

Code of Practice

YWAM Training Perth



YWAMPERTH

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Introduction

YWAM Training Perth is a ministry of Youth With A Mission (YWAM) Perth and was established to provide quality missions training, be committed to excellence and apply a Biblical standard of righteousness in all its operations.

In 1985 Peter and Shirley Brownhill and a small team started a new YWAM work in Perth. God led them in seeing Perth as a modern-day “Antioch” - a dynamic city, people coming and going, sending missionaries to many nations. It would reflect God’s call to the Mission to be international and inter-denominational. From the start, YWAM Perth has taken an “Acts 1:8” approach to ministry – seeking to simultaneously impact and engage our city, our state, our region and beyond.

Youth With A Mission International

YWAM’s purpose, core beliefs, and foundational values have been compiled in response to specific directives given by God since YWAM’s beginning in 1960.

This shared purpose and our corporate beliefs and values are the guiding principles for both the past and future growth of our mission. Some are common to all Christians everywhere; others are distinctive to Youth With A Mission.

The combination of this purpose, beliefs and values makes up the unique family characteristics of YWAM—our “DNA.” They are the framework we hold in high regard for they help us determine who we are, how we live, how we make decisions and serve our broader community. For more information on the purpose, beliefs and values, refer to www.ywam.org/about-us/values

Youth With A Mission seeks to ‘Know God and Make Him Known’. This is achieved through the three modes of operation – evangelism, mercy ministries and training. YWAM Perth is a part of this national and international movement conducting Christian missionary activities and training throughout Australia and the world.

YWAM Training Perth fulfils the training aspects of the overall work of Youth With A Mission (Perth) Incorporated.

Chapter 1 - Marketing and Recruitment

Marketing

YWAM Training Perth ensures that all advertising and marketing of services to prospective students is ethical, accurate and consistent with our scope of registration. YWAM Training Perth uses the NRT or AQF logo in compliance with its conditions of use.

The names of courses and code numbers of courses used in advertising will comply with the names and codes recognised by the Australian Skills Quality Authority. The RTO name, code and CRICOS number is clearly written on all marketing material, including electronic material, where applicable.

Where Nationally Recognised Training or RTO status is mentioned in advertising, a clear distinction is made between courses that are nationally recognised through VET accreditation and courses that are not.

Use of Logos

YWAM Training Perth will only use the Nationally Recognised Training (NRT) logo:

- On AQF and VET qualifications and VET Statements of Attainment issued within its scope of registration; and
- In accordance with the Conditions of use of the NRT logo

The organisation will use the NRT logo in Marketing and Recruitment material only where it complies with the Conditions of use of the NRT logo, as outlined in clause 4.1 of the *Standards for Registered Training Organisations (RTO's) 2015*

All Marketing and Recruitment material will be checked prior to publishing using the “Media Proofing Form” for final approval. All published material will only refer to a person or organisation with their consent.

Copies of Marketing and Recruitment material are retained.

YWAM Training Perth will not give false or misleading information or advice in relation to:

- Claims of association between providers
- The employment outcomes associated with a course
- Automatic acceptance into another course
- Possible migration outcomes
- Any other claims relation to the registered provider, its course or outcomes associated with the course
- AQF qualifications, skill sets or VET courses it delivers enabling learners to obtain a licence or regulated outcome if it has not been confirmed by the industry regulator in the jurisdiction which it has been advertised
- Guarantee of a learner successfully completing a training product on scope of registration
- Completion of a training product in a manner that doesn't meet the training and assessment process put in place, which meets the requirements of the training package including learners existing skills, knowledge and experience as well as the amount of training and mode of delivery

YWAM Training Perth does not use third parties to recruit learners on its behalf, nor does it use Education Agents or any other external education recruitment agencies.

YWAM Training Perth will ensure that:

- It distinguishes where it is delivering training and assessment on behalf of another RTO or where training and assessment is being delivered on its behalf by a third party
- It only advertises or markets a non-current training product while it remains on its scope of registration

YWAM Training Perth has a systematic practice of reviewing all Marketing and Recruitment material to ensure these remain accurate and up to date. Review is done annually, when Training and Assessment Strategies are updated, and there are changes to the requirements of a training package or VET accredited course. This is done by the relevant course leader, in conjunction with the Registrar and the Media and Communication team. Results of the review are collated and recorded on the “Marketing and Recruitment review” form.

YWAM Training Perth collects feedback from students at the end of their course regarding the marketing and recruitment information they received.

Permission to use information about students is obtained through a release form that students sign during their course orientation.

Chapter 2 - Enrolment

Informing and protecting students

YWAM Training Perth will provide advice to prospective students about the training through the website, course enquiry information, the Registrar and the course leader. As part of this process, prospective students will complete an online application form that identifies their individual needs, existing skills and competencies.

Prior to enrolment YWAM Training Perth provides prospective students with current and accurate information that enables them to make informed decisions. This includes:

- The code, title and currency of the training product, as published on the national register
- Course duration and holiday breaks
- Delivery locations and facilities
- Course content, modes of delivery, assessment methods, equipment and learning resources
- Breakdown and schedule of fees, including cancellation and refund policy
- Accommodation and living cost
- Deferral, suspension or cancellation of enrolment
- Any work placement arrangements
- Underage students policy
- Access to Recognition of Prior Learning
- Links to the ESOS framework online
- Information about support services available and associated cost

The Code of Practice is made available to prospective students via the website and is referenced in enquiry materials. The Code of Practice contains information on YWAM Training Perth's obligation to the learner, which include:

- Responsibility to comply with the *Standards for RTO's 2015* and the issuance of AQF certification documentation.
- The learner's rights including:
 - Complaints and Appeals process
 - Arrangements regarding closure or ceasing to deliver any part of the training product they are enrolled in
- The learner's obligation regarding:
 - Entry requirements (including English language proficiency) and successful completion

Materials and equipment that the learner must provide is referenced in the enquiry information.

Access and Equity

YWAM Training Perth maintains and observes high standards of behaviour and character in adherence with Christian beliefs and practice within a Biblical framework. In accordance with these values, YWAM Training Perth affirms the inherent intrinsic value of each individual and works to train, equip and strengthen all individuals.

Access to training is not restricted by race, gender, age, social or educational background or disability.

YWAM Perth is a multi-cultural community consisting of volunteer staff from many nations, cultures and social backgrounds. As part of an international mission movement, YWAM Perth not only caters to but also encourages cross-cultural interaction. It is an essential component of missions training.

Fees for all courses will be kept to a minimum. The purpose is to encourage the participation of students from as wide a range of socio-economic backgrounds as possible while still providing quality training.

Volunteer staff will be trained in an appreciation of differing learning styles and will structure training in such a way as to provide equitable and fair training and assessment.

The entry point for training with YWAM Training Perth is the Discipleship Training School. This course focuses on the nature and character of God as expressed in the Christian religion, the individual's relationship with God, application of Christian principles and the commission from God for each Christian to share His love to others.

Code of Conduct

YWAM Training Perth is committed to provide a safe and healthy missions environment - a multigenerational community of volunteer staff and students from many nations and church backgrounds. This includes the development of strong and healthy family units with parents and children sharing and contributing to their call to missions. Scripture outlines that the physical, emotional and spiritual wellbeing of individuals directly influences the wellbeing of the community. The health of the community directly affects the individuals' ability to learn and grow. Encountering Jesus brings real change; His ways lead to life in every area of society and He longs to see every community thrive and every individual made whole. (Deut. 6:4-5, Mark 12:28-31, Matt 22:35-40, Luke 10:25-28, Gal 5:14, Rom. 13:8-10, Luke 2:52, Matt 18:5-6, Jer. 29:7)

YWAM Perth believes that the development of Christian character is an integral part of training and a central ongoing goal of all courses. Consequently, the expectation is that the conduct of students will be in keeping with Biblical standards and the values and principles of YWAM Training Perth. Any verified moral violation (including but not limited to sexual immorality, lying, dishonesty, theft, substance abuse, physical abuse or sexual abuse) will be considered grounds for disciplinary action including probation and possible cancellation of enrolment.

The same behavioural standards apply to all volunteer staff.

In the case of unacceptable behaviour the response is based on that expressed by Jesus in Matthew 18:15-17. The heart of this process is to bring a person into a place where they address their behaviour and remain in fellowship with the community. YWAM Training Perth is committed to working with volunteer staff and students to develop Christian character and behaviour.

However, repeated breaches or more serious breaches (as outlined above) may result in cancellation of enrolment. Any refunds given will follow the refund policy.

Note: Unacceptable behaviour is determined by the Training Directors in consultation with the Chief Executive Officer and is based on God's word as standard.

Harassment of one individual or group by another individual or group is unacceptable – whether this is on the basis of gender, race or any other cause. Any such behaviour that is brought to the attention of a volunteer staff member will be addressed immediately.

If there is an accusation of harassment involving a student or group of students, it will be addressed by the course leader and the relevant Training Director. If there is an accusation of harassment involving a volunteer staff member or a group of volunteer staff members, it will be addressed by the Training Director and the Core Leadership Team of YWAM Perth. The primary aim will be reconciliation between parties and promotion of character growth.

If harassment or other unacceptable behaviour persists, those involved may be dismissed from their course or involvement as volunteer staff.

YWAM Perth believes in maintaining a lifestyle that is founded on having a biblical worldview and upholding Biblical standards of conduct. Within this, we believe that a biblical marriage is limited to a covenantal relationship between one biologically-born

man and one biologically-born woman. We believe that this relationship is exclusive between one man and one woman, and all intimate sexual activity outside of marriage is immoral; this includes heterosexual relations, homosexual, or otherwise. We also believe that the Bible gives clear instruction against casual and illicit sex. (Gen. 2:24-25; Ex. 20:14, 17, 22:19; Lev. 18:22- 23, Matt. 19:4-6, 9; Rom. 1:18-31; I Cor. 6:9-10, 15-20; I Tim. 1:8-11; Jude 7; Heb 13:4)

We believe that each individual was created in the image of God, and therefore has value as someone designed by the Creator. We believe that human intervention to change this creation of God goes against God's will and is therefore sin. We believe that God created humans male and female, and actions taken to adopt a gender other than one's birth-gender is immoral and against the will of God for that individual. (Gen.1:27; Deut. 22:5)

Confidentiality

All personal information disclosed by students to volunteer staff remains confidential between the student and the volunteer staff responsible for that student's welfare. Volunteer staff may need to share with those who 'need to know' in order to provide appropriate care to the student.

The following limitations apply:

- Where the information disclosed relates to a breach of the code of conduct, the relevant course leader, Training Director or their representative may become involved
- Where information disclosed relates to a capital offence, YWAM Training Perth is obliged to report that information to the relevant authorities
- When required by due process of law, YWAM Training Perth will provide specific information as falls within the bounds of the legal requirement

YWAM Training Perth is not responsible for the actions of students who disclose information they have received from other students.

Application Process

Enquiry information will include clear, accurate and current information regarding fees, charges, methods of payment and refund policy.

Fees for courses vary and will be detailed in the enrolment information. The timetable of payments is as follows:

- Upon receipt of application – non-refundable AUD \$30 application fee
- Upon receipt of Acceptance of Place – AUD \$100 enrolment deposit and health cover fee
- Balance of fees for the classroom phase must be paid by the end of week one of the course
- Full fees for any field assignment (outreach) must be paid three weeks before the commencement of the field assignment

The Registrar will inform students as soon as practicable when any change occurs that affects the services provided, which includes change of ownership of the RTO or other material changes.

All applicants are required to fill out an application form, which includes the provision of two references and a non-refundable application fee. Information provided in the

application form plus the references must demonstrate that the conditions for acceptance are fulfilled. These are:

- Desire to grow in Christian character
- High school graduation or equivalent
- A sense of call to Christian missions substantiated by past experience, history, and guidance
- Any pre-requisite training
- Sufficient finances for the course
- Applicant's health needs do not exceed the capabilities of student support services

The application will be processed by two course leaders who may consult a Training Director where necessary. Once the application is complete and the course leaders are satisfied that the conditions for acceptance have been fulfilled, they seek God's guidance on accepting the applicant. The applicant and the Registrar are informed of the decision. The Registrar will provide the student with more information regarding the next phase of the enrolment process.

The student is asked to complete an Acceptance of Place, which includes a declaration that they have read and understood the Code of Practice. YWAM Training Perth's student management system records the completion of this declaration.

During the enrolment process the prospective student will be asked to provide their Unique Student Identifier (USI). If the student does not have a USI, the Registrar will inform and assist the student in creating one during the course orientation.

The Registrar will make every effort to give clear advice that is in line with government regulations about the visa process. This information assists the student in applying for the visa they need. YWAM Training Perth cannot and does not guarantee any migration outcome.

Refund policy

By accepting an Offer of Place at YWAM Training Perth, a student is entering into an agreement that is stipulated in the Letter of Offer. Payment of tuition fees in full or in part indicates that such an agreement exists between the student and the school. Should circumstances change after receiving an offer, fees will only be refunded in accordance with the refund policy below. Students may request a refund by writing to the Registrar.

Prior to commencement of the course:

- When the Australian government authorities refuse to grant a visa, the school will refund all fees paid less the \$30 registration fee and \$100 enrolment deposit.
- The notice of refusal should be submitted with the refund request.
- Where the course is cancelled the school will refund the fees in full, not including the \$30 registration fee and \$100 enrolment deposit.
- Where the Registrar receives written notice of withdrawal prior to the commencement date of the course, all fees paid will be refunded less the \$30 registration fee and \$100 enrolment deposit.

After commencement of the course:

- When the student withdraws from the course during week one, the refund will be 90% of the total classroom phase fees, including accommodation, less \$100 administrative expenses.
- When the student withdraws from the course during week two, the refund will be 60% of the total classroom phase fees, including accommodation, less \$100 administrative expenses.
- When the student withdraws from the course during the third or fourth week, the refund will be 30% of the total classroom phase fees, including accommodation, less \$100 administrative expenses.
- When the student withdraws from the course after the end of the fourth week no refund will be given.

Field Assignment:

- Field assignment costs are non-refundable.

Cancellation of a Course

Should a course be cancelled either prior to commencement or after commencement the following refund policy will be observed.

In the event of a course cancellation prior to commencement of that course:

- All fees paid in advance will be refunded in full, not including the \$30 registration fee and \$100 enrolment deposit.

In the event of a course cancellation after commencement of that course:

- All fees paid will be refunded in full, not including the \$30 registration fee and \$100 enrolment deposit.
- Tuition fees will be refunded on a pro-rata basis of 55% of the unearned portion of the course tuition fees.
- The unearned portion of paid accommodation will be refunded in full, less two weeks accommodation fees.

Refunds:

Refunds will be paid to the person who originally paid the course fees.

Refunds will be recorded on the “Refund Approval form” and processed through the Accounts office.

This agreement does not remove the student’s right to take further action under Australia’s consumer laws.

Protecting Prepaid Fees

All international students are covered by the Tuition Protection Service (TPS). The TPS is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- Complete their studies in another course or with another education provider; or
- Receive a refund of their unspent tuition fees.

For domestic students, as of April 2020 YWAM Training Perth has submitted an application for alternative fee protection measures to ASQA.

Accept and provide credit

YWAM Training Perth recognises AQF and VET qualifications and VET Statements of Attainment, within the AQF, issued by any other RTO.

Students will not be required to repeat any unit or module for which they can provide suitable evidence that they have been assessed as competent. Due to the integrated nature of assessment, if Recognition of Prior Learning (RPL) or course credit is granted for some units within a qualification, the overall course duration may not be reduced. For more information on the RPL process, see the “RPL section” in Chapter 4.

Registrar informs the student during the enrolment process on how to apply for course credit/transfer or RPL. Students can apply for course credit up until 14 days before final assessment on their course through the course leader. The evidence must be submitted no later than 14 days before final assessment.

YWAM Training Perth recognises equivalent courses conducted within YWAM’s international network of training as meeting relevant pre-requisites. The Registrar will verify Australian qualifications using the USI Transcript Service.

Underage students

“Underage student” refers to a person who will be under the age of 18 at the time of enrolment. YWAM Training Perth is committed to continued and regular communication with the parents/legal guardian of the student throughout the enrolment process and their course.

All course leaders and course staff must have a Working With Children Check, as required by Western Australian Law. As work placements with ministries of YWAM Perth is an integrated part of each course, the requirement for a Working With Children Check is extended to all YWAM Perth volunteer staff. The Registrar is responsible to monitor the currency of each volunteer staff members’ Working With Children Check.

All Training and Assessment activities must align with YWAM Perth’s **Child Protection Policy** as it also applies to underage students. This includes but is not limited to:

- Arrangements for ministry and off-base group activities
- Response to incidents and allegations

Application process

Course leaders are responsible to provide the underage students parents/legal guardian with the following information:

- Living arrangements
- Accountability
- Boundaries
- Requirements of the schedule
- Work duties and family chores
- Financial accountability
- Outreach locations and risk management
- Health care

The student’s parent/legal guardian must complete an “Under 18 Parental Consent Form” before the student’s application can be processed.

Welfare Arrangements

The Under 18 Student Welfare Letter includes the dates YWAM Training Perth is responsible for the underage students' accommodation, support and general welfare. Details of this agreement are sent to Immigration. If there are any changes to this agreement, or YWAM Training Perth can no longer approve the welfare arrangements, the Registrar is responsible to inform the following within 24 hours:

- The underage students parents/legal guardian
- Immigration

The Registrar is responsible to maintain up to date contact details of the underage student, their parent/legal guardian and the course leader, or nominated course staff, responsible for the students' welfare.

On arrival the course leader will ensure that underage students are made aware of who to contact in emergency situations and the contact details of their course leader or nominated course staff. They are also made aware of how to seek assistance or report an incident or allegation of abuse.

If the course leader is unable to contact the underage student or has concerns for their welfare, they will immediately notify the relevant Training Director and make all reasonable efforts to locate the student, including notifying the relevant authorities.

The Critical Incident Policy details the procedures of emergency situations and the disruption of welfare arrangements for underage students.

In the event that the underage students' enrolment is cancelled or suspended, YWAM Training Perth will continue to take responsibility for the accommodation, support and general welfare of the student until one of the following occurs:

- Another RTO takes responsibility
- A family member approved by Immigration takes responsibility
- The student leaves Australia
- The Registrar has informed Immigration that:
 - YWAM Training Perth is unable to approve the welfare arrangement; or
 - The course leader is unable to contact the student and has made all reasonable efforts to locate them

Welfare and living arrangements for underage students are not organised or assessed by any third party.

Living Arrangements

Underage students are always housed in YWAM Training Perth accommodation. These dormitories are located in close proximity to the campus. The Operations team is responsible to monitor accommodation continuously to ensure standards are maintained.

YWAM Training Perth is built around community life where volunteer staff and students live, work, study and socialise in a common environment. The course leader and course staff are responsible to monitor the health and safety of underage students and to ensure their security and safety on and off campus.

Accountability and Boundaries

In addition to YWAM Training Perth's code of conduct, underage students must adhere to additional boundaries for their safety and wellbeing. These boundaries include:

- On-site activities
 - Underage students must be accompanied by at least one other person who is either a student or volunteer staff of YWAM Perth after dark.
- Off-site activities
 - Underage students are required to inform the course leader before travelling beyond normal boundaries of the YWAM Training Perth facilities and immediate surroundings for any reason.
 - The course leader will evaluate the intended purpose and decline permission if that purpose is inappropriate to the student's age and/or parental guidelines.
 - Underage students must be accompanied by at least two other people who are either students or volunteer staff of YWAM Perth, when travelling beyond the boundaries of the YWAM Training Perth facilities and immediate surroundings.
 - It is illegal for anyone under the age of 18 to consume alcohol and as such YWAM Training Perth has an obligation to report this to the appropriate authorities.

When dealing with an underage student, the course leader or nominated course staff must adhere to the following guidelines:

- Report to the relevant Training Director any concerns regarding safety or behavioural issues.
- Meetings with the student will take place only in a public place or in the presence of two or more volunteer staff members.
- Monitoring of the health and safety of the student through regular communication with other course staff.
- Be accessible to the student at all times should they need advice or direction.

Changes to Enrolment

Deferment

A student may request to defer their course in writing to the course leader or the Registrar. The course leader and relevant Training Director will assess the request and make a decision within seven days. Requests for deferment will only be considered due to compassionate grounds or because of compelling circumstances beyond the control of the student. These include but are not limited to:

- Serious illness or injury
- Bereavement of a close family member
- Major political upheaval or natural disaster in their home country

The course leader will inform the student in writing of the decision. The Registrar is responsible to advise the student that they must contact Immigration to seek advice on implications on their visa. The Registrar will record the deferment on the students record, and inform PRISMS.

If a student is unable to arrive within two weeks of the course start date and requests in writing to defer their enrolment to a later intake, the Registrar will make the appropriate changes through PRISMS.

Due to the integrated nature of assessment, it is not possible to make up any missed weeks whilst also completing other weeks of the course.

Suspension or cancellation of enrolment

A student's enrolment may be suspended or cancelled for the following reasons:

- Breach of the Code of Conduct
- Unsatisfactory course progression, after Intervention Strategy has been implemented
- Student request
- Failure to meet financial obligations

Where YWAM Training Perth initiates suspension or cancellation, the Registrar will inform the student in writing of the intention and reasons for doing so. At this time the student will be made aware of the appeals process and advised to contact Immigration to seek advice on implications on their visa.

The suspension or cancellation will take place immediately if there is a risk to the student's health or wellbeing, or the wellbeing of others. Otherwise, the suspension or cancellation will take effect after 20 working days, or when the internal appeals process is completed.

Withdrawal

If a student wishes to withdraw early from a course, they must do so in writing to the Registrar. They will be assessed on all assessment evidence submitted up until that date and given a statement of attainment for those units they are assessed as competent using that evidence.

Transition arrangements for training products

When a training course transitions to a new version, the following applies:

- Any learner enrolled in a course who is due to complete the course within six months of the date this version is superseded will complete that version.
- Any learner enrolled in a course who is not due to complete the course within six months of the date this version is superseded will be offered to have their enrolment transferred to the new version.

The transition period for learners who have more than six months left of their course, will vary between 6-12 months, depending on the number of equivalent units, and the amount of upgrade assignments or coursework required. This will be decided by the course leader and relevant Training Director.

Any transferal of enrolment must take into account any equivalence of units and the validity, or otherwise, of any already gathered assessment evidence against the outcomes of the updated version.

The Registrar's office will advise the learner of the transferal of enrolment at the soonest possible opportunity. This will include the changes to the training product and the equivalence of units. The learner will also be made aware of the validity, or

otherwise, of any already gathered assessment evidence against the outcomes of the updated version and the implications in terms of upgrade assignments or coursework.

Chapter 3 - Support and progression

YWAM Training Perth maximizes the students' chance of success by identifying individual learners needs during the enrolment process. The course leader in conjunction with the relevant Training Director:

- Identifies each students requirements needed to complete the course
- Assesses viability of support
- Develops support strategies

English Proficiency

YWAM Training Perth has a documented policy and procedure for ensuring all students have the English proficiency that is required to complete their course.

The English Proficiency Policy covers the following:

- Requirements as a CRICOS provider
- Exceptions
- Approved language tests
- Other means of English testing
- Interview process including who can conduct the interviews
- PRISMS reporting.

Where courses are run in a language other than English, all marketing, enrolment, training and assessment documentation will be translated. Certification documentation issued will clearly state the language the training was delivered in. To facilitate an audit, YWAM Training Perth will provide an interpreter.

Language Literacy and Numeracy (LLN)

A student's Language, Literacy and Numeracy skills will be assessed during the enrolment process.

Where a student's current level of Language, Literacy and Numeracy is adequate to meet the specified requirements of units/modules but may create difficulty in the use of a particular assessment tool, reasonable adjustments will be made.

Orientation

Upon arrival, all students take part in an orientation program that includes information about the following:

- Support services to help adjust to study and life at YWAM Training Perth
- Assistance with English language and study
- Emergency and health services
- Critical incident assistance and reporting
- Campus facilities and resources
- Complaints and appeals process
- Official point person for overseas and underage students
- Course attendance and progress requirements
- Support services for general or personal circumstances that adversely affect students' training in Australia

- Services that student can access information on employment rights and conditions and resolving workplace issues

YWAM Training Perth is committed to assisting all students to achieve competency in their course, and as such offer information and referral to the services free of charge.

Learning support

In order to maximise the students' opportunity to succeed, YWAM Training Perth provides the following learning support services:

- Mentoring sessions at least every two weeks
- Course leader and course staff are contactable at all times for information and support
 - This may include stress due to study, a grievance, acclimatizing to new surroundings, financial matters, course attendance, course progress or personal issues
- Cross-cultural and age appropriate orientation and support
- Specialist referral process for students experiencing difficulties beyond the capabilities of the course staff
- Two week course staff training prior to any course which includes:
 - Reviewing student support services available
 - Cross-cultural issues
 - Ethical and legal obligations of working with overseas and underage students
- All students live in campus accommodation, unless they make their own arrangements, and are actively supported by volunteer staff that live onsite or nearby
- Library service
- Career planning support
- Students have access to wifi in the main training facilities
- Student ID cards

Based on the number of enrolments, the Training Directors are responsible to ensure the provision of sufficient support (resources and personnel) for all students before the commencement of the course.

Keeping students informed

The Registrar will inform students as soon as practicable when any change occurs that affects the services provided, which includes change of ownership of the RTO or other material changes.

Course transfers

YWAM Training Perth does not allow the transfer of students from another provider prior to completing at least six months of their principal course with their original provider. Exceptions must meet all government regulations for it to be considered.

Transfers will only occur with the full consent of the student and of the original provider involved.

Transfer process

- The student submits a transfer request in writing to the Registrar. In the case that a student is transferring from another provider to YWAM Training Perth, they must

submit their valid enrolment offer from the original provider. The student may be asked to supply additional documentation.

- If the student is underage, their transfer request must include written confirmation from their parent/legal guardian.
- The transfer request will be processed by the Registrar and the relevant Training Director. Consideration of the request will include the following factors:
 - Compassionate or compelling circumstances
 - The original provider can not provide the course as outlined in the written agreement
 - Their principal course was unsuitable to their needs or study objectives
 - The relationship between the student and the original provider
 - Reasonable expectation that the student will fulfil the requirements of the course they are requesting to transfer into
 - The ability for YWAM Training Perth to accept responsibility for accommodation, support and general welfare
- The Registrar will inform the student in writing of the decision within 20 working days.
 - If the transfer is approved, the student must follow the normal enrolment process.
 - If the transfer is refused, the student will be informed of the reasons and made aware of the appeals process.

Student transfers will be refused if the Training Director and the Registrar believe that the transfer is not in the best interest of the student. This may include when the transfer negatively affects a student's training progress or the transfer has been requested before the student has adequately accessed the original provider's support services.

In the case of a student transferring from YWAM Training Perth to another provider, the Registrar is responsible to update the student status in PRISM as soon as practicable.

The Registrar is responsible to maintain records of all transfer requests for a minimum of two years.

Complaints and Appeals

YWAM Training Perth records, acknowledges and deals with complaints and appeals fairly, efficiently and effectively. This complaints and appeals process must be followed before a complaint can be made to ASQA.

Information on complaints and appeals will be given to students prior to enrolment and again as part of the orientation process (within 14 days of a student commencing studies). Access to a just and equitable process for dealing with complaints and appeals will be provided at all times. This policy is used to manage and respond to allegations involving the conduct of YWAM Training Perth, its trainers, assessors or other volunteer staff and students. In the case of a complaint, this policy allows for the following:

Complaints and Appeals Process

- Complaints will in the first instance be brought to the course leader or supervisor. An opportunity to resolve the matter "informally" will be provided. The course leader or supervisor will meet with those involved to offer informal mediation.
- If the initiating party does not feel comfortable approaching the course leader or supervisor regarding the issue, they should approach the relevant Training Director.
- Each party has the right to utilize a support person (nominee) in all proceedings.

- Either party may consult an independent conciliator at any stage.
- Should the course leader or supervisor fail to bring resolution the matter will be referred to the relevant Training Director.
- If the initiating party is unsatisfied with the results of the informal process, they should lodge a formal complaint or appeal in writing to the relevant Training Director. The Training Director will send a written acknowledgement of the complaint or appeal. The YWAM Perth Core Leadership Team will be informed and may be involved.
- YWAM Training Perth has 14 working days to process and finalise a complaint or appeal.
- All parties involved will be given a reasonable opportunity to make a written or oral submission.
 - For overseas students on student visas wherever possible a resolution will be sought prior to a student's departure from the country.
 - The processing time may be extended – in the unlikely event that the complaint or appeal is not processed and finalised within 60 calendar days, the initiating party will be informed of the reasons for this as well as receiving regular updates on the process of the matter.
- The outcome of complaints and appeals will be used to identify further opportunities to improve practises, processes and inform staff professional development.
- Once the internal complaint and appeals process is completed, a written statement of the outcome, outlining the considerations for the decision will be given to the initiating party.
- All procedures, agreements and actions will be recorded and held in confidence by the Directors Office.
- All finalised written statements will be filed securely.

Additional Information on the Process

- This process does not limit the student's right to pursue other legal action.
- If all internal review options have been exhausted and the problem still cannot be resolved, students will be advised that they may lodge an external appeal with:
 - Ombudsman WA (www.ombudsman.wa.gov.au) for domestic students
 - Overseas Students Ombudsman (OSO) (www.ombudsman.gov.au/How-we-can-help/overseas-students) for international student

External Appeals Process

- If an external appeal is lodged the students' enrolment will be maintained if applicable.
- All documentation relating to the matter will be prepared for review.
- OSO or Ombudsman WA will advise on procedure for review.
- Wait for outcome of review.
- Possible decisions from OSO or Ombudsman WA are:
 - *Affirm provider's decision.*
 - *Remit the provider's decision.* The decision will be remitted immediately.
 - *Follow policy and processes properly.* Proper policies and procedures will be followed.
 - *Allow student opportunity to show cause.* The student will be given opportunity to provide further information.
 - *Allow student opportunity to access internal review.*

The student and YWAM Training Perth will be bound by the decision of the ombudsman as such decisions are final and non-reviewable. While the matter is being resolved, the student will continue to attend class as normal unless there is a risk to the student's health or wellbeing, or the wellbeing of others.

Assessment Appeals

Any appeal against assessment decision or Recognition of Prior Learning/Recognition of Course Credit must be submitted in writing within 20 working days of the student being informed of the assessment result.

Once an appeal is lodged, YWAM Training Perth will appoint a qualified trainer and assessor who is independent of the decision being reviewed. They will process the appeal within 14 working days. Evidence used to make the assessment decision will be made available to students. Should the student remain unsatisfied the matter will be referred to the relevant Training Director.

A panel involving at least one person not associated with the student or YWAM Training Perth may be set up if required. This would only occur in cases where no resolution was possible through the means described above.

Compassionate grounds

Exceptions to the above-mentioned time frames for all appeals processes will only be made on compassionate grounds or because of compelling circumstances beyond the control of the student. These include but are not limited to:

- Serious illness or injury
- Bereavement of a close family member
- Major political upheaval or natural disaster in their home country

Chapter 4 – Training and Assessment

YWAM Training Perth utilises competency-based training and assessment. Competency-based Training (CBT) is practical and oriented around authentic work activities, in which students demonstrate they can perform technical skills that show they understand the knowledge behind the performance of a task.

In CBT, the trainer and the student work together to equip the student with the skills and knowledge to perform to the required standard or benchmark.

YWAM Training Perth develops courses to meet the various training needs of Christian missions. This includes the accreditation of mission-specific training, and the addition to scope of suitable qualifications. All training is run to prepare students for future involvement in Christian missions. Thus an equally important component of both training and assessment is demonstration of appropriate Christian character. Such character growth is an essential element of preparation for the task of working as part of a Christian missions team across many nations and in varying living conditions.

The focus of assessment is on gathering evidence to prove that the student is able to complete the task or job specified in the unit of competency and has the skills and knowledge required. Observation of the student's application of learning in mission activities is an integral element of assessment, as is observation of their commitment to

development of Christian character. Assessment of character happens as a natural product of living and working together in community.

Course design and development

YWAM Training Perth develops accredited and non-accredited courses. All training developed by YWAM Training Perth is 'field driven'. Industry consultation with individual missionaries, missionary teams and networks identify training needs associated with particular forms of ministry. Each course is developed with direct reference to conditions and situations experienced in the mission field. Course outcomes, delivery and assessment are continually adapted in response to ongoing industry consultation and engagement in missions.

Outline of the process of course development:

- Industry consultation
- Training needs analysis
- Training course development
- Course approval by CEO and Training Directors

A primary element throughout the entire process is prayer. Being a Christian organisation focused on missions, God is understood as the primary stakeholder in all aspects of our operations.

Training and Assessment strategies and practices

Each course leader develops specific strategies in consultation with the relevant Training Director to meet the requirements of Training Packages and VET accredited courses.

The Training and Assessment Strategies (TAS) are developed prior to a new qualification addition to scope and updated each time the course is run. Each TAS outlines the training and assessment methods and strategies relevant for each group of students. Each TAS contains the following basic information:

- Training product, including code and full title
- Core and elective components
- Target group
- Mode of delivery (including face to face hours)
- Entry requirements
- Duration and scheduling
- Assessment resources, methods and timing
- Learning resources
- Educational and support services
- Trainer and assessor matrix (recording the relevant qualifications for each trainer and assessor at a unit level.)
- Physical resources

Delivery and Assessment resources

Suitable and adequate facilities for each course are ensured through our continuous improvement methods. In each case suitable resources are supplied to meet the requirements of the units of competency.

Training facilities include classrooms, offices, library, meeting rooms, kitchen, dining, and ablutions. Wheel chair access is provided.

General equipment such as white boards, audio-visual equipment, etc. is also provided. Some courses have specific requirements for equipment, research materials, etc.

Amount of Training

The Australian Qualifications Framework (AQF) “volume of learning” range is used as a starting point to determine the amount of training required. The amount of training will be consistent with the requirement for the Training Package and VET accredited courses. The existing skills, knowledge and experience of the student will also be taken into consideration. Another factor to the amount of learning that will be considered is mode of delivery.

Unless otherwise stated the mode of delivery for a course is a mixture of face-to-face learning and workplace training, to a minimum of 20 contact hours per week.

Courses are run in 12-week semesters throughout the year.

- Courses that consist of one semester, or two consecutive semesters have no holiday breaks.
- Courses that consist of four semesters include four weeks of holiday breaks.
- Courses that consist of eight semesters include eight weeks of holiday breaks.

Compassionate grounds

Student enrolment will only be extended under compassionate grounds or because of compelling circumstances beyond the control of the student. These include but are not limited to:

- Serious illness or injury
- Bereavement of a close family member
- Major political upheaval or natural disaster in their home country

Student enrolment may be extended to accommodate an intervention strategy or due to deferral or suspension. The Registrar is responsible to advise the student that they must contact Immigration to seek advise on implications on their visa.

Methods of Assessment

Delivery and assessment methods are flexible within an overall established framework and are developed, by the course leader under the supervision of the relevant Training Director, for individual courses and individual students as appropriate.

Unless otherwise stated courses are delivered through full-time training consisting of a classroom based lecture phase and a field assignment.

Methods of assessment will include:

- Knowledge based assessments
- Direct observation of practical activities
- Engagement in community activities

Other assessment methods employed may include:

- Reading assignments and research projects
- Role-plays, formal presentations, simulated work tasks
- Portfolio – a collection of evidence demonstrating knowledge and skills

- Group discussions, group projects/work
- Work placements

An essential element of training with YWAM Training Perth is that students live and participate in a missions community. Community involvement includes worship, prayer, evangelism and working together in practical ways to assist in the functioning of the community. These activities are part of the training requirement of each course.

Continuous improvement

YWAM Training Perth continuously evaluates training and assessment strategies and practices. Evaluation information is gathered from the following sources:

- Quality/performance indicator data
- Validation outcomes
- Industry consultation
- Student and volunteer staff feedback
- Complaints and appeals

The relevant Training Director is responsible for the implementation of improvements identified through the gathering of this information. Action points may be implemented prior to course commencement, as the outcome of a course review or in some cases during the course.

All training and assessment documents have a header and footer, which include the RTO name and code, course name and code, version number and title of the document.

Student and course staff feedback

YWAM Training Perth collects student and course staff feedback through the following:

- Informal on-going feedback collected by the course leader
- Student feedback is collected at the end of their course
- During staff debrief week, course staff and course leader contribute to the course review. The course leader completes course staff appraisals and the course leader debriefs with the relevant Training Director

Monitoring Course Progress

YWAM Training Perth assigns each student a volunteer staff that are responsible for the student in areas of pastoral care, training and assessment, and course participation. Students are given feedback with all assessment items and are made aware of their right to appeal the decision.

- Course staff will monitor student progress and identify students at risk of not meeting course requirements within the course duration.
- A student is deemed at risk if they have been assessed as not yet competent in 50% or more of the assignments in a given study period. A study period is:
 - 6 weeks for 6-month courses
 - 3 months for 1 year courses
 - 6 months for 2 year courses
- A student is also deemed at risk if they are absent for more than 5 consecutive days without approval from the course leader.
- If at any stage there is concern over a student's progress, course staff should not wait until the end of the current study period to inform the course leader.

Attendance

A decision to join YWAM Training Perth is an agreement to participate fully in the activities of the YWAM Perth community. All students are expected to attend all timetabled events and should arrive on time. Late arrivals and early departures require explanation.

YWAM Training Perth is not required by any ESOS agency to monitor attendance in VET courses.

Intervention Strategy Procedure

- A student identified at risk of not meeting course requirements will be informed by the course leader. At such time the course leader will put in place an individual learning plan to help the student achieve required course progress.
- There will be regular reviews to ensure the student is following the individual learning plan.
- If a review identifies the students risk of not meeting course requirements is increasing, then a “Letter of Intent to report unsatisfactory course progress” will be issued. This letter will outline the reasons for reporting and advise the student they have 20 working days to lodge an appeal.
- After 20 working days if there is no appeal submitted a final letter to report unsatisfactory course progress will be issued. This letter will include a deadline for accessing external appeals.
- For international students, the Department of Education will be notified through PRISMS of the student not achieving satisfactory course progress.

Compassionate grounds

Exceptions to the above mentioned time frames will only be made on compassionate grounds or because of compelling circumstances beyond the control of the student.

These include but are not limited to:

- Serious illness or injury
- Bereavement of a close family member
- Major political upheaval or natural disaster in their home country

Industry engagement

The focus of YWAM Training Perth is the training and equipping of missionaries and as such all courses offered are contextualized to a missions setting.

YWAM Training Perth is a ministry of Youth With A Mission Perth. Course leaders and course staff are involved in the missionary activities of YWAM Perth. This contributes to both their current competencies and their industry skills and knowledge relevant to the training offered.

Course leaders consult various industry sources regarding:

- Training and Assessment Strategies
- Skills and knowledge required of trainers and assessors
- Application of course content
- Training methods, tools and resources

Industry sources include:

- Ministry leaders within Youth With A Mission – Perth, Australia and internationally
- Field assignment contacts
- Broader local industry
- Resource speakers that are industry experts

This information is gathered through the following methods:

- Surveys
- Interviews
- Workplace visits

Industry consultation is a continuous process and as information is gathered, it is recorded in the “Industry consultation log”.

Effective assessment

YWAM Training Perth uses an assessment system (including Recognition of Prior Learning) that complies with the requirements of the Training Package or VET accredited course and is conducted in accordance with the Principles of Assessment and Rules of Evidence.

Principles of Assessment

Fairness

- Recognition of Prior Learning is made available to all students during the enrolment process.
- The individual learner’s needs are considered in the assessment process. Where appropriate, reasonable adjustments are made.
- Before undertaking assessment, student instructions are provided which outline the assessment processes and performance expectations.
- If a student is unable to complete a task satisfactorily, they will be given feedback, further training where needed and an opportunity to be reassessed.
- For most assessment tasks three opportunities to demonstrate competency will be given.
- Students are given the opportunity to appeal any assessment decision.

Flexibility

- During the enrolment process the student’s current skills, knowledge and experience are identified, and where applicable RPL is made available.
- Students demonstrate competence in a variety of ways.
- Assessment tools are designed to draw from a range of assessment methods, using those that are appropriate to the context, unit requirement and individual student.
- A flexible and personal approach is taken with each student, working with them to attain the goal of being equipped for the task.

Validity

- Students are assessed in a variety of contexts to ensure they can apply their skills and knowledge in a practical way.
- Assessment tasks and methods are designed to ensure the student demonstrates the required skills and knowledge of the Training Package or VET accredited course.
- Skills are assessed by observing the student demonstrating the relevant task in an appropriate environment.

Reliability

- Assessment tools are validated before use and at the conclusion of each course.
- Assessment decisions are validated at the conclusion of each course.
- Moderation strategies are implemented to ensure consistency irrespective of the assessor conducting the assessment.
- For all assessments the following are provided to assessors:
 - Marking guides including benchmarks and model answers where appropriate
 - Instructions that include:
 - Decision-making rules to judge the quality of performance
 - Details of the context and conditions of assessment

Rules of evidence

- Assessment decisions are made using evidence that is:
 - Directly related to the competency assessed and the assessment requirements of the Training Package or VET accredited course
 - Sufficient to make a valid judgement of the student's competence
 - Verified as the student's and checked for plagiarism
 - Recent enough to demonstrate the student's current skills and knowledge

Work placements

Work placements as part of a course will be conducted in a ministry of YWAM Perth and will be monitored and supervised by either the course leader or a designated supervisor.

The Training and Assessment Strategy provides information about the work placement, including number of hours, when it will occur and how it will be organised to ensure that assessment methods can be met.

In case of a simulated workplace, there will be a description of how this simulated environment will match the resources, time and productivity pressures of an actual workplace.

Supervisors will be responsible to provide evidence of the work placement hours and activities. This may include weekly schedules, observational data or testimonials. This will also ensure that the time and quantity of work that is set out in the Training and Assessment Strategy are adhered to.

Any exceptions or changes will need to be discussed and confirmed with the course leader, and where needed with the relevant Training Director.

Validation

YWAM Training Perth will validate each training product at least once every five years, validating at least 50% of the training products on scope within the first three years of each five-year cycle.

Validation of training products may occur more frequently if risk indicators demonstrate that more frequent validation is required. Indicators of risk might include:

- The use of new assessment tools
- Delivery of training products where safety is a concern

- The level and experience of the assessor
- Changes in technology, workplace processes, legislation, and licensing requirements
- Qualifications identified as 'high-risk'
- Increased number of students
- The mode of assessment such as RPL or online
- Feedback from clients, trainers and assessors
- Audit and validation history

The Training Development Team (TDT) is responsible for appointing a lead validator and gathering a validation team. The TDT will review course staff qualifications, and course staff profiles (professional development and qualifications) to select a lead validator.

The TDT will select an assessment validation team with the relevant skills to be able to determine that assessment process is compliant with the VET Training Product. The lead validator will be independent of the assessment of the training product being validated and the assessment judgments being considered. This selection process helps to maintain objectivity and integrity.

The validation team must collectively hold:

- Vocational competencies and current industry skills relevant to the assessments being validated
- Current knowledge and skills in vocational learning and teaching
- *TAE40116 Certificate IV in Training and Assessment* (or successor) or *TAESS00011 Assessor Skill Set* (or successor) or a higher-level adult education qualification

The lead validator is responsible to record the outcomes of the validation and any recommendations for future improvements to the assessment tools and practices in the validation report. This report should be submitted to the relevant Training Director by the lead validator as soon as practicable.

The relevant Training Director is responsible to implement the recommendations resulting from the validation process. Recommendations include:

- Rectifications, improvements and updates to assessment strategies, tools and practices across relevant training products
- Professional development needs for trainers and assessors

In the case of the delivery of a qualification or skill set from the Training and Education Training Package or its successor, external independent validation of assessment system, tools, processes and outcomes will be conducted.

External independent validation will be carried out by someone who is not employed or subcontracted by YWAM Training Perth to provide training and assessment, and has no other involvement or interest in the operations of YWAM Training Perth.

For more details on validation and moderation, please refer to the **YWAM Training Perth Validation Policy**.

Recognition of Prior Learning (RPL)

YWAM Training Perth offers RPL, and students are informed of this option during the enrolment process. Students apply for RPL or Recognition of Current Competency (RCC)

by completing an RPL/RCC application kit, paying the \$100 RPL application fee and providing supporting evidence. The application is assessed within 14 working days and the applicant advised of the outcome and their right to appeal.

The final decision regarding RPL/RCC will be taken jointly by the course leader and relevant Training Director.

This RPL process must take place at the commencement of the student's course, so that any required adjustments to the training and assessment program can be made.

RPL/RCC will only be granted for complete units. Competence in all learning outcomes for that unit must be demonstrated before RPL/RCC will be granted.

Any prior learning through training or experience must be transferable to the context for which the course is designed. Students will need to demonstrate the application of knowledge and skills within the prescribed context as outlined in the Training and Assessment Strategy.

Due to the integrated nature of YWAM Training Perth's assessment process, if RPL is granted for some units within a qualification, the overall course duration and cost may not be reduced. Any changes to course duration due to the granting of RPL will be reflected on the students Confirmation of Enrolment (CoE). If the CoE has already been issued, then the adjustment to the course duration will be reported in PRISMS.

University of the Nations

YWAM Training Perth is affiliated with YWAM's international network of tertiary level education and training known as the University of the Nations (U of N). The University of the Nations is not registered or accredited as a university in Australia. YWAM Training Perth recognises equivalent courses conducted within YWAM's international network of training as meeting relevant pre-requisites. All YWAM Training Perth courses are eligible for transfer credit from the University of the Nations.

- If a student withdraws from a lecture phase or field assignment within the first week, they will not receive a U of N grade.
- If a student withdraws after the first week but before the final two weeks, they will receive a U of N grade of "Withdrawn".
- If a student withdraws during the final two weeks, they will receive a grade of "Unsatisfactory" for a DTS or "Fail" for other courses.
- In all of these cases no credit will be granted with the U of N.

Exceptions to the above will only be made on compassionate grounds or because of compelling circumstances beyond the control of the student. These include but are not limited to:

- Serious illness or injury
- Bereavement of a close family member
- Major political upheaval or natural disaster in their home country

In such cases the student will receive a grade of "Incomplete". This grade may then be replaced with a credit grade if the student completes the course requirements within one calendar year. If the student does not complete the course requirements within that time, the grade will be changed to a "Fail" by the U of N Records Director.

The student may apply for an extension by writing to both the course leader and the relevant International Dean.

Trainers and Assessors

All course staff must demonstrate vocational competency at least to the level being delivered and assessed, through holding the relevant qualification or, at the discretion of the Training Director, through mapping their relevant industry experience against the units of competency.

In the case of the delivery of a qualification or skill set from the Training and Education Training Package or its successor, trainers and assessors must hold one of the following:

- *TAE50111 Diploma of Vocational Education and Training*
- *TAE50116 Diploma of Vocational Education and Training* or its successor
- *TAE50211 Diploma of Training Design and Development*
- *TAE50216 Diploma of Training Design and Development* or its successor
- A higher level qualification in adult education.

YWAM Perth operates a diverse range of ministries. These ministries are expressions of the industries for which YWAM Training Perth courses are run. Course staff maintain current industry skills and knowledge by engaging in these ministries when not involved with training and assessment.

The Registrar maintains course staff profiles that include:

- Current vocational competencies
- Industry skills
- Professional development – conferences, seminars, other relevant information.

Course staff profiles are updated annually.

Resource Speakers

Consultation with missionaries has identified the need for missions training to be delivered by industry experts and missions leaders that represent different backgrounds, professions and ministries from around the world. These resource speakers are chosen on the basis of the following:

- Appropriate qualifications and industry experience
- Current missions engagement
- Demonstration of character necessary for a missionary

The Training Director is responsible for the prayerful selection of resource speakers for each course, together with the course leader. Resource speakers operate under the supervision of the course leader who will ensure that their teaching is valid and meets course outcomes.

Assessors Qualifications

YWAM Training Perth trainers and assessors hold the *TAE40116 Certificate IV in Training and Assessment* or its successor or a diploma or higher level qualification in adult education.

Where a volunteer staff member conducts assessment only, they must have either one of the above qualifications, or the *TAESS00011 Assessor Skill Set* or its successor.

All course staff attend a minimum of two weeks of professional development each year, which include:

- Knowledge and practice of vocational training
- Competency-based training and assessment
- Character and leadership development
- Briefing on changes to YWAM Training Perth's training and assessment practices.

Course staff selection is based on assessment of the following:

- Character
- Leadership potential and experience
- Confirmation of calling
- Competency for the role they will be fulfilling
- Current responsibilities including finances and volunteer staff development course work.

Supervision

YWAM Training Perth may engage additional course staff that operate under supervision. They must hold the relevant vocational competencies and industry skills, in addition to one of the following:

- *TAESS00013 Enterprise Trainer – Mentoring Skill Set* or its successor
- *TAESS00014 Enterprise Trainer – Presenting Skill Set* or its successor
- *TAESS00015 Enterprise Trainer – Trainer and Assessor Skill set* or its successor

In the case of the delivery of a qualification or skill set from the Training and Education Training Package or its successor, those under supervision must hold the *TAE40116 Certificate IV in Training and Assessment* or its successor.

These additional course staff will not determine assessment outcomes.

Where supervision exists, the relevant Training Director will determine the level of supervision; requirements; conditions or restrictions. A key contributing factors in determining the level of supervision will be the amount of training experience of the individual to be supervised. Per training product the ratio of supervisors to those under supervision will not exceed 1:10.

The supervisor is responsible for monitoring those under their supervision and accountable for all training provided and assessment evidence collected by those operating under supervision. This includes the following:

- Instruction during the preparation of training delivery and assessment
- Discussing strategies to support specific learners
- Observing training sessions and providing feedback
- Discussing assessment evidence gathering techniques, and
- Participating in assessment moderation and validation activities

It is not necessary for the supervisor to be present during all training delivery. A minimum of three supervision meetings per study period is required and should cover a range of activities.

The supervisor is responsible to complete a Supervision Review Form after each supervision meeting.

Superseded Training Products

Unless otherwise approved by the VET Regulator, or a training package qualification or accredited course requires the delivery of a superseded unit of competency, the Training Development Team ensures that:

- The Training Directors, the Registrar and the relevant course leaders are up to date on the currency of all training products on the scope of registration.
- Where a **training product on its scope of registration is superseded**, all learners' training and assessment is completed and the relevant AQF certification documentation is issued or learners are transferred into its replacement, within a period of one year from the date the replacement training product was released on the National Register;
- Where an **AQF qualification is no longer current and has not been superseded**, all learners' training and assessment is completed and the relevant AQF certification documentation issued within a period of two years from the date the AQF qualification was removed or deleted from the National Register;
- Where a **skill set, unit of competency, accredited short course or module is no longer current and has not been superseded**, all learners' training and assessment is completed and the relevant AQF certification documentation issued within a period of one year from the date the skill set, unit of competency, accredited short course or module was removed or deleted from the National Register; and
- A new learner does not commence training and assessment in a training product that has been removed or deleted from the National Register.

The requirements specified above do not apply where a training package requires the delivery of a superseded unit of competency.

Chapter 5 - Completion

Qualifications and Statements of Attainment

The Registrar will be responsible for the issuance of qualifications and VET statements of attainment that meet the requirements of the *'Application of the AQF Qualifications Issuance Policy within the VET Sector'* and the endorsed Training Packages and VET accredited courses.

AQF certification documentation will only be issues to a person assessed as competent in all course requirements. All students are required to supply a USI, and for it to be verified by the Registrar, before issuance of certification documentation.

Qualifications will state clearly the AQF level of the course, name and code, a unique issue number, date of issuance and name of issuing body including national provider number as listed on the National Training Information Service.

Statements of attainment will state clearly the units of competency in which the student has demonstrated competency.

If the delivery and assessment have been entirely in a language other than English, this language will be stated on the certification documentation.

YWAM Training Perth only issues AQF qualifications and statements of attainments that are within its scope of registration.

A certificate of completion is issued to students who successfully complete non-VET accredited courses. These certificates do not include the NRT or AQF logo.

Withdrawal

If a student wishes to withdraw early from a course, they must do so in writing to the Registrar. They will be assessed on all assessment evidence submitted up until that date and given a statement of attainment for those units they are assessed as competent using that evidence.

Issuance process

- The course leader is responsible to collect assessment evidence and record in the students' assessment record. To achieve competency the evidence must demonstrate the student has met all assessment criteria of the units of competency.
- At the completion of a course the course leader will submit a Certificate Issue Request form ensuring that;
 - When requesting a full qualification the student has demonstrated competence in all of the required units
 - When requesting a statement of attainment the student has demonstrated competency in all the listed units
- The Certificate Issue Request form will be verified by a training representative not involved in the assessment of the student to ensure the information in the Certificate Issue Request reflects the information recorded on the students' assessment record.
- The Certificate Issue Request form will then be signed by a Training Director to authorise the Registrar to issue certification documentation.
- The Registrar is responsible to issue the certification documentation within 30 days.

The course leader is responsible to retain all completed assessment items for 6 months from the date of decision in order to provide requested information to ASQA. Upon request, students are provided with copies. They are also responsible to retain assessment records for a period of 30 years.

The Registrar is responsible to maintain records of certification documentation issued for a period of 30 years. Copies of all certificates issued are retained indefinitely to ensure accurate reproduction of replacement certificates. If a replacement certificate is requested, one will be provided in digital form.

Records management

These record management procedures ensure accuracy and integrity of records across the full scope of registration. All records are handled according to the Privacy Policy including but not limited to the following:

- Secure location:
 - Electronic backups of essential information are made regularly and stored securely
 - Electronic information collected by YWAM Training Perth may only be stored on the personal devices of authorised individuals for a limited period of time and for limited purposes.

- Restricted access networks including strong password protection
- Physical copies must remain in authorized areas only
- Physical copies are stored in locked offices
- YWAM Training Perth will not disclose any personal information to any other third party without signed permission from the individual concerned.
- However, YWAM Training Perth is legally obliged to pass some information to third parties as required by Australian Law. For more information please see the Privacy Policy.
- Individuals may view their records at any time upon request. Records remain the property of YWAM Training Perth. Information may be forwarded to a third party at the individual's request.

Admissions and Records

As part of the enrolment process, individuals are asked to complete a "Release of information" section. This enables the use of enrolment information for administrative purposes, promotional materials and as required by Australian Law, including the Education Services for Overseas Students (ESOS) Act, the National Code and compliance with visa condition.

YWAM Training Perth is required by Australian Law to advise PRISMS of changes to an international student's enrolment or breach of visa conditions.

- The Registrar is responsible to maintain records of all enrolment information, course staff profiles and other personal records.
- Course leaders are responsible to maintain student assessment records, evidence and outcomes.
- The Financial Manager is responsible to maintain records of student payments.

Chapter 6 – Regulatory compliance and governance practice

Organisational structure

The Chief Executive Officer and Training Directors of YWAM Training Perth are accountable to the Core Leadership Team of YWAM Perth.

The CEO is responsible for the overall leadership and legal responsibilities of YWAM Training Perth.

The Training Directors are responsible for and give oversight for the following:

- Advise and inform the CEO of all aspects of operations
- Career advise
- Complaints and Appeals process
- Continuous improvement of training
- Critical incidence response
- Deferral and transfer requests
- Development and appointment of course leaders and course staff
- Development and delivery of courses
- Enrolments
- Internal audit and annual declaration of compliance
- Issuance process
- Refund requests

- Risk assessment of field assignments
- RPL requests
- Student support & progression
- Supervision of course leaders and course staff
- Training work placements

The Discipleship Training School (DTS) Training Director is assisted by the DTS Office and the Further Accredited Training (FAT) Training Director is assisted by the Further Accredited Training Team.

The Training Development Team is responsible to advise and assist in the development of policies and procedures, to advise the Training Directors and course leaders in regards to compliance, to monitor and advise on compliance and for the preparation, submission and processing of applications to government agencies.

The course leaders are accountable to the relevant Training Director. Their responsibilities include:

- Providing overall leadership of the course
- Developing strategies and resources for the delivery of quality training and assessments
- Following organisational policies and procedures that ensure compliance
- Recruitment of course staff
- Overseeing course staff in their roles within the delivery of training and assessment

The Registrar is accountable to the Training Directors and the Chief Executive Officer. Their responsibilities include:

- Application and enrolment process
- Use of logos and verification of marketing information (in conjunction with the Media and Communications team)
- Maintain course information
- Provide information and advice to prospective students
- Maintain course staff profiles
- Processing welfare arrangements
- Communication with immigration
- Maintain student records including USI
- Keeping students informed
- Assists with RPL, refunds, deferrals, transfers, withdrawals and cancellations
- Issuance of Qualifications and statements of attainment.

The Financial Manager is accountable to and reports directly to the Chief Executive Officer or their representative. The Financial Manager is responsible to:

- Ensure compliance with financial management policies
- Monitor and report on compliance with its financial management policies and procedures, for review and as a basis for improvement; and
- When requested, provide government agencies with a certificate of accounts
- Prepare and present any financial reports, including audit reports
- Prepare, in conjunction with the Chief Executive Officer, an annual budget and business plan

It is essential for effective governance that operations be led by Fit and Proper Persons who ensure compliance with all Acts, Regulations, Codes of Practice and Standards appropriate to Vocational Education and Training (VET) and the Corporations Act 2001.

YWAM Training Perth submits Fit and Proper Persons declarations to ASQA on the following occasions:

- Renewal of RTO registration
- Engagement of a new CEO, Training Director or board member

Assessment of financial viability risk

Financial management procedures include:

- A fair and reasonable refund policy
- Accounts certified by a qualified accountant to Australian Accounting Standards, at least annually; and
- Provision of certificate of accounts to the registering body on request

At the request of government agencies, YWAM Perth will provide a full audit report of its financial accounts from a qualified and independent accountant.

Financial Policy

All fees must be paid according to the Financial Agreement in the application form. The balance of fees is due on or before commencing involvement with YWAM Perth. Students will not be able to begin involvement unless they are able to make these payments. However, if the school leader is contacted prior to arrival at YWAM Perth and the financial situation is explained, another payment schedule may be arranged.

A student will not be considered eligible for the issue of a qualification/statement of attainment until the required fees are paid. In addition, volunteer staff/students will not be considered eligible for involvement in outreaches/field placement until all required fees are paid.

Student Fees

Fees and payment methods are clearly documented in our pre-enrolment information, and website.

When a student makes payment of fees prior to the commencement of a course, these fees are then paid into a holding trust account and remain there untouched until the course starts or the closing date for payment of fees. These fees are subsequently transferred to our working account as required. The interim holding account is used to protect fees received in case a course is cancelled due to lack of enrolments or the student decides to change/withdraw their enrolment.

All financial matters regarding overseas students will also comply with the current Education Services for Overseas Students Act.

Fees for courses vary and will be detailed in the enrolment information. The timetable of payments is as follows:

- Upon receipt of application – non-refundable AUD \$30 application fee
- Upon receipt of 'Acceptance of Place' form – AUD \$100 enrolment deposit and health cover fee
- Balance of fees for the classroom phase must be paid by the end of week one of the course
- Full fees for any field assignment (outreach) must be paid three weeks before the commencement of the field assignment

By accepting an Offer of a Place, the student enters into an agreement as stipulated in the Letter of Offer. Payment of tuition fees in full or in part indicates that such an agreement exists between the student and the school. Should circumstances change after receiving an offer, fees will only be refunded in accordance with the Refund Policy.

Compliance and reporting

ESOS Framework

YWAM Training Perth follows the government guidelines expressed in the Education Services for Overseas Students (ESOS) Act and reports to ESOS when required according to its framework. A copy of the ESOS framework and an easy guide can be found through following the links on <https://internationaleducation.gov.au>

Unique Student Identifier (USI)

All students are required to supply a USI, and for it to be verified by the Registrar, before issuance of certification documentation. If the student does not have a USI, the Registrar will inform and assist the student in creating one during the course orientation.

Students who object to participating in the USI scheme can apply for an exemption via the process found here: <https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply>

AVETMISS Reporting

YWAM Training Perth gathers Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) data from students through the enrolment process. This information is entered into a Student Management System and is exported into NAT (national data collection) files. The data is then verified through the AVETMISS Validation Software. Once the data passes through the validation system error free it is considered AVETMISS compliant and is submitted directly to NCVET. The report for the previous year must be submitted to NCVET by February 28 of each year.

Quality Indicators

YWAM Training Perth collects data on the Quality Indicators agreed upon by the Ministerial Council, or its delegate by providing an annual summary report to the National VET Regulator against the Quality indicators each year by June 30, which will reflect the previous year's activities.

Students are asked to complete a Learner Questionnaire to collect data on learner engagement.

Information provided to ASQA

The Training Development Team is responsible to notify ASQA within 90 days of the following:

- Changes to executive officers or high managerial agents
- Changes to financial administration status (e.g. liquidators being appointed)
- Changes to legal name or type of legal entity
- Changes to ownership, directorship or control (including changes to parent entities)

- Significant mergers or associations with other RTO's
- Registration (or application) with other education regulators (e.g. higher education provider with the Tertiary Education Quality Standards Agency)
- Anything that may affect the Fit and Proper Person status of an influential representative of the RTO
- Changes to any fundamental funding/revenue source (e.g. access to or loss of government funding contract allocation)
- Changes to the RTO's business strategy (e.g. more to online delivery, assessment-only delivery, offshore delivery)
- Delivery to apprentices or trainees employed under a training contract
- Any other significant event.

Internal Audit

The Training Development team coordinates an annual internal audit to ensure compliance with the RTO and CRICOS requirements. The Training Directors and Chief Executive Officer review the outcome and approve any necessary changes. An annual declaration of compliance is also submitted to ASQA annually.

Internal auditing is also conducted through regular validation of all training and assessment material and outcomes. For more detail see the **YWAM Training Perth Validation Policy**.

Legislative requirements

YWAM Training Perth ensures compliance with all relevant Commonwealth and State legislative and regulatory requirements, including:

- Workplace Health & Safety legislation
- Equal Opportunity and Anti-discrimination legislation
- Workplace harassment, victimisation and bullying
- Vocational Education and Training legislation
- The Disability Services Act and the Disability Discrimination Act
- Privacy Act
- Official Information Act
- Resource Management, Building Regulations, Fire Safety
- Education Services for Overseas Students Act
- Child Protection
- Access and equity

Volunteer staff are informed of changes to legislative and regulatory requirements via email, staff meeting and course staff training. Course leaders are responsible to provide students with current information about legislation and regulatory requirements that significantly affects their studies through:

- Student orientation
- Updates in class or by email as necessary

Third party arrangements

YWAM Training Perth does not engage third parties to deliver training and assessment on its behalf.

If YWAM Training Perth does engage a third party to deliver training and assessments on its behalf, this arrangement will be subject to a written agreement. This agreement will include sufficient strategies and resources for systematic monitoring of these services by YWAM Training Perth. The Regulator will be informed of the commencement and finalisation of the written agreement within 30 days.

Insurance

YWAM Training Perth maintains all insurance coverage required as an RTO including:

- Public Liability
- Professional Indemnity
- Volunteer Workers Compensation
- Building & Contents
- Tuition Protection Scheme

Workplace Health & Safety Policy (WHS)

YWAM Training Perth recognises the moral and legal responsibility to provide a safe and healthy work environment. This includes:

- Providing a safe workplace (including first aid kit)
- Ensuring compliance with legislative requirements and standards
- Implementing WHS policies and procedures
- Providing information and resources to volunteer staff and students to meet its WHS commitments

In accordance with the Western Australian Work Health and Safety legislation, risks must be reduced so far as reasonably practicable.

All volunteer staff and students are responsible for:

- Adhere to the WHS policies and procedures
 - Report identified hazards to relevant volunteer staff
 - Comply with lawful instructions
 - Not behave in a wilful and reckless manner
-
- Fire safety & evacuation – All volunteer staff and students are required to attend a fire drill as part of course orientation once every three months. A designated Workplace Health and Safety Officer will ensure that all volunteer staff and students are appropriately informed of the evacuation procedures. All exits are clearly marked. Evacuation plans and Evacuation Report are displayed in prominent positions around the buildings.
 - First Aid – Health care volunteer staff are available for first aid treatment and first aid kits are also on site.
 - Smoking - There is a no smoking policy on all YWAM Training Perth's facilities.
 - Alcohol - Storage and consumption of alcohol is prohibited in all YWAM Perth's facilities including all rental properties.
 - Drugs - Any use or dealing in illegal drugs will result in the immediate cancellation of enrolment and the matter will be referred to the appropriate authorities.

Critical Incident Policy

In order to provide a safe campus and minimise critical incidents, volunteer staff and students are advised during orientation on the measures that they can take to enhance their personal security and safety.

A critical incident is “a traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury”. Critical incidents are classified into three levels:

- Minor event - localised impact, which has been contained and is unlikely to escalate further. This can usually be handled by course staff using normal operating procedures.
- Moderate event – localised impact on operations and may threaten life or property, or could potentially escalate into a major incident. It might include serious injury or death of a student or volunteer staff member.
- Major event – high impact or imminent severe adverse effect on operations. It may entail or threaten to cause multiple fatalities or serious injuries or significant property damage.

Critical Incident Reports

YWAM Training Perth will document critical incidents in respect to all volunteer staff and students. Any action taken in regard to a critical incident will be recorded to include outcomes or evidence, if the incident is to be referred to another person or agency. Critical Incident Reports are held for at least two years.

Critical incidents involving overseas students will be reported to the relevant government agency as soon as practicable.

Critical Incident Response

In the event of a critical incident the course leader and relevant Training Director will be informed immediately. If the nature of the critical incident is moderate or major, government emergency services will be contacted immediately and the Chief Executive Officer will be informed immediately.

All course leaders and Training Directors maintain up to date contact details for organisations and individuals able to assist in managing or responding to critical incidents.

Course leaders and Training Directors are responsible for the risk assessment of field assignment locations and activities. This includes investigation of emergency services available on location.

A comprehensive response plan for critical incidents in overseas nations has been developed. For more information please refer to the “**International Crisis Response**” document.

Appendix A - Privacy Policy

Purpose

The purpose of this policy is to protect YWAM Training Perth community from the misuse of personal information, contribute to a culture of respect and integrity, and protect the rights of volunteer staff and students.

This policy applies to the collection, holding, accessing and correcting personal and sensitive information for all involved with YWAM Training Perth community. This includes:

- Past, current and prospective students and volunteer staff
- Domestic and international students and volunteer staff including citizens of the European Union
- Visitors, suppliers and contractors

This policy uses adheres to and uses the definitions from the Privacy Act 1988 (Cth) and the General Data Protection Regulations (GDPR).

Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether true or not and whether recorded in a material form or not. The type of personal information collected and held depends on the relationship between the individual and YWAM Training Perth. Commonly collected information includes:

- Name, address (residential, postal, email), phone number, date of birth, gender, passport number, health information, emergency contact details, training and assessment information, and employment history
- Photographs or video recording including CCTV footage

Sensitive information is personal information that is also information or an opinion about an individual's:

- Racial or ethnic origin
- Religious or political membership, affiliations, or beliefs
- Membership of a profession or trade
- Criminal record
- Health information

Collection and use

Information is only collected when it is reasonably necessary for the operations of YWAM Training Perth. Collection and use will be lawful, fair and transparent, and where possible directly from the individual. The individual will be advised of the purpose of collection prior to, or at the time of collection. The information collected is adequate, relevant and limited to the requirements. Collection methods include:

- Enrolment, registration or subscription data
- During training and assessment of a course
- Submission from individuals
- CCTV cameras
- Monitoring of IT services
- Via websites (see the website policy below for more information)

Sensitive information will not be collected unless:

- Individual consent if given
- An exemption exists in the Privacy Act or GDPR
- Is required by government agencies

Where sensitive information is collected it will only be used for the purpose for which it was collected. It may be used for another purpose with the individuals consent, if reasonably expected by the individual to be used as such, or if authorised by Law.

Disclosure

Personal information will only be disclosed to:

- Field assignment host to meet requirements for facilitating the field assignment
- Government agencies to meet reporting requirements
- Those who have obtained the individuals permission in writing
- Emergency contacts in the case of an emergency

In the case of an emergency YWAM Training Perth may disclose Personal Information to police, medical or hospital personnel, civil emergency services, or others assessed as necessary to respond to the emergency.

All personal information disclosed by students to volunteer staff remains confidential between the student and the volunteer staff responsible for that student's welfare. Volunteer staff may need to share with those who 'need to know' in order to provide appropriate care to the student.

The following limitations apply:

- Where the information disclosed relates to a breach of the code of conduct, the relevant course leader, Training Director or their representative may become involved
- Where information disclosed relates to a capital offence, YWAM Training Perth is obliged to report that information to the relevant authorities
- When required by due process of law, YWAM Training Perth will provide specific information as falls within the bounds of the legal requirement

YWAM Training Perth is not responsible for the actions of students who disclose information they have received from other students.

Information management

YWAM Training Perth will take all reasonable steps to:

- Destroy or de-identify all personal information that is no longer required for operations or to be retained by Law
- Ensure the information collected, used, and disclosed is accurate, up to date, and complete
- Ensure Personal Information is protected with integrity, confidentiality and with appropriate security

YWAM Training Perth will ensure that the systems, tools and methods of capturing, transmitting and holding information are protected from misuse, interference, loss and from unauthorised access, modification or disclosure.

However, YWAM Training Perth cannot be held responsible for the theft of data by a third party, or the loss of data through technical or technological malfunction, tampering by a third party, or any event that is beyond reasonable control.

Access by an individual to their Personal Information is made available upon request unless there is a legitimate reason for refusal, such as the release would conflict with existing legislative requirements or policy. All reasonable measures are taken to amend or remove information that is proven to be inaccurate, out of date, incomplete or misleading.

GDPR

YWAM Training Perth recognises the right of citizens of the European Union to withdraw consent at any time in accordance with this policy and has the right to erasure, data portability and the right to object.

Complaints & breaches

A failure to comply with this policy by a member of the YWAM Training Perth community may be considered a breach of the code of conduct. If an individual believes that the policy has been breached they should contact the relevant course leader or the Registrar.

Once a breach is suspected a Training director will be appointed to cover the situation and determined if the breach occurred. In the situation of a verified breach they will assess the seriousness of the breach, who was involved and the actions to be taken.

If there is disclosure, access or loss of information due to unauthorised actions that are likely to result in serious harm to those affected it is considered an eligible breach. If there is an eligible data breach YWAM Training Perth will notify the Office of the Australian Information Commissioner and those affected by the breach as soon as is practicable.

Website Policy

This Privacy Policy governs the manner in which Youth With A Mission Perth collects, uses, maintains and discloses information collected from users (each, a 'User') of the <https://www.ywampertth.org.au> and <https://secure.ywampertth.org.au> websites ('Site').

Confidentiality

All personal information disclosed by students to volunteer staff remains confidential between the student and the volunteer staff responsible for that student's welfare. Volunteer staff may need to share with those who 'need to know' in order to provide appropriate care to the student.

The following limitations apply:

- Where the information disclosed relates to a breach of the code of conduct, the relevant course leader, Training Director or their representative may become involved.
- Where information disclosed relates to a capital offence, YWAM Training Perth is obliged to report that information to the relevant authorities.
- When required by due process of law, YWAM Training Perth will provide specific information as falls within the bounds of the legal requirement.

YWAM Training Perth is not responsible for the actions of students who disclose information they have received from other students.

Personal identification information

We may collect personal identification information from Users in a variety of ways in connection with activities, services, features or resources we make available on our Site. Users may visit our Site anonymously. We will collect personal identification information from Users only if they voluntarily submit such information to us. Users can

always refuse to supply personally identification information, except that it may prevent them from engaging in certain Site related activities.

Non-personal identification information

We may collect non-personal identification information about Users whenever they interact with our Site. The non-personal identification information may include the browser name, the type of computer and technical information about Users means of connection to our Site, such as the operating system and the Internet service providers utilised and other similar information.

Web browser cookies

Our Site uses 'cookies' to enhance a User's experience. The User's web browser places cookies on their hard drive for record-keeping purposes and sometimes to store information about the User's preferences for use of the Site. The User may choose to set their web browser to refuse cookies or to alert them when cookies are being sent. If they do so, note that some parts of the Site may not function properly as a result.

How we use collected information

Youth With A Mission Perth may collect and use Users' personal information for the following purposes:

- **To run and operate our Site** - We may need your information display content on the Site correctly.
- **To improve customer service** - The information the User provides helps us respond to customer service requests and their support needs more efficiently.
- **To personalise User experience** - We may use information in the aggregate to understand how our Users as a group use the services and resources provided on our Site.
- **To improve our Site** - We may use feedback Users provide to improve our products and services.
- **To send periodic emails** - We may use the email address a User provides voluntarily to respond to their inquiries, questions, and/or other requests.
- **To send regular update emails** - We may use the email address a User provides voluntarily to send regular emails to inform the User of updates.

Access, Correction, Deletion of your information

We respect your privacy rights and provide you with reasonable access to the Personal Data that you may have provided through your use of the Site. If you wish to access or amend any other Personal Data we hold about you, or to request that we delete or transfer any information about you, you may contact us as set forth in the 'Contacting us' section. At your request, we will have any reference to you deleted or blocked in our database(s).

You may update, correct, or delete your Account information and preferences at any time by accessing your Account settings page on the Site. Please note that while any changes you make will be reflected in active user databases instantly or within a reasonable period of time, we may retain all information you submit for backups, archiving, prevention of fraud and abuse, analytics, satisfaction of legal obligations, or where we otherwise reasonably believe that we have a legitimate reason to do so.

At any time, you may object to the processing of your Personal Data, on legitimate grounds, except if otherwise permitted by applicable law. If you believe your right to privacy granted by applicable data protection laws has been infringed upon, please contact Youth With A Mission Perth's Data Protection Officer at dpo@ywamperth.org.au. You also have a right to lodge a complaint with data protection authorities.

You may opt-out from the collection of navigation information about your visit to the Site by Google Analytics by using the Google Analytics Opt-out feature.

How we protect your information

We adopt appropriate data collection, storage and processing practices and security measures to protect against unauthorised access, alteration, disclosure or destruction of your personal information, username, password, transaction information and data stored on our Site.

However, no method of transmission over the Internet, or method of electronic storage, is 100% secure. We cannot ensure or warrant the security of any information you transmit to us or store on the Site, and you do so at your own risk. We also cannot guarantee that such information may not be accessed, disclosed, altered, or destroyed by breach of any of our physical, technical, or managerial safeguards. If you believe your Personal Data has been compromised, please contact us as set forth in the 'Contacting us' section.

If we learn of a security systems breach, we will inform you and the authorities of the occurrence of the breach in accordance with applicable law.

Sharing your personal information

We do not sell, trade, or rent Users' personal identification information to others. We may share generic aggregated demographic information not linked to any personal identification information regarding visitors and users with our ministry partners and trusted affiliates for the purposes outlined above. We may use third-party service providers to help us operate our ministry and the Site or administer activities on our behalf, such as sending out newsletters, surveys or hosting. We may share User information with these third parties for those limited purposes, provided the User has given us permission. This permission is obtained when the User uses this Site as outlined below in 'Your acceptance of these terms'.

Electronic newsletters

If the User decides to opt-in to our mailing list or a mailing list of any of our training programs or ministries, they will receive emails that may include ministry news, updates, related opportunity or service information, etc. We may use third party service providers to help operate our ministry and the Site or administer activities on our behalf, such as sending out newsletters or surveys. We may share the User's information with these third parties for those limited purposes provided that the User has given us their permission. This permission is obtained when the User decides to opt-in to our mailing list(s).

Compliance with children's online privacy protection act

Protecting the privacy of the very young is important to us. For that reason, we require parental/legal guardian consent for anyone under 18 years old who applies to participate in training and/or ministry with Youth With A Mission Perth.

Changes to this privacy policy

Youth With A Mission Perth has the discretion to update this privacy policy at any time. When we do, we will post a notification on the main page of our Site and revise the date at the bottom of this page to reflect the date of these changes. We encourage the User to frequently check this page for any changes and to stay informed about how we are helping to protect the personal information we collect. The User acknowledges and agrees that it is their responsibility to review this privacy policy periodically and become aware of modifications.

Your acceptance of these terms

By using this Site, the User signifies their acceptance of this policy. If the User does not agree to this policy, please do not use our Site. Continued use of the Site following the posting of changes to this policy will be deemed as the User's acceptance of those changes.

Contacting us

If you have any questions about this Privacy Policy, the practices of this Site, or your dealings with this Site, please contact us.

9 Robertson Street
Perth, WA, 6000
Australia
+61 8 9328 5321

For privacy specific enquiries you can contact: dpo@ywamperth.org.au

This document was last updated on 04/2020

Appending B – ASQA and ESOS Standards Reference Guide

ASQA Standards for Registered Training Organisations (RTO's) 2015

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1.17, 1.18, 1.19, 1.20	Chapter 4: Supervision	30
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1.22, 1.23, 1.24	Chapter 4: Trainers and assessors	29
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Education Services for Overseas Students – National Act 2018

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