



## Student Handbook

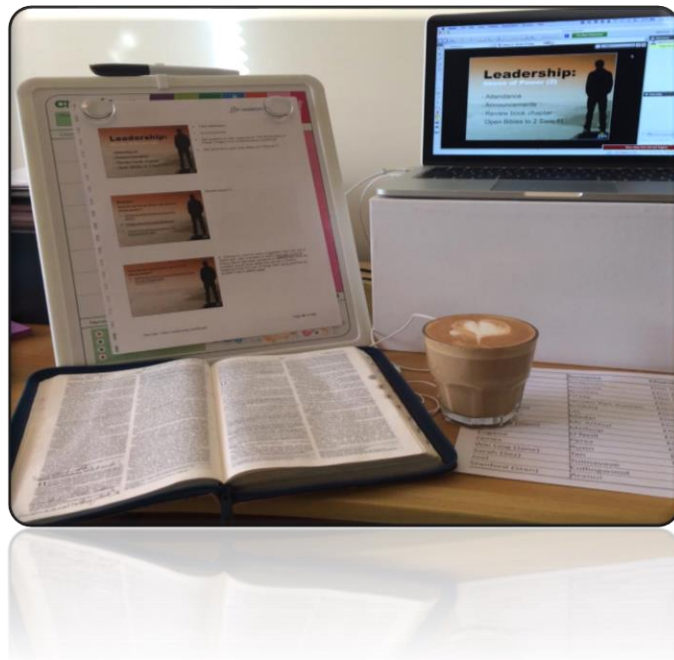
Certificate in Christian Studies Level 3 (part-time)

### Internship Programmes

Certificate in Christian Ministry (Internship) Level 4

Diploma in Christian Studies (Christian Leadership) Level 5

Diploma in Christian Studies (Christian Leadership) Level 6



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## Welcome

Congratulations on being accepted into the Elim Leadership College.

We trust that your time with us will be a special time of getting to know God more intimately and of being better equipped and trained for His service.

This handbook covers many important topics, including our vision, values, statement of faith, student rules and regulations, complaint procedures, as well as College services and academic information.

We ask all students to read the handbook carefully and use it as a tool throughout the year for clarification. Please feel free to ask any questions to the Support Lead of your year group.

We are here to help you grow and succeed as a member of the College family!

Regards

***Andrew Fistonich***  
***Principal***

*Blessed are the pure in heart, for they will see God.*

*Matthew 5:8 - NIV*



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## 1 Introduction

### 1.1 *Our Mission*

To train, and equip leaders who will reach, serve, and influence the world for Christ.

### 1.2 *Our Statement of Faith*

We believe:

The Bible is the inspired Word of God.

The Godhead exists in an eternal trinity of Father, Son and Holy Spirit.

The Church is made up of all persons who have been regenerated by the Holy Spirit and made new creations in Jesus Christ.

That all have sinned and fall short of the glory of God, and that through the death and risen power of Christ, all who believe and confess Jesus as Lord can be saved from the penalty and power of sin.

That our Lord is the baptiser in the Holy Spirit, and that this baptism with signs following is promised to every believer.

That Jesus will return again for His Church.

Believers in Jesus Christ will produce the fruits of His Spirit (Galatians 5:22-23).

The Church should claim and manifest the nine gifts of the Holy Spirit (1 Corinthians 12:8-10). God has given some apostles, some prophets, some evangelists, some pastors, and some teachers, for the perfecting of the saints, for the work of ministry, and for the edification of the body of Christ (Ephesians 4:11-12).

Marriage is the legal, moral, and spiritual union of one man and one woman to the exclusion of all others, voluntarily entered into for life. God intended marriage to be a partnership of mutual love, respect, and honour, and that it is the biblical context for God's gift of sexual intimacy. Marriage between one man and one woman is the ideal and God-intended context in which to conceive and raise children (Genesis 2:24).

The Minister must live a life which displays adherence to the teachings of the Bible and Elim's statement of faith. The minister must live a life worthy of our Lord Jesus Christ by living in accordance with standards of biblical morality and Christ-like character, and by seeking to grow in the knowledge of God. The standards of biblical morality dictate that a minister must not engage in sexual immorality, including sexual relationships outside of the marriage relationship, or homosexuality. A minister must not be a thief, a coveter, a drunkard, a person who secures money or favours by intimidation or the misuse of authority, or a worshipper of idols. A minister must not marry persons other than a heterosexual couple. (Colossians 1:10, 1 Corinthians 6:9-10).

In the resurrection of the dead, the eternal happiness of all true believers in Christ and the eternal punishment of all Christ rejecters.

We believe in the following ordinances:

- Partaking in the Lord's Supper, in memory of our Lord's death and imminent return.
- Baptism by immersion for believers.

- The laying on of hands.
- The anointing of the sick with oil.

### 1.3 Statement of Educational Activities

The Elim Leadership College exists to provide training of excellence in Christian ministry, particularly for those who are likely to assume full time positions in churches in the future. It has accreditation for the following delivery sites:

- 198 Mahia Road, Manurewa
- 159 Botany Road, Howick

The training delivered comprises the following programmes:

- Certificate in Christian Studies (part-time), Level 3 – 40 credits
- Certificate in Christian Ministry (Internship), Level 4 – 120 credits
- Diploma in Christian Studies (Christian Leadership), Level 5 – 120 credits
- Diploma in Christian Studies (Christian Leadership), Level 6 – 120 credits

All the programmes and are taught online. Programmes at levels 4, 5 and 6 have two face to face block courses of 3 days each per year.

Local supervision and personal mentoring play a key role in all programmes.

All programmes have input from the following stakeholders – students, lecturers, faculty, Elim Christian College Pastors, Elim National Leadership team and the Governance Board. The College is open to developing and fostering synergistic relationships with other training providers, churches, agencies, and accrediting institutions.

The College accepts enrolments from International Students and is a signatory to the Code of Practice.

### 1.4 Treaty of Waitangi Policy and Procedures

The Elim Leadership College is aware of Te Tiriti o Waitangi in its operations. The College addresses the principles of the Treaty through the implementation of the practices below:

- **Ako** – the concept that recognises the knowledge that both teachers and learners bring to learning interactions. This is fostered through the learning experience and evidenced by student feedback and supervisor reports.
- **Whānaungatanga** – the concept of maintaining and fostering relationships that emphasise the importance of togetherness and the co-operative nature of learning. Block courses are the cornerstone of fostering relationships as students meet and live together for 5 days three times a year.
- **Tuakana-teina** – the concept of mentoring relationships to support learning. Each student has regular meetings with a mentor and supervisor in the workplace (internship). The student is also connected to the local pastor who is a role model, and other relationships in the workplace support peer learning.
- **Kanohi ki te kanohi** – face to face teaching. Students are able to book face to face appointments with their student support person at Block Courses.
- **Cultural Awareness** – ELC desires to encourage cross cultural awareness including understanding of Māori cultural values, beliefs, and practices.



- **Education** – Students are able to submit assessments in Te Reo (see 6.3)

## 1.5 Ownership

Elim Leadership College is wholly owned by the Elim Property Trust. The Elim Property Trust is a registered Charitable Trust under the Charitable Trusts Act 1957.

The Trust also owns the assets and intellectual property of the Elim Christian Centre, a self-governing fellowship under the oversight of its pastor and elders, which is affiliated with and responsible to the Elim Churches of New Zealand. The College is an operating campus of the Elim Christian Centre.

## 2 Student Rules and Regulations

### 2.1 Student Behaviour

#### 2.1.1 Code of Behaviour

As students of ELC you are ambassadors for, and representatives of the College. Consequently, we require the following commitment from our enrolled students:

- To love the Lord with all your heart, soul, mind, and strength.
- To daily seek Him and His will for your life, demonstrating dependence on the Holy Spirit and a passion for the lost.
- To pursue excellence in class activities, practical work, and ministry opportunities.
- To cultivate positive social relationships, loving your neighbour as yourself and respecting diversity in the body of Christ.
- To respect the rights and property of others.
- To dress in an appropriate manner.
- To abstain from all immoral and illegal acts, avoiding “every kind of evil”.
- To abide by College standards for attendance, punctuality, and timeliness. To be punctual in attendance for online lectures and practical ministry requirements identified in the ministry plan.
- To maintain purity in relationships.
- Students in the internship programme are expected to willingly submit to the student supervisor’s direction pertaining to their course requirements. Failure to meet this requirement may result in a review of their continuation in the internship programme.

#### 2.1.2 Attendance

Timetables clearly define class times. Students are required to be in attendance for all lectures and tutorials.

- All students are expected to attend their local Church regularly (normally weekly).
- Attendance at three block courses is compulsory for all interns (Level 4, 5 and 6).
- Students must have attended at least 80% of each course comprising a programme of study. Unsatisfactory attendance (less than 80%) is grounds for failure of a course.
- Immigration New Zealand expect 100% attendance for International Students unless evidence is supplied to show why they were unable to be in class.
- Elim Conference – all interns (Level 4, 5 and 6) may volunteer to serve at, the Elim National ONE Conference held in the term 3 school holidays each year. This is not applicable for the Level 3 part-time programme.

#### 2.1.3 Absences

- If a student is absent unexpectedly, the College must be notified as soon as possible. Absence will be accepted for exceptional circumstances such as: sickness, bereavement, accident, and other serious situations.
- If a student misses a lecture due to illness or other reason, they are required to watch the recording that same week and inform their Student Support person that they have completed this.
- If a student is absent for reasons of ‘ill-health’ and informs the college that s/he is unable to attend that is called an ‘explained absence’. If a student is away for more than 2 consecutive lectures a medical certificate should be provided to support the explained absence.

- Students will not be exempted from class for personal matters such as banking or driving license tests. When arranging personal appointments such as dentist or doctors, students should request times that do not clash with their study and internship commitments.
- New Zealand Domestic students on allowances not completing course requirements for a valid reason will be notified to [Studylink](#). This may result in the suspension of your student allowance (if you are receiving one). ELC course requirements include regular attendance and submission of assessment work.

#### 2.1.3.1 *International Student Absences*

- International students are required to attend the programme at all times unless there are genuine reasons for absences.
- Valid reasons for absences must be provided and supported by evidence.
- Supervisors must inform ELC if the International student has been absent from their practical internship.
- Attendance will be closely monitored and recorded in the Student Management System.
- Failure to meet the attendance requirement may result in the students' withdrawal from the programme of study and subsequent notification to Immigration NZ.
- Academic progress will be monitored by ELC and unsatisfactory progress where there are no extenuating circumstances will result in:
  - A verbal conversation with the student
  - Discussions with the supervisor and appropriate local church personnel if required
  - A first written warning issued by ELC
  - A final letter of warning if after a period (usually 14 days) the poor attendance/attainment persists
  - Termination of enrolment procedures
  - The withdrawal of the student from the programme of study and notification to Immigration NZ by ELC within 7 days of the withdrawal.

#### 2.1.4 Block Courses (Internship only)

As part of the learning process for Levels 4, 5 and 6, there are two 3-day, live-in Block Courses held in Auckland each year. Block courses include face to face lectures, opportunities for students to network and meet ELC staff. There is also time allocated for worship and spiritual ministry.

An online Block course is held February and two held at Willow Park in Auckland. These are usually timetabled for May/June and August. All dates will be published on the website before the year of study. Students arrange their own transport to and from Block, although ELC will organise collection from Auckland Domestic Airport. Transport costs, and accommodation outside the Block course dates, are the responsibility of the student.

All meals and accommodation during Block course are provided. Prior to each Block course more information will be given to students.

#### 2.1.5 Church Involvement

It is a requirement that all students will be **vitaly** involved in their local church life by actively participating in the church fellowship of which they are members. Students are also asked to remain committed to one church for the duration of their studies.

## 2.1.6 Request for Notification of Change of Contact Details

The College strives to always maintain correct contact details for all students in order to facilitate good and timely communication. It is important that you notify us promptly if there are any changes to your contact details.

## 2.2 Academic Requirements

### 2.2.1 Learner Management System

The College uses a Web based learner management system called Moodle. The learner management system has all your course information, such as timetables, course descriptions, course workbook, assessments, links to lectures, recorded lectures, hand-outs, and PowerPoint presentations where applicable. You will have a unique login and password to enable you to gain access to the courses and assessments relevant to your studies.

Please note-we do not provide printed information, everything is provided electronically.

### 2.2.2 Regulations

All assessments must be completed in accordance with Course Requirements.

- All assessments should be completed by the due date which is advised at the start of each course to attain maximum marks.
- Students are advised that when quoting from a source, the student must acknowledge the source in their assessments. Plagiarism will not be accepted. See Section 2.2.4 Plagiarism.
- Assessments are to be completed to the approved format. See Section 6 Assessments.
- Students may be excluded from lectures until assessments have been submitted
- Any request for an extension must be made **before** the due date and requires an adequate reason for non-completion by the due date. Reasons such as bereavement, sickness, hospitalisation, accident, exceptional stress, or exceptional relationship difficulties will be considered.
- Late work without an extension will be automatically down-graded. This may affect your final grade as stated on a transcript. If an adequate explanation is given to the lecturer before the assessment is due, the penalty may not necessarily be applied.

### 2.2.3 Extensions

- Any request for an extension must be made **before** the due date and requires an adequate reason for non-completion by the due date. A **Request for Extension Form** must be completed and is found on Moodle. Extension Reasons such as bereavement, medical, and family issues will be considered. Documentation may be requested to support your request.

### 2.2.4 Plagiarism

Plagiarism is presenting someone else's work or ideas as if they were your own without clear acknowledgement of the actual source. Cheating and plagiarism attack the basis for academic credibility and Christian behaviour. They are inconsistent with Christian values of honesty and truthfulness. Academic dishonesty includes:

- Copying the work of another student
- Directly copying part or the whole of the work of others (including web pages, and written or electronic text)

- Allowing others to copy part or the whole of your academic work.
- Summarising another person's work

While students may choose to collaborate on the research for an assignment, the final document submitted for that assignment must be the student's own work.

A student violating this principle of intellectual responsibility will receive a zero percent mark for that assignment. In many cases this may result in them not being able to pass the course involved. They may also face disciplinary action including possible suspension from the College.

At submission of assessment on Moodle, students are required to accept the following statement:

*☐ This is my own work, except where I have acknowledged the use of the works of other people.*

A selection of every student's work will be checked for plagiarism each semester.

## 2.3 Campus Services

### 2.3.1 Student ID Card

- Once the enrolment process has been completed, and the student has completed the first eight days at College, a Student Identity Card (ID) may be issued. This card confirms you are attending Elim Leadership College and is useful for accessing student services, discounts etc.
- You need to supply a photo for this purpose as per your application. The identification card is valid until March of the following year and funded only for full-time students.
- If a student withdraws, they must return their identity card to the College.
- Student ID cards for part-time programmes are available at your own cost from [studentcard.nz](http://studentcard.nz)

### 2.3.2 Bring Your Own Device (BYOD)

All students are expected to have a personal IT device. No printed student workbooks are provided by the College as all workbooks are provided online.

Students are free to make their own choice regarding purchase, insurance, and maintenance of their personal IT devices.

The security of the device is the student's responsibility. Elim Leadership College is not liable for loss, damage or theft. The device should be kept with the student.

### 2.3.3 Use of Electronic Media

The internet or any other media is not to be used inappropriately.

- Students are not permitted to engage in any activity such as displaying images or sending messages that may offend or harass another person.
- Students are not permitted to create, send or share material that may bring the College or a member of its community, into disrepute.
- Students may not access or make attempts to access material that is objectionable or illegal such as pornography, or engage in activities deemed illegal by New Zealand or International law such as Fraud, Electronic Crime (Hacking, Spamming, and Identity Theft) or Harassment.

- Students must not download any files such as music and videos unless they are sure that this complies with the Copyright Act 1994. Anyone who infringes copyright may be personally liable under this law.

Any inappropriate use may be subject to disciplinary action by the College.

For further information on cyber security refer to: [www.netsafe.org.nz](http://www.netsafe.org.nz)

NetSafe is an independent New Zealand non-profit organization that promotes confident, safe, and responsible use of Cyberspace.

## 2.4 Student Loans and Allowances

Student loan and allowances are only for full time programmes (Levels 4, 5 and 6). To qualify for a Student Allowance, you must be a full-time student on an NZQA recognised programme and either a NZ Citizen or a Permanent Resident who has lived in New Zealand at least 24 months. See the Studylink website for more details. <https://www.studylink.govt.nz/>

Student Allowances are only granted to students who maintain their attendance in the course nominated. Non-attendance may result in the allowance being suspended or cancelled.

## 2.5 Fees Free

- Students may be eligible for their first year of tertiary education to be fees free.
- Students can ascertain their own eligibility by inserting their NSN [www.feesfree.govt.nz](http://www.feesfree.govt.nz)
- The enrolment team (Student Wellbeing Coordinator) at ELC can assist students who are unsure of their NSN number.
- If the result is 'Unsure' the student can complete a statutory declaration and TEC will review their eligibility status and advise the student.
- If a student with fees-free status enrolls and then subsequently withdraws from the programme, this is likely to affect their eligibility for fees-free in the future.

## **3 Student Support**

### **3.1 Pastoral Care**

Students should make use of their personal and local church support structures as their primary source of pastoral care and ministry support. The College's main responsibility to students is to provide support and guidance for the administrative and academic aspects of their study.

During the first week of a course the College provides an online orientation for all new students.

Each programme is allocated a Student Support Lead who will respond to student enquiries within 24 hours except on Sundays.

All students will be contacted by their Student Support Team at least once a term either in person or by phone to monitor the student's welfare and to discuss any issues.

Student progress and welfare will be formally evaluated once a term, and as a result of this evaluation any identified need of support or guidance will be met.

### **3.2 Student Hub**

Your wellbeing can be impacted by many different things such as health, finances, self-care, spiritually etc. In this regard we have created a Student Hub on Moodle, a tool to further enhance your wellbeing through the supply of resources and links to help meet any needs that you may have.

### **3.3 Orientation**

We recognise that learning will be a new adventure for some of you. An online orientation will be held one week prior to the course commencing for all students. Topics will include:

- Meeting your Support Lead and the ELC team
- Meeting other students
- Familiarisation with Moodle, the student learning platform, and how to log in
- What is Zoom and breakout rooms? How do I access this?
- Block Course details (Interns – Level 4, 5 and 6)
- How to set yourself up for success
- Your closed Facebook groups
- Your questions answered

You will receive information as to the dates and times of the online orientation.

### **3.4 Academic Support**

Each programme has a designated support person who are available throughout the course to give guidance and direction for assessment completion.

Students may email course lecturers to discuss issues arising from course content. Email contacts will be available through Moodle.

The College will provide tutorials weekly. Your Support Lead will inform you of your days and times.

Students are also able to book face to face time with their student support person at the Block Courses.

### ***3.5 International Student Support***

ELC is a signatory to The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 (the Code). Pastoral care and academic support are available using the same processes set out for all students.

In addition, ELC have a support person available 24/7 for the international student. This person will be allocated at the time of the student enrolment being completed and the Offer of Place being accepted. In most cases the pastoral care support will be provided by the supervisor and mentor in the student's local place of ministry.

Additionally, international students are contacted personally by a member of the College's support staff at least once a month. Students are also able to book face to face time with their student support person at the Block Courses.



## 4 Complaints and Grievances

### 4.1 General Policies

**Complaint definition** – any expression of dissatisfaction (with processes and/or staff) that relates to ELC.

**Purpose:** To ensure complaints are handled fairly, consistently, and wherever possible resolved to the complainant's satisfaction.

**Process:** Refer to the Complaints Flowchart on the following page. Complaints prior to the enrolment process being completed should be made in writing to the enrolments team at [info@elc.ac.nz](mailto:info@elc.ac.nz)

**Note:** Resolution may involve encouraging a facilitated open exchange of views in order to achieve a solution if approved by the complainant. This follows Christian principles and a Tikanga Maori based approach.

**ELC's responsibility will be to:**

- acknowledge the formal complaint in writing
- respond in a timely manner
- deal reasonably and sensitively with the complainant acknowledging cultural perspectives and disabilities
- take action where appropriate

**A complainant's responsibility is to:**

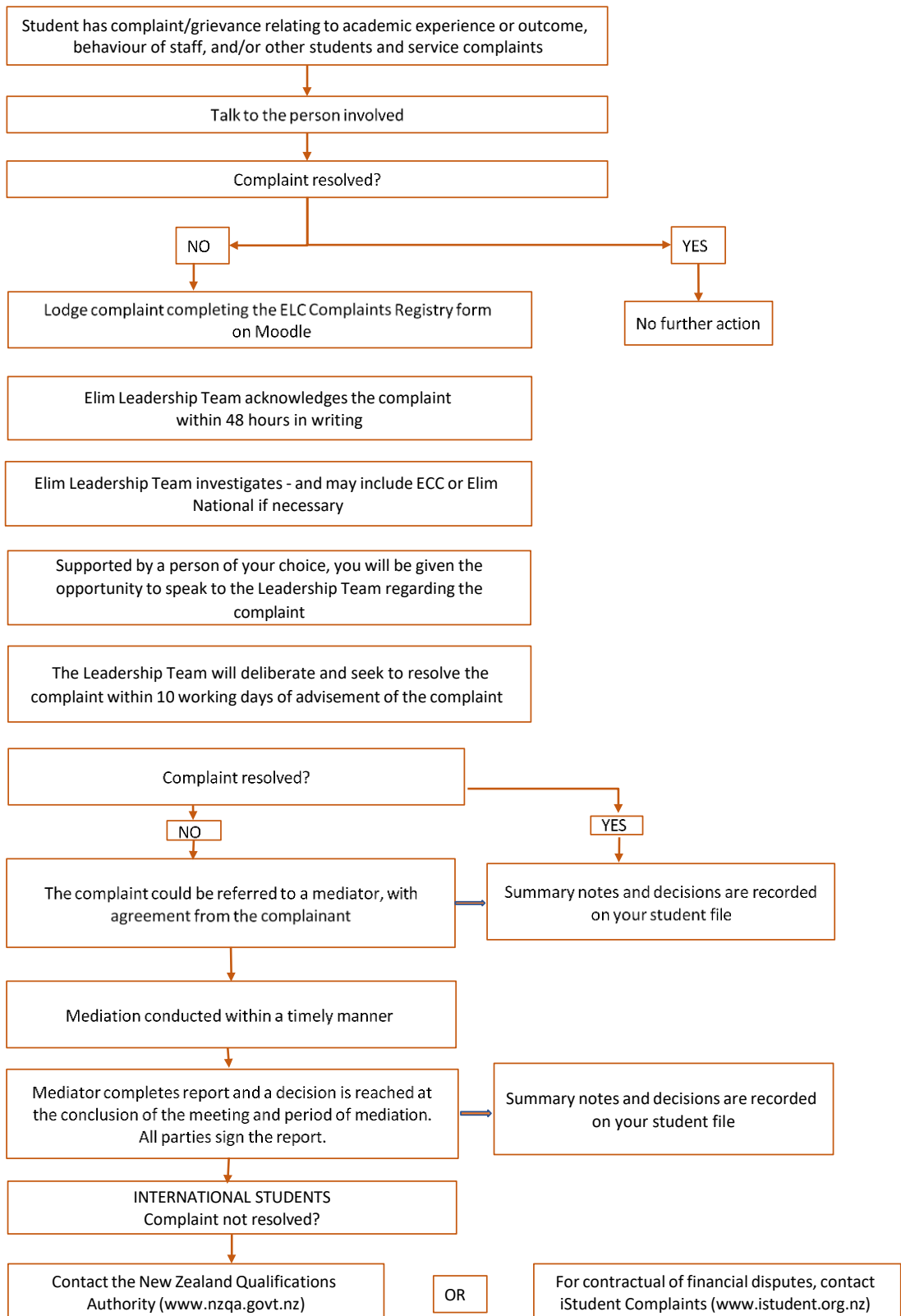
- lodge their complaint using the ELC Complaints Registry Form (on Moodle) within 8 weeks of the issue arising
- explain the issue as clearly and as fully as possible, including any action taken to date
- allow ELC a reasonable time to deal with the matter

**Responsibility for Action:** The ELC Leadership team

**Confidentiality:** Except in exceptional circumstances, every attempt will be made to ensure confidentiality. In some cases, it may be necessary to involve Elim National or the Elim Christian Centre Operations Manager. Should this be the case, the situation will be explained to the complainant.

**Monitoring and Reporting:** An anonymized report of complaints made and their resolution will be made available to the Governance Board and NZQA (if requested).

## Complaints Flowchart



Students also have the right to lodge a grievance with NZQA, who provide a service to assist students with complaints. For further information about making a complaint, email NZQA at [qarisk@nzqa.govt.nz](mailto:qarisk@nzqa.govt.nz) or phone 0800 697 296.

## 4.2 Misconduct

This section defines behaviours or activities that are deemed by the College as completely unacceptable in the context of involvement with a Christian training provider. These generally apply to both staff and students alike, there are some specific behaviours that more clearly pertain to interns who are serving in a ministry area at their local church.

Allegations of misconduct of staff should follow the previously stated complaints process.

## 4.3 Process

### 4.3.1 General Procedures

Allegations of misconduct will be thoroughly investigated. For allegations of a very serious nature, the Principal and local church Senior Pastor are to be informed.

Misconduct may result in the following:

#### *Infringement*

If the allegation is an infringement as defined in this handbook (or similar) and it has been substantiated by the facts, then the subject will receive a written warning. This warning will contain:

- A summary of the details of the case, including the initial allegation.
- A request that the offending behaviour must cease forthwith.
- A statement on the concerns of the College.
- It must contain a warning that any further repetition of the behaviour may result in expulsion.

#### *Serious and Very Serious Infringement*

If the allegation is of a serious or very serious nature as defined in this manual, and it has been substantiated by the facts, then if the behaviour

- A) Represents an immediate threat to other students or staff, the Principal may suspend the student immediately. OR
  - B) Does not represent an immediate threat to other students or staff, the Principal will write a letter of final warning to the subject.
- A summary of the details of the case, including the initial allegation.
  - A request that the offending behaviour must cease forthwith.
  - A statement on the concerns of the College.
  - It must contain a warning that any further repetition of the behaviour will result in immediate expulsion.

## 4.4 NZQA Complaints Procedure

### 4.4.1 Overview

Anyone can make a formal complaint to NZQA about a provider if they have grounds for complaint (as noted below). Complainants can include students, staff members, parents, other providers, and other members of the public.

You can complain to NZQA if

- you have attempted to follow the complaints procedure of the provider concerned but the complaint has not been resolved to your satisfaction. (This condition will be waived if you are not eligible to file a complaint under the provider's policy, e.g. if the provider does not have a procedure for dealing with complaints from the general public.)
- or**
- something has happened that you think is serious enough to come straight to NZQA about, such as a situation where students may be harmed physically or emotionally
- and**
- the event that you are complaining about took place within the last six months.

#### 4.4.2 Grounds for Complaints to NZQA

Complaints can be about a number of things relating to the provider, such as:

- course information, publicity, or advertising material
- entry and selection procedures
- enrolment procedures
- information or procedures for financial matters
- staff qualifications or skills
- student support and guidance
- programme content
- programme delivery
- programme structure
- equipment and teaching resources
- assessment information and processes
- management practices.

#### 4.4.3 NZQA Processing of Complaints

If investigation by NZQA shows that the provider's policies and procedures have not been followed or that they were not applied fairly, you can use the information from the investigation to try to reach a solution with the provider. If that is not possible, you can try other avenues, such as the Disputes Tribunal, Commerce Commission, or the courts.

NZQA does not get directly involved in negotiations between you and the provider for issues such as refunds or other forms of compensation. However, NZQA can require that the provider take certain actions if they wish to remain a registered private training establishment.

For full details on complete process of complaints to NZQA, students are referred to the following page on the NZQA website: <http://www.nzqa.govt.nz/about-us/make-a-complaint/>

#### 4.4.4 International Student Complaints

International Students **must** follow the same procedure outlined in section 4.3.1.

If, after having followed the procedure outlined in section 4.3.1, a resolution is not achieved, additional resources are available to the student.

The NZ Government has established an independent disputes resolution scheme and more information is available on their website: <http://www.istudent.org.nz/about-istudent-complaints>

## 5 General Policies

### 5.1 Entry Policies

- The College will provide public information that clearly indicates the nature of the course, the costs, and entry information.
- The College will maintain a non-discriminatory, open entry policy on race, gender, and age. Some students may be declined an offer of placement based on specified criteria detailed below.
- The entry criteria will satisfy the requirements of the New Zealand Qualifications Authority, the Ministry of Education, and the Immigration Service.
- The College will have entry criteria that ensure students who are accepted on the course have a reasonable likelihood of success.
- The College will ensure that the expectations and standards of student progress and behaviour are clearly stated and available to students.
- Application must be supported by the/a pastor of a local church.

### 5.2 Entry Criteria

#### 5.2.1 Entry Criteria Level 3

Applicants must be 18 years of age or over at the commencement of the programme. There are no academic prerequisites for the Certificate Level 3 programme, however, applicants should have a reasonable level of literacy, and be attending their local church.

#### 5.2.2 Entry Criteria Level 4, 5, 6 Internship

Applicants for all internship programmes at Levels 4, 5 and 6 must be 18 years of age or over at the commencement of the programme.

Applicants must have a satisfactory level of English communication. Where this is in doubt, students will need to pass a Standard English test. For Certificate (Level 4) or Diploma in Christian Studies (Level 5) the minimum level required is IELTS 5.5 with no band score lower than 5 or equivalent (as per NZQA table Internationally Recognised English Proficiency Outcomes for International Students). For the Diploma in Christian Studies (Level 6) the minimum level required is IELTS 6.0 or with no band score lower than 5.5 or equivalent (as per NZQA table Internationally Recognised English Proficiency Outcomes for International Students).

Enrolment for the Elim Leadership programmes may be declined for any of the following reasons. These criteria for refusing entry are based on the consideration that the programme of study may lead to employment in positions of trust and leadership within churches, often involving working with emotionally vulnerable people. For this reason, great care is taken to ensure an appropriate standard of person is selected for training.

- If there has been drug / alcohol abuse in the applicant's recent history for which applicant has no reasonable explanation, or intention of, discontinuing this behaviour.
- If the applicant is living with his / her partner outside of marriage.
- If the applicant has a criminal or serious psychiatric record and / or presents a possible threat to themselves or to the other students or staff.
- If the applicant's academic history is so poor that the likelihood of academic success is too slim.
- If the applicant has not demonstrated any church commitment.
- If the criteria for international students is not met as set out on the website.

- If the referee reports, or subsequent prospective student interview, reveals areas of the applicant's conduct or doctrinal position which are in direct conflict with the key values of the College, the key articles in the Statement of Faith, or the overall Christian nature of the College.

### **5.3 Equal Educational Opportunities Policy**

The College acknowledges and supports the rights of physically disabled personnel to attain Leadership and will ensure that all reasonable practical steps are taken to facilitate them in this process. This does not include provision of specialised transportation.

The College acknowledges and supports both Māori and Pacific Island students' aspirations to tertiary education in Leadership. To facilitate these goals, Elim Leadership College maintains an inclusive cultural environment, specifically fostering better understanding through cultural exchanges as an integral part of our programmes.

The College supports and encourages equal entry and participation in all its programmes by both genders.

### **5.4 Recognition of Prior Learning Policy**

Elim Leadership College will award academic credit for learning when the applicant provides satisfactory evidence that they have met the learning and graduate outcomes either by formal education, informal learning, or a combination of these.

#### **Recognition of Prior Learning**

Assessment of a learners' existing skills and knowledge before they are enrolled into a programme.

#### **Credit Transfer**

The process whereby credits already achieved by a learner is recognised towards a new qualification.

**Costs:** Processing of applications may incur a cost of \$50 per subject.

See Appendix 1 for the process diagram.

### **5.5 Credit Transfer Policy**

Credit transfer is a process whereby credit already achieved is recognised towards a new qualification. This may occur on a case-by-case basis between providers / qualifications developers and individuals or as a structured agreement between two or more organisations or providers.

The credit recognition and transfer policy is predicated on quality assurance requirements under the Education Act 1989 and applies within the New Zealand domestic context.

The College is to have consistent credit recognition and transfer and appeal processes in place. See Appendix 1.

It is the policy of the College that learners have access to information and recourse to appeal.

The College supports the principles that support effective learning pathways. These include –

- Qualification, course and programme development and design that promotes and facilitates credit recognition and transfer.

- Credit transfer decisions will focus on the benefit for learners and supporting effective learning pathways.
- Transparency in credit recognition and transfer decision-making across the education system.
- Credit awarded as a result of either recognition of prior learning or recognition of current competency is of equal standing to credit awarded through other forms of assessment and should be carried with the learner once awarded.

The College supports the following objectives to ensure that interest of learners is paramount:

- Credit transfer decisions should be fair and recognise learning in an appropriate way.
- Credit transfer decisions should be defensible.
- Credit transfer decisions should be timely so that learner's ability to access programmes is not unnecessarily inhibited.
- Credit transfer processes should facilitate access and promote new learning opportunities without compromising the quality or standards of qualifications.
- Clear and coherent information should be readily available on the type of pathways that a learner may expect to progress following the awarding of certain types of qualifications (i.e. through the Register, credit transfer and formal articulation arrangements.)
- Learners, providers, and Markers should have a clear understanding of what may be expected in relation to the application for credit transfer.
- Learners must have recourse to review and appeal of credit transfer processes and decisions.
- Credit will be granted at the highest level consistent with the learner's demonstrated level of competence.

## 5.6 *Withdrawal and Refund Policy*

When a student is considering withdrawal from the college s/he should first discuss his/her concerns with the Support Manager. The consultation should occur at the earliest possible date to ensure that implications for the students, the College, financial commitments, student allowances, and church relationships are clarified.

The Support Manager talks to the student to:

- confirm their intention to withdraw,
- discuss the reasons for withdrawal,
- outline implications of withdrawal including those for student loans and allowances,
- to pray with the student.
- The student must notify the College of their withdrawal in writing (email is acceptable).

### **Domestic Student**

A student who withdraws from a programme of study within 8 days of the commencement of that programme is entitled to a refund of all monies paid less 10 percent or \$500.00, whichever is the lesser amount.

Students who withdraw after eight days from the commencement of a programme but prior to one month into the programme are entitled to a refund of fees and other programmes costs on a pro rata basis.

Students who withdraw after one month from the commencement of the programme are not entitled to a refund except at the discretion of the Principal.

Where the Elim Leadership College cancels a study programme before it commences, students are entitled to a refund of all fees paid.

If the Elim Leadership College cancels a study programme during its delivery, students will be entitled to a refund of fees and other programmes costs on a pro rata basis.

Where a student is dismissed from a course as a result of disciplinary procedures, the same refund policy applies as per student-initiated withdrawal.

These policies are consistent with the standards set by the New Zealand Qualifications Authority.

Students are advised to read these policies carefully before acting and making final decisions. If you are uncertain, please ask for assistance from the staff.

In the event that the Elim Leadership College should close its operation during the academic year, students can contact the Operations Manager for information concerning the unused portion of their student fees.

The Elim Leadership College Leadership Team may withdraw a student from a programme of study for the following reasons -

- Non-payment of fees
- Non-attendance
- Serious misconduct
- Non-completion of course assessment work

Students may appeal the withdrawal decision of the Elim Leadership College Leadership Team in writing within 14 days of receiving the withdrawal notification.

#### International Student

Applications for withdrawal and refunds must be completed in writing and sent to [info@elc.ac.nz](mailto:info@elc.ac.nz) or posted to Elim Leadership College, PO Box 58-644, Botany, Auckland 2163.

Reason for Refund	Document Required	Dates	Cancellation Fee
Unable to attain relevant documents	Email/letter	Prior to commencement of the programme	\$300 admin fee
No longer wish to study	Email/letter	Prior to 14 days before the start of the programme	\$500 admin fee
No longer wish to study	Email/letter	Within 14 days of the programme start date	\$500 admin fee and 10% of the tuition fee
No longer wish to study	Email/letter	14 days or more after the programme start	*No refund
ELC programme unable to proceed	ELC letter to advise	14 days prior to the start of the programme	100% refund

\*The ELCLT will review each withdrawal and may adjust the cancellation fee in extenuating circumstances. You may be asked to provide documentation relating to extenuating circumstances (for example, a medical certificate).

\* International student withdrawals will be notified immediately to Immigration NZ



## 5.7 Fee Protection Policy

The Elim Leadership College uses a series of trust accounts held with the Public Trust to protect all student fees. The fees are drawn down in arrears monthly by the ECC administrators from the trust account.

The Trust Account is managed and operated under the terms and conditions contained in a Memorandum of Undertaking for the Trust Account. This document fully complies with the NZQA regulations and requirements for Student Fees Trust Accounts. Students will be asked to sign a Public Trust Acknowledgement Form (usually done at the block course) prior to commencing the programme of study.

## 5.8 Graduation Policy

To successfully graduate with their qualification, students must meet the following requirements:

- Courses must be completed, including all assessments. For International students, Immigration New Zealand requires the College to submit student progress reports and evidence / explanation for poor performance.
- Students must have attended at least 80% of each course comprising the programme of study. (i.e.80% of each course, on time, for each class). Immigration New Zealand expect 100% attendance for International Students unless evidence is supplied to show why they were unable to be in class.
- Students must demonstrate evidence of a true Christian life and character, both inside and outside the College, at all times.
- Students must fulfil their financial commitment to the College.
- Students must be committed to, and be involved in their church, and maintain a good standing and relationship with their pastor throughout the year.
- Students must satisfactorily complete practical ministry, related fieldwork, and / or development opportunities.

Certificates and Transcripts will only be issued when all items above are satisfied. Additional copies of the Certificate or Transcript may be requested at a cost of \$75 or \$50 respectively.

A graduation service is held at the end of every year which graduates are invited to attend.

## 5.9 Awards

ELC presents the following awards at Graduation.

### **The Top Student Award**

This is awarded to a student in *each* Level 4, 5 and 6. Criteria for this award include:

- Consistently high academic success
- High attendance/participation rates in class (and at their place of internship)
- Minimal extension requests
- Exemplified the Code of Behaviour

**The Exemplary Leadership Award**

This single award seeks to recognise a student from any level who exhibits exemplary leadership. Attributes recognised in this award include outstanding growth in:

- Professional leadership
- Self-leadership
- Team leadership
- Peer leadership ability

## **5.10 *Privacy Policy***

The College will obtain the students approval to collect, store and use personal information regarding the applicant in accordance with the Privacy Act (1993). Students have the right to access and review their personal information in accordance with the provision of the Act.

## 6 Assessments

### 6.1 Course Descriptions

Students access course information via Moodle (a learning platform). Each lecturer will have been given the Course Descriptions that relates to his/her subject. This consists of a description of the course, its content, Learning Outcomes, Assessments and Marking Schedules.

Learning Outcomes represents the new capabilities, knowledge, or skills that you will have once the course is completed. Students will not gain the credit for the course unless they can demonstrate competency in ALL the Learning Outcomes.

### 6.2 Achieving in Assessments

#### 6.2.1 Initial Assessment Process

A list of outcomes against which students are assessed for each course is included in Moodle (the learning management system).

Timetables showing the due dates for all assessments are accessed in Moodle.

Students must ensure that work is submitted by the due date unless an extension has been granted before the due date. Failure to submit work may mean credit for the whole course being assessed will not be attained and will result in not achieving the Qualification.

Markers must use marking schedules for each task. They will mark to the following criteria;

- Give written feedback that assists the learning and understanding of the student in Moodle.
- Verbal feedback will also be given where appropriate.
- Marking will be recorded in Moodle.
- Any late work submitted *without an extension* will not receive feedback from the marker

Late submissions will be graded according to the following:

- Submitted 1-3 days after due date – maximum of 80% pass mark
- Submitted 3-7 days after due date - maximum 60% pass mark
- Submitted over 7 days after due date – maximum 50% pass mark

Assessments will be marked and given feedback in Moodle, within 2 weeks of the submission due date (unless coinciding with an event such as Block Course or ONE Conference).

#### 6.2.2 Resubmissions

If a student does not demonstrate achievement at the first attempt, another opportunity may be given by the Programme Delivery Manager for the student to resubmit their work. Alternatively, the Lecturer may agree that the student be re-assessed in some other form – for example, by a verbal reassessment.

- The decision to grant a reassessment is at the discretion of the Programme Delivery Manager.
- A maximum of two opportunities only for re-submission may be granted.
- A resubmission will attain a maximum mark of 60%.

### 6.2.3 Appeal Process

If a student believes that they have been unfairly assessed by a Lecturer, and cannot reach agreement after reasoned discussion, then the student may appeal the Marker's decision. There is only one level of appeal.

The appeal shall be to the Principal whose decision shall be final.

### 6.2.4 Student Impaired Performance

Impaired performance is where students cannot attend classes and / or complete an assessment because of circumstances beyond their control, such as suffering a close family bereavement, an extended illness, or a serious injury.

The College policies in this regard are:

1. Students must notify the College as soon as reasonable of the events or circumstances leading to their impairment.
2. The College desires to demonstrate Christian grace in circumstances where students are impaired beyond their control. However, academic standards also need to be maintained in order to preserve internal integrity.
3. Where a student has attended over 80% of the lecture content of a course (or courses), but missed completing the required assessment work by the due date because of impaired performance, a special assessment opportunity will normally be given. The intention is to allow the student to complete the required assessments wherever possible before the end of the programme of study.
4. Where the student has attended less than 80% of the lecture content and also not completed the assessments, an extension opportunity will be granted only at the discretion of the Program Lead. The College staff will make a special effort to enable the student to catch up on missed lecture material.
5. Where the student has attended over 80% of the lecture content, but the impairment event occurs at the end of a period of study such that the student cannot reasonably complete the outstanding assessment work due to the lack of time before graduation and campus closure, the Program Lead may, after close consultation with the course lecturers, decide to grant an aegrotat pass on the credit for the course if and only if;
  - They are both agreed that there is a high certainty that the student would have gained the credit anyway based on the performance of the student when unimpaired (and)
  - The total credit so granted by aegrotat does not exceed more than 25% of the total credit of the qualification for which the student was enrolled.

In such a case, the student must complete a written application for the aegrotat pass, and include:

- A full explanation of the event leading to the impairment.
- Any partially completed assessment work relating to the course for which the aegrotat pass is being requested.

### **6.3 Use of Te Reo Maori in Assessments**

The College understands and accepts that te reo Māori is an official language of New Zealand. Students who desire to submit assessments in te reo Māori may do so without fear of discrimination or financial penalty.

The College will identify at the interview stage for possible acceptance into the College if any student intends to use te reo Māori for assessments. This is to allow the College to put in place the necessary arrangements to support this option should the student be accepted.

The College will process assessments in te reo Māori via one of two approaches:

1. By sourcing an approved translator, and thereafter routing the translated assessment to the normal College course Marker, or
2. By sourcing a suitably qualified subject lecturer who is knowledgeable in the subject area and also fluent in te reo Māori.

## 7 Health and Safety

### 7.1 Introduction

Elim Leadership College is committed to ensure that the College is a safe place for staff, employees, and students. We seek to comply with the legislative requirements expressed in the Health and Safety in Employment Act 1992 in this regard. By nature, theological training does not present any particular hazards but care needs to be taken in the place of internship.

### 7.2 Bullying and Harassment

Elim Leadership College is committed to ensure that all students are treated fairly, with dignity and respect in online classes and in the internship environment. Bullying and harassment will not be tolerated from students, staff, supervisors, or mentors.

#### Definitions

Bullying is persistent, offensive, abusive, intimidating, or insulting behaviour (express or implied) which makes the recipient feel threatened, vulnerable, or humiliated, undermines their self-confidence and/or causes them to suffer stress.

Repeated behaviour is persistent and can include a range of actions.

#### Sexual harassment

Sexual harassment means any form of sexual or gender-oriented attention or behaviour that is unwanted, and which is personally offensive to the recipient.

For further information on sexual harassment refer to [The Employment New Zealand website](#)

#### Racial harassment

Racial harassment occurs when a student is subjected to behaviour which, directly or indirectly:

- Expresses hostility against, or brings into contempt or ridicule, the student on the ground of colour, race, ethnic or national origins;
- is hurtful or offensive to that person; and is either repeated, or of such a significant nature, that it has a detrimental effect on that person's employment, job performance or job satisfaction.

#### What is not bullying or harassment?

Occasional differences of opinion, conflicts, and problems in working relationships are part of working life and do not necessarily constitute bullying or harassment.

The following are some examples of behaviours that are not considered to be harassment or bullying:

- Issuing reasonable instructions and expecting them to be carried out.
- Firm, but fair, management.
- Warning or disciplining someone in line with organisation policy.
- Insisting on high standards of performance in terms of quality, safety, and team cooperation.
- Legitimate criticisms about work performance (expressed in a reasonable and fair manner).
- A single incident of unreasonable behaviour will not constitute bullying (however, this does not mean that the behaviour is acceptable).

### **Talk to someone**

If you think you are experiencing bullying/or harassment and would like to talk to someone confidentially, please get in touch with the Support Manager at ELC.

ELC will follow the Elim Christian Centre (ECC) policy for informal or formal resolutions and investigations. The ECC policy is available on request.

## **7.3 Regulations relating to Pandemics**

- Always refer to the [Ministry of Health website](#) for the latest information and advice.
- Check with your local church, your place of internship as to their requirements.
- Any queries or issues should be directed to your Lead Pastor and/or the student support team.

## **7.4 Block Courses**

- A Health and Safety Orientation is scheduled on the first day on site at the Block Course.
- Alcohol and illegal drugs are not permitted at the College or at any associated venues.

## **7.5 At your place of Internship**

Your supervisors have been made aware of the need to ensure you are familiar with Health & Safety requirements and hazards at your place of internship.

Know the safe working practices and operational procedures before you use any equipment. Follow all instructions (written or verbal) given by the person in charge. Do not attempt to do any work under unsafe conditions. If in doubt, ask the senior person present.

Report any accident /incident/ unsafe condition immediately to your Supervisor.

Do not move, adjust, or alter equipment except when instructed to do so by a staff member.

Immediately report any condition/practice you think may cause injury to any person or damage to equipment.

## **7.6 Hazard Identification and Control**

The main objective of the Health and Safety in Employment Act is the prevention of harm to personnel. To meet this objective, hazards that can give rise to harm must be systematically identified, assessed, and controlled.

A **hazard** is described in the Act as:

“... an activity, arrangement, circumstance, event, occurrence, phenomenon, process, situation or substance (whether arising or caused within or outside a place of work) that is an actual or potential cause or source of harm ...”

A **significant hazard** is described as:

“... a hazard that is an actual or potential cause or source of serious harm or harm that is more than trivial ...”

### 7.6.1 Hazard Management

It is vital that you are familiar with your work environment and the job you are required to undertake. Before starting in a new area, walk around and familiarise yourself with your surroundings and check for any workplace hazards.

Think about what could go wrong at each stage of what you do. Be prepared for an emergency. Know what to do if a fire breaks out, or if a chemical spill should occur. Know where fire-fighting equipment is located and how to use it. Find out where the first aid equipment is and who the first aiders are in your area.

There are many dangers at work — some obvious and some hard to detect. Your ability to identify and assess the danger is vital, not only to your safety, but also that of your workmates.

### 7.6.2 Steps When Minimising a Hazard

The following steps are taken to reduce the risk of harm to personnel when minimising a significant hazard:

Clothing and suitable safety equipment will be provided to all personnel being exposed to the hazard, and training provided in the use of that equipment.

Personnel will be given information about the hazards and the methods of control.

Programmes will be established to monitor hazards to ensure that they remain controlled.

The health of personnel exposed to the hazard will be monitored to evaluate control measures, effectiveness, and compliance.

Emergency procedures will deal with any likely situations arising from the hazard.

## 7.7 Occupational Overuse Syndrome

One of the potential hazards that has been identified in the workplace is Occupational Overuse Syndrome (OOS). This condition is a collective term for a range of conditions, including injury, characterised by discomfort or persistent pain in muscles, tendons, and other soft tissues, which is thought to be brought on by overuse of muscles placing stress on the body.

The symptoms of OOS can include:

- Fatigue
- Muscle discomfort
- Burning/cold
- Stiffness
- Aches and pains
- Soreness
- Weakness
- Numbness and tingling

It is important to be aware that many non-work-related activities such as knitting, gardening, and painting may cause similar symptoms such as muscle strain and should not be confused with OOS in the workplace.



### **What can you do?**

There are a few things you can do to prevent OOS;

- Sitting and working in a fixed position for long periods of time can be uncomfortable and tiring.
- Shifting your position and occasionally stretching or changing your routine by doing other tasks can help keep you alert and reduce muscular discomfort. Avoid long periods of time carrying out actions or tasks that are repetitive.
- Adjust your position so you are comfortable, with your back and feet supported.
- Ensure your screen is at the right height, i.e. the top of the screen is approximately at eye level.
- Use a soft touch on the keyboard and keep your shoulders and fingers relaxed.
- Organise your work area so that you have easy access to all work materials, and they are placed at a comfortable level.
- Batch your work — vary your work where possible.
- Rest your eyes by occasionally looking off into the distance.
- Include vision care in your programme. Advise your eye care specialist that you use a computer or are doing work which requires fine or detailed work, including the frequency of use, sitting distance from the screen and angles of visual tasks.
- Clean your screen.
- Break long periods of work with “micro pauses” to ensure you maintain good blood flow in your arms and to relax your arms and shoulders. Micro pauses should be approximately 10 seconds long and taken every five to six minutes.

## 8. Appendix 1

Recognition of Prior Learning/Credit Recognition Process Chart

