



# Student Handbook

**November 2024**

**© Copyright NCIU**

**New Covenant International University & Seminary**  
16569 Southern Blvd., Loxahatchee, FL 33470 USA  
[www.newcovenant.edu](http://www.newcovenant.edu)

## **Table of Contents**

1 Grading Policy .....	3
2 Refund Policy .....	4
3 Unfair Practice Policy .....	5
4 Student Dismissal Policy .....	7
5 Graduation Policy .....	8
6 Information Policy .....	9
7 Equal Opportunities Policy .....	9
8 Student Grievance Policy .....	11
9 Student Sexual Harassment Policy .....	16

## 1 Grading Policy

Percentage	GPA	Grade
100-96%	4.0	A+
95-92%	3.8	A-
91-88%	3.6	A-
87-84%	3.4	B+
83-80%	3.2	B
79-76%	3.0	B-
75-72%	2.8	C+
71-68%	2.6	C
67-64%	2.4	C-
63-60%	2.2	D+
59-56%	2.0	D
<56%		Fail

I – Incomplete; P – Pass; F – Failure; T – Subject only audited

Certain courses may be graded on a pass/fail basis (e.g. practical fieldwork, etc.). No GPA (Grade Point Average) value is given for these courses unless stipulated but a “pass” must be earned for credit hours.

An incomplete grade is temporarily given when extreme circumstances prevent completion of a course.

Failure to make up all outstanding assignments within eight weeks will result in an automatic “F.”

## **2 Refund Policy**

Students who wish to withdraw from the program must do so by requesting withdrawal in writing from the Academic Dean or Administrative Office. The date postmarked on the letter determines the date of cancellation that is accepted. The refund percentage will only be calculated upon the total amount of tuition/credit point fees (both transfer and courses) paid. Registration and enrollment fees are not refundable.

### **Percentage rates for refund of tuition fees**

*Note:* This only applies to the tuition fee portion not marked as “non refundable.”

End of first week (07 days): 100%

End of second week (14 days): 75%

End of third week (21 days): 50%

End of fourth week & thereafter: No refund given

For any further questions, please contact the Administrative office directly.

### **3 Unfair Practice Policy**

#### **3.1 Definition of Unfair Practice**

It is an unfair practice to commit any act whereby a person may obtain for himself/herself or for another, an unpermitted advantage. This shall apply whether the candidate acts alone or in conjunction with another/others. Any action or actions shall be deemed to fall within this definition whether occurring during, or in relation to, a formal examination, a piece of coursework, or any form of assessment undertaken in pursuit of a qualification of NCIU. NCIU has distinct procedures and penalties for dealing with unfair practice in examination or non-examination conditions.

Without prejudice to the generality of the foregoing, examples of unfair practice are shown below. These examples are not exhaustive and other cases may fall within the general definition of unfair practice.

#### **3.2 Examples of Unfair Practice**

##### **3.2.1 Plagiarism**

Plagiarism can be defined as using without acknowledgement another person's words or ideas and submitting them for assessment as though it were one's own work, for instance by copying, translating from one language to another or unacknowledged paraphrasing.

Further examples of plagiarism:

- Use of any quotation(s) from the published or unpublished work of other persons, whether published in textbooks, articles, the Web, or in any other format, which quotations have not been clearly identified as such by being placed in quotation marks and acknowledged.
- Use of another person's words or ideas that has been slightly changed or paraphrased to make it look different from the original.
- Summarizing another person's ideas, judgments, diagrams, figures, or computer programs without reference to that person in the text and the source in the bibliography.
- Use of essay writing services.
- Use of unacknowledged material downloaded from the Internet.
- Re-use of one's own material except as authorized by NCIU.

- Use of Artificial Intelligence to create essay content.

*Note:* Sources can be quoted verbatim as long as they are referenced as set out in the relevant documentation given to students. Any submitted work should not contain too many literal quotations (max. 30% of a page). It is often better to reflect upon the source text, word it oneself and reference the source of these thoughts.

### **3.2.2 Collusion**

Collusion can be defined as when work that has been undertaken by or with others is submitted and passed off as solely the work of one person. This also applies where the work of one candidate is submitted in the name of another. Where this is done with the knowledge of the originator both parties can be considered to be at fault.

### **3.2.3 Other Unfair Practices**

- Fabrication of data, making false claims to have carried out experiments, observations, interviews or other forms of data collection and analysis, or acting dishonestly in any other way.
- Presentation of evidence of special circumstances to Examining Boards, which evidence is false or falsified or which in any way misleads or could mislead Examining Boards.

### **3.3 Penalties**

- *Bad Practice:* In the case of a small offence such as accidental plagiarism students will receive a warning from their tutor.
- *Malpractice:* Malpractice exists when up to 5% of the submitted work infringes the copyright. The submitted work will be graded with a maximum of 65%.
- *Misconduct:* Misconduct exists when up to 10% of the submitted work infringes the copyright. The submitted work will be graded as Failed. If this is the first case of misconduct, the student has to pay again for the module

and is permitted to resubmit. The resubmitted work will be graded with a maximum of 65%.

- In the case of even greater violations, i.e. more than 10% of the submitted work infringes the copyright, the submitted work will be graded as Failed and cannot be resubmitted. Depending on the seriousness of the case, NCIU's Academic Dean has the power to expel the student.

#### **4 Student Dismissal Policy**

The successful progression of NCIU students from the first to the last module and then the final thesis is at the core of NCIU's student care. Therefore, NCIU will mentor every student to ensure that dismissal is the last resort.

A student can be dismissed when (s)he shows unsatisfactory academic performance. Unsatisfactory academic performance occurs when a student fails to pass 3 (three) 3-credit modules. A Fail is below 60%. The Academic Dean, in conjunction with the tutor-mentor allocated to the student in question, will make the decision to dismiss a student on the basis of the criteria outlined above. The Academic Dean will notify the student that (s)he will be dismissed. Upon receipt of the dismissal notice, the student has 5 (five) working days to appeal against this decision by writing to the President. The student should supply documentary evidence specifying the reasons for the unsatisfactory performance.

The President, in conjunction with the Academic Dean, shall determine either that the student's studies be terminated or the conditions under which students may be permitted to continue their studies. If the student does not meet these conditions, his/her studies may be terminated again.

If a student does not submit an appeal, (s)he will be dismissed automatically.

## **5 Graduation Policy**

No student will be granted graduation and conferment privileges until all educational and contractual, financial obligations are satisfied. The student is requested to dialog with their assigned mentor and the faculty for any special requests, or alterations to stated terms and conditions as specified in the Letter of Assessment & Offer. All such variations must be approved in writing and form part of the student's document history files.

As an institution specializing in distance learning, NCIU holds graduation ceremonies at agreed Florida locations and times. All students unable to attend will be conferred their degree award "in absentia."

NCIU can arrange graduations, by consultation, on the five continents in conjunction with "sister" colleges and cooperating learning centers and this affords opportunity for regionally situated graduation services.

Special arrangements can be made for presentation and conferment ceremonies with appropriate academic wear by request, at the student's cost. Please contact the Administration officer for further details.

## **6 Information Policy**

The university seeks to protect information collected from prospective students, current students, faculty mentors and staff.

NCIU complies with prudent and reasonable rights, which provide that learners shall have the right of access to their individual and educational records, and that educational institutions shall not release education records to non-institutional employees without the consent of the learner.

## **7 Equal Opportunities Policy**

### **Policy Overview**

NCIU operates under a strict Equal Opportunities Policy. Below is a copy of this policy for the organisation.

### **Statement of Equality Opportunity**

NCIU is fully committed to the principle of equal opportunities in recruitment and employment and opposes all forms of unlawful or unfair discrimination including those on the grounds of:

- Age
- Disability
- Ethnic or national origin
- HIV status
- Marital status
- Nationality (including citizenship)
- Race
- Religion
- Sex
- Sexual orientation

### **Aim**

NCIU aims to treat all employees and students with dignity and respect and provide a working/learning environment free from all discrimination. It will conduct its affairs at all times in a manner that is consistent with this aim.

NCIU believes that it is in the organization's best interests, and of those that work/study in it, to ensure that the human resources, talents and skills available throughout the country are considered when employment opportunities arise.

### **Commitment**

To this end, within the framework of the law, NCIU is committed to achieving and maintaining, whenever practicable, a workforce which broadly reflects the entire country.

Every possible step will be taken to ensure that decisions on selection and training are based solely on objective and job-related criteria.

## **8 Student Grievance Policy**

New Covenant International University (NCIU) seeks to establish honoring and edifying relationships between students, faculty, employees, and administrators. Should disagreements arise, NCIU will observe the following policy and procedures to resolve the issue in a manner that accords with biblical principles, law, and common decency.

1. Informal disagreements. On occasion, a student's complaint is such that it may be resolved informally without the use of the grievance procedure. Prayer, Christian love, and reasoning together may resolve the conflict (see Matthew 5:23-25; 18:15-17).
2. Formal complaints. If a resolution cannot be achieved informally, and a student seeks a formal resolution, the procedure requires the student to confirm the complaint or grievance in writing and submit it to the Academic Dean for academic issues and to the Vice-President regarding non-academic issues. These officials will be happy to review the procedures with the student and help him or her determine the best approach for seeking a resolution to your issue.

Once the Student Grievance form has been submitted, the appropriate official will initiate a review of the grievance.

The conclusion of the review may be appealed to the President of NCIU. Each procedure also has a specified time period (1 week) within which one must initiate an appeal if one seeks to have a complaint or grievance formally reviewed.

### **Two Types of Grievances:**

1. Academic. An academic grievance is a dispute related to an academic matter within a learning activity, course, or program of study pertaining to both credit and non-credit courses or programs. For instance, it may relate to misstated course requirements, grade disputes, student academic honesty, and unachieved educational goals.
2. Non-academic. These complaints against NCIU faculty, staff, or other employees may relate to non-professional behavior that would degrade or offend reasonable people, unfair treatment in violation of students' rights that are listed in NCIU's Catalog and Student Handbook; discrimination on

the basis of age, sex, race, ethnicity, national origin, disability, or other conditions or preferences; claims of sexual harassment by another student or university employee; or claims that a sanction or decision imposed as a result of a disciplinary infraction is unreasonable, unfair, excessive, or not in keeping with the sanctions prescribed in the Code of Conduct.

**Procedure:**

When filing a complaint related to academic issues, the student will initiate the contact with the instructor or Academic Dean in person, by telephone, Skype, or through the NCIU email system within three (3) class days of the date on which the alleged issue occurred or was brought to the student's attention by the instructor.

Complaints related to non-academic issues should be reported to NCIU's Vice-President in the same manner outlined above.

The instructor must arrange a meeting with the student to be held within five (5) class days of the receipt of the student's request. The instructor will listen to the entirety of the student's concern and consider if a change of decision is warranted. Within two (2) class days of reaching a decision, the instructor will communicate the decision to the student in writing and provide a copy to the dean of the instructor's decision.

If there is no resolution of the grievance with the instructor, the student may initiate the appeal procedure with the Academic Dean within three (3) class days of the date on which the student learned of the instructor's decision. The Dean will contact the student immediately to establish a meeting (by phone, Skype, other electronic means, or in person) with the student, to be held no later than five (5) class days after contacting the student. At this meeting, the dean will discuss with the student the concerns related to the appeal. The dean will have access to all information involved in the previous step of the procedure.

The dean will communicate a decision to the student, in writing, within two (2) class days of the date of the meeting. A copy of the communication will be provided to the instructor (as applicable) and the President.

If the concern is not resolved by the Dean, the student may appeal to the NCIU President. The student must submit a copy of the original Student

Grievance Appeal Form and letter, along with a cover letter describing the process that has occurred to date, within three (3) class days of the date on which the student learned of the dean's decision.

Communication between the President and student will be held no later than five (5) class days after contacting the President (such verbal communication may be in person, Skype, phone, or other electronic means). At this meeting, the President will discuss with the student the concerns related to the appeal. The President will have access to all information involved in the prior steps of the procedure and may invite other persons who participated in the prior steps to attend the meeting with the student.

The President will communicate a decision to the student, in writing, within two (2) class days of the date of the meeting. A copy of the communication will be provided to the instructor (as applicable) and Academic Dean. The decision of the President is final.

**Procedure for Non-Academic Grievances.** Similar to the procedure for academic grievances, the procedure for non-academic grievances is based on the premise that informal resolution of a grievance initiated by the student is the preferred outcome.

If such resolution cannot be attained in this way, or if the student feels that an initial informal meeting with the person against whom the grievance is filed is not possible due to the nature of the concern, then the student will follow the same grievance procedure as stated for academic grievances.

Should students have concerns about the operation of New Covenant International University & Seminary, they may contact:

The Council of Private Colleges of America

41 N. 20th Street A17, Haines City, FL 33844-4638 U.S.A

Voice: +1 407 796-9749

Email: [info@cpc.edu.us](mailto:info@cpc.edu.us)

Web: <http://www.cpc.edu.us/>

## Grievance Form

Today's Date \_\_\_\_\_

Student's Name \_\_\_\_\_

Student ID Number \_\_\_\_\_

Mailing Address \_\_\_\_\_

Telephone Number \_\_\_\_\_

Email Address \_\_\_\_\_

It is expected that you have read and understand the Grievance / Appeal Procedure and will follow all requirements outlined in the procedure. (As included in this procedure: If one's grievance is a claim of sexual harassment, you may first contact the Academic Dean or President.)

1. Have you attempted to resolve your concern with the individual toward whom you have a grievance? If so, how? If this grievance is to seek relief from a sanction imposed as a result of a disciplinary sanction, please specify.
2. If your concern was not resolved with the individual toward whom you have a grievance, or if there are reasons why you could not attempt to resolve the matter with the individual, you must attach to this form a letter that explains in detail:
  - Your specific concerns and the date on which the incident causing the grievance occurred.
  - The date on which you sought to resolve the issue, or the reason(s) why you could not or did not wish to resolve the issue with the individual.
  - The outcome that you seek.
3. If you have followed the grievance procedure and the issue is still resolved, or if you are appealing a disciplinary decision, use this form in following the appeal procedure. Return this form and your attached letter to the Office of the Academic Dean.

By signing below, the student confirms that he or she has properly followed the Grievance / Appeal Procedure and is providing all information that is required in this form and the attached letter.

Student: \_\_\_\_\_

Date: \_\_\_\_\_

**Official Response to Student Grievance**

Date: \_\_\_\_\_ (Original form retained in NCIU Main Office.)

Student's Name \_\_\_\_\_

Student ID Number \_\_\_\_\_

Mailing Address  
\_\_\_\_\_

Telephone Number \_\_\_\_\_

Email Address \_\_\_\_\_

Response:

1. Nature of the student's complaint.
2. Official investigating the complaint.
3. Details of the investigation.
4. Response to the investigation.
5. Was there an appeal?
6. Response to the appeal.

Signed: \_\_\_\_\_

## **9 Student Sexual Harassment Policy**

### **I. Policy**

NCIU is committed to maintaining an academic environment in which all individuals treat each other with dignity and respect and which is free from all forms of intimidation, exploitation and harassment, including sexual harassment. NCIU is prepared to take action to prevent and correct any violations of this policy. Anyone who violates this policy will be subject to discipline, up to and including termination or expulsion.

Activity that is considered sexual harassment may be physical, verbal, or visual conduct that includes inappropriate advances or propositions, threatening reprisals, and leering.

Conduct that includes the following is considered sexual harassment and is prohibited:

1. Sexual advances or propositions.
2. Offering academic benefits in exchange for sexual favors.
3. Making or threatening reprisals after a negative response to sexual advances.
4. Visual conduct such as leering, making sexual gestures, displaying sexually suggestive objects or pictures, cartoons or posters.
5. Verbal conduct such as making or using derogatory comments, epithets, slurs and jokes.
6. Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, suggestive or obscene letters, notes or other correspondence.
7. Physical conduct such as touching, assaulting, impeding or blocking movements.

Sexual harassment should be reported to the Academic Dean or NCIU Vice-President.

### **II. Confidentiality**

Every effort will be made to protect the privacy of the parties involved in any complaint. However, NCIU reserves the right to fully investigate every complaint, and to notify a student's parent/guardian and appropriate government officials as the circumstances warrant.

### **III. Protection Against Retaliation**

It is against NCIU's policy to discriminate or retaliate against any person who has filed a complaint concerning sexual harassment or has testified, assisted or participated in any manner in any investigation proceeding or hearing concerning sexual harassment.

### **IV. Procedure for Investigation of a Complaint**

NCIU's Academic Dean is tasked with investigating all complaints involving faculty and students, and the NCIU Vice-President is tasked with investigating all complaints involving non-academic personnel (i.e. office staff, etc.).

When a complaint is received the Dean or Vice-President will notify the NCIU President, who will notify the Board. The Dean or Vice-President will direct an investigation. If the investigation confirms the allegations, prompt corrective actions shall be taken. The individual who suffered the harassing conduct shall be informed of the corrective action taken.

In addition, any employee or student found to be responsible for sexual harassment in violation of this policy will be subject to appropriate disciplinary action up to and including expulsion or termination. The severity of the disciplinary action will be based upon the circumstances of the infraction.

Conduct that is criminal in nature will be reported to the appropriate law enforcement agency.