responsible for their own insurance.

If injured during an approved organised GLO College of Ministries excursion, the student is covered for associated medical costs by personal accident insurance of GLO Ministries. Students can obtain a Personal Accident Claim Form from reception.

For GLO Ministries to process a claim, students must first pay all medical accounts and seek reimbursement of expenses from Medicare or private health insurance. These accounts, together with any receipts and statements from Medicare or private health insurance, should be attached to the Personal Accident Claim Form when it is returned to GLO Ministries. Once all documentation is received the claim will be forwarded to GLO Ministries' insurance company for assessment and a refund may be paid to the student.

The completed form, together with medical receipts should be returned to: GLO Administration Coordinator, GLO Ministries Sydney Campus, PO Box 171, RIVERSTONE NSW 2765

Students with minor injuries will be taken to a doctor in a taxi or GLO vehicle. Students who are under 18 years of age will be accompanied by a GLO College of Ministries staff member until a parent; guardian or authorised person can be contacted to assume control. For more serious injuries or life threatening situations, an ambulance will be arranged for the student. The cost of the ambulance or taxi will be the student's responsibility. We recommend insurance to cover such emergencies.

### **LIBRARY**

The library provides:

- A large and diverse resource collection of books, and other learning resources;
- Networked computer areas;
- Access to electronic information such as internet and databases; and
- Access to audiovisual equipment.

### **Training Centre Services**

There are libraries located at Smithton and Sydney training Centres.

### **Lending Services**

All enrolled students are members of the GLO library. Your student ID card doubles as a GLO library card.

Student ID Cards are available from your reception at the training centre.

Students may use their library card at all GLO College of Ministries training centre libraries to borrow materials and use the resources and facilities available to students.

### **External Students**

Postal loans can be arranged.

### **Orientations**

Information on using and accessing library collections and resources will be conducted during the class induction that is conducted by your lecturer.

### **Library Regulations**

It is your responsibility to abide by the college library regulations when using library services. The library regulations are displayed in each library. Students who do not abide by the library regulations will have library services restricted. Students may be liable for replacement costs or repairs.

### **Copyright**

Information on copyright obligations and rights is available in each library. Students should know their copyright obligations and ensure that any copying or printing does not infringe copyright. Please follow the copyright notices displayed near printers and scanners.

### **Referencing and Plagiarism**

The Student Referencing Guide provides information on how to acknowledge sources and use correct referencing techniques and is available from your lecturer. Assignments and other forms of assessment must be your individual, original work. Copying directly from your research sources or another student's work, without acknowledgement, is plagiarism. Plagiarised work will not be accepted. If plagiarism is discovered the matter will be discussed with the student by the lecturer and/or principal to determine an appropriate course of action.

## **LOST PROPERTY**

Lost something? Check with Reception at your campus as they record and store lost property and may be able to help.

## **PARKING AND SECURITY**

### **Security Services**

GLO College of Ministries takes no responsibility, for any personal effects or vehicles that may be stolen or damaged. Students who may be concerned about leaving the training centre alone at night can speak to their lecturer or the Student Welfare Officer and arrange to leave in the company of others.

### *You also have an obligation!*

Please ensure that your vehicle is locked and personal belongings are secure at all times. Ensure valuables in vehicles are not in full view of the general public. You may choose to insure your property as GLO College of Ministries has no title to your possessions and is therefore unable to provide insurance cover for individuals sustaining financial loss from theft or damage.

## **PUBLIC TRANSPORT**

Public transport offers students the opportunity to avoid traffic and parking problems. Full-time students may be eligible for fare concessions. Please check with Reception at your training centre.

Timetables for local routes are available on the internet or from Reception.

## **RECOGNITION OF PRIOR LEARNING (RPL)**

Do you have existing skills, knowledge and experience but not the formal qualification? Recognition of prior learning (RPL) may be the answer for you. RPL involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system, for example:

- work skills and knowledge of your industry;
- Paid or unpaid work experience;
- Life experience; and/or
- Community work experience.

RPL may help you with:

- reducing your study load;
- improving your career development; and
- entry to further education.

The RPL process involves assessment of unrecognised learning against the requirements of a qualification, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, RPL encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved ministry outcomes.

GLO College of Ministries' RPL process takes into account all relevant skills, knowledge and experience you have regardless of the way you got them. You will need to provide evidence which will be assessed by a qualified assessor. The assessor will work with you to identify what evidence you have and whether it meets the required industry standard. If you do not have all the required skills for a qualification, the assessor may recommend further training to assist you in getting one.

### **How do you get started?**

- Contact the principal at the training centre where you plan to enrol and arrange for an appointment to discuss your request for RPL.
- Discuss your options with the enrolment your lecturer.

## **SECOND HAND BOOKS**

Please use the noticeboards provided at each training centre to sell any old books you may have.

## **SAFETY AND HEALTH**

GLO College of Ministries staff and students are required to comply with the Occupational Safety, Health and Welfare Act 1984 and Regulations 1996, as well as relevant Commonwealth Legislation.

### **Cleanliness**

It is our goal to keep training centre facilities and furniture clean and tidy for your use. Please dispose of your own litter in rubbish bins provided.

Food and drink are to be consumed in designated eating areas only and not in classrooms.

### **Dress Standards**

Comfortable casual modest dress is acceptable in all classes. Clothing with offensive wording and or logos is not an acceptable dress standard for any student undertaking training with GLO Ministries.

### **Fire Hoses and Extinguishers**

Fire hoses and extinguishers are provided for your safety. Please ensure that you know where these are located and that they aren't damaged or vandalised.

### **First Aid**

In the event that you are injured and require assistance, report to Reception immediately. Unsupervised use of First Aid facilities or boxes is not permitted. It is against GLO College of Ministries regulations for pain relief products to be dispensed. All accidents that require medical attention must be reported to the Student Welfare Officer.

Emergency Evacuation Procedures and training centre maps are available at each centre reception office. Emergency exit maps are displayed throughout the building. Students should familiarise themselves with the building emergency exits. Help us protect your well-being by knowing what to do in any emergency and always follow the directions of your

lecturer and College staff during an emergency.

### **STUDENT ID CARDS**

The GLO College of Ministries Student ID Card is available to all enrolled students. This card can be used as a proof of student status, for library membership and some community services such as public transport.

### **STUDENT WELFARE AND SUPPORT SERVICES**

All GLO staff can provide students with general support that may be required by a student. This may include personal problems and difficulties with study. There are also Student Welfare Officers at each training centre that can be contacted for assistance.

**International Students** – Student Welfare Officers have detailed knowledge or access to the information that may be required by international students enrolled at GLO College of Ministries. This may include assistance and information you need to ensure that you make the right decision about your studies and stay in Australia.

### **Fees and charges**

Training fees are set by the GLO College of Ministries board of directors.

Should you be successful in gaining a place in a training course, you are required to pay the fee schedule applicable to the course you are enrolling. Your total fees payable will be a combination of:

- Tuition fee;
- Administration Fee
- Additional Costs, i.e. for excursions

Some courses are offered as residential programs such as the Christian Ministry program at Smithton. The Sydney training centre has limited student accommodation available on request. All these fees will be clearly documented on the enrolment offer to all students.

### ***Substance Abuse***

GLO College of Ministries is part of the community and, as such, shares the growing concern in the community about drug use in general.

Government policy on drug usage may be summarised as:

- Opposition to drug abuse; and
- Harm reduction for users and the wider community (while avoiding making drug abuse acceptable). GLO College of Ministries' Student Code of Conduct is consistent with these aims. In the training context, harm reduction includes the user and people sharing the studying environment of the user. The paramount concern is for the health and safety of all persons involved. Of secondary concern, but still important, is the productivity of the persons in that environment.