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Introduction
In keeping aligned with the Christian worldview and the foundational values of the organisation, YWAM Townsville endeavours to create policies and procedures that cultivate a healthy organisation to care, connect, serve and build within individuals and communities.

This Policy and Procedures Manual does not stand alone. Companion manuals include:

1. Course Catalogue - a full description of the associated curriculum.
2. The Staff and Student Handbook - a handbook made available to staff and students, which contains all policies relevant to the completion of training. Current version available on request.
3. Code of Conduct Policy and Procedures a handbook made available to staff and students, which contains all policies relevant to Behaviour Management. Current version available on request.

Following the procedures in this manual will help us to achieve compliance with the RTO standards and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students, and help us to provide a quality of service beyond all requirements.

References and abbreviations
Throughout this document:

- References to the Standards for Registered Training Organisations (RTOs), 2015 are abbreviated as ‘S’. E.g. S2.1 refers to Standard 2.1 of the Standards for Registered Training Organisations, 2015
- References to the National Code, Part D of the Educational Services for Overseas Students Act, 2000 are abbreviated as ‘NC’. E.g. NC 5.1 refers to National Code, Part D, section 5.1
- Accredited course names are abbreviated as follows:
  - 10473NAT Certificate III in Discipleship is Discipleship Training School (DTS)
  - 10173NAT Certificate IV in Christian Missions is C4CM
  - 10174NAT Diploma in Christian Missions Leadership is CML
  - 10477NAT Certificate IV in Primary Health Care Missions (in developing nations communities) is IPHC
1. Continuous Improvement

YWAM Townsville is required to collect, analyse and act on relevant data to ensure the ongoing continuous improvement of all delivery of training and assessment, client services and management of operations within its scope of operations, including any services operating under a partnership agreement with YWAM Townsville.

To continuously improve our training, delivery, client services and management of operations we capture feedback and recommendations from all available sources including:

- Feedback from stakeholders & students
- Internal auditing
- Staff feedback
- Annual reviews
- Regular meetings of training development team
- Regular meetings between course leaders and Training Leadership
- Industry
- Attendance by key staff at seminars, information days, training, etc. offered by the State Regulator
- Informal Discussions
- External Experts
- Complaints, Grievances and Appeals
- Quality/Performance indicator
- Any other method/source.

These feedback mechanisms allow us to monitor and make improvements to our systems on an ongoing basis. Operations requiring improvement are documented and actioned through the Request for Improvement (RFI) process.

The RFI is located on YWAM Townsville’s shared Google Team Drive.

Current versions of all corporate documents are available on the Google Team Drive. Documents can only be changed, edited or updated by authorised personnel through the RFI process. All RFIs and details on changes made are in the RFI folder in the training office.

Each document contains a header and footer, which includes version number, dates of document last being updated, title of document, trading name and version currency statement. The version number and date will be changed at time of editing. Current trading name is YWAM Training Townsville or YWAM Medical Ships Training. If a document is being reviewed and not yet complete for publishing, that document will be listed as being “Read only” by the user who is making the changes. Any printed document is obsolete at the time of printing and should not be considered current.

Collection and use of feedback
Training Team Leadership will ensure that feedback is collected from all stakeholders as follows:

- DTS and IPHC Students – 6 times per course – Student Outreach Feedback Form, End of Course Evaluation Form, Client Destination Form, Advertising and Promotions Feedback, Quality Indicator Learners Questionnaire and they will also give feedback on each Guest Speaker. (Guest Speaker Evaluation Form),
- C4CM and CML – 12 times per course – End of Quarter Evaluation form, Advertising and Promotions Feedback form, End of Course Evaluation Form, Client Destination Form, Quality Indicator Learners Questionnaire
YWAM Training Townsville

YWAM Medical Ships Training

- College Courses – 4 times per course – Advertising and Promotions feedback form, Course Feedback Form and Learner Questionnaire
- Course Staff – End of Course – (End of Course Evaluation Form)
- Industry – at least annually – Outreach Host Feedback Form, letters from churches in the region, letters from government, and health care centres that we work with
- Quality Indicator Employer Questionnaire – Annually
- Trainer and assessor (End of school debrief minutes)

The Training Leadership or representative will then collate and analyse the data collected through the feedback process and produce an RFI, which will then form the basis for review of Policies and Procedures.

Management of Operations

YWAM Townsville is committed to high standards in its training and assessment systems by developing a process whereby staff and students are provided excellence in training & assessment through following clearly documented Policy & Procedures.

Written Policy & Procedures

The RTO will keep policies and procedures that cover a minimum of the following areas:

- Complaints and appeals;
- Risk assessment and management;
- Continuous improvement;
- Records management;
- Financial management, including refund policies and systems to protect fees paid in advance;
- Recognition of qualifications issued by other RTOs;
- Competency in delivery and assessment; and
- Strategies for training and assessment;
- Accepting students and monitoring student enrolment, student attendance and student course progress, student deferment;
- Changes of ownership or high managerial staff.
- Child Protection Policy
- Anti-harassment policy

Circulation & Implementation of Policy & Procedures

The Chief Executive will ensure the policies and procedures are circulated, understood and implemented consistently throughout the RTO by ensuring ongoing dissemination of relevant organisational procedures to staff and students.

Students

All students will be given a YWAM Townsville Staff and Student Handbook and the YWAM Townsville Policy and Procedures Manual. The Course Information Handbook outlining the course and expectations are given to students on application and are then discussed as part of the induction process. Students residing at the City Campus will also receive a Community Living Handbook.

During lecture phase, information will be announced to students on a daily basis at the beginning or end of each lecture in the morning, or during meal times or as required. All students also have access to separate platforms for all course related announcements. On the outreach (field assignment) phase, regular team meetings will be held or announced as required.
Staff
All staff will be given a *YWAM Townsville Policy and Procedures Manual, Staff and Student Handbook* and the *Community Living Handbook* covering *YWAM Townsville* services, policies and procedures and expectations during Induction.

All staff and students go through a thorough induction process to ensure that students are aware of the requirements of their course, guidelines of the organisation and government requirements, and that staff are aware of their roles.

Staff will be informed of changes and updates through Facebook groups and other platforms.

YWAM Townsville will maintain up to date records of the verified qualifications of all staff and persons working on behalf of the RTO as trainers and assessors. All staff are required to do Staff Development profiles every six months and update their resumes annually, including all current qualifications, formal training and professional development. All staff that are undertaking our Certificate IV in Christian Missions or Diploma of Christian Missions Leadership complete a Personal Growth Action Plan every three months, which includes personal and professional development undertaken and is saved in their student folder on the file server. All the above documents are held in confidence in a locked filing cabinet and/or in a restricted file on our file server.

Internal Audit
The Training Leadership will designate an internal auditor/audit team and ensure that an internal audit of its compliance with the RTO and CRICOS requirements is conducted at least annually. The Managing Director of YWAM Townsville (CEO) will review the Audit results captured on the Audit Form and complete and sign associated RFI to approve any necessary changes.

Reviews
Reviews will be undertaken at least annually (in line with internal audit) on all policies and procedures or as needed when highlighted by a RFI. An annual declaration of compliance is also submitted to ASQA by March 31st every year.

Training and assessment strategies will be assessed at the end of each quarter through the review of training process at the end of each course.
1.1 Feedback Flowchart

Feedback from:
- Course evaluation forms
- Action items from meeting notes
- Feedback from TDT
- Reviews
- Requests from staff
- etc

Decision processed by leadership team or TDT

Implement improvements

Analysed Data

Request for Improvement

Improvements made/documents amended
2. Training & Assessment Policies and Procedures

   i. *Training & Assessment Strategies*<sup>S1.1, S1.4</sup>

YWAM Townsville identifies, negotiates, plans and implements appropriate training and assessment strategies to meet the requirements of the Training Package or VET accredited course and are relevant to the needs of industry and informed by industry engagement.

**Training & Assessment Strategy Documents**

YWAM Townsville has strategies in place for training and assessment for each Training Package qualification and VET accredited course within the organisation’s scope of registration.

These training and assessment strategies are contained on Google Team Drive in the \Current Schools\Training Administration folder. Select applicable school folder to find Training & Assessment Strategy, Delivery Matrix and Assessment Matrix. These documents are completed for each new qualification or course prior to it being put on scope, and updated whenever changes are made to the delivery or assessment strategy of a school.

Our Assessment Matrices have been developed in consultation with enterprises/industry.

The Training and Assessment Strategy and the Assessment Matrix identifies:

- proposed target groups,
- training and assessment methods and strategies,
- assessment validation processes and pathways,
- nominal hours and volume of learning.

The Training and Assessment Strategy documents are available on request by stakeholders.

**Assessment Strategy Validation**

*YWAM Townsville* validates its assessment strategies by:

- reviewing, comparing and evaluating the assessment processes, tools and evidence contributing to judgements made by a range of assessors against the same competency standards, at least annually;
- documenting any action taken to improve the quality and consistency of assessment.

**Appropriate Development, Adaptation & Delivery of Training & Assessment Products**

*YWAM Townsville* ensures that in developing, adapting or delivering training and/or assessment products and services:

- Methods used to identify learning needs are documented;
- The requirements of the Training Package or VET accredited course are met;
- Steps are taken to manage the transition to reviewed Training Packages within twelve months of their publication;
- Core and elective units, as appropriate, are identified;
- Customisation meets the requirements specified in the relevant Training Package or VET accredited courses;
- Language, literacy and numeracy requirements develop the learning capacity of the individual and are consistent with the essential requirements for workplace performance specified in the relevant units of competency;
- Learning methods and training and assessment materials which meet the needs of a diverse range of clients are identified.

These requirements are managed through the completion of the Pre-Delivery Resource Questionnaire and Pre-Delivery Student Questionnaire, which is part of our *Training and Assessment Strategy*, which is completed prior to the start of any accredited course.
A student’s Language, Literacy and Numeracy skills will be assessed prior to the course commencement for any qualifications.

ii. **Enrolment**

a. **Course Credit and Recognition of qualifications issued by other Registered Training Organisations**  

**Course Credit**

Course credit is offered for any course on YWAM Townsville’s scope of registration, or equivalent of these courses. Equivalent includes any University of the Nations (UofN) certification from any YWAM Campus for our accredited courses only.

In such case an equivalency analysis of the study completed with the relevant units or modules will be completed before credit could be granted.

Where student is accepted onto course and course credit is given, a verified copy of the original certificate and a UofN transcript will be held on file by the RTO as further evidence. A reference may be attained from previous YWAM leaders or staff. Copies of Completion Certificate or Course Leader recommendation will be accepted as evidence.

All details are recorded in the student file on a secure and backed up database.

Please note Course Credit will not lead to shortening of the course due to the holistic nature of the delivery and assessment.

**Course Credit Procedure:**

- Request RPL/Course Credit Application Kit
- Complete RPL/Course Credit Application Kit
- Return RPL/Course Credit Application Kit with supporting evidence.
- Application is assessed within 14 days.
- Applicant is promptly advised of outcome.
- If unsuccessful client advised of appeal procedure.
- Should the RPL application be successful, a Statement of Attainment will be produced for each relevant unit of competency.

**Recognition of qualifications issued by other RTOs**

*YWAM Townsville* must recognise AQF and VET qualifications and VET Statements of Attainment, within the AQF, issued by any other RTO.

**Procedures to Recognise AQF and VET Qualifications & VET Statements of Attainment**

Where it can be shown, through the presentation of official certificates or transcripts that show a student has completed VET accredited competencies at another Registered Training Organisation in any course or competency offered by this RTO, then credit transfer will be given readily and the RPL process will not apply.

**Information to Clients and staff regarding Recognition of AQF and VET Qualifications and VET Statements of Attainment**

The organisation advises clients and staff of the recognition of AQF and VET qualifications or VET statements of attainment in the organisations Staff and Student Handbook.

The staff and students are reminded of this provision during their orientation and at other appropriate times.
b. Information to Students S5.1, NC 12

Before students enrol or enter into a contract, YWAM Townsville will inform them about the training, assessment and support services to be provided and their rights and obligations.

Information provided to student prior to enrolment:

- Application form – containing:
  - Fees and charges including finance and refund policy, and advice on the potential for the fees to change
  - Release of information agreement
  - Release of liability, burial and death statement
  - General agreement

- Staff and Student Handbook – containing:
  - Requirements for acceptance into the course, including minimum level of English proficiency, educational qualifications or work experience required
  - Information on training in Australia including VET sector
  - Complaints and appeals policy
  - Client support services
  - RPL and credit transfer
  - Advise on deferring, suspending or cancelling their enrolment and how this may affect their student visa

- Course catalogue manual – containing:
  - Course content and duration
  - Qualification offered
  - Modes of study and assessment methods
  - General timetable of the school

- Preparing to Come manual – containing:
  - Finance policy
  - Visa Information
  - Health Insurance
  - Travel Arrangements
  - What to bring
  - FAQ

- Community Living (sent after enrolment if undertaking course residentially)
  - Foundation and worldview
  - About YWAM
  - Culture, beliefs, values, principles and actions
  - Belief tree
  - Understanding freedom and responsibilities in YWAM

c. Qualifications, Experience and English Language Proficiency S5.1, NC2.2

Recruitment of students will at all times be conducted in an ethical and responsible manner. Offers of places in a course will be based on an assessment of the extent to which the experience, qualifications, aspirations, and character of the applicant are matched by the opportunity offered and any additional curriculum or legislative requirements.

English Language Proficiency

When overseas students apply, proficiency in English will be specifically assessed. An applicant will need to fulfil at least one of the following criteria:

- a minimum of 5 years study conducted predominantly in English in one or more of the following countries: Australia, UK, USA, Canada, New Zealand, South Africa or Ireland
- citizen and passport holder of the UK, USA, Canada, New Zealand of Ireland
• completed formal independent testing within the past 24 months with a minimum score in one of the following:
  o TOEFL (paper based): 527
  o TOEFL (internet based): 46
  o IELTS: 5.5
  o Cambridge English Advanced (Certificate in Advanced English): 162
  o Pearson Test of English Academic: 42
  o Occupational English Test: Pass

• Note that, in accordance with direction from the Australian Department of Home Affairs, students who do not make the cut-off score on the tests above may be eligible to enrol in an English Language Intensive Course for Overseas Students (ELICOS) in Australia immediately prior to their main course, in order to make up the requisite English proficiency. Further details are available through the Department of Home Affairs website, and through discussion with the course registrar.

English Proficiency will be assessed according to the information supplied in the application form. For records that are provided in a language other than English, translation will be sought by the provider either through its own network, or through asking for verified copy of translation of the evidence. Offers of places in a course will include any applicable requirements for English language proficiency. Copies of documents, or telephone interviews will be used to verify information provided by students on language proficiency. The Training Leadership team or other suitably qualified staff may assess student English Language proficiency as required. Bridging courses will be recommended where these are deemed necessary.

International students on student visas are required to maintain satisfactory academic progress and attendance to meet the requirements of the student visa.

Admission Requirements
The general entry requirements are:
- Overseas applicants 18 years of age or older. For information on students under 18 years of age, see Policy and Procedures Regarding Underage Students NC 5.
- This particular course is designed to train Christian students; therefore, a general entry requirement is a genuine commitment to the Christian faith.
- References are required as per individual school applications.
- Academic level: DTS - Successful completion of what is considered Year 10 in Queensland (or the equivalent).
- Students enrolling from other Australian schools must provide a letter of release before enrolment is accepted.

Admission Requirements for Vocational Training and Accredited Courses
The general entry requirements for Vocational Training are:
- Overseas applicants 18 years of age or older.
- References are required as per individual school applications.
- Academic level: as per the requirements of the relevant training package or course.
- Prerequisites: The prerequisite for accredited courses is the successful completion of a Certificate III in Discipleship or other YWAM-approved international equivalent
- Students enrolling from other Australian schools must provide a letter of release before enrolment is accepted.

Assessing Students suitability against admission requirements
YWAM Townsville follows clear procedures in ensuring that a student is adequately assessed against the assessment criteria. The role of ensuring all requirements are met is conducted by 3 different people:
- The Registrar
• The Course Leader
• The Training Leadership member

Roles and Responsibilities
The Registrar will be responsible for the receipt of student applications, follow up questions and ensuring that student information is entered correctly into the database. The Registrar will use the Student Application Checklist to ensure that the entire application is present including:
• All necessary signatures
• All reference forms
As applicable:
• Health Information
• English Language Proficiency Form
• Additional questions or issues raised are solved
• For any second level accredited course, Certificate of completion of a Discipleship Training School

The Course Leader will receive student application from the Registrar once all information has been checked. The course leader will then assess the applicant against the guidelines outlined in the Course Leaders – Process for Accepting Students.

The Training Leadership member will be included in the process for verification of English Language Proficiency – where necessary – and for any reservations the Course Leader may have.

Infringement Notices
Under subsection 106(1) of the ESOS Act, infringement notices can be issued to education providers for alleged offences against the ESOS Act. These provisions relate to giving information about accepted students to the State Regulator and keeping prescribed records of accepted students respectively.

The requirements to give information about accepted student are contained in subsection 19(1) of the ESOS Act. These oblige providers to give the Secretary of the State Regulator specified information within 31 days (14 days for a minor) of any of a series of events affecting the enrolment of an overseas student of the provider. Examples include:
• Full details (name, date of birth, nationality, passport number, expected study completion date, etc) of the student and the course (name, cost, etc.) within 14 days of when a student becomes enrolled in a course;
• Full details of the student and the student’s address within 24 days of when a student does not begin a course when expected (exceptions: where the student has asked for or the provider has agreed to a later starting date, health or compassionate grounds) and;
• Full details of the student and the student’s address within 14 days of when a student terminates a course before it is completed.

The requirements to keep prescribed records of accepted student are contained in section 21 of the ESOS Act. These require that providers keep records of their overseas students. Records for each student must include, their address, documentation relating to written agreements, and details of payments. Education providers must keep these records for at least 2 years after the student leaves.

d. Formalisation of Enrolment NC 3

Once accepted to any of our courses, incoming students will receive a letter of offer including all appropriate course details. International students have an obligation to notify YWAM Townsville of any change of address. Students on courses longer than six months are required to complete the
e. Monitoring Student Enrolment NC9

All courses offered by YWAM Townsville are underpinned by YWAM Training Australia training principles of modular education. The modular system enhances learning by providing students with intensive and focused time on each topic.

It is expected that all international students to complete their course within the duration as specified on their CoE.

In the unlikely event that a student’s expected duration needs to be extended, it may only be extended under the following circumstances:

- Compassionate or compelling circumstances (eg illness where a medical certificate states that the student was unable to attend classes; death of a close family member requiring the student to travel home for the sake of funeral arrangements thus preventing the student being at class)
- An intervention strategy for students who are at risk of not meeting course progress
- An approved deferment or suspension of study that has been granted on compassionate or compelling grounds or as a result of misbehaviour of the student.

If a course’s duration is to be amended, the Training Leadership team will be a part of the process. The Training Office will be responsible to make changes via PRISMS to a student enrolment.

The Training Leadership team will ensure that the Training office is aware of CRICOS registered course duration. Any questions regarding course duration will be directed to the Training Leadership team and they are responsible for any variations in study relating to any course duration.

The Registrar will ensure that the student’s CoE does not exceed the CRICOS registered course duration.

YWAM Townsville will not allow any students to undertake more than 25% of their accredited course over distance.

f. Student Transfers NC7

Because of the unique nature of our accredited courses, transfers can only occur between YWAM Townsville and other YWAM Training Australia providers.

Transfer of domestic students enrolled in a vocational course to another training provider can be arranged upon request of the student to the training office.

Australian government regulations prohibit transfer of overseas students from one training provider to another prior to completing at least six months of their original course except under specific circumstances.

Exceptions to this are if:

- The original registered provider has ceased to be registered or the course in which the student is enrolled has ceased to be registered
- The original provider has written a letter of release
• The original registered provider has had a sanction imposed on its registration by the Australian Government or state territory government that prevents the student from continuing his or her principal course, or
• Any government sponsor considers the change to be in the student’s best interests and has provided written support for that change

Transfers will only occur with the full consent of the student and of the other RTO.

Because of the rarity of transfers procedures will be adaptable to each situation but will ensure that any action taken in regard to overseas students will comply with the guidelines outlined in Standard 7 of the National Code of Practice for Registration Authorities and Providers of Education and Training for Overseas Students. Where a transfer is approved, YWAM Townsville will complete a Student Variation via PRISMS within 31 days of student departing the provider (if student is under 18 years of age, variation will be completed within 14 days).

Transferring to another Training Provider
If a student presents a request for transfer or there are compelling reasons why this would be beneficial to the student, a request must be lodged with the Training department who will follow procedures for assessing the request.

YWAM Townsville will only grant a letter of release for transfer where:
   a) The student has provided a letter from another registered provider confirming valid enrolment
   b) The student has maintained course progress and attendance
   c) The student has paid agreed upon course fees
   d) it is not detrimental to the student

To apply for transfer students will complete the Request for Transfer of Studies which, will be processed within 14 days. YWAM Townsville has the right to refuse any requests if a student does not meet the above requirements. In the event of refusal, YWAM Townsville will provide written reasons for refusing the request.

Should the request be approved, YWAM Townsville will at no cost issue a letter of release to the transferring student.

YWAM Townsville will inform any transferring student of their responsibility to contact the Department of Home Affairs regarding their student visa.

Receiving Student Transfer
If a student from another provider wishes to transfer to YWAM Townsville, normal registration process applies. YWAM Townsville will ensure that the student:
   a) has maintained course progress and attendance
   b) has paid appropriate school fees
   c) transfer is not detrimental to the student

YWAM Townsville will be in direct communication with the transferring provider and will provide them with a letter of offer should the transfer be granted.

YWAM Townsville will inform any transferring student of their responsibility to contact the Department of Home Affairs regarding their student visa.
g. Deferring, Temporarily Suspending or Course Enrolment

**Early Release from Course (Student Initiated)**

1. The student will in the first instance inform the course leader of their desire to cancel their course enrolment.
2. The student will need to complete a Request for Early Release from Course and include any necessary evidence.
3. The course leader in conjunction with the Training Leadership team will assess the application.
4. A Letter of Release can only be granted where the student:
   5. Is over 18 years of age
   6. Have demonstrated a commitment to their studies
   7. Have satisfactory attendance record for the course
   8. Have paid all their applicable course fees
   9. If a decision is made that the request meets the above requirements, a Letter of Release will be produced at no cost to the student and;
10. The course leader will meet with the student and remind the student that cancelling his or her enrolment may affect their student visa and
11. The course leader will ensure that the Secretary of the State Regulator is notified via PRISMS within 31 days of the decision being made.
12. If a student does not meet the above requirements, the course leader will complete a Letter for refusal of release stating reasons for the refusal and the right for the student to make an appeal against the decision within 20 days.
13. All copies of documentation as well as the Alteration to course enrolment checklist will be kept in the student file.

**Cancelling Student Enrolment / Exclusion (Provider Initiated)**

1. A breach of YWAM Townsville’s Code of Conduct may result in exclusion from the course.
2. Once a decision has been made and all steps have been taken under the Code of Conduct, a letter will be given to the student informing them that the provider intends to cancel their enrolment. The notice will advise the student that they are able to access the Complaints and Appeals process and have 20 days to do so.
3. For major and serious breaches of the Code of Conduct as outlined in the Code of Conduct and agreed to by students prior to their course acceptance and as part of the orientation in the beginning of every course, a student may be immediately removed from the course, however their enrolment will remain current until the Appeals process timeframe is complete.
4. If a student does lodge a Complaints and Appeals form, the Training Leadership team will make a decision on the appeal within 10 working days. At internal review of submitted appeal, minutes of meetings and copies of all supporting documents will be saved on student file. Once the internal review is completed, a written statement of the outcome, including details of the reasons for the outcome must be given to the student. This can be by way of a letter, explaining the information that was provided by the student at the internal review, why it was or was not taken into consideration, how much weight was given to the supporting documents and why it did or did not meet the grounds of appeal.
5. Where the student has not chosen to access the complaints and appeals processes, or the process is completed and results in a decision supporting the registered provider – the Training Leadership team will notify the Secretary of the State Regulator through PRISMS within 31 says. The course leader will hand student a Notice to Cancel Student enrolment including the reasons why YWAM Townsville is cancelling their enrolment as well as reminding the student that this may affect their student visa.
6. All copies of documentation as well as the Alteration to course enrolment checklist will be kept in the student file.
Deferring or temporary suspension

A deferment or temporary suspension is only considered for:

a. Compassionate and compelling circumstances, defined as:
   i. Illness supported by a medical certificate which prevents a student from attending class
   ii. Family crisis or emergency e.g. death of a family member requiring the student to take care of arrangements
   iii. Financial hardship
   iv. Legal proceedings requiring or preventing the student from attending/commencing studies

b. Misbehaviour of the student resulting in Time Out from the course (See Code of Conduct for procedures)

Deferring or Temporary Suspension of Enrolment Procedure (at student request):

1. The student will in the first instance inform the course leader of their desire to defer or suspend their course enrolment.
2. The student will need to complete a Request for Deferment or Temporary Suspension of Enrolment and include any necessary evidence.
3. The course leader in conjunction with the Training Leadership team will assess the application based on the provision for deferring or suspending course enrolment, making a judgement of what is in the student’s best interest.
4. A deferment can only be approved if the student has undertaken at least six months of their course.
5. If a decision is made that the request meets the above requirements a Letter of Release will be produced at no cost to the student and:
   a. The course leader will meet with the student and will remind the student that deferring or suspending his or her enrolment may affect their student visa and
   b. The course leader will ensure that the Secretary of the State Regulator is notified via PRISMS within 31 days of the decision being made.
6. If a student does not meet the above requirements, the course leader will complete a Letter for refusal of release stating reasons for the refusal.
7. The Alteration of Course Enrolment Checklist and any supporting evidence will be kept in the student file.

Deferring or Temporary Suspension of Enrolment Procedure (Provider Initiated):

1. A breach of our Code of Conduct may result in Deferment or Temporary Suspension from the course.
2. Once a decision has been made and all steps have been taken under the Code of Conduct a letter will be given to the student informing them that the provider intends to defer or temporarily suspend their enrolment. The notice will advise the student that they are able to access the Complaints and Appeals process and have 20 days to do so.
3. For major and serious breaches of the Code of Conduct as outlined in the Code of Conduct and agreed to by students prior to their course acceptance and as part of the orientation in the beginning of every course, a student may be immediately removed from the course, however their enrolment will remain current until the Appeals process timeframe is complete.
4. If a student does lodge a Complaints and Appeals form, the Training Leadership team will make a decision on the appeal within 10 working days. At internal review of submitted appeal, minutes of meetings and copies of all supporting documents will be saved on student file. Once the internal review is completed, a written statement of the outcome, including details of the reasons for the outcome must be given to the student. This can be by way of a letter, explaining the information that was provided by the student at the internal review, why it was or was not taken into consideration, how much weight was given to the supporting documents and why it did or did not meet the grounds of appeal.
5. Where the student has chosen not to access the complaints and appeals processes, or the process is completed and results in a decision supporting the registered provider – the Training Leadership team will notify the Secretary of the State Regulator through PRISMS within 31 days. The course leader will hand student a letter including the reasons why YWAM Townsville is deferring or temporarily suspending their enrolment as well as reminding the student that this may affect their student visa.

6. All copies of documentation as well as the Alteration to course enrolment checklist will be kept in the student file.

**Deferring before school start date**

1. If a student is unable to arrive within two weeks of course start date, and request in writing to defer their enrolment to a later intake, their Registrar will make the appropriate changes through PRISMS by completing a student variation. The Registrar will save a copy of this email in students student file.

2. The Registrar overseeing the quarter they wish to arrive for will continue to follow up the student.

**h. Certification, Issuing and Recognition of Qualifications and Statements of Attainment**

YWAM **Townsville** must issue AQF qualifications and VET Statements of Attainment that meet the requirements of the AQF Implementation Handbook and the endorsed Training Packages and VET accredited courses within the scope of its registration.

**Issuing Qualifications**

The Training Office will be responsible for the issuance of Qualifications and VET Statements of Attainment.

The Course Leader will collect, record and collate appropriate evidence measured against specified learning outcomes. To achieve competency a student must demonstrate achievement of all assessment criteria. Evidence must be valid, sufficient, current and authentic in order to demonstrate competence. Decisions regarding competence will be made on this basis.

These results will be submitted to the Training Office.

The Training Office will then record the results in preparation for certificate creation in accordance to the ‘Qualifications and Statement of Attainment Creation Procedures’. AQF certification documentation will only be issued to a person assessed as competent in all course requirements.

Qualifications will state clearly the level of 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. These will be on the statement of attainment. The statement will not give any misleading information which may be interpreted as equating to a full qualification.

In fulfilling this function, the Training Office is accountable to the Training Leadership team

**YWAM Townsville** only issues AQF qualifications and Statements of Attainment that are within its scope of registration.

AQF certification will be issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product if the training program or enrolment is complete. Providing all agreed fees have been paid to YWAM Townsville by the learner.
Certificates for Non-VET accredited Courses
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.

Format of Certificates
Certificates issues by YWAM Townsville consist of:
- a general design pre-printed on the certificates by an independent printer which meet the requirements as outlined in Schedule 5 of the RTO standards.
- Specific information template relevant to the units/units of competency/qualification attained, printed on the certificate, which are adjusted to meet the requirements as per the most recent information received.

The RTO must recognise AQF and VET qualifications and VET statements of attainment issued by any other RTO.

YWAM Townsville will note language of Training and Assessment on the National Regulator qualifications and VET statements of Attainment issued if the delivery and assessment have been entirely in a language other than English. Currently we only deliver our courses in English.

Using these templates guarantees that when issuing AQF and VET qualifications and VET Statements of Attainment that we consistently identify national codes, competencies or units, and our national provider number.

Currency and updates of the guidelines are monitored by the Training Leadership and when information on new guidelines is released, changes to the template details printed on the certificates by the Training Office are implemented.

Changes to the details pre-printed on the certificates by the independent printer are implemented in the next print run.

iii. Underage Students

a. International Students

Please note that in this document “underage student” refers to a person who will be under the age of eighteen at the time of commencement of the course in which they are enrolled. This policy applies to our Certificate III in Discipleship.

As a general rule, all applicants must be 18 years old (before the start date of the course). However, in some cases under 18 applications will be accepted, with parental/guardian consent. If this is the case the Policy for Underage Students (see below) must be followed. This policy covers their special needs for welfare, accommodation, boundaries and orientation.

Once a student turns 18 years of age on the course, the policies below no longer apply. YWAM Townsville will state the commencement and end dates for approval of welfare arrangements on the CAAW (Confirmation of Appropriate Accommodation and Welfare).

The following additional general entry requirements for underage students applying for Certificate III in Discipleship are:

- Student Welfare arrangements, including:
  1. School Leaders agreement to take role of overseeing the minor,
  2. Housing – suitability of housing, who minor will be housed with, the implementation and follow through of the Child Protection Policy,
3. Welfare arrangements procedures:
   a) Before acceptance – signed agreements from under 18 students’ parent/guardians, agreement by the parent/guardian to the arrangements made
   b) During the school – student directly reports to their direct school leader; the Policy and Procedure regarding Underage Students policy is adhered to.
   c) Once student turns 18 – the welfare arrangements cease on the day specified on the CAAW form (usually the date of the students 18th birthday), at that point the student will re-sign all agreement forms and the welfare arrangements no longer apply.
     - In order to be accepted into a school, students must be 18 years of age before the first outreach phase of the school unless otherwise approved through campus leadership and parents/guardian.
     - A student may apply prior to turning 18 with parental consent. Students applying prior to turning 18 will be required to re-sign consent forms once they have turned 18 and been enrolled.
     - References are required as per individual school applications.
     - Academic level: DTS – Successful completion of what is considered year 10 in Queensland (or the equivalent).

Acceptance Procedures
2) Communication with parent/guardian prior to acceptance
   a) Registrar Member / School leaders *must* communicate with the applicant’s parent/guardian prior to accepting any underage student.
   b) Information *must* be provided to parent/guardian regarding:
      i) Living arrangements
      ii) Accountability
      iii) Boundaries
      iv) Requirements of the schedule
      v) Ministry Placements
      vi) Financial accountability
      vii) Health care

3) Parental consent
   a) No underage student is to be accepted on a course without consent of their parent/guardian in the form of signed agreements for financial Responsibility, Burial Release, Burial statement, Release of Liability, Consent for Treatment, Signature of Agreement and Release of Information and with written consent on the Acceptance of Place. The parent/guardian must agree to the arrangements being offered.

4) Because of the extra responsibilities placed directly on the school leader when they have underage students on their course, only limited numbers may be accepted. That number may vary, depending on the overall workload of the school leader, the number of staff on the course and other factors as determined by the Training Leadership Team.

Accountability and Reporting
Within YWAM:
1) The school leader provides direct supervision of the safety and behavioural issues of all underage students.
2) The underage student will report directly to the school leader, particularly in regard to non-school activities.
3) Meetings between the school staff and the student will take place only in a public place or in the presence of another staff member.
4) The school leader monitors the health and safety of the student through regular direct monitoring and reports from other team members.
5) The school leader is available to be contacted by the student at all times should they need advice and/or direction outside of school hours.

6) The school leader will provide regular reports on the activities and progress of underage students upon requests or at outcomes of concern:
   a) To the parent/guardian
   b) To the Training Leadership Team

7) All staff and students to undergo Child Protection Policy induction.

With the Authorities:

1) A student must stay in YWAM approved accommodation throughout the duration of the course.

2) If a student goes missing, YWAM must implement the Critical Incident Policy which includes contacting the police, the parents and then the Immigration authorities to report and advise of the situation.

3) If a student decides they do not want to stay in the YWAM approved accommodation, YWAM Townsville must report them to PRISMS as they are in breech of their student visa.

4) Incidents of abuse will be reported following guidelines with the Child Protection Policy.

Living arrangements and community

Any minors will be placed in YWAM housing, their housing will be monitored closely by school staff or school leaders. The student may not take weekend trips away, stay a night at someone else’s house or travel alone throughout the school, while under 18.

When/if the school is travelling all accommodation must be arranged by the school/outreach leader, and the student must stay at the locations which are noted in the Delivery and Assessment Strategy, accompanied by the leader. The student must stay in the same location as the rest of the class, and as much as possible, in the same location as a Leader.

Community life

YWAM Townsville is built around community life where staff and students live, work, study and socialise in a common environment. This means that:

   i) Significant numbers of people are present in the facilities
   ii) No student is at any time isolated in a dangerous position
   iii) Staff are present at almost all occasions and diligent in monitoring the health and safety of students
   iv) Staff and students work together to ensure security and safety both on and off campus

PRISMS Reporting

YWAM Townsville is responsible for the accommodation of the minor for a nominated period of time. When creating a CoE for overseas minors the Training Leadership must agree to the dates when they will take responsibility for the student. This is when the visa will be issued for. It is recommended that the student have a few extra days PRIOR to the school starting to get adjusted to their surroundings. It is REQUIRED that you give 7 days AFTER the school finishes for them arrange what they will be doing after the course, however 2 weeks is recommended. These dates are to be noted on the PRISMS pro-forma which is required for the student's visa to be granted.

Transferring to another Training Provider

*see section “Student Transfers NC 7” for further information on transferring to another training provider.

If a student wants to enrol in 2 different courses at 2 different training centres (YWAM or non-YWAM) the 2 training centres must work out the “gap” of time in between the end of one course to the
beginning of next, and who will be responsible for the accommodation welfare of the student for that gap. This must be documented and be consistent with what is already nominated on PRISMS.

If an overseas student is under 18 years of age, a transfer will only be agreed if:

- Written consent is received from the student’s parent/s or guardian
- The receiving training organisation has provided evidence of demonstrated policy and capacity to appropriately care for under age students including accepting the responsibility for approving the underage student’s accommodation, support and general welfare arrangements as per Standard 5.

Suspension or Cancellation

If the student’s enrolment is suspended or cancelled, YWAM Townsville is still required to provide accommodation and welfare until:

a) the student leaves the country;

b) is guaranteed accommodation and welfare by another training provider or suitable relative (approved by parents and DHA); or,

c) events occur that make it unreasonable for YWAM Townsville to approve the accommodation of the student (in which case, if the student refuses the care of YWAM Townsville, the student must be reported on PRISMS).

Boundaries

1) Personal off-site activities- YWAM Townsville will create boundaries as appropriate for the situation. Such as, does a student need to report to someone when they leave the campus, or if going out after dark, etc

2) Romantic relationships

Refer to the YWAM Townsville, Staff and Student Handbook.

3) Meetings between the school leader and any student

- One-on-one meetings must be conducted in a public area in view of others
- If a private meeting is requested, another staff member must be present
- School leader will abide by YWAM Townsville’s Child Protection Policy

Orientation

The underage students will be given a special orientation on the policies which apply to them, which include the above. It is beneficial if this can be provided to them in written information as well as verbally.

b. Local Students Undertaking Vocational Training

Please note that in this document “underage student” refers to a person who will be under the age of eighteen at the time of commencement of the course in which they are enrolled. This policy applies to minors who are undertaking vocational training as part of a VET in Schools program, or school leavers undertaking vocational training who are not yet 18 years old.

As a general rule, all applicants for the VET in Schools program will require the consent of their parent / guardian, their school’s careers advisor, and the training organization. In Queensland, this will be formalized into a Senior Education and Training Plan (SET Plan). This policy covers their special needs for welfare, accommodation, boundaries and orientation.

Once a student turns 18 years of age on the course, the policies below no longer apply.

The following additional general entry requirements for underage students applying for Vocational Training are:
Student Welfare arrangements include:

1. School Leaders agreement to take role of overseeing the minor,
2. Housing – local students will be housed off site and will generally not live at YWAM Townsville.
3. Welfare arrangements procedures:
   a) Before acceptance – signed agreements from under 18 student’s parent/guardians, student and school’s careers advisor to the arrangements made
   b) During the school – student directly reports to their direct school leader and the Policy and Procedure regarding Underage Students policy is adhered to. The school leader may delegate daily supervision of the student to others, but there must be a clear understanding of who is supervising the student at all times.
   c) Once student turns 18, the student will re-sign all agreement forms and the welfare arrangements no longer apply.

References are required as per individual school applications.

Academic level: Successful completion of what is considered year 10 in Queensland (or the equivalent).

Acceptance Procedures

1) Communication with parent/guardian and school’s careers advisor prior to acceptance:
   a) Registrar Member / School leaders must communicate with the applicant’s parent/guardian prior to accepting any underage student.
   b) Information must be provided to parent/guardian regarding:
      i) Living arrangements
      ii) Accountability
      iii) Boundaries
      iv) Requirements of the schedule
      v) Practical work Placements
      vi) Financial accountability
      vii) Health care

2) Parental consent
   a) No underage student is to be accepted on a course without consent of their parent/guardian in the form of signed agreements for financial Responsibility, Release of Liability, Consent for Treatment, Signature of Agreement and Release of Information and with written consent on the Acceptance of Place. The parent/guardian must agree to the arrangements being offered.

3) Because of the extra responsibilities placed directly on the school leader when they have underage students on their course, only limited numbers may be accepted. That number may vary, depending on the overall workload of the school leader, the number of staff on the course and other factors as determined by the Training Leadership Team.

Accountability and Reporting

Within YWAM:

1) The school leader provides direct supervision of the safety and behavioural issues of all underage students.
2) The underage student will report directly to the school leader, particularly in regard to non-school activities.
3) Meetings between the school staff and the student will take place only in a public place or in the presence of another staff member.
4) The school leader monitors the health and safety of the student through regular direct monitoring and reports from other team members.
5) The school leader is available to be contacted by the student at all times should they need advice and/or direction outside of school hours.

6) The school leader will provide regular reports on the activities and progress of underage students upon requests or at outcomes of concern:
   a) To the parent/guardian
   b) To the school’s careers advisor
   c) To the Training Leadership Team

7) All staff and students to undergo Child Protection Policy induction.

With the Authorities:

8) Incidents of abuse will be reported following guidelines with the Child Protection Policy.

iv. Assessments

   a. Assessment Requirements S1.2, S1.8

YWAM Townsville’s assessment system including Recognition of Prior Learning (RPL):
   - complies with the assessment requirements of the relevant training package or VET accredited course; and,
   - is conducted in accordance with the Principles of Assessment and rules of evidence (see table below).

YWAM Townsville will take into account the existing skills, knowledge and experience of the learner; the mode of delivery and the number of units being delivered when determining the amount of training provided to each learner.

Ensuring Assessment Compliance

Assessment will be conducted in a fair and equitable manner that focuses on the learning outcomes of the course in which the student is participating. Assessment will be specifically designed to meet the criteria to be measured.

The organisation ensures that assessments, regardless of whether through a training and assessment pathway or an assessment-only pathway:
   - Comply with the Assessment Guidelines included in the Training Packages or VET accredited course;
   - Lead to the issuing of a Statement of Attainment or qualification under the AQF when a person is assessed as competent against nationally endorsed unit(s) of competency in the applicable Training Package or VET accredited course;
   - Comply with the principles that are valid, reliable, fair and flexible; i.e. provide for applicants to be informed of the context and purpose of the assessment and the assessment process; (see table below)
   - Where relevant, focus on the application of knowledge and skill to the standard of performance required in the workplace and cover all aspects of workplace performance, including task skills, task management skills, contingency management skills and job role environment skills;
   - Involve the evaluation of the rules of evidence to enable judgements to be made about whether competency has been attained; (see table below)
   - Provide for feedback to the applicant about the outcomes of the assessment process and guidance on future options;
   - Are equitable for all persons, taking account of individual needs relevant to the assessment; and
   - Provide for reassessment on appeal.
### Principles of assessment

<table>
<thead>
<tr>
<th><strong>Fairness</strong></th>
<th>The individual learner’s needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner’s needs. The RTO informs the learner about the assessment process and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary.</th>
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| **Flexibility** | Assessment is flexible to the individual learner by:  
  - reflecting the learner’s needs;  
  - assessing competencies held by the learner no matter how or where they have been acquired; and  
  - drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual. |
| **Validity** | Any assessment decision of the RTO is justified, based on the evidence of performance of the individual learner. Validity requires:  
  - assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;  
  - assessment of knowledge and skills is integrated with their practical application;  
  - assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and  
  - judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements. |
| **Reliability** | Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment. |

### Rules of evidence

<table>
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<tr>
<th><strong>Validity</strong></th>
<th>The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.</th>
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<tbody>
<tr>
<td><strong>Sufficiency</strong></td>
<td>The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner’s competency.</td>
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</table>
Authenticity
The assessor is assured that the evidence presented for assessment is the learner’s own work.

Currency
The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Prior to the beginning of the relevant training a detailed assessment plan and matrix should be designed and approved by the Training Leadership using the Training and Assessment Strategy and the Assessment Matrix.

That plan will incorporate the features listed above as they apply to the particular competency and/or client or clients.

A number of assessment methods may be used in combination in order to ensure that sufficient evidence to make a judgment has been collected.

General information on assessment is provided to Students prior to enrolment in the course handbook. Specific information is explained in detail during orientation. This information includes a list of all accredited outcomes/criteria of the qualification.

Assessors provide prompt feedback, generally within 48 hours on all assessment items following completion of assessment.

b. Recognition of Prior Learning S1.8, S1.12

YWAM Townsville offers RPL, and students are informed of the RPL policy prior to and at the time of application. Once a Student begins a course they are then advised again of the RPL policy in the YWAM Townsville Student Handbook.

The RPL process is structured to minimise time and cost for applicants.

The RPL provides adequate information, support and opportunities for participants to engage in the RPL process.

Applicants who consider that they have completed appropriate training or have through prior learning and experience gained the required skills/competencies stipulated for the units of the course may be granted credit upon substantiation of that claim.

The assessment will be valid, reliable, flexible and fair. (see table above)

If there is sufficient evidence in the application and supporting documentation, no further assessment will be necessary. If further assessment is required, it may take any practical form consistent with the assessment criteria for the claimed competencies and the principles of validity, reliability, fairness and flexibility. The form of assessment may be negotiated with the student and may consist of interview, written assignment, exam, or other method.

All RPL assessments must be conducted by a qualified assessor.

Successful students are notified promptly of the RPL outcome. The Training Leadership team advises unsuccessful students of reasons for non-recognition and steps they can take, including appeal mechanisms.

RPL Procedure:
• Request RPL/Course Credit Application Kit
• Complete RPL/Course Credit Application Kit
• Return RPL/Course Credit Application Kit with supporting evidence.
• Application is assessed within 14 days.
• Applicant is promptly advised of outcome.
• If unsuccessful client advised of appeal procedure.

Should the RPL application be successful, a Statement of Attainment will be produced for each relevant unit of competency.

IMPORTANT NOTE: Because of the holistic nature of the training and assessment delivered in some of our courses, RPL in any specific unit does not necessarily reduce the attendance requirements of the course. An appeal against the outcome of an RPL application will be conducted as per the Complaints and Appeals policy of YWAM Townsville.

RPL records are retained by YWAM Townsville and are filed in the student assessment file and kept for archives.

c. Monitoring Course Progress NC 10

YWAM Townsville ensures learners have timely access to current and accurate records.

Each student is assigned a member of staff who oversights the student in areas of pastoral care, training and assessment, and course participation.

For all assessments YWAM Townsville has a policy of a 48 hour turn around on all assessment material. Students are given feedback with all assessment items and are made aware of their right to appeal the decision.

DTS and IPHC

1. Staff will meet one on one with students each week to monitor course progress.
2. At these meetings feedback will be given on course progress including any assigned work will be discussed and the student given an opportunity to appeal against any assessment decision.
3. Through this process any student who is having difficulties with the course must be identified.
4. Any student with identified risk of failing the course will be alerted to this as part of the weekly one-on-one meeting and will be given strategies for achieving satisfactory course outcomes. At this stage it may be required to implement individual learning strategies for students with particular needs. These may include one-on-one meetings, extra workload or individual tuition. Contact your course leader or the Training Leadership for ideas and strategies that may assist the student.
5. Regular reviews will be conducted by staff prior to the commencement of each phase of training.
6. A student is deemed to not be meeting satisfactory course progress if the student has failed or is deemed not yet competent in 50% or more of the units attempted in any study period or has not completed all required assessments. Due to the holistic nature of delivery, a student who is not meeting requirements at the mid-course review will be considered as having not met the 50% requirement.
7. If a student is deemed to be not meeting satisfactory course progress, an intervention strategy is to be implemented.

*Please note – If assessors perceive that a student is at risk of not meeting basic course requirements, they should not wait until the mid-point of the school to intervene. If at any stage there is any concern over a student’s progress, assessors are to contact their course leader.
C4CM and CML

1. Students will meet with their supervisor once a quarter to discuss their performance in their ministry placement. Any areas of personal development that the student needs to work on will be addressed in these meetings.
2. A module leader or school staff member will communicate what coursework is expected of a student at the beginning of each quarter.
3. If a student is not completing their allotted work for that quarter, their module leader will follow up with them throughout the quarter to see that their coursework will be finished before the next quarter begins.
4. Coursework is monitored through the applicable online learning management system.
5. At the end of each quarter, all students will fill out a feedback form for the module undertaken.
6. If a student falls more than two quarters behind in their work they are no longer meeting course requirements. A school staff member will meet with them to implement a strategy to finish their work.
7. A student is deemed to not be meeting satisfactory course progress if the student has failed or is deemed not yet competent in 50% or more of the units attempted in any study period or has not completed all required assessments. Due to the holistic nature of delivery, a student who is not meeting requirements at the mid-course review would be considered as having not met the 50% requirement.
8. Through these processes it is expected that all students have all their coursework completed by their graduation date.

Other Vocational Training

1. Students will meet with their supervisor once a quarter to discuss their performance in their placement. Any areas of personal development that the student needs to work on will be addressed in these meetings.
2. A course leader or school staff member will communicate what coursework is expected of a student at the beginning of each course.
3. If a student is not completing their allotted work for that unit, their course leader will follow up with them and create a plan aiming to finish off the unit appropriately. Students will be enrolled in one unit or one cluster of units at a time, and they will not be enrolled in the next unit or cluster until all coursework has been completed.
4. Coursework is monitored through the applicable online learning management system.
5. At the end of each course, all students will fill out a feedback form for the course they took.
6. If a student falls behind and unable to finish off their work within the course dates, they are no longer meeting course requirements. A school staff member will then meet with them to implement a strategy to finish their work.
7. Through these processes it is expected that all students have all their coursework completed by their graduation date.

*Please note – If assessors perceive that a student is at risk of not meeting basic course requirements, they should not wait until the mid-point of the school to intervene. If at any stage there is any concern over a student’s progress, assessors are to contact their course leader.

Intervention Strategy Procedure:

1. The intervention strategy is activated when:
   a. as a result of the regular monitoring of course progress a student has been identified as ‘at risk of failure to meet satisfactory course progress’
   b. the student has been informed of their risk
   c. the student has been given time to implement strategies in order to meet satisfactory course progress
   d. the student continues to fail to meet satisfactory course progress.
2. If a student in any course is tracking towards not meeting satisfactory course progress, the Training course leader and/or supervisor will be informed and the student will need to attend a counselling meeting to discuss the reasons for their unsatisfactory course progress. At that stage
the Unsatisfactory Course Progress warning letter - Counselling meeting will be given to the student and an opportunity to resolve the matter informally will be provided.

3. If the student’s course progress is not improving, a Letter of Intention to Report Unsatisfactory Course Progress will be delivered to the student. A scanned copy will be kept in student’s file. If possible, ensure that the student signs on receipt.

4. Wait 20 working days.
   a. If within 20 working days, the student lodge a Complaints and Appeals form, the internal appeals process will proceed and finalised within 10 working days.
   b. If a complaint is not received, on the 19th working day, the student will be contacted and a final opportunity to lodge a Complaints and Appeals form will be provided.
   c. At internal review, minutes of meeting and copies of all supporting documents will be kept on student file. Once the internal review is completed, a written statement of the outcome, including details of the reasons for the outcome will be given to the student. This will be by way of a letter, explaining the information that was provided by the student at the internal review, why it was or was not taken into consideration, how much weight was given to the supporting documents and why it did or did not meet the grounds of appeal.

5. If after 20 working days no Complaints and Appeals form has been received, or if the outcome of internal review does not support the student, a Final Letter to Report for Unsatisfactory Course Progress, will be given to student. This letter will include their deadline for accessing external review.

6. Wait until deadline, check with Overseas Student Ombudsman (OSO) and ACPET if external review has been lodged.

7. Where the student has not demonstrated that they have met satisfactory course progress requirements within 20 working days; has chosen not to access the complaints and appeals processes; withdraws from the process, or the process is completed and results in a decision supporting the registered provider – the course leader will notify the Department of Education and Training through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

v. Attendance

A decision to join YWAM Townsville is an agreement to participate fully in the schedule of the ministry. We expect all staff and students to attend all timetabled events. All participants are expected to arrive on time. Late arrivals and early departures from class require explanation.

Maintaining Attendance Records for C4CM and CML

- Attendance will be assessed regularly. This will be done through:
  - Quarterly reviews with ministry supervisor
  - YWAM Townsville Staff Leave Tracker
  - Holiday Requests stored in Staff files

- All students are accountable to a ministry supervisor on a daily basis, and are required to notify them if they are unable to participate in any of the scheduled activities or late arrivals. All students are in different modules each quarter. Module Leaders are responsible to follow up on students that do not attend class.

Non-attendance:

- Student absence without consent will be followed up on by course staff or supervisor and students will be given any necessary assistance for doctor’s visit or pastoral care.
- Any absence for more than 5 consecutive days without approval, or consistent non-attendance will be noted and the student will be advised of their progress in regard to course attendance requirements following the procedure below. The Training Leadership team and supervisor will be informed if this procedure is being pursued.
If a student does not meet attendance requirements for the course after the below procedure has been walked through, the Training Leadership team will report within 14 days through PRISMS of non-compliance of visa requirements.

Maintaining Attendance Records for DTS and IPHC

- Attendance records will be maintained daily for all components of the course.
- Attendance will be recorded systematically on the Attendance Record Sheets and are to be completed by a designated member of course staff.
- Attendance records will be monitored and signed off fortnightly by the course leader for these courses.

**Late arrival:**

- Students arriving late to class will be marked with an ‘L’ in the Attendance Records Sheet. Late arrivals will be considered as attending class, however, late arrivals will be utilised to calculate overall student attendance.
- Students consistently arriving late will be followed up by school staff and expectations outlined, and assistance will be given where required.
- Students will be responsible for catching up on any work due to lateness.
- Students needing to leave class early will require prior permission from course leader.

**Non-attendance:**

- Failure to meet 80% attendance of the course will breach student visa requirements and will be reported via PRISMS.
  - 80% attendance is calculated as follows:
    - 80% of a 22 week course = 18 weeks; i.e. a student must not be absent for longer than 4 weeks of the course. This includes the summation of partial daily absences.
- School leaders will track students at risk of not meeting the 80% requirement.
- All non-attendance is to be recorded including student absence due to illness or exceptional circumstances.
- Any student absence without consent will be followed up on by course staff and students will be given any necessary assistance for doctor’s visit or pastoral care.
- Any absence for more than 5 consecutive days without approval, or consistent non-attendance will be noted and the student will be advised of their progress in regard to course attendance requirements following the procedure below. The Training Leadership team will be informed within 48 hours of this procedure being pursued.
- If a student does not meet attendance requirements for the course after the below procedure has been walked through, the Training Leadership team will report within 14 days through PRISMS of non-compliance of visa requirements.

Procedure to be followed for following up students who are not meeting satisfactory attendance:

1. If a student in any course is tracking towards not meeting satisfactory course attendance, a Training Leadership Team course leader or supervisor will be informed, and the student will need to attend a counselling meeting to discuss the reasons for non-attendance. At that stage the **Unsatisfactory Attendance warning letter** and counselling will be given to the student and an opportunity to resolve the matter informally will be provided to the student.

2. If the student’s attendance is not improving, a **Letter of Intention to Report for Unsatisfactory Attendance** will be delivered to the student. A scanned copy will be kept in students file. If possible, ensure that the student signs on receipt.
   The course leader will meet with the student and remind the student of the last day to submit a **Complaints and Appeals form**.

3. Wait 20 working days.
a. If within 20 working days, the student lodges a Complaints and Appeals form, the internal appeals process will proceed and finalised within 10 working days.

b. If a complaint is not received, on the 19th working day, the student will be contacted and a final opportunity to lodge a Complaints and Appeals form will be provided.

c. At internal review, minutes of meeting and copies of all supporting documents will be kept on student file. Once the internal review is completed, a written statement of the outcome, including details of the reasons for the outcome will be given to the student. This will be by letter, outlining the information that was provided by the student at the internal review, why it was or was not taken into consideration, how much weight was given to the supporting documents and why it did or did not meet the grounds of appeal.

4. If after 20 working days no Complaints and Appeals form has been received, or if the outcome of internal review does not support the student, a Final Letter to Report for Unsatisfactory Attendance will be given to student. This letter will include their deadline for accessing external review.

5. Wait until deadline, check with Overseas Student Ombudsman (OSO) and/or ACPET if external review has been lodged.

6. Where the student has not demonstrated that they have met satisfactory course progress requirements within 20 working days; has chosen not to access the complaints and appeals processes; withdraws from the process, or the process is completed and results in a decision supporting the registered provider – the course leader will report through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

vi. Quality Control

a. Systemic Validation S1.9, S1.10, S1.11, S2.2

Validation frequency:

- Certificate III in Discipleship and Certificate IV in Primary Health Care Missions conduct two validation sessions each time the school is run. One session occurs mid-course and one upon completion of the course.
- Certificate IV in Christian Missions and Diploma in Christian Missions Leadership conducts a validation session every three months of the 104 weeks course.
- Other vocational schools conduct a validation session annually.

Validation focus:
In each validation session, the focus of validation will be on the assessment items completed by the student up to that point in time. A statistically valid sample of student work must be used for validation and moderation. See the ASQA guide to the Standards for Registered Training Organisations (RTOs), 2015, in order to calculate a statistically valid sample.

Validation Participants:
Each validation session is led by a member of the training team with appropriate qualifications, skills and experience who was not involved in that particular instance of training. The school leader and each member of staff from the school will participate in the validation sessions for their school. The training team member will be the independent validator.

Validation documentation and actions:
Each time a validation takes place, the following is to be completed:
- Validation Master Checklist
 Validation Meeting Report
• Internal Moderation Record
• A debrief discussion
  ▪ An RFI is completed and handed in to the training office for any action items discussed in the debrief.

b. Quality Assurance Strategies S1.9, S1.10, S1.11, S2.2
YWAM Townsville’s chief executive must ensure that the RTO complies with the VET Quality Framework, and with any other national guidelines approved by the National Quality Council or its successors. This applies to all of the operations within the RTO's scope of registration, including third party operations, as listed on the National Register.

Interaction with the National VET Regulator S8.1, S8.3, S8.4
The RTO must cooperate with the National VET Regulator:

a) In the conduct of audits and the monitoring of its operations
b) By providing accurate and timely data relevant to measures of its performance
c) By providing information about significant changes to its operations
d) In the retention, archiving, retrieval and transfer of records consistent with the National VET Regulator’s requirements

Designation of Authority & Responsibilities
The RTO has a designated person or persons, with direct access to the RTO’s Chief Executive, who has defined responsibility and authority to:

• Ensure that the RTO complies with the VET Quality Framework across all of its operations and in all of its training/assessment activities, including those undertaken by other persons or bodies on its behalf;
• Ensure that the RTO provides for examination of documentation and reasonable access to all areas, records (including internal audit reports) and staff as required by the National VET Regulator for the purposes of audit;
• Report to the Chief Executive on the RTO’s compliance with the VET Quality Framework, for review and as a basis for improvement;
• Apply to the State or Territory VET registering body that has registered it for any extension to scope of registration;
• Provide details, upon the request of the State or Territory VET Regulator that has registered it, of all operations within its scope of registration including operations in other States or Territories and outside Australia;
• Advise the State or Territory VET Regulator that has registered it that the RTO has commenced operations in any other State or Territory within 21 days of commencing the interstate operations; and
• Provide the State or Territory VET Regulator that has registered it with accurate and timely information regarding registration and compliance (including major changes to the RTO’s system or staffing profile, relocation of the RTO, financial difficulties and transfer of client records).

The persons responsible for the above activities will be defined in the RTO Organisation Chart and Job Descriptions.

c. Compliance with Legislation S8.5, S8.6
YWAM Townsville ensures that compliance with Commonwealth, State & Territory legislation and regulatory requirements relevant to its intended operations is integrated into its policies & procedures
and that compliance is maintained. In addition, *YWAM Townsville* ensures staff and clients are fully informed of these requirements where they affect their duties or participation in vocational education and training.

Compliance with Commonwealth, State & Territory Legislation and Regulatory Requirements

*YWAM Townsville* 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;
- Privacy Act
- Building Regulations, Fire Safety
- ESOS Act*
- Child Protection
- Access and equity
- VET

* The *Education Services for Overseas Students Regulations, 2001*, provide further guidance on requirements for student data collection and other obligations imposed upon registered education providers.

Responsible Persons

Responsibility for compliance with legislative and regulatory requirements lies in the first instance with the Chief Executive of *YWAM Townsville*.

The Training Leadership team will monitor all relevant state and commonwealth laws and legislation to ensure that all staff has access to and an understanding of all legislation that effects their position. All staff and Students are notified through the intranet. A web site that delivers most relevant legislation is [www.comlaw.gov.au](http://www.comlaw.gov.au). We are subscribed to its update emails and stay up to date through this process. Our immigration registrar will stay abreast of any changes in immigration legislation and implement any action items from those.

Information about Relevant Commonwealth, State & Territory Legislation is provided to Staff and Clients

*YWAM Townsville* ensures that all staff are provided with current information about legislation and regulatory requirements that significantly affects their duties through:

- Staff inductions
- Policy & Procedures manual
- Updates at staff meetings or by email as necessary
- Facebook

We ensure that all Students are provided with current information about legislation and regulatory requirements that significantly affects their studies through:

- Student orientation
- Updates in class or by email as necessary
- Facebook
d. Superseded Training Product S1.26, S1.27

YWAM Townsville will ensure that:

- 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.

vii. Student Support Services S1.3(b), S5.2(b), NC6

YWAM Townsville ensures learners receive training, assessment and support services that meet their individual needs.

Student Support Services

YWAM Townsville is committed to assisting all clients/students to achieve competency in their chosen program of study. To this end the following assistance is available:

- Open telephone line policy – clients may ring at any time to make inquiries, seek information or support.
- YWAM Townsville is an active member of the Australian Council for Private Education and Training (ACPET), a national network that supports private RTOs. In addition, YWAM Townsville has an awareness of local support services and therefore undertakes to make inquiries and direct clients/students to the most appropriate service agency.
- A mentoring system (pastoral care) will be established in order to assist the client/student to achieve the outcomes of the course.
- General care is offered to students with problems directly related to study and with general personal concerns. This may be – stress due to study, a grievance, acclimatizing to new surroundings, financial matters, course attendance, course progress or personal issues.
- Staff will be sensitive to cross-cultural issues, meet the special needs of international students and will provide adequate orientation.
- For overseas students a designated student contact officer is available and will assist in adjusting to study in Australia and any other issues that may arise. Details of this officer will be provided at orientation. The Training Leadership member is the designated student contact officer and will be supported by staff on each training course.
- All staff undergoes 2 weeks training prior to course commencement and is inducted into the up-to-date support services available to students. Additional ongoing training to staff will occur for the duration of the course.
• Training staff conduct weekly one-on-one interviews with each individual on a Certificate III in Discipleship or Certificate IV in Primary Health Care Missions course (pastoral care) to ensure the students’ ongoing welfare and support within the course. Students undertaking other courses will receive regular personal follow up with appropriate staff members and supervisors.
• All students live in campus accommodation and are actively supported by staff that live onsite or nearby.
• For students experiencing difficulties beyond the capabilities of our staff, students will be referred to the appropriate specialist help.

Specialist assistance available:
International students with Medibank OSHC – students are able to contact the 24-hour Health Advice and Support Line (1800 887 283). They offer medical assistance from a registered nurse, counselling services, emergency legal advice, travel document assistance, health system guide, and an interpreter service.

Legal Aid Queensland – Townsville

Address Details
Street: 3rd Floor, Northtown / PO Box 1337
280 Flinders Street Mall
Townsville 4810

Contact Details
Telephone No: 1300 65 11 88 - Legal information and referral only
Other No: (07) 4760 7507
Fax No: (07) 4721 2521
Email: mailbox@legalaid.qld.gov.au
DX Number: DX 41435 Townsville
Operating hours: 9am – 5pm.

Additional external support services are available depending on the need. Contact the Training Leadership team for specific areas of assistance.

Language, Literacy and Numeracy
YWAM Townsville requires overseas students to demonstrate a sufficient level of competency in written and spoken English. Where students’ current level of literacy and numeracy is lower than that required to meet the course requirements, the trainers work with those students to develop the required skills.

Where the students’ current level of language, literacy and numeracy is adequate, but have difficulty with a particular assessment tool, then alternative forms of assessment can be offered.

This is done through a variety of methods, which may include (but not limited to):
• Supplying a reader for students or audiobooks
• Supplying a scribe for students
• High level of staffing in the classroom (approx 1 to 5 ratio)

For specialist language, literacy and numeracy assistance students can contact the Adult Literacy telephone referral service (Reading, Writing Hotline) 1300 655 506
Access & Equity

YWAM Townsville maintains and observes high standards of behaviour and character amongst its staff. As a charitable organisation founded on Christian principles, YWAM Townsville holds its personnel to high standards of character and behaviours, in adherence with Christian beliefs and practice within a Biblical framework. In accordance with these values, YWAM Townsville affirms the inherent intrinsic value of each individual and works to train, equip and strengthen all individuals regardless of background.

YWAM Townsville is committed to meeting the needs of the individual students and the community as a whole, through the integration of access and equity guidelines.

YWAM Townsville will ensure that equity principles for all, regardless of race, gender, age, social or educational background or any disability that may be present are implemented through fair allocation of resources (including human resources) and the right to equality of opportunity without discrimination.

YWAM Townsville will ensure that no applicant will be disadvantaged in any way by virtue of their race, gender, age (recognising the course minimum age), social or educational background or disability.

All students will be recruited to YWAM Townsville in an ethical and responsible manner and consistent with the requirements of the accredited course or endorsed National Training Package. Our Access and Equity Policy ensures that student selection decisions comply with all relevant legislation.

Access to training with YWAM Townsville is not restricted by gender, nationality, social or educational background. YWAM is international and interdenominational; our training reflects this by the inclusion of international staff and students in our programs.

Appropriately qualified staff will assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course, based on their qualifications and experience.

viii. Changes to Critical Organisational Information

YWAM Townsville maintains a policy and procedures regarding updating critical information regarding the organisation in compliance with legislation.

Notification on the intention to relocate NC 14.3

- YWAM Townsville will make formal application to the designated authority to have a new premises approved.
- 20 working days prior to relocation, notification to enrolled students and intending students will be given of the intention to relocate.

Changes to registered provider’s ownership or management S5.4, S8.1, NC 15

YWAM Townsville is a not for profit organisation and changes to leadership are processed through YWAM’s National Executive in Australia.

As part of the process where the management changes significantly and effects areas of training, YWAM Townsville will notify in writing all state and federal authorities and provide relevant
information of the new personnel for assessment under 9(6) of the ESOS Act and any other relevant legislation.

YWAM Townsville will also advise incoming learners as soon as practicable, including in relation to any new third-party agreements or a change in ownership or changes to existing third-party arrangements.

This notification will take place a minimum of 10 working days prior to the change taking effect.
3. Personnel Management (Staff, Facilities, Equipment, and Training & Assessment Material Requirements)  S1.3, S1.5, S1.6, NC 14

YWAM Townsville has access to the staff, facilities, equipment, training and assessment materials meeting the requirements of the Training Package or VET accredited course and the training and assessment strategies are developed through effective consultation with industry.

These requirements are managed through the completion of Pre-Delivery Resource Questionnaire, which is part of our Training and Assessment Strategy, which must be completed prior to the commencement of any course.

i. Recruitment, Induction & Development of Staff

YWAM Townsville is committed to the provision of adequate personnel in the areas of delivery and assessment. To ensure this, procedures for personnel recruitment and induction, outlining the requirements concerning on-going professional development has been developed.

Recruitment

YWAM Townsville follows well-established procedures for recruitment and professional development of all staff.

All personnel must have completed a Certificate III in Discipleship or equivalent (Discipleship Training School) before applying to join full time staff. When needed, speciality work can be outsourced to private contractors through a job application process with relevant qualifications to the position.

A thorough application, reference and interview procedure is followed with all staff applications. This process involves assessment of character, leadership potential, confirmation of calling and competency for the role they will be fulfilling.

YWAM Townsville staff are recruited from three major sources:

1. Current Students
   At periodic times during the course, Students will be given opportunity to hear about and consider positions available.

2. Web site
   Staff positions are advertised on the organisation’s web site.

   Staff positions are advertised in the ‘Go Manual’, one of YWAM’s annual publications. It is extensively distributed amongst other YWAM campuses, church and mission organisations internationally.

Induction

All YWAM Townsville staff positions require induction training relevant to the position. Newly recruited staff are inducted at the commencement of their involvement with the organisation. Staff that have been away for more than 3 months will also be re-inducted as necessary.

See Staff Induction Checklist for staff undertaking the Staff Internship and the C4CM – Student Orientation Checklist for staff undertaking our Certificate IV in Christian Missions.

Staff Induction is a two-week orientation that introduces staff to the policy and procedures at YWAM Townsville as well as the position they are undertaking. Each staff member is assigned an area supervisor.
ii. Trainers and Assessors S1.13-1.20, S1.22, NC 14

Training and assessment is conducted by trainers who have:
   a) vocational competencies at least to the level being delivered and assessed
   b) current industry skills directly relevant to the training and assessment being provided
   c) current knowledge and skills in vocational training and learning that informs their
      training and assessment

Assessors Qualifications
All staff of YWAM must have completed a YWAM Discipleship Training School before applying to
join a full-time staff role.

Training and Assessment
Prior to 01 April 2019
All staff delivering training & assessment at YWAM Townsville have (or are in the process of
completing, therefore working under direct supervision):
   • TAE40110 – Certificate IV in Training & Assessment or its successor
   • A diploma or higher level qualification in adult education

Where a staff member conducts assessment only, they must have either:
   • TAE40110 Certificate IV in Training & Assessment or its successor
   • A diploma or higher level qualification in adult education
   • TAESS00011 Assessor Skill Set or its successor

From 01 April 2019
All staff delivering training & assessment at YWAM Townsville hold either (or are in the process of
completing, therefore working under direct supervision):
   • TAE40110 – Certificate IV in Training & Assessment plus the units TAEASS502
      Design and develop assessment tools and TAELLN411 Address adult language,
      literacy and numeracy skills
   • TAE40116 – Certificate IV in Training and Assessment
   • A diploma or higher level qualification in adult education

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

In addition, course staff members will have demonstrated current vocational competence in the field
within which they areconducting training and assessment.

Industry Relationship - Assessors need to demonstrate appropriate experience, paid and unpaid.
Evidence of willingness to keep abreast of developments through attendance at YWAM Meetings,
Conferences and course related Seminars. Details of vocational experience and any professional
development, paid and unpaid, will to be recorded in resumes and Staff Development Profiles and/or
Personal Growth Action Plans.

Currency - Assessors are to have current vocational and industry experience in their fields of
assessment.

Trainer Qualifications - Training will be undertaken by trainers who have appropriate vocational
competence in their field. Trainers will have one of the following units as appropriate:
   • TAEDEL301 Provide work skill instruction or TAEDEL402 Plan, organise and facilitate
      learning in the workplace
   • BSBCCM401 Make a Presentation or TAEDEL401 Plan, organise and deliver group-based
      learning
Industry experts or guest speakers are utilised for their industry experience. As YWAM is not only a training organisation but also a unique international missions organisation delivering accredited courses specifically designed to train its own staff, industry consultation has shown a need for training to be delivered by industry experts and organisational leaders from different backgrounds, professions and ministries throughout the world. Industry experts are chosen on the basis of appropriate qualifications in the units of competency relevant to the section of training they are addressing. Qualifications may be either formal or based upon demonstrated effectiveness over a period of time in the field or a combination of both. Guest speakers and industry experts will be supervised by course staff to ensure that their teaching is valid and meets course outcomes.

Course Leaders - The course leader will fulfil the role of supervising trainer for a course. The course leader will ensure that the delivery and assessment requirements of each course are met. All course leaders at YWAM Townsville are required to have vocational competence in the course on which they will be acting as course leader, as well as holding the TAE40116.

School staff will hold current competence in the course they are staffing and will also hold TAESS00011 Assessor Skill set.

Additional school staff will hold current competence in the course they are working on and will undertake a coaching mentoring role under supervision of the course leader or a qualified school staff member.

Direct Supervision

Any school staff not holding TAESS000011 Assessor Skill Set will have the competencies in the course they are delivering and operate under supervision.

Where a school staff member is working under supervision, the RTO ensures they:

a) have vocational competencies at least to the level being delivered and assessed;

b) have current industry skills directly relevant to the training & assessment being provided;

c) will not determine assessment outcomes

Process for Supervision of Course Staff:

1. 2 weeks prior to course commencement all staff undertake 2 weeks of staff training.
2. All course staff meet on a daily basis.
3. All course staff undertake ongoing weekly training.
4. All course staff share an office with the Training Leadership team and have regular access to the supervisor
5. Only qualified staff are authorised to sign off on competencies.
6. Assessment will be undertaken in a team setting with a qualified assessor.
7. Every outreach team will have a qualified assessor with them at all times

Supervision of Trainers:

1. Anyone delivering training who does not have the relevant TAE qualifications will do so under direct supervision.
2. Supervisors will be in attendance in class at all times.
3. Supervisor will meet with trainer at the beginning of the training period and go over schedule, training methods and performance criteria / knowledge evidence to be covered.
4. Supervisor will maintain records of supervision on the Weekly Lecture Summary form.
5. Supervisor will give ongoing feedback to the trainer during training sessions.
iii. Professional Development (Industry Engagement for YWAM Townsville staff and monitoring of Training and Assessment) S1.5, S1.6, S1.16

All full-time staff at YWAM Townsville are volunteers. We ensure that all members and other parties who contribute to learner’s training and assessment are engaged in the development, delivery and monitoring of training and assessment.

Input is gained through the following mechanisms:

- Outreach Host Feedback
- Industry expert speakers
- Feedback from industry

Staff are also given the opportunity to attend conferences, courses and programs (internationally and nationally) for professional development training. Vocational training is also encouraged where technical or specific skills are required, e.g. GST workshops, IT seminars etc.

During the course of a program, staff are required to attend weekly meetings. The purpose of these meetings is to provide input and feedback for staff, disseminate relevant information, equip participants and encourage a sense of community among the staff.

Regular “in-house” seminars and workshops are held which all staff are encouraged to attend. These seminars are run by visiting speakers and ensure that staff maintain currency with industry developments.

Each staff member is responsible to update his or her Staff Development Profile and/or Personal Growth Action Plans with external professional development undertaken.
4. Communications Policy

YWAM Townsville’s communications are governed by a Communications Policy, outlined below:

i. Accurate and Accessible Information

YWAM Townsville will ensure that all advertising and marketing of services to prospective clients is ethical, accurate and consistent with our scope of registration. YWAM Townsville uses the NRT or AQF logo in compliance with its conditions of use.

Ethical Marketing and Advertising

YWAM Townsville must market courses and services with integrity and accuracy, avoiding vague and ambiguous clauses and with due regard to the reputation of Australian international education and training. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

Care will be taken to ensure that marketing will be consistent with the education, cultural and regulatory systems of countries in which we seek to market and will not detract from the reputation and interests of other Australian institutions.

The organisation will operate in accordance with the national protocol for marketing of recognized training.

All marketing and advertising information is reviewed for accuracy and ethical representation of training before being circulated.

YWAM Townsville both produces its own advertising material for training offered at our location, containing ethical and accurate advertising materials and information.

Our Media & Communications team designs brochures and other materials used to advertise the organisation and its training courses. Other information can be issued by the Registrar office.

Under the supervision of the media department, most of the above information is collated and reproduced on our website www.ywamtownsville.org.

Advertising is not focused primarily on accreditation offered but rather on the purpose and goals of each course. Where Nationally Recognised Training or RTO status is mentioned in advertising, a clear distinction is made between courses that have gained VET accreditation and courses that have not.

Examples of advertising and student information can be seen in the YWAM Townsville Course Catalogue, Student Application Form and Information Handbook, brochures and our website.

Permission is requested of staff and students prior to utilising any quotes, photos etc in advertising material.

In addition, when inviting a speaker whose name (and possibly organisation name) might be used on advertising material, permission to include their (and their organisation’s) name in advertising is requested. YWAM Townsville does not use third parties to recruit learners on its behalf.

The names of courses and code numbers of courses used in advertising will comply with the names and codes recognised by the State Training Authority.

The CRICOS number is clearly written on all marketing material, including electronic material, where applicable.
YWAM Townsville 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, or
- 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
- Completion of a training product in a manner that doesn’t meet the training and assessment policy put in place, which meets the requirements of the training package including learners existing skills, knowledge and experience as well as the mode of delivery.

YWAM Townsville 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

All advertising material prepared by staff must first be checked against this policy and procedure using a Media Proofing Form for final approval BEFORE printing. Any advertising material used by third parties must be approved by the YWAM Townsville training office.

Use of Logos

This RTO 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 NRT logo.

The organisation must use the NRT logo in advertisements only where it complies with the Conditions of use of the NRT logo.

The organisation must only use any of the following statements in advertisements in respect of training and/or assessment within its scope of registration:

- ‘Nationally Recognised Training’;
- ‘(recognition authority) Recognised Training’; and
- ‘Registered by (the recognition authority) to issue the following qualifications...’

The NRT logo must be used:

- On all AQF certification documentation issued by YWAM Townsville. These can only be issued by an RTO when the qualification and/or unit of competency are within YWAM Townsville’s scope of registration.

The NRT logo must not be used:

- On other testamurs or transcripts of results outside of YWAM Townsville’s scope of registration
- On products such as corporate stationary, business cards, building signage, mouse pads, satchels, packaging products or learning resources supporting training.

The above will be ensured by the Annual Internal Audit process and the Media Proofing Form.
*Educational Agents and/or Overseas Student Recruitment Agents*

YWAM Townsville does not use Education Agents or any other external education recruitment agencies.

Promotion is primarily carried out through word of mouth, supported by websites and through Youth with a Mission international training network called University of the Nations.
5. Complaints & Appeals

YWAM Townsville is committed to maintaining satisfaction with its programs and an environment that promotes unity. Complaints and appeals are addressed efficiently and effectively. YWAM Townsville’s Complaints Policy manages and responds to allegations involving the conduct of our RTO, trainers, assessors, staff, learners, or third parties providing services on our behalf.

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. In the case of a complaint, this policy allows for the following:

Complaints and Appeals Procedure

- Complaints will in the first instance be brought to the course leader or supervisor. An opportunity to resolve the matter "informally" will be provided to the initiating party. The course leader or supervisor will meet with the initiating party to offer informal counselling and talk through the issue. Appropriate actions will take place at this stage.
  - Depending on the complaint or appeal, if the initiating party does not feel comfortable approaching their course leader or supervisor regarding the issue, they should approach another member of the leadership team.
  - Each party has the right to utilize a support person (nominee) in all proceedings.
  - Either party may consult an independent Conciliator at any stage.
- All meeting minutes, procedures, agreements, action step, records of all complaints and appeals and their outcomes will be recorded and held in confidence.
- Should the course leader or supervisor fail to bring resolution; the matter may be taken to the Management Committee.
- If the initiating party is unsatisfied with the results of the informal process, they should lodge a formal complaint or appeal using a Complaints and Appeals Form. Once this form has been lodged, the Management Committee will be informed and may be involved.
- YWAM Townsville has 10 days to process and finalise a complaint or appeal.
  - For overseas students on student visas wherever possible a resolution will be sought prior to a student’s departure from the country
  - In the unlikely event that the complaint or appeal is not processed and finalised within this timeframe, the initiating party will be informed of the reasons for this as well as receiving regular updates on the process of the matter.
- At outcome of Complaints and Appeals process, YWAM Townsville will analyse and identify potential causes and ensure that any corrective or preventative action is taken to prevent the likelihood of reoccurrence through the RFI Process.
- Once the internal Complaint and Appeals process is completed, a written statement of the outcome, including details of the reasons for the outcome will be given to the initiating party. This can be by way of a letter, outlining the information that was provided by the initiating party, why it was or was not taken into consideration, how much weight was given to the supporting documents and why it did or did not meet the grounds of appeal.

Additional Information on the Procedure

- At all stages these meetings are informal and conciliatory.
- This process does not circumscribe the student’s right to pursue other legal remedies.
- If it is not possible to resolve the dispute internally, via the process above, YWAM Townsville may arrange for independent mediation to resolve the dispute. External Appeals will be arranged through the Australian Council for Private Education and Training. Additional support can be found via state training authority – phone – 1800 210 210. If you are dissatisfied with your Registered Provider’s policies and procedures, you may contact the State Regulator through the ESOS mailbox: esosmailbox@deewr.gov.au or through the ESOS helpline (02) 6240 5069.
External Appeals:

Procedure

1. For international students, check with the Overseas Students Ombudsman (OSO) if external review has been lodged by the initiating party. For domestic students, check with the Australian Council for Private Education and Training (ACPET) if external review has been lodged by the initiating party.
2. If applicable, maintain enrolment for student and prepare student file for review.
3. OSO or ACPET will advise on procedure for review.
4. Wait for outcome of review.
5. If the decision is to “affirm” the provider’s decision, this means, the provider may proceed with issuing of Section 20 Notice.
6. If the decision is to “remit” the provider’s decision, this means, the provider must immediately implement any recommendations.
7. If the recommendations are to “follow policy and processes properly”, the provider must follow the proper policies and procedures prior to issuing a new letter of intention to report.
8. If the recommendations are to “allow student opportunity to show cause”, the provider must allow the student to provide further information to explain why the student has unsatisfactory course progress or attendance. The provider may offer counselling sessions or implement an intervention strategy to support the student. If the student’s course progress or attendance remains unsatisfactory, the provider may proceed with issuing a new letter of intention to report.
9. If the recommendations are to “allow student opportunity to access internal review”, the provider must allow the student the opportunity to access an internal review. The provider must comply with NC 8, in relation to providing the student access to the appeals process. Once an internal review process has been completed, the provider must advise the student of the outcome in writing, including details of the reasons and their right of external review, if required.

In the case of an Assessment Appeal this policy allows for the following:

Any appeal against assessment or RPL will follow the same process for all other appeals, however a student may appeal an assessment outcome by completing an Assessment Appeals Form, which can be obtained from the Training Office.

All procedures, agreements, action steps and records of all complaints and appeals and their outcomes will be recorded and held in confidence.
6. Partnership Agreements S2.3, S2.4, S8.2, S8.3

YWAM Townsville will systematically monitor services provided on its behalf to ensure that they comply with all aspects of the VET Quality Framework. This includes recruitment of students and learner support services as well as training and/or assessment. YWAM Townsville will have, and comply with, a Partnership Agreement with each organisation that provides training and/or assessment on behalf of the RTO. This will specify how each party to the agreement will discharge its responsibilities for compliance with the VET Quality Framework.

YWAM Townsville will notify ASQA of any written agreement entered into for the delivery of services on its behalf within 30 calendar days of that agreement being entered into or prior to the obligations under the agreement taking effect, whichever occurs first; and within 30 calendar days of the agreement coming to an end.

If the RTO enters into such an agreement it will maintain a register of all such agreements.

YWAM Townsville currently has the following partnership agreements for the delivery of training and assessment:

1300SMILES
YWAM Townsville offers the Certificate III in Dental Assisting course in a Third-Party Provider agreement with 1300SMILES. 1300SMILES is a dental franchise that operates throughout Queensland, New South Wales and South Australia. They are a major supplier of dental supplies and volunteer specialists to YWAM Medical Ships Australia.

Contact Details for 1300SMILES:
Email: clinicaltrainer@1300smiles.com.au
Phone: +61 7 4720 1323

Doc Media
YWAM Townsville also has a Third Party Agreement with Doc Media. Doc Media is delivering the Certificate III in Screen and Media on our behalf as part of their Beyond the Mic program.
Please see third party agreement for more information.

Contact Details for Doc Media:
Email: luke.holt@docmedia.com
Phone: 0414 829 252

The above service agreements apply to Australian students only.
7. Records Management

YWAM Townsville has records management procedures in place in line with the organisation's scope of registration and scale of operations to ensure accuracy and integrity of records.

Procedures to Ensure the Integrity, Accuracy & Currency of Records

1. Secure storage, including backup of records. All records relating to individuals are handled in a way consistent with the privacy act including but not limited to the following:
   - All student and staff records will be kept in secured filing cabinets and on a computer system that requires a password to access it.
   - As an RTO, YWAM Townsville is legally obliged to report some aspects of student assessments to a number of Government bodies. Besides this, third parties will not be granted access to Student files without the express written permission of the Student using the Request to View Personal Records.
   - Students may view their records and any other information recorded about them at any time by submitting a Request to View Personal Records.

2. Backup copies are made regularly of all essential records and a copy is kept either:
   - In a secure location off site.
   - In a fireproof safe.

Administration and Records

Privacy and Confidentiality – Use of Personal Information

The policies regarding protection of information and confidentiality are included in the Staff and Student Handbook and explained if further clarification is required. No information about a client is disclosed to a third party, except as required under the Standards for Registered Training Organisations or by law, without the written consent of the client.

As part of the enrolment processes, students and staff are asked to complete a release of information section, to enable us to utilise the enrolment information for administrative purposes, advertising and marketing materials, audit processes, and any information required to be provided to Commonwealth and State agencies for the purposes of the Education Services for Overseas Student’s Act, the National Code, or promoting compliance with visa conditions and migration control. In addition, information to be provided to organisational bodies for the purposes of national and international record keeping. YWAM Townsville is also required under Australian law to advise of changes to a student’s enrolment or breach of visa conditions.

Records Management

YWAM Townsville is committed to the secure storage of all personal information related to staff and students in accordance with the Privacy Act.

Access to records

Student records are the joint responsibility of course leaders and the Registrar:
   - Registrar – will keep all applications and personal records during the enrolment process up to the time the school starts, and all archived records.
   - Training Department – will keep current student personal files and all documents related to student assessment of current courses.
   - Accounts – will keep records of student payments.
   - Students – may view their own files on request (refer Request to View Personal Records)

The records remain the property of YWAM Townsville and are not given to the student.

Application documents may be forwarded to another learning institution at the applicant’s request.
Security
All records and documents will be kept in lockable filing cabinets except when they are being worked on or referred to by authorized personnel.

Documents taken from secure areas:
- May only be taken by authorized personnel.
- Must be dealt with immediately and returned straight away.
- Precautions must be taken to ensure these are not viewed by any unauthorized personnel.
- If the person who takes them is interrupted and cannot immediately deal with the document, it should not be left unattended.
- If the delay is likely to be anything more than a few minutes, the document should be returned to a secure area before doing anything else.

Computer records
All files containing sensitive information must be protected by either network security or password.

All computer records must be backed up regularly:
- Student applications, including confidential references
- Records of fees charged, paid and refunded if applicable.
- Attendance records
- All records of assessment conducted during a school.
- Final assessment summary – units of competency in which students have attained competency or achievement (or not) of full course outcomes.
- Complaint issues
- Anecdotal records

Archiving of records
After a school has finished, training staff will collate all student files, ensuring that all necessary information is in them.

Student personal records and assessment files will contain:
- Student applications, including confidential references
- All records of assessment conducted during a school
- Final assessment summary – units of competency in which students have attained competency or achievement (or not) of full course outcomes
- Grievance issues
- Release of liability if leaving early
- Breach of Code of Conduct notes
- CRICOS attendance letter if documented.

After a school has finished, training staff will collate all necessary documents relating to training within the school.

For the purposes of validation, moderation and maintaining an appropriate number of student records for future auditing, each training course must retain a statistically valid sample of full student records. This sample will vary depending on the course size, as per the following table.

Records required by the registering body will be kept as follows:
<table>
<thead>
<tr>
<th>ITEM</th>
<th>DESCRIPTION</th>
<th>PERIOD &amp; AMOUNT TO BE RETAINED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Results</td>
<td>Records may be electronic or hard copy and should show, for each unit of competency, the final summative result (usually a notation of competent/not yet competent), and the date of final summative result.</td>
<td>30 years</td>
</tr>
<tr>
<td></td>
<td></td>
<td>100%</td>
</tr>
<tr>
<td>*Qualifications / Statements of Attainment Issued</td>
<td>A record of qualifications/ Statements of Attainment issued to each individual student must be retained. This may be either electronic or hard copy and must contain enough information to reproduce the qualifications/ Statements of Attainment if required. A list of units of competency achieved by each individual student must also be retained.</td>
<td>30 years</td>
</tr>
<tr>
<td></td>
<td></td>
<td>100%</td>
</tr>
<tr>
<td>Overseas Students records</td>
<td>A record of student’s address, documentation relating to written agreements, and details of payments.</td>
<td>At least 2 years after the student leaves.</td>
</tr>
<tr>
<td>*In the event of closure of the RTO records sufficient for re-issuing qualifications or statements of attainment will be transferred to the state registering body.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Completed assessment items</td>
<td>This refers to the student’s completed work. The RTO will need to keep sufficient evidence as to how the assessment was made so as to be able to justify its decision if there is an appeal. If it is impractical to keep all completed assessment items for every student until after the RTO’s appeal period, then only the assessor’s completed marking guide/ criteria/ observation checklist for each student need be retained.</td>
<td>Appeal Period</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Either the completed assessment items or the assessors’ checklists for every student to be retained until the expiration of the RTO’s final appeal period for results. Complete student records must be kept for 6 months or until the expiration of the appeal period, whichever is greater. After this, student assessments are to be returned to students for keeping or destroyed.</td>
</tr>
<tr>
<td>Appeals</td>
<td>After the end of the appeal period, only the assessor’s completed marking guide/criteria/observation checklist for each student need be retained. It must be sufficiently detailed to allow the auditors to form a valid opinion of the standard required by the RTO. The assessor’s checklist should include a summary of feedback given to the student, the name of the assessor and the date of assessment. If no checklist is used, the completed assessment item itself must be retained.</td>
<td>After the appeal period ends, the assessor’s completed marking guide/ criteria/ observation checklists (or the items themselves) are to be retained for 12 months after the final result for each unit of competency or, where a contract is held, for 12 months after the expiration of the contract, whichever is greater.</td>
</tr>
<tr>
<td>Assessment instruments and assessors marking guides/criteria/observation checklist</td>
<td>A master copy of the assessment instruments and the assessor’s marking guide/criteria/observation checklist. (The assessor’s checklist can take a number of different forms, depending on the assessment and training program developed by the RTO. The assessment instruments will be assessed by the audit team, including industry advisors where appropriate.) If a model is used as part of an assessment, then either the model or a detailed description of its critical components should be retained.</td>
<td>All assessor’s marking guides / observation checklists can be destroyed after 6 months.</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td></td>
<td></td>
<td>7 years. This is to cover the possible requirement to produce evidence as to how a person was assessed as competent.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>All instruments used</td>
</tr>
</tbody>
</table>

### Data Provision Requirements S3.6, S7.5, S8.1

**AVETMISS Reporting:**
YWAM Townsville gathers full AVETMISS data from students through the Registration 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 NCVER. The report for the previous year must be submitted to NCVER by February 28 of each year.

**Unique Student Identifier (USI):**
All students issued a Statement of Attainment or qualification by YWAM Townsville after January 1 2015 are required to have a USI before the statement of attainment or qualification is issued, unless a legitimate exception applies. Students who already have a USI will provide it to YWAM Townsville in the orientation week of the course to be verified. Students who do not have an USI will apply for one in the orientation week and provide it for verification.

YWAM Townsville will ensure the security of Student Identifier and all related documentation under its control, including information stored in student management systems. See the “Records Management” section of this manual for details on security of all information, including that related to USI’s.

**Quality Indicators:**
YWAM Townsville collect data on the Quality Indicators agreed upon by the Ministerial Council, or its delegate. YWAM Townsville provides 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.
8. Privacy Policy

The following is YWAM Townsville’s policy with respect to its holding of personal information about staff, students or people who have contacted the organisation.

In keeping with this policy, the YWAM Townsville Management Committee has authorised the following statement to be placed on our website.

The purpose of this statement is to provide information about the data collection procedures of YWAM Townsville. It lists what information is collected, why it is collected, how it is used, who it is used by, your rights, to whom it is disclosed and how to have information amended or deleted. We will take all reasonable steps to protect the privacy of any personal information in our possession. YWAM Townsville will take all reasonable steps to ensure that information we collect, use or disclose is collected by lawful and fair means, is accurate, complete, up-to-date and is kept strictly confidential either in an electronic database or lockable cabinets.

In line with our Privacy Policy, personal information will be collected and managed in a respectful and confidential manner by YWAM Townsville authorised personnel only. These staff will receive training appropriate to their role.

This statement has been prepared in accordance with the Australian Privacy Principles and the Privacy Amendment (Enhancing Privacy Protection) Act 2012, which amends the Privacy Act 1988.

Protecting Your Privacy Rights

YWAM Townsville acknowledges its role in protecting your privacy rights. Any information that is provided to our organisation is only used for the purposes for which you provided it. We will not use or disclose information provided for a particular purpose for any other purpose without first notifying the individual concerned in writing.

What Information Do We Collect?

We primarily collect personal and non-personal information about our past, present and future students and staff members. Information is also gathered from other people who contact our organisation directly as well as contacts and organisations working in similar fields to YWAM Townsville and individuals with whom we have professional connection. Some of this information comes from third parties. Personal information is only collected on the request of the individual concerned. All information identified as personal is treated as confidential; this includes credit card details from third parties and government related identifiers.

If unrequested personal information is received from any party, we will determine whether the information is pertinent to our use, within a reasonable period of time. If it is not, we will de-identify or destroy it.

YWAM Townsville passes some information, as it pertains to student academic enrolment details, course results and progress to third parties as required by Australian law. In particular, YWAM Townsville collects statistics as part of the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS), as required by the Australian Government. There are no options for exemptions to AVETMISS reporting requirements for students who study at YWAM Townsville. Further information about what data is collected, who it is reported to and how it can be used is available here: [https://www.ncver.edu.au/support/topics/avetmiss/what-is-avetmiss](https://www.ncver.edu.au/support/topics/avetmiss/what-is-avetmiss)

All student assessment materials, including observation reports and student responses to formal written questions are stored for a period of 6 months after completion of their training requirement, in accordance with the requirements of the Australian Skills Qualification Authority (ASQA). Further

International students who study at YWAM Townsville do so under a national code that is established under the Educational Services for Overseas Students (ESOS) Act, 2000. Under this act, YWAM Townsville is registered as a training provider to overseas students on the Commonwealth Register of Institutions and Courses for International Students (CRICOS) as provider number 02205D. One obligation under this code is to maintain the records of student assessments for a period of at least two years. Further information is available here: [https://www.asqa.gov.au/faqs/how-long-must-cricos-student-assessment-items-be-kept](https://www.asqa.gov.au/faqs/how-long-must-cricos-student-assessment-items-be-kept)

ASQA also requires records to be kept of all statements of attainment and certificates awarded under the Australian Qualifications Framework (AQF) for a period of 30 years. This includes data required to be able to accurately identify past students in order to reissue certificates as needed. The data retained is the same as the data reported to AVETMISS. Further information is available here: [https://www.asqa.gov.au/faqs/what-records-learner-aqf-certification-documentation-do-i-need-keep-clause-34](https://www.asqa.gov.au/faqs/what-records-learner-aqf-certification-documentation-do-i-need-keep-clause-34)

As a Registered Training Organisation (RTO), number 30614, YWAM Townsville also collects students’ enrolment and course completion data as part of the Unique Student Identifier (USI) scheme. All students who complete vocational training in Australia must be a part of this scheme, and have their details collected, in order to be awarded course statements of attainment and course completion certificates. Students who have a genuine objection to having participating in this scheme and having their data reported can apply for an exemption via the process found here: [https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply](https://www.usi.gov.au/training-organisations/training-organisation-requirements/exemptions-individuals/how-apply)

YWAM Townsville is part of a global tertiary study network known as the University of the Nations (UofN). The training that YWAM Townsville offers is accredited through the UofN, and their subsidiary representative body in Australia, the Institute for the Nations (IforN). Study completed at YWAM Townsville can count towards associate and bachelor’s degrees with the UofN. For this reason, details of student enrolments and course completion details are also reported to IforN and UofN. Further information on accreditation, and the various degree programs offered through UofN can be found here: [http://uofn.edu/](http://uofn.edu/)

YWAM Townsville will not disclose any personal information to any other third parties unless the individual concerned provides indication via their signed permission that disclosure may occur. These third parties may be located in Australia or overseas locations, including but not limited to Papua New Guinea and the Pacific Region.

After obtaining signed permission, YWAM Townsville may disclose personal information to third parties for the purposes of direct marketing for our organisation. This will not include sensitive information.

How and why we collect personal information
We collect information from staff and student applications, their associated referees, online surveys and payment receipts. Where appropriate, this information is collected to keep accurate records, to process payments, to assist in specific activities conducted by our organisation and to keep members and associated bodies informed of our work.

All required personal information is directly related to the organisation’s functions and activities for participants. If any further information is required in regard to any participants, we may contact the appropriate referee.
Your Rights
All persons or organisations for whom we have details recorded have the right to ask for a copy of these details free of charge at any time. Persons also have the right to update and/or alter their details at any time. In order to do so, we ask that they submit a ‘Request to View Personal Records’, which can be provided on request. YWAM Townsville will promptly remove the name of any individual from its database or mailing lists upon that person making such a request in writing and will not make its mailing lists or any part thereof available to any third party for their use. No third parties can access personal files without written permission from the individual whose information has been requested. Requests will be processed by YWAM Townsville within 30 days with a written notice of explanation in cases of refusal. Personal information collected will not be disclosed, nor details altered until your identity has been confirmed. All persons contacting our organisation have the option of remaining anonymous, but it may prevent them from participation in activities that we run.

YWAM Townsville will make every reasonable effort to ensure that children’s privacy and other rights are respected and not compromised. It is, however, ultimately the responsibility of parents to monitor their children’s internet, phone and our communication technology usage.

With the exception of an independent minor, underage participants cannot access or change personal information without parent/guardian consent. For further information about our work with minors, please see the YWAM Townsville child protection policy that can be provided on request.

YWAM Townsville – Website
This privacy statement applies to the site known as www.ywamtownsville.org

Cookies
We use technologies, such as cookies, to customise content and advertising, to provide social media features and to analyse traffic to the site. We also share information about your use of our site with our trusted social media, advertising and analytics partners.

Users may choose to set their web browser to refuse cookies, or to alert them when cookies are being sent. If they do so, some parts of this site may not function properly.

Google AdSense
Some of YWAM Townsville’s online advertising may be served by Google. Google’s use of the DART cookie enables it to serve advertisements to Users based on their visit to our site and other sites on the Internet. DART uses “non personally identifiable information” and does NOT track personal information about you, such as your name, email address or physical address. You may opt out of the use of the DART cookie by visiting the Google ad and content network privacy policy at http://www.google.com/privacy_ads.html

Links to Other Internet Sites
Our website may contain links to other sites. Other sites may also have links to our site. Please note that YWAM Townsville cannot take responsibility for content, privacy practices or business practices at these external sites.

Maintaining Your Information/Questions About Privacy:
Our privacy policy is updated from time to time. For further information about the management of your personal information or to access or change personal information we hold about you, please contact us using the contact details below:

Email: registrar@ywamtownsville.org
Call: 07 4771 2123
Data Security
YWAM Townsville will take all reasonable steps to ensure that information we collect, use or disclose is accurate, complete, up-to-date and stored in a secure environment. We cannot however, guarantee the security of any data you transmit to us over the internet. These activities are conducted at your own risk. Because of this risk we provide a range of options for information collection and contacting us - for example email, internet, mailing address and a telephone.

Complaints
To register an issue in relation to the way that YWAM Townsville has dealt with your privacy, please contact our Registrar or Training office who will address your concerns promptly and advise you of your rights. If requested, a ‘Complaints and Appeals’ form can be provided and will be processed within 10 days of submission. If you are dissatisfied with the outcome of your appeal, you can make a complaint to the Privacy Commissioner in your State.


This policy was last updated on 25 May 2018.
9. Risk Management

Risk management is an integral part of our organisation’s operation. Weekly leadership and area meetings allow opportunity to report areas of concern or risk that are actioned and followed through by appropriate personnel.

A thorough risk analysis has been conducted to assess the areas of risk regarding compliance with the VET standards across our scope of operations. Risk management processes have been identified and implemented to ensure that risks are minimised.

The Risk Management overview will be reviewed annually.

Risk management plans are implemented for all major events. This is done by completing a Risk Management form.

Critical Incident Policy

YWAM Townsville aims to minimize critical incidents through its documented Risk Management procedures, workplace health and safety guidelines and event risk assessment strategies.

In the event of a CRISIS event or Critical Incident during an overseas outreach, YWAM Townsville follows the YWAM Townsville Crisis Management Guidelines document that is available on request.
10. Child Protection Policy

1. INTRODUCTION
In recent years the community has become aware of the reality of child abuse. Such abuse can be physical, emotional, or sexual. The immediate and on going consequences for the victims of such abuse is heart-breaking. At its core, there is a betrayal of trust – by a parent, a doctor, a pastor, a trusted adult or whoever. With such a reality in mind, it is important that organisations do all that is possible to provide a safe and secure environment for the children and youth participating in their activities. YWAM is committed to the safety and promotion of the interests of minors from all backgrounds, regardless of their gender, race, religious beliefs, age, disability, sexual orientation, or family or social background.

All members of YWAM, including students, staff and short term volunteers are responsible for the care and protection of children and reporting of information relating to child abuse. For any activity involving the custody of minors there is a legal duty of care.

1.2 ABBREVIATIONS AND DEFINITIONS
YWAM: Refers to Youth with a Mission Townsville and YWAM Medical Ships Australia exclusively, it does not represent the policies or actions of other Youth With a Mission locations worldwide.
Young person/child/minor: Defined as a person under the age of 18 years
YWAM Staff: Any permanent, semi-permanent volunteer or employee engaged by YWAM
YWAM students: Any registered students engaged on any training school
Contact with Children: Working on an activity or in a position that involves or may involve contact with children, either under the position description or due to the nature of the work environment. (Australian Aid Child Protection Policy 2013)
Child Abuse: The deliberate act of ill-treatment that can harm or is likely to cause harm to a child’s safety, wellbeing, dignity and development. Abuse includes all forms of physical, sexual, psychological or emotional ill treatment.
Physical Abuse: Involves the use of violent physical force so as to cause actual or likely physical injury or suffering (eg hitting, shaking, burning, torture).
Emotional or Psychological Abuse: Includes humiliating and degrading treatment such as bad name-calling, constant criticism, belittling, persistent shaming, solitary confinement and isolation.
Grooming: Befriending and establishing an emotional connection with a child, and sometimes the family, to lower the child’s inhibitions for sexual abuse. It lures minors into trafficking of children, illicit businesses such as child prostitution, or the production of child pornography.
1.3 COMMITMENT AND PRINCIPLES

YWAM commits to uphold the highest standards when working with minors. We align to current benchmarks put in place by relevant authorities and work towards best practice models established by these groups.

YWAM also commits to and believes the following:

- The United Nations Convention on the Rights of the Child is the universal foundation for child protection. The fundamental principle of the Convention is that children have their own indivisible rights.


- Any form of child abuse and exploitation is unacceptable and will not be tolerated.

- All children have a right to be safe at all times, and we have an obligation to provide safe and protective services and environments.

- Children should live in safe and supportive families and communities which are child-friendly, care for children, value their wellbeing and participation and are supported in their caring role.

- All children and families should receive appropriate support and services to create the conditions for safety and care.

- Major parental risk factors that are associated with child abuse and neglect are addressed in individuals and reduced in communities.

- It is important to understand that in all cases where we seek to connect with people, be they minors or adults, there is a duty of care. This means that we are obligated both morally and legally to ensure that the best interests of those we are working with are upheld and they are kept safe from harm.

- We will take proactive steps to create child safe and child friendly programs.

- Adherence to this Child Protection Policy is a mandatory requirement for all staff and others.

- We will ensure that all staff and relevant stakeholders are made aware of the Child Protection Policy and their responsibilities.

- Where possible, children will be consulted in the development of the Child Protection Policy and the implementation of child safe practices.

- Children in our programs should be given opportunities to express their views on matters affecting them.

- All decisions regarding the welfare and protection of children are made based on the Best Interests of the Child Principle, which is itself based upon the UNCRC. This principle dictates that when decisions are being made, they are made based on the consideration that a child receives the maximum benefit possible from services provided, and the consideration that the positive impacts of any course of action must outweigh any negative impacts.

- We believe that all children should be equally protected and assisted regardless of their gender, nationality, religious or political beliefs, family background, economic status, physical or mental health or criminal background.
2. PURPOSE OF POLICY

- This Child Protection Policy has been developed to provide a practical guide to prevent child abuse in YWAM's programs. It will outline a range of risk management strategies that will be implemented which will reduce the risk of children being harmed.
- The Child Protection Policy will demonstrate YWAM's commitment to protect children from harm and abuse.
- The Child Protection Policy aims to educate staff and others about child abuse and promote a child safe and a child friendly culture where everyone is committed to keeping children safe.
- The Child Protection Policy aims to create an open and aware environment where concerns for the safety and wellbeing of a child can be raised and managed in a fair and just manner, which protects the rights of all.
- To ensure that all parties are aware of their responsibilities for identifying possible occasions for child abuse and for establishing controls and procedures for preventing such abuse and/or detecting such abuse when it occurs.
- Additionally, the Child Protection Policy will provide guidance on how to respond to concerns and allegations of child abuse. It provides guidance to staff and others on how to work respectfully and effectively with children. This will provide all stakeholders, including staff and others with a safe working environment.
- YWAM is obliged to adhere to local and international child protection criminal laws, which prohibit the abuse and exploitation of children. These include local laws where YWAM's programs exist.
3. SCOPE OF POLICY
This Policy applies to the following:

All personnel and associates of YWAM:
- Full-time and associate staff
- Individual contractors and consultants
- Short-term volunteers
- Partners that have a formal relationship with YWAM
- YWAM students

For others engaged by YWAM having contact with children for a period of one day or longer such as:
- Journalists and media personnel
- Photographers
- Donors
- Visitors including the spouse/partner or family member of YWAM staff, students or volunteers

The Code of Conduct does not need to be signed by people engaged by YWAM for less than one day, and/or who will have no contact with children. These people must be made aware of the Policy and YWAM’s child protection standards and be supervised by an YWAM staff member at all times.

For the purposes of the policy partners are defined as:
- International Non-Government Organisations (INGOs)
- Local Non-Government Organisations (NGOs)
- Any subcontractors who are engaged in YWAM activities and programs

YWAM must ensure that partners comply with relevant child protection policies and have their own child protection standards in place.

4. IMPLEMENTATION AND REVIEW
4.1 Child Protection is everybody’s responsibility as outlined in our Code of Conduct. Should a team member become aware of or suspect a breach of the Child Protection Policy, the team member is expected to follow through and initiate the appropriate processes. Additionally, there are specific roles, responsibilities and accountabilities for key staff including YWAM managers, Directors, School Leaders and Ministry Supervisors which are included in position descriptions.

4.2 This policy will be reviewed every two years.

5. TRAINING OF ORGANISATION ON CHILD PROTECTION POLICY
5.1 YWAM is responsible for and will enhance awareness amongst staff and anyone coming in contact with children through training, advice and will ensure that this policy is integrated within program design.

5.2 All full-time and associate staff and Board Members of YWAM must attend a Child Protection Policy training session within three months of the commencement of their employment or appointment.

5.3 All full-time and associate staff of YWAM should attend a refresher Child Protection Policy training session every two years.

5.4 All other personnel and associates of YWAM must be provided with an induction on the Policy and Code of Conduct on commencement of involvement with YWAM.
6. NEW STAFF OR VOLUNTEERS
This policy commits YWAM to doing everything in their power to prevent a person from working with children if they pose an unacceptable risk to children.

6.1 SCREENING
- Prospective and current YWAM staff will be screened and monitored to ensure the organisation does not engage or retain people who pose an unacceptable risk to children.
- All YWAM staff and students require a valid ‘positive notice’ Blue Card (includes a national police check in Australia and ongoing monitoring of any subsequent relevant charges against that person)
- Blue Cards must be completely renewed every 3 years (in line with standard Working with Children Check legislation in Queensland)
- Reference questionnaires and induction interviews will include specific questions regarding past engagement with minors and attitudes and skills in this area (see detail below)
- All personnel, regardless of period of program engagement (greater than 1 day), are required to submit a statutory declaration regarding disclosure of child-related offences and their induction to, and commitment to comply with, the Code of Conduct and Child Protection Policy
- The Statutory Declaration must be made on the provided form. It will require disclosure of past or present involvement in (or conviction relating to) any activity that may indicate their unsuitability for work with minors, including committing any offence especially of a violent or sexual nature that may indicate their unsuitability for work with minors.
- It should be noted that the above is to ensure robust processes surrounding those personnel for whom an Australian (or other national) police check may not be pragmatic or useful
- During reference checks and interviews, behavioural-based questions will be used to ask for examples of the candidate’s past behaviour and experiences. In positions working directly working with children, the panel will explore the candidate’s motivations for working with children, which will include value-based questions seeking information about the candidate’s attitudes to children, professional boundaries, accountability, team work and how they have responded to ethical dilemmas.
- Applicants will be required to submit a detailed application form when applying for a position. This form will ask for extensive information about the applicant’s background such as dates and places of employment, education and other activities.
- All positions will have a position description which outlines the specific duties and accountabilities of the position. This clarifies boundaries and this clarity assists in the management of staff.
- Prospective staff must satisfy a member of the leadership team that they are of a suitable maturity for the position they are seeking to fill, and are a fit and proper person to work with minors.
- All staff will be required to provide proof of identify (such as birth certificate, passport, drivers license) and relevant qualifications. Original documents or certified copies are required.
- Every person as outlined in Scope of Policy is required to have signed the declaration (see notes above) prior to being offered a position with the organisation.
- YWAM reserves the right to refuse employment to or terminate any person’s employment that may pose a risk to children.
- Screening is an ongoing process and will continue throughout the orientation process.

6.2 COMMITMENT
- All persons who are outlined in Scope of Policy are required to sign and commit themselves to following the Code of Conduct
7. ONLINE PROTOCOL
We are currently living in an age when the use of online communication tools such as social media, (Facebook, Instagram, blogs etc.) have become a regular part of our daily lives.

The ability to connect with others & find belonging are two very important elements to the growth and development of a young person, and for better or worse, online communities can provide a quick and easy fix for this.

Though much of what happens online is harmless there are plenty of risks that most young people are completely unaware of. From simple misunderstandings to the more serious online predators, each time a person logs on, if they are not equipped, they put themselves in a position of vulnerability.

7.1 ADDING MINORS AS A ‘FRIEND’ OR ‘FOLLOWER’
YWAM requests that you do not:

- Initiate a friend or follow request with minors online. This action is acceptable when initiated by the minor. Accepting a request is up to your own discretion and at your own risk.
- Add/befriend anyone under the minimum age allowed on the online service. (For example Facebook prohibits those under the age of 13 so no staff member should contact any minor on Facebook under that age.)

8. CHILD IMAGES AND MEDIA

8.1. YWAM will at all times portray children in a respectful, appropriate and consensual way.

8.2. Our guidelines on the use of images children’s images, in line with the ACFID Code of Conduct Clause 4.2, are:

- A child should always be portrayed in a dignified and respectful manner and not in a vulnerable or submissive manner.
- Children should be adequately clothed and not in poses that could be seen as sexually suggestive.
- A child and their family must always be asked for consent when using their images. When asking for consent to use the image, details should be given as to how and where this image will be used.
- There should be no identifying information of the child used in the publication of images with their location.
- Children should be portrayed as part of their community.
- Local cultural traditions should be assessed regarding local traditions and restrictions for reproducing personal images.
- Images should be an honest representation of the context and the facts.
- When sending images electronically, file labels should not reveal identifying information.
- All photographers will be screened for their suitability, including police checks where appropriate.
- Ensure a child is not subject to a legal order (i.e. Family Court, domestic violence order, child protection or criminal order) where the safety of the child or parent/guardian may be at risk or the privacy of the child is compromised, if the identity and location of the child is revealed.

All persons are to undergo an induction of the Child Protection policies and procedures.

Issues relating to child protection will be included in staff performance reviews.

Be committed to teachability and to undertake any training which may be required to expand their ability and competency in the position they are seeking to fill.

Be accountable to the other members of the team they are working with and to the leaders who have oversight for their activities.
9. PROCEDURES AND REPORTING OF SUSPECTED ABUSE OR BREACH OF CODE

<table>
<thead>
<tr>
<th>Child Protection Reporting Process</th>
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<tbody>
<tr>
<td><strong>Who can report</strong></td>
</tr>
<tr>
<td>• Child, young person</td>
</tr>
<tr>
<td>• Parents/guardians and community members</td>
</tr>
<tr>
<td>• Staff, students and any YWAM volunteers</td>
</tr>
<tr>
<td>• Partners affiliated with YWAM activities</td>
</tr>
</tbody>
</table>

| **What to report**               |
| • Allegations, suspicions, disclosures or observations of child abuse committed by personnel, associates or representatives of YWAM |
| • Concerns about the action or behaviour of personnel, associates or representatives of YWAM that has harmed or put a child at risk of harm |
| • Concerns or threats of self-harm or suicide |
| • Suspected or confirmed breaches of the CPP and/or Code of Conduct by personnel, associates or representatives of YWAM or Information received of criminal proceedings being undertaken in regards to child exploitation and abuse against personnel, associates or representatives of YWAM. |
| • Inappropriate use of the organisation’s photographic equipment or computers including evidence of child pornography. |
| • Staff engaging in suspicious behaviour that could be associated with sexual exploitation or trafficking. |
| • Any incidents such as theft or minor injury that involve a minor. |

| **When to report**               |
| • Immediately or as soon as is practically possible |

| **How to report**               |
| • Verbally and by completing the YWAM Incident Report Form. |
| • If possible please provide a record of any conversations, text messages, images or other supporting evidence |
Who to report to | Initial reporting:
---|---
Australia: The Child Protection Focal Point is the YWAM Managing Director (or nominated delegate) who is responsible for responding to any reports of child abuse or breach of the Policy. All breaches will be brought to the attention of the YWAM Management Committee in a timely fashion.
Overseas: The Ship Manager aboard MV YWAM PNG is the central point of contact during field activities in Papua New Guinea with YWAM MSA. All other YWAM outreach teams will report to the Outreach Coordinator who will report any incidents to YWAM Management Committee.

When situations arise of a serious nature, YWAM may report immediately to:
- The parents/legal guardians of the minor in question
- Local police - If there is an allegation or suspicion of child sexual abuse by a staff member or volunteer in the organisation, these matters will be reported to the police. In most Australian states there are specialised units dealing with child sexual crimes. If there are concerns that a child is being sexually abused by someone external to the organisation, YWAM will contact the state police and/or child protection authorities.
- Child Protection Authorities - Concerns about the welfare of the child in relation to neglect and/or emotional abuse will be reported to the child protection authorities.
- Australian Federal Police - Concerns about people engaging in child sex tourism, child sex trafficking and child pornography should be reported to the Australian Federal Police (Transnational Sexual Crimes Squad).
- Appropriate International Authorities - Where the incident occurs in foreign territories.
<table>
<thead>
<tr>
<th>What will happen</th>
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</table>
| • An initial assessment will be made based on the quality and reliability of the information and a decision will be made (in consultation with the Managing Director) on what steps to take.  
  • These will involve:  
    • To gather all the relevant information and address any health and protection needs of the child/young person/family members;  
    • Interviewing the person/persons who made the allegations or other witnesses to gather more information with which to make a decision;  
    • Report to local police and or child protection authority;  
    • Report made to the Australian Federal Police where appropriate;  
    • Concern handled internally if it is not a criminal matter (if any doubt, professional advice to be sought)  
    • Anyone under investigation for breaches in the CPP will face immediate suspension of all involvement with YWAM throughout the investigation.  
    • No further action thereafter/process complete  
    • Reports will be handled professionally, confidentially and as quickly as possible and will meet country, state or territory specific legislative requirements.  
    • All reports made in good faith will be viewed as being made in the best interests of the child regardless of the outcomes of any investigation. YWAM will ensure that the interests of anyone reporting child abuse in good faith are protected.  
    • The rights and welfare of the child is of prime importance. Every effort must be made to protect the rights and safety of the child throughout the investigation.  
    • Any person who intentionally makes a false allegation or malicious allegation will face disciplinary action.  

Overseas:  
• A local reporting procedure will guide the process based on whether the allegation constitutes a criminal offence in the country, or whether it is a breach of the YWAM code of conduct and will be dealt with as a disciplinary matter.  
• If the incident has occurred outside of the program the matter will be referred to an external body or agency dealing with child protection matters in the country.
| Possible Outcomes | Any breach of the Code of Conduct or any unacceptable behaviour in relation to children may result in any of the following measures being applied:  
- Meeting to discuss breach and opportunity for person to provide their account/understanding of the situation  
- Performance management  
- Further education on the Child Protection Policy and Code of Conduct  
- Formal warning and monitoring  
- Transfer to other duties  
- Suspension pending investigation  
- Immediate cessation of involvement with outreach activity (return to headquarters where appropriate)  
- Internal investigation  
- Report to Police  
- Dismissal  
- These measures will apply alongside any criminal investigation where relevant.  
- Report made to child protection statutory authority/government department  
- Report made to community-based child protection committee or similar  
- Referral made to local support/counselling organisation or service  
- In the case where a person involved in YWAM activities is found guilty of committing sexual abuse, all involvement with YWAM will immediately be terminated |
| Follow up | • Feedback to be given where possible to those directly involved or affected, protecting confidentiality and privacy.  
- Debriefing/counselling to be offered, if needed |
### Procedures for YWAM students or staff who suspect abuse

| Observe | If the child's actions or words cause you to suspect something is wrong:  
|         | • Carefully observe the minor and their situation.  
|         | • If the minor comes to you to talk, listen to their story.  
|         | • Respond in a caring and matter of fact way  
|         | • Always believe the minor  
|         | • Carefully listen and accept any details.  
|         | • Assure them that it is not their fault  
|         | • Do let them know that this sort of thing has happened to other minors, they are not alone.  
|         | • Let them know that you are pleased they told you  
| DO NOT: |  
|         | • Do NOT pressure them to talk or give details about the abuse.  
|         | • DO NOT allow your feelings or reactions to burden the minor.  
|         | • DO NOT make a big deal of it.  
|         | • DO NOT ask questions just to satisfy your curiosity.  
|         | • DO NOT make promises that you cannot keep. (Eg. Keeping secrets or not reporting).  
|         | • DO NOT attempt therapy or counselling  
|         | • DO NOT discuss the circumstances of the child/young person with others not directly involved.  
| Assure the minor | When you sense that the minor has said all that they want to say, draw that part of the conversation to a close with something like;  
|         | • ‘I am glad you told me this. You have done the right thing.’  
|         | • ‘We need some help. There are special people who will help us work out what to do.’  
|         | • ‘Some secrets are helpful, some secrets are not helpful. I don’t think this is a secret that is helpful.’  
|         | Let the conversation take a natural course from this point and DO NOT LEAVE THEM IN A DISTRESSED STATE. They may be afraid or worried, especially if they may have been told bad things will happen if they tell anyone about this.  
|         | Let them know what you will do next and assure them of confidentiality (whilst explaining the limits of confidentiality).  
| Record | Write notes of suspicions and conversations in an incident report so that there is a written record of your beliefs for the appropriate leaders.  
|         | **It IS NOT YOUR RESPONSIBILITY TO DETERMINE IF ABUSE HAS OCCURRED. THAT IS A MATTER FOR THE APPROPRIATE AUTHORITIES.**  

### Report
Take action to inform ONLY the following people depending on the location type of the incident:

Your relevant YWAM Leader such as:
- **YWAM Youth and Children Initiatives in Australia** - For YWAM Youth Initiatives, inform the leader identified as appropriately in this role at your Program Induction. This person will inform the appropriate overseeing local YWAM program manager who will take incident to YWAM Management Committee to assess and advise as needed.
- **YWAM Outreach Teams** – Outreach teams as part of Training or Youth initiatives should report to their team leader, who will inform the Outreach.
- **YWAM MSA in PNG** - The Ship Manager aboard MV *YWAM PNG* is the central point of contact during field activities in Papua New Guinea with YWAM MSA.

**Churches**
Inform YWAM team leader immediately. YWAM leader to report to church youth leader or pastor.

**Schools**
Inform YWAM team leader immediately. It is mandatory for the YWAM leader to report incidents to the school contact or chaplain as schools are required to report all incidents to the QLD Government Child Safety Services. The YWAM leader will also be aware of the local context in other jurisdictions.

### Other actions
- **Protect the child** - Once an allegation is made there should be an immediate response that protects the child from further potential abuse or victimisation. The child may require medical assistance or counselling support. Where possible the child should remain in the place of residence or relevant program. Exceptions may be made where the child is deemed to be at risk of victimisation by peers as a result of the allegation or because the alleged abuse has occurred in home-based care. If the child is in immediate danger you should make arrangements for the child to go to a safe place.

- **Distance the alleged perpetrator** - The best interest of the child may warrant the standing down of a staff member or volunteer. The manager should recommend the appropriate action in writing to the Managing Director. Any staff member stood down in this manner continues to receive full entitlements as a staff person - this measure recognises that the member is entitled to a just process that does not pre-judge guilt or innocence. Any volunteers who are stood down should similarly receive any reasonable reimbursement of costs.

- **Confidentiality** - All reports, the names of people involved and the details will remain confidential. Details will be released on a “need to know” basis or when required by relevant local or Australian law or a notification to police or child protection authorities is made.
10. CHILD PROTECTION RISK MANAGEMENT

- Effective child abuse prevention strategies will be incorporated in all YWAM program designs, activities and emergency responses.
- YWAM staff /personnel will undertake a child protection risk assessment on all programs and activities that have contact with children. The assessment should identify risks, classify any high-risk activities, and document steps being taken to reduce or remove these risks. Child Protection Risk Assessments should be undertaken at the program design and proposal stage and at all reporting intervals.
- Staff and others should continually be aware of risks, and be actively minimising opportunities and situations where children can be harmed.
- Constantly assess every activity and event with regard to the safety of the minor. Is the activity appropriate for the age group? Are the leaders suitably qualified? Are there sufficient leaders / staff to run the activity? Is the equipment in good working order? Will changes in conditions change the viability of the event / activity from a safety point of view? IF IN DOUBT DO NOT PROCEED.

11. HANDLING COMPLAINTS FROM CHILDREN

Special provisions for children in making a complaint
- Children are always able to lodge a complaint face-to-face
- The process will be as flexible as possible for children and responsive to their needs
- YWAM will have the capacity to accept complaints via advocates. Advocates are available to raise complaints on behalf of children and are pointed out to children. Key staff will be available to be an advocate and someone easy to approach (ie they will have experience in working with children, they will be helpful and understanding and responsive)
- We will give the children the option how and when they want to be kept informed of the progress of the investigation into their complaint
12. CODE OF CONDUCT

I will not:

12.1 Administer physical punishment, even in fun. Act in violent ways or cause harm when playing physical games.

12.2 Use language that is offensive, discriminatory, demeaning, shaming, culturally inappropriate, abusive or of a sexual nature when speaking with or in the presence of a child or young person.

12.3 Be alone with a minor, unless I am their parent (or nominated guardian) or sibling.

12.4 Invite unaccompanied minors into private residences/cabin without parental consent, unless they are at risk of injury or in physical danger.

12.5 Hold, kiss, cuddle or touch a child or young person in an abusive, unnecessary or culturally insensitive way. Even in the context of culturally appropriate contact, I will be mindful not to initiate close physical contact (eg hug) without invitation from the minor and take care to let the ongoing initiative and direction come from the minor (maintaining appropriate boundaries).

12.6 Condone or participate in behaviour with children or young people which is illegal or abusive.

12.7 Spend time with children or young people involved in YWAM programs and activities outside work hours unless I live and work in the same community and come together with those children and young people in the context of my family, social and community life. If this is the situation, I will take care not discuss private/confidential information concerning them outside work hours.

12.8 Marry a person under the age of 18.

12.9 Hire young person or child for domestic labor.

12.10 Act in a sexually provocative manner or engage children in any form of sexual activity, including paying for sexual services or acts regardless of perception of age or development.

12.11 Discriminate against or act in favour of particular children or young people to the exclusion of others.

12.12 Engage in behaviour to shame, humiliate, belittle or degrade a child or young person or otherwise emotionally or psychologically abuse a child or young person including exposing them to family violence.

12.13 Use social media to contact, access, solicit or befriend a child or young person involved in YWAM programs or activities and not place images of those children or young people on personal social media sites, never to exploit or harass children or young people or access child exploitation materials through any medium.

12.14 Use any technology – including but not limited to: computers, mobile phones, cameras, video cameras – or social media to exploit or harass minors, or access child exploitation material through any medium.

12.15 Do things for children involved in YWAM programs or activities of a personal nature that they can do for themselves such as toileting or changing their clothes.

12.16 Sleep in close proximity to children or young people involved in YWAM programs or activities that I am working with or in contact with unless it is absolutely necessary and in which case I will keep my leader informed and ensure another adult is present, where possible (noting this does not apply to my own children).
I will:

12.17 When photographing or filming a child or using children’s images for personal and YWAM-related purposes I must:

- Assess and endeavour to comply with local traditions or restrictions for reproducing personal images before photographing or filming a child
- Obtain informed consent from the child and parent/guardian of the child before photographing or filming a child. As part of this I must explain how the photograph or film will be used
- Ensure photographs, films, videos and DVDs present children in a dignified and respectful manner and not in a vulnerable or submissive manner. Children should be adequately clothed and not in poses that could be seen as sexually suggestive
- Ensure images are honest representations of colour the context and facts
- Ensure file labels, meta data or text descriptions do not reveal identifying information about a child when sending images electronically or publishing images in any form
- Ensure a child is not subject to a legal order (i.e. Family Court, domestic violence order, child protection or criminal order) where the safety of the child or parent/guardian may be at risk or the privacy of the child is compromised, if the identity and location of the child is revealed

12.18 Comply with the Policy and Code of Conduct in all my dealings with children and young people, endeavouring to be a positive role model and mentor for minors in my sphere of influence

12.19 Treat all children and young people with respect regardless of race, colour, sex, language, disability, religion, political or other opinion, national, ethnic or social origin, property, birth or other status

12.20 Comply with all relevant Australian and local legislation, including labour laws in relation to child labour

12.21 Provide a welcoming, inclusive and safe environment for all children, young people, parents/guardians, community members, personnel, staff and students of YWAM

12.22 Immediately report concerns or allegations for the safety or wellbeing of a child or young person, or breach of this Policy and Code of Conduct in accordance with Child Protection Reporting Process

12.23 Comply with and observe the laws, customs and traditions of countries I will visit. In cases where the laws, customs or traditions contravene the UN Convention on the Rights of the Child (UNCRC), the UNCRC shall be upheld.

12.24 Ensure children/young people involved in YWAM activities participate in these activities voluntarily, are well informed of the process and have provided consent where relevant.

12.25 Speak with my team leader about any concerns I have of my involvement in any situation where my words, actions or behaviour may be misinterpreted

12.26 Apply limited physical restraint in certain limited circumstances, such as protecting a minor from harm.

12.27 Ensure that the parent/s and minor are aware of where I am taking a minor, what we will be doing, who we will be with and when we will return and provide a way for the parent/guardian to contact me.

12.28 Ensure that, whenever possible, another adult is present when I am working with children or in contact with children. I will place myself in a position where I can be observed by another leader, parent or supervisor when in contact with children and will remain in a public place where possible.

12.29 Immediately disclose all charges, convictions and other outcomes of an offence which occurred before or occurs during my engagement with YWAM that relates to child exploitation and abuse

12.30 Constantly assess every activity and event with regard to the safety of the minor.
13. SIGNED STATEMENT

1  General Conditions

I agree to carry out all my tasks in accordance with the principles, beliefs, and values of YWAM. I will exercise due care for the safety and wellbeing of minors when supervising or teaching them. I will perform my assigned responsibilities to the highest quality and care possible. (reworded from: The ministry I exercise to individual group sessions must at all times be of the highest quality and care possible

2  Volunteer Leader’s Undertaking

I commit myself to:
• Diligently prepare lessons, activities, and ministry
• Regularly and punctually attend the relevant organised activities that my group has planned
• Participate in relevant team meetings or training
• Attend a CPP Training session within 3 months of commencement of my employment or appointment
• Attend a refresher CPP training every 2 years.

3  Volunteer Statement

• I acknowledge that YWAM has special responsibilities for the care of all individuals and families that attend the activities of YWAM.
• I agree to carry out my tasks in accordance with the Code of Conduct above and any special conditions set out below.
• I wish to volunteer my services according to the conditions set out in this covenant and acknowledge that I am responsible and accountable to my group leader and/or leadership team.
• I commit myself to discuss any problems or issues involving YWAM and those in it to my leader and/or a member of the leadership team.
• I will not abuse any minors in any way- whether it be physically, verbally, emotionally, by action or any other way.

4  Volunteer Declaration

• Have you ever been involved with or convicted for violent, drug related, sexual assault, or any other crime against a minor.

Circle your response Yes / No

• I understand that spot checks may be made to verify the above and hereby give my permission for any police checks that may be necessary.
Circle your response Yes / No

- I understand that this covenant will be periodically reviewed. Should I fail to meet my commitment as set out above I could be faced with disciplinary action as outlined in YWAM’s Behavioural Management Procedure.

Circle your response Yes / No

I would like to declare or add this comment:

I

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<tr>
<th>First Name</th>
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Signature X Date / / 

(Applicant)
14. ADDITIONAL RESOURCES:

Save the Children’s Child Protection Policy

United Nations Convention on the Rights of the Child

ACFID resources on developing a child protection policy

AusAID Child Protection Policy:

Building Child Safe Organisations – Child Wise
http://childwise.net/downloads/12Steps.pdf

Keeping Children Safe – A toolkit for child protection
http://www.keepingchildrensafe.org.uk/resources.htm

Setting the standard – A common approach to Child Protection for international NGOs:

Responding to reports on child abuse

Online Child Protection ELearning

Child, Family, Community Australia website and the Australian Institute for Family Studies

Child Protection Toolkit created by Moores Legal Pty Ltd and published by Our Community.

YWAM Medical Ships Australia Child Protection Policy
Ship Server: Ships/YWAM Medical Ship/Policies and Procedures
11. Anti-Harassment Policy

As an educational organisation founded on Christian principles, YWAM Townsville holds its personnel to high standards of character and behaviour.

YWAM Townsville desires to create a safe and healthy working environment for all its staff and maintains a Code of Conduct that they are expected to adhere to. As a critical part of this code of conduct, YWAM Townsville holds the position that 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.

Harassment of any description – whether physical or psychological bullying, sexual harassment or other harassment forms – that is brought to the attention of staff will be addressed immediately by the appropriate leadership in accordance with the YWAM Townsville Code of Conduct and Behavioural Management Process found in the Ships Handbook. Disciplinary action may be taken depending on the severity of the harassment, up to and including immediate exclusion from involvement with YWAM Townsville.

Should any member of YWAM Staff experience or witness harassment, they are encouraged to initiate the YWAM Townsville Behavioural Management Process at the appropriate level.

Furthermore, as an organisational stance, YWAM Townsville is working against violence in all forms worldwide, especially domestic violence. YWAM Townsville does not tolerate violence towards its staff, target communities or other stakeholders.

i. Protection against Sexual Exploitation and Abuse

YWAM Townsville runs programs that focus on meeting needs of people experiencing necessitous circumstances, particularly children. YWAM Townsville acknowledges that operating among such groups can present opportunities in which vulnerable members of the population can be exploited or abused.

YWAM Townsville has zero-tolerance for instances of sexual exploitation and abuse. Any member of YWAM Townsville staff, YWAM Townsville representative, or member of a partner organisation operating with YWAM Townsville found to be engaging in sexually exploitative or abusive activity will be subject to appropriate disciplinary action by the relevant authorities, up to and including immediate exclusion from involvement with YWAM Townsville and reports being filed with appropriate law enforcement organisations, in accordance with the YWAM Townsville Code of Conduct and Behavioural Management Process.

Should any member of YWAM Staff experience, witness or strongly suspect harassment, they are to inform an appropriate member of YWAM Townsville leadership, who will take appropriate action in accordance with this policy and the YWAM Townsville Code of Conduct and Behavioural Management Process.

Ongoing monitoring of the implementation of this policy is to be conducted by the appointed PSEA focal person.
12. Workplace Health & Safety

**YWAM Townsville** has the responsibility to provide a safe system of work for all its personnel. This includes:

- Providing a safe workplace (including first aid kit)
- Implementing Workplace Health, Safety and welfare policies and procedures
- Actively promoting and being involved in those policies and procedures
- Providing resources to meet its WH&S commitments

In accordance with the Queensland Work Health and Safety Act, risks must be reduced so far as reasonably practicable.

**Responsibilities of Employees, Volunteers and Workers**

**YWAM Townsville**, whilst recognising its obligations to take all practical action to safeguard the safety, health and welfare of each person, expects that each person will exercise due care and attention to their work and to use necessary safety equipment and protective clothing provided.

- Follow all WH&S policies and procedures
- Reports of hazards to leadership
- Comply with all lawful instructions
- Not behave in a wilfully reckless manner

Consultation is an ongoing process ensuring everyone is given a genuine opportunity to consult. We are committed to encouraging consultation and co-operation between administration, employees and voluntary workers and Students. It will involve all parties in workplace changes likely to affect their safety, health and welfare. Consultation covers:

- Hazard identification
- Risk assessment
- Hazard elimination
- Possible improvements

Employees and volunteers will not be disadvantaged through the involvement in the consultation process and all people will be given sufficient time and opportunity to consider information or advice when given. All accidents, injuries, near misses are to be reported using the Incident Report.

**Fire safety & evacuation**

As part of the induction process for all new staff and Students, **YWAM Townsville** conducts a Fire Drill.

A minimum of 4 fire drills will be held each calendar year. At the conclusion of a drill, an Evacuation Report will be completed, and the findings submitted to the Leadership Team for further action if required.

See the Fire Safety Management Plan for YWAM Townsville for further details.

A designated Workplace Health and Safety Officer will ensure that all staff and students are appropriately informed of the evacuation procedures.

**First Aid**

Qualified First Aid personnel are available for first aid treatment and first aid kits are also on site. Each outreach team will include a First Aid qualified staff member.
Evacuation
An evacuation drill will be undertaken as part of the induction process to the ministry. All exits are clearly marked. Evacuation plans and Evacuation Report are displayed in prominent positions around the buildings.

Smoking
There is a no smoking policy on all YWAM Townsville property. Smoking during outreach is strictly prohibited. In consideration of other’s beliefs and as some may be trying to quit smoking in preparation for outreach, it is asked of those who do choose to smoke do not smoke with any other YWAM Townsville staff or student.

Alcohol
Storage and consumption of alcohol is prohibited in all YWAM Townsville dormitory accommodation and offices. In addition, no employee or contractor is to consume alcohol during working hours. Be aware that due to the nature and purposes of the DTS, students are asked to refrain from the consumption of alcohol.

Drugs
All staff & students are asked to ensure that they take responsibility for any prescribed medication they are taking and ensure that they make the appropriate personnel aware if the medication they have been prescribed is likely to have an impact on their work or reasoning capacity.

Any use or dealing in illegal drugs will result in instant dismissal and the matter will be referred to the appropriate authorities.

Safety & Heartache
Accidents and injuries to students and staff can cause great heartache to more than the person involved. Having to report injuries to parents and friends is a difficult job and causes great stress for all involved. For this reason, we do not endorse any high-risk sports during DTS or IPHC (e.g. rock climbing, abseiling) without the authorisation of the school/campus leader. In addition, it is the responsibility of each individual to ensure that their actions do not endanger their own health and safety or the health and safety of others.

YWAM Townsville has effective financial management procedures in line with the organisation's scope of registration and scale of operations. This includes:

- Protection of fees paid in advance;
- 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.

If the registering body reasonably deems it necessary, the chief executive will provide a full audit report of its financial accounts from a qualified and independent accountant.

Responsibility for Financial Management

This RTO has designated a person with direct access to the RTO’s Chief Executive, who has defined responsibility and authority to:

- Ensure that the RTO complies with its 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 the State registering body with a certificate of accounts.

The Financial Services Team Leader has overall responsibility and authority for day to day compliance with our financial policies. The Financial Services Team Leader reports directly to the Chief Executive on overall performance. The authority and responsibilities for this role are shown on our RTO Organisation Chart and detailed in our Job Descriptions.

The Financial Services Team Leader has responsibility for day to day monitoring and reporting on our financial policies.

The Financial Services Team Leader has the responsibility and authority to provide the Accreditation & Registration Council, and other government agencies, with requested financial information in accordance with our scope of registration.

An internal audit of our financial management policies and procedures is conducted annually.

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 Townsville. 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 Townsville 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, staff/students will not be considered eligible for involvement in outreaches/field placement until all required fees are paid.

Certification of Accounts

The RTO's accounts will be certified at least annually, by a qualified accountant with membership of Certified Practicing Accountants of Australia, or the Institute of Chartered Accountants of Australia, or the National Institute of Accounts, or accountants registered as auditors with the Australian Securities and Investment Commission and on request the report will be made available to the State or Territory VET Regulator that has registered the RTO.
Our financial accounts are audited once a year by an accountant nominated and approved at the Annual General Meeting. They are qualified as Certified Practising Accountants. If requested, our annual accounts may be reviewed at our premises in conjunction with our Financial Services Team Leader.

Provision of Audited Accounts to Registering Body
YWAM Townsville, when requested, will make available to the registering body a full audit report certified by a qualified accountant with membership of Certified Practicing Accountants of Australia, or the Institute of Chartered Accountants of Australia, or the National Institute of Accountants and accountants registered as auditors with the Australian Securities and Investment Commission.

Documentation and Implementation of Systems to Protect Fees Paid in Advance

System to Protect Fees
YWAM Townsville undertakes to safeguard funds paid in by students. The course costs and medical health insurance fees are paid into a notified trust account and in addition, are covered by a Tuition Assurance Scheme delivered by ACPET to ensure students eligible for refund under the ESOS Act 2000 are paid, should the course cease to be provided. Student’s fees not covered by the ESOS Act are also held in the trust account. Fees in the trust account are drawn down in alignment with the refund policy.

If YWAM Townsville is unable to deliver agreed services then an alternative location will be offered or a refund will be made to the student in accordance with relevant Commonwealth and/or State and territory legislation.

Fair & Reasonable Refund Policy
Fees for the courses vary and are detailed in the course information or relevant Financial Agreement. The fees and refund policy is outlined in the application form of the intended course.

Applicants are asked to sign confirmation in the application (in sections Financial Agreement and Signature of Agreement), that they have read and understood the fee and refund policy.

On the first day of the course orientation week, at registration, the student is also asked to read the fee and refund policy again and sign acknowledgement of the current policy. (In the event of the fee structure changing after the initial application and prior to student’s arrival, the student is advised of this change before arriving.)

Payment of the refund will be:

a) Paid directly to student (or directly to the person who made the payment) unless a written request is made by the student to make payment to someone else.

b) All fees will be refunded in the currency that payment was made.

c) Paid to the student within 4 weeks of receiving a claim.

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

e) To apply for a refund, contact the course leader.

See also Complaints and Appeals section for further information.
14. Insurance

YWAM Townsville maintains up to date cover for all insurance required for operation as a registered training organisation including:

- Public Liability
- Professional Indemnity
- Volunteer Workers Compensation
- Building & Contents
- Contributions to the ESOS Assurance Fund