

2017-2018

STAFF AND STUDENT HANDBOOK



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YWAM – Townsville IA07865

Trading as YWAM Training Townsville and YWAM Medical Ships Training

Registered Training Organisation Reg No. 30614

Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) Provider No. 02205D

YWAM Training Townsville

Introduction

Welcome and thank you for your interest in the ministry of YWAM Townsville. We are part of the ministry of YWAM International. We are a voluntary, international Christian organisation that provides opportunities to train and send teams of young people on adventurous short-term mission trips in the wide spaces of Australia, Asia and the Pacific islands, giving hope to thousands. We are a NVR registered training organisation offering VET accredited and non-accredited training programs.

YWAM Townsville has been running training schools since 1996 as part of the YWAM network and have trained and sent people throughout the Australasian region.

The most common entry point into the ministry is through our mobile Discipleship Training School (DTS). The DTS is a prerequisite to join staff and our second level courses. However we also provide College Courses.

This handbook is provided to assist you in understanding who we are and how we operate. The handbook outlines information on YWAM, our online college courses and face-to-face training, our policy and procedure. We trust that this information will assist you in deciding, preparing and being a part of the ministry here at YWAM Townsville.

We are very excited that you are interested in joining us. If you have any further questions please feel free to contact us.



Ken Mulligan

Director

YWAM - Townsville

About YWAM Townsville

YWAM Townsville operates as a regional ministry stretching from the reef in North Queensland through the outback up to Darwin and beyond into South East Asia and the Pacific.

A Brief History

YWAM North Queensland first started in Cairns (400 km) north of Townsville in the '80s. Ken and Robyn Mulligan first came to Townsville in 1992 and had a vision to see resources made available to some of the more isolated areas within Australia and for mobile teams to go out, 'digging for gold' in outback Queensland.

During this time of establishing YWAM in Townsville Ken and Robyn were also involved in Mercy Ships and helped begin the ship ministry in Australia. In 1996 the first DTS was run.

Since this time the number of staff has grown from 3 to 100 full time staff. In the early stages of the ministries development we would run 1 DTS per year, but this has now grown to 4 annual intakes including specialty focus DTS's. In addition we have seen a number of second level training schools added to our training.

One of our founding scriptures talks about being "*streams of living water in a dry and weary land,*" this is the core of what we do. Every school, online college course, outreach and opportunity is focused on bringing the gospel to all peoples and playing our part in "*discipling all nations*".

We have sent outreaches throughout Australia, South East Asia and the Pacific.

YWAM - Statement of Purpose

YWAM is dedicated to presenting Jesus Christ personally to this generation, to mobilising as many as possible to help in this task, and to the training and equipping of believers for their part in fulfilling the Great Commission. As people of God's Kingdom, we are called to love, worship and obey our Lord, to love and serve His Body, the Church, and to present the whole Gospel for the whole man throughout the whole world.

We in Youth With A Mission believe that the Bible is God's inspired and authoritative word, revealing that Jesus Christ is God's son; that man is created in God's image; that He created us to have eternal life through Jesus Christ; that although all men have sinned and fallen short of God's glory, God has made salvation possible through the death on the cross and resurrection of Jesus Christ; that repentance, faith, love and obedience are fitting responses to God's initiative of grace towards us; that God desires all men to be saved and to come to the knowledge of the truth; and that the Holy Spirit's power is demonstrated in and through us for the accomplishing of Christ's last commandment, "Go ye into all the world, and preach the gospel to every creature" (Mark 16:15).

Training at YWAM Townsville

Internationally, YWAM training centres operate in 110 nations, offering some 1124 different courses in more than 200 fields of interest. The heart of the training is to provide students with practical, biblically based training for all aspects of the missions experience. Courses can be undertaken in the following areas:

Christian Ministries, Communication, Counselling and Health Care, Education, Humanities and International Studies, Performing Arts, and Science and Technology.

Modular training schools enable each individual to specialise their studies in order to compliment their unique gifts and talents while being equipped to serve at home and into the far-reaching areas of the world.

University of the Nations

YWAM Training is a part of YWAM International. YWAM Townsville is a NVR registered training organisation offering VET accredited and non-accredited training and learning experiences. YWAM Townsville is affiliated with YWAM international's network of tertiary level education/training known as the University of the Nations.

The UofN is not registered/accredited as a university in Australia. The UofN can assist in giving transcript details for recognition of prior learning to other overseas training institutions (where suitable).

Training – Get Started!!

Discipleship Training School

The Entry School into long-term training and involvement training in YWAM is the Discipleship Training School [DTS] (10473NAT Certificate III in Discipleship). We run four intakes yearly, beginning in January, April, July and October.

Training – Get Focused

College Courses

If you are interested in developing specific skills and training in a shorter-term involvement, we offer a range of programs in the following areas:

- Leadership
- Business Strategy
- Youth Work
- Information, Digital Media and Technology
- Events
- Hospitality
- Management

If you are looking for an option to take your training further consider one of our training streams. We offer accredited and non-accredited training in the following streams:

- Health Care
- Leadership
- Bible studies

Check out the web site for more details - www.ywamtownsville.org

Training Resources

FACE TO FACE COURSES:

Who are the teachers?

Live guest lecturers are the norm. Those who teach are other YWAM leaders nationally and internationally, local YWAM staff, and other reputable speakers who are involved in the church locally or internationally.

In addition, occasionally video lectures will be used, via Skype or pre-recorded videos.

Where are lectures held?

Lectures are held in a classroom setting. Outside of lectures, you will meet in a less formal setting for 'small group' meetings. While on outreach, learning is far less formal as field assignments tend to be a hands-on learning experience.

What about resources?

YWAM Townsville has a library of reference materials including books, audio-recordings, and DVD's that may be helpful for your personal reading or study. All resources required are outlined in your acceptance package. Each staff and student is able to access internet through our wireless networks.

ONLINE COLLEGE COURSES:

All the resources needed for the course are outlined in your welcome package and when you register for the course online. Practical and on the job skills training is provided on the YWAM Townsville campus.

Other Training Information

Course Accreditation

YWAM Townsville offers training courses that are VET accredited and recognised nationally under the Australian Qualification Framework. Direct credits for qualifications gained may be recognised by other training organisations within Australia. Various institutions within the Asia/Pacific region may also recognise courses that are nationally recognised training.

Third Party Agreements

2D Strategic's

YWAM Townsville offers the Leadership Launch program in a Third-Party Provider agreement with 2D Strategic's. 2D Strategic's has experience in education, training, government, sales, marketing, project management, business development and industry sectors (safety, mining, construction, allied health, sport etc.). We will focus on you and provide you with personalized solutions. We have the flexibility, experience and relationships to be your ideal solutions partner.

Contact Details for 2D Strategic's:

Email: info@2dstrategics.com.au

Phone: +61 475 773 659

+61 431 537 113

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 applies to Australian students only.

VET Accredited Courses

10473NAT Certificate III in Discipleship (DTS)

10477NAT Certificate IV in Primary Health Care Missions (in developing nation communities)

10173NAT Certificate IV in Christian Missions

10174NAT Diploma in Christian Missions Leadership

VET Qualifications:

BSB30415 Certificate III in Business Administration

BSB42015 Certificate IV in Leadership and Management

BSB42415 Certificate IV in Marketing and Communication

CHC40413 Certificate IV in Youth Work

CUA31015 Certificate III in Screen and Media

ICT30115 Certificate III in Information, Digital Media and Technology

SIT30516 Certificate III in Events

SIT30616 Certificate III in Hospitality

Non-Accredited

Staff Internship

Regarding University of the Nations accreditation, please see "University of the Nations", section earlier in the document.

Accessibility

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

The entry point for ongoing face to face training and involvement with YWAM Townsville is the 10473NAT Certificate III in Discipleship or equivalent.

Admissions

Recruitment of students will be conducted at all times 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 for Accredited Courses and a strong emphasis is placed on Christian character and calling of the applicant are matched by the opportunity offered and any additional curriculum or legislative requirements.

When overseas students apply, proficiency in English will be specifically assessed. 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. 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:

Online Qualifications:

- Any entry – requirements stated in the training package are met.

Onsite Qualifications:

- Any entry – requirements stated in the training package are met.
- References are required

Accredited Courses:

The general entry requirements are:

- As this course is designed to train Christians, a general entry requirement is a genuine commitment to Jesus Christ and the Christian faith
- References are required as per individual school applications.
- Academic level: DTS, C4CM, CML and IPHC - High school graduation or equivalent.
- Students enrolling from other Australian schools must provide a letter of release before enrolment is accepted.

Underage Students: The general entry requirements are:

- As a general rule, overseas 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 Policy and Procedures manual) must be followed. This policy covers their special needs for welfare, accommodation, boundaries and orientation.
- Student Welfare arrangements include:
 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.
- 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).
- Pre-requisites: for second level and accredited courses schools the pre-requisite is the Cert III in discipleship or the equivalent YWAM Discipleship Training School.

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 criterias:

- 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 or Ireland
- completed formal independent testing within the past 24 months with a minimum score in one of the following:
 - TOEFL (paper based): 527
 - TOEFL (internet based): 46
 - IELTS: 5.5
 - Cambridge English Advanced (Certificate in Advanced English): 162
 - Pearson Test of English Academic: 42
 - Occupational English Test: Pass

Second Level accredited Schools

- Certificate IV in Primary Health Care Missions (in developing nation communities)
- Certificate IV in Christian Missions
- Diploma in Christian Missions Leadership

The general entry requirements are:

- Pre-requisite to all second level courses is the 10473NAT Certificate III in Discipleship or the equivalent YWAM Discipleship training school.
- Demonstrated Christian Character
- As this course is designed to train Christians, a general entry requirement is a genuine commitment to Jesus Christ and the Christian faith.
- References are required as per individual school applications.
- Students enrolling from other Australian schools must provide a letter of release before enrolment is accepted.

English proficiency:

(See DTS English proficiency requirements)

Staff Requirements

The general entry requirements are:

- Pre-requisite to all second level courses is the YWAM Discipleship training school.
- Demonstrated Christian Character

References

- References are required as per individual school applications. (see application form) – You will need one from School leader of your DTS.

English proficiency:

(See DTS English proficiency requirements)

Admission Procedures

Step 1 - Read the staff and student Handbook.

Step 2 - Read the appropriate Course Information.

Step 3 - Complete, sign and return all sections of the application.

Step 4 - Have your referees return your Reference Forms directly to us.

Step 5 - Attach AUD\$20 (See 'Payment Options' sections for making payments) or make a payment by credit card over the web for Face to Face Onsite Courses. No application fee for college courses.

Step 6 – Accept letter of offer.

(At any and every stage of this process, we encourage you to consult your family, friends and church family. We are also here to help you process your decision.)

Following these five steps will provide the information required in order to process your application. We must receive all portions of your application before processing can begin. Should we require any more information we will contact you.

International Students:

Processing your visa will include ensuring that all application requirements have been satisfied including health requirements, satisfactory references, the extent to which the experience, qualifications, aspirations, and Christian character and calling of the applicant are matched by the opportunity offered and any additional curriculum or legislative requirements. Phone interviews may be undertaken to verify referees, and obtain further clarification on information provided.

After processing your application, you will be informed of either your acceptance for the course **or** reasons for non-acceptance. If accepted you will be sent a 'Letter of Offer or Acceptance'.

If you accept the 'Letter of Offer or Acceptance,' you will need to send relevant payments (see the Financial Agreement Form of your application) in order to reserve a place on the course. For international students this enables us to begin your visa application process.

Please contact us if you are having difficulties meeting these financial obligations, as we may be able to provide you with some helpful information. See the 'How to Make a Payment' section for further details on finances.

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 Student Details Form at least every six months confirming their contact details. YWAM Townsville updates the contact details accordingly.

Grounds for deferring, suspending or cancelling course enrolment

A deferment or temporary suspension of enrolment is only considered for:

- a. Compassionate and compelling circumstances which is defined by:
 - i. Illness supported by a medical certificate which prevents a student from attending class
 - ii. Family crisis or emergency eg 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 or exclusion (See Code of Conduct for procedures) from the course.

NB Deferring or temporarily suspending course enrolment may affect student visa.

Orientation & Induction

Upon arrival to YWAM Training Townsville all new participants will be given orientation to YWAM - Townsville facilities and a general tour of the area. The first week of involvement will include an induction process to orientate the participants to the organisation. This will include:

- Orientation to YWAM Training Townsville, and YWAM International its history, values, structure, and goals
- Introduction to key personnel
- Information about the VET Quality Framework (VQF), Competency Based Training & Assessment, Accredited courses available and career path options
- An introduction to YWAM Townsville community including community guidelines, schedules, requirements, facilities and general use
- Code of Conduct, Complaints and Appeals Policies, Fees and Refund Policy, Behaviour Management guidelines, Copyright; RPL.
- Occupational Health & Safety
- Child Protection Policy

International Students

Under the Australian Government International Education Policy, we are unable to issue a 'Confirmation of Enrolment' until such time as the course enrolment fee has been paid.

It is a condition of your student visa that you have Overseas Student Health Cover (OSHC) with an Australian health insurance company. We have designated Medibank Private as a supplier of this health cover.

A '*Confirmation of Enrolment*' form is used in getting your visa. This cannot be given to you until you have paid for your OSHC; therefore, you need to send this fee at the same time as you send the course enrolment fee and deposit.

Once we have received your course enrolment fee, deposit, and OSHC fee, we will send you the 'Confirmation of Enrolment'.

New Zealanders

You are not required to obtain Overseas Student Health Cover.

Australian Students

Once we have received your course enrolment fee and deposit, we will send you a Confirmation of Enrolment letter that will be necessary for you to apply for Youth Allowance, Austudy or Abstudy.

Depending on your circumstances and mode of study, you may be eligible for Ausstudy or Absudy for our College Courses.

All accepted on-site staff and students will receive a further 'Preparing to Come' pack which will assist with preparations for coming to YWAM - Townsville. Our registration staff will be available for advice at all stages of this process, either by phone or email. Please do not hesitate to contact us at registrar@ywamtownsville.org or by phone (617) 4771 2123.

The Australian Education System

Australia upholds high standards in its educational system. The system is based on the British model where different levels of awards, such as certificates, diplomas, advanced diplomas, bachelor degrees and other higher-level degrees are offered. YWAM Australia currently offers certificate, diploma and advanced diploma level courses.

In recent years there has been a significant increase in demand for vocational education and training (VET) around the world. Vocational education providers give a practical emphasis to the courses they conduct, giving participants a particular advantage when it comes to the application of their training. YWAM Townsville has contributed to the development of a number of these courses in Australia in response to the emerging training needs in the field of missions or different professions.

YWAM internationally has always modeled this style of education with the emphasis on practical application rather than simply on theory. The history of YWAM and its experience in the field of missions has enabled it to develop specific training programs that cater to the challenges of working in missions or working in the different spheres of society.

Competency Based Training

Since its formation, YWAM has encouraged an educational model that focuses on achieving competency in specific areas of learning rather than training that is purely theory or content oriented. Desired learning outcomes drive the course of study forming the curriculum and content.

Continual, consistent assessment of how the student is making practical application in specific learning areas is necessary in order to ensure that students are achieving full learning in the specific area.

We endeavor to use a variety of assessment approaches that are relevant to the learning outcomes. For instance, assessment may be a combination of demonstrating skills and knowledge in a practical setting combined with a written assignment. Units of competency in the Face to Face Onsite Courses will be assessed by – interactive role plays, interviews, creative interaction, weekly journals, book reports, outreach reports, creative devotions, short stories and personal development evaluations.

Our long-term training prepares trainees for future involvement in Christian missions and other spheres of society; an equally important component of both training and assessment is demonstration of appropriate Christian character.

Our College Course Training best equips trainees for the working field and different possibilities and job prospects that they may encounter in the different spheres of society.

Training and Assessment

YWAM Training Townsville maintains policies and management practices which will ensure professional standards in the marketing and delivery of training services and which safeguard the interests and welfare of

its clients. We are committed to maintaining professional standards of trainers, training facilities, and equipment to ensure these are conducive to the success of students. All course leaders and staff are committed to ongoing training and professional development. School leadership and staff understand and cater for the special cultural and learning needs of students, ranging from the learning materials through to the accommodation for those partaking in the face-to-face training. Students' progress will be monitored and assessed, as will their attendance and their online course progress for compliance with regulations governing international students.

Assessment will be conducted in a fair and equitable manner that focuses on the competencies of the course in which the student is participating. Assessment will ensure validity, reliability, flexibility, and fairness. Assessment will be specifically designed to meet the criteria to be measured.

Since there is no industry training packages or relevant competency standards for some of the courses currently conducted by the organisation, assessment tools and standards are developed by the organisation itself.

Where industry standards do exist all assessment will be directly related/linked to these standards, validated and informed by industry engagement.

YWAM Townsville will conduct regular reviews of training and of assessment and gain feedback from students and personnel to ensure continued relevance of units of competency and suitability of assessment.

YWAM Townsville seeks to provide personnel of the highest quality for training, assessment, issuance of qualifications, and client services. YWAM follows well established procedures for recruitment and professional development of all staff including those involved in provision of training. A thorough application, reference, and interview procedure is followed with all staff applications. This process involves assessment of character, leadership potential, confirmation of God's call and competency for the role they will be fulfilling. With school staff this must include competency in the units of competency of the course with which they will be involved and will be trained in the principles and methods of assessment. All personnel are also full time missionaries with YWAM and regularly engage in mission activities other than training.

Assessment is negotiated at the beginning of the course including due dates for assessment. Assessment is holistic and most assessments will cover a range of assessment criteria. Students will be graded against the assessment criteria and given feedback on their work. Opportunities are provided for resubmission of student work not reaching benchmark standards.

ESOS Framework

YWAM Townsville is bound by the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students. The State Regulator, Employment and Workplace Relations regulates the education and training sector's involvement with overseas students studying in Australia on student visas. It does this through the Education Services for Overseas Students legislative framework. This protects Australia's reputation for delivering quality education services and the interests of overseas students, by setting minimum standards and providing tuition and financial assurance.

The legislation mandates a nationally consistent approach to registering education providers so that the quality of the tuition, and care of students, remains high. The professionalism and integrity of the industry is further strengthened by the ESOS legislation's interface with immigration law. This imposes visa related reporting requirements on both students and providers. A simple explanation of the framework is the [Easy Guide to ESOS](#). See the link below for further information.

http://aei.gov.au/AEI/ESOS/EasyGuide_ESOS.htm

Privacy & Confidentiality

Staff and student information will be released in accordance with the signed Release of Information form outlined in the application form.

All personal information disclosed by students or staff in the official course of pastoral care, other discussions or in written form remains confidential between the person disclosing the information and the staff persons responsible for that person's welfare. Such staff persons will be limited to those who 'need to know' in order to provide appropriate care in the situation.

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

All personnel records are kept in a secured filing cabinet and are only accessed by authorised personnel for administrative purposes.

Assessment Appeals

Any appeal against assessment or RPL will be conducted in line with the Complaints and Appeals process.

Recognition of Prior Learning

Recognition of Prior Learning is available upon request. Through Recognition of Prior Learning the organisation can acknowledge previous learning or experience that may be relevant to some of the specific learning outcomes of the course in which the student is participating. It would be necessary to show evidence of these and their relevance to the course.

RPL will only be granted for complete units of competency. Competence in all elements for that unit of competency must be demonstrated before RPL will be granted.

Due to the holistic nature of the course delivery and assessment of some of our courses, RPL will not reduce the length of time for those courses.

An RPL application and evidence kit is available on request. Students are required to provide details of prior experience or training that may be relevant and/or demonstrate competency in units of the course. They may be asked to attend an interview, either prior to, or on arrival for the course, where they can discuss their application with the course leader and training coordinator. The student may be required to undertake a test, or equivalent exercise, designed to assess their present skill level or competence in the required learning outcomes. Any prior learning through training or experience must be transferable to the context for which the course is designed. Students will need to demonstrate the application of knowledge and skill within the prescribed context. The final decision regarding RPL will be taken jointly by the course leader and training coordinator.

Copies of the RPL application needs to be signed by the student and will be recorded in the student file.

Recognition of Qualifications

Where it can be shown, through the presentation of official verified transcripts, that a student has completed VET accredited competencies at another NVR Registered Training Organisation in any course or competency offered by this NVR RTO, then credit transfer will be given readily and the RPL process will not apply. Where credit transfer is given, a verified copy of the original certificate and transcript will be held on file by the NVR RTO.

(YWAM Townsville will recognise a University of the Nation DTS certification from any YWAM base. Students that have DTS qualifications not issued in Australia will require recognition of prior learning before an NVR qualification is issued.)

Student Support Services

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

- Open telephone/fax line policy – students may ring/fax at any time to make inquiries, seek information or support.
- YWAM – Townsville is an active member of both a national and international network as well as possessing an awareness of the local support services and therefore undertakes to make inquiries and direct students to the most appropriate service agency.
- Students partaking in the Face to Face Onsite Training and some of the practical and on the job skills training, a mentoring system will be established in order to assist the 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 underage students and will provide adequate orientation.

YWAM Training Townsville

- For students experiencing difficulties beyond the capabilities of our staff, students will be referred to the appropriate specialist help.
- For overseas students and underage 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. For underage students, the school leader will be in contact with the parent / guardian of the student.

Specialist assistance available:

Short Term Counselling service for international students with Medibank OSHC – students are able to contact SOS International (1800 234 601) who can ascertain whether the student assistance required is critical or non-critical and are able to provide options for care or referral to a GP for further treatment.

Legal Aid Queensland – Townsville

Address Details

Street: 3rd Floor, Northdown
280 Flinders Street Mall
Townsville 4810
Postal: Po Box 1337
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 – 5 pm

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 language, 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
- Supplying a scribe for students
- High level of staffing in the classroom for face to face courses (approx 1 to 5 ratio)
- For specialist language, literacy and numeracy assistance students can contact:
Adult Literacy telephone referral service 1300 655 506

Complaints and 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, thirds parties 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, all students can request and access our full complaints and appeals policy, which is located in our Policy and Procedures manual. The student/staff has 20 days after an event/decision to make a complaint or appeal, and a prompt resolution (usually within 10 days) will be sought for all complaints and appeals.

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/Staff will not be able to begin involvement unless they are able to make these payments. However, if the school leader/campus leadership is contacted and the financial situation is explained, another payment schedule may be arranged. This needs to be done prior to arrival at YWAM Townsville or when the online College Course commences.

A student will not be considered eligible for the issue of a qualification/statement of attainment until the initial 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.

Every YWAMer is expected to be self-supportive for all financial responsibilities related to individual involvement in ministry. Generosity is encouraged.

Staff are expected to pay staff fees for the duration of their time with the ministry, unless otherwise negotiated with leadership. This includes during all leave and absences including holidays as well as outreaches.

Course Costs

Specific Fees and the refund policy are detailed within the appropriate application.

Youth Allowance, Austudy and Abstudy (Australian Citizenship only)

Youth Allowance: Assistance for 16 to 24 year olds who are studying full time

Austudy: Assistance for over 25 year olds who are studying full time

Abstudy: Assistance for indigenous students who are studying full time

Once accepted to the school, we will write you a letter of verification of full-time study and provide course codes so that you can apply for Youth Allowance, Austudy or Abstudy if eligible.

On the first day of the course or during 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 structured having changed since the initial contract – the student would have already been advised of this change before arriving).

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 Student Tuition Insurance to ensure students eligible for refund under the ESOS Act 2000 are paid, should your course cease to be provided.

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.



www.ywamtownsville.org

YWAM Townsville Assoc. Inc IA 07865
Trading as: YWAM Training Townsville
Registered Training Organisation Reg No. 30614
CRICOS Provider No. 02205D

YWAM Training Townsville is part of Youth With A Mission (YWAM) International. YWAM Training Townsville is a registered organisation offering accredited training and learning experience in and from Australia. YWAM Training Townsville is affiliated with YWAM's international network of tertiary level education/training known as the University of the Nations. The University of the Nations is not registered/accredited as a university in Australia.