

Student Handbook



Youth With A Mission

In training partnership with Institute for the Nations,
Australia

Youth With A Mission Newcastle Inc (CRICOS No.02157G)
In partnership with Institute for the Nations – Australia (RTO No 0449)
Youth With A Mission Canberra Inc T/a Institute for the Nations, Australia ABN: 40 345 561 378

Please read this handbook prior to enrolment with
any course with Institute for the Nations.

Institute for the Nations- Australia is a part of Youth With A Mission (YWAM) International. The Institute for the Nations, Australia is a registered training organization offering accredited and non-accredited training and learning experiences in and from Australia. Institute for the Nations is affiliated with YWAM's international network of tertiary level education/training known as University of the Nations. The University of the Nations is not registered or accredited as a university in Australia.

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WELCOME

Welcome to Youth With A Mission and Institute for the Nations, Australia. We are pleased that you have taken time to find out the opportunities we have to offer you. Here in YWAM Australia we are dedicated to giving you quality training that will equip you in what ever area God has called you in. Our goal in training is not to give you more academic knowledge, but rather to give you wisdom with your knowledge so that you can go out and make a difference in the world you live in. All of our courses are designed with missions in mind, our call to the Great Commission.

Following in these pages is a bit of how we run our training. These are things that you need to be aware of if you are to enrol in a course with us. This is not the only document that is available, but should be read with the Course Information. We also have a Policy and Procedure Manual which details our training systems further. If you have any questions about any of these things, or about anything else, feel free to contact the School Leader or the Registrar at the YWAM Centre you're most interested in.

Those of us in Youth With A Mission tend to use a number of acronyms in our communication. So here are some definitions that you may come across that might help you:

YWAM- Youth With A Mission

YWAMers- staff and students of Youth With A Mission

IforN- Institute for the Nations, Australia- YWAM's training organization in Australia. The IforN is a Registered Training Organization within Australia.

UofN- University of the Nations- The UofN is YWAM's training internationally. The UofN offers degree courses, however they are not necessarily recognized.

DTS- Discipleship Training School- The initial training course run by YWAM.

UNIVERSITY OF THE NATIONS

Institute for the Nations, Australia is a part of YWAM's international training structure called the University of the Nations (UofN). The UofN offers many courses, seminars and degree programs around the world. Most IforN courses will earn you credit with the UofN. The UofN is not registered for recognized accredited training.

For a thorough learning experience, UofN requires degree qualifying graduates to have studied in more than one continent. The UofN requires for anyone studying for a degree to undertake YWAM's 3 core-courses which are designed to lay a common foundation of knowledge, understanding and skill in areas of Communication, Biblical Studies, and Humanities, Science and Technology.

For more information about the UofN check out their website at www.uofn.edu.

COMPETENCY BASED TRAINING

Ever since its formation the Youth With A Mission has adopted an educational model which focuses on training toward competence in specific tasks rather than training to deliver specified content. The desired learning outcomes become the guidelines for choosing curriculum and content. Assessment of all aspects of a student's achievement and competency reflect that model.

Assessment is undertaken continuously and consists of a range of approaches that are relevant to the learning outcomes sought. For instance, assessment may be a combination of written assignments coupled with a demonstration of skills and knowledge in a practical setting. Observation of the student's application of learning in field work is an essential element of assessment.

As these training programmes are preparing trainees for future involvement in Christian missions, an equally important component of both training and assessment is demonstration of appropriate Christian character.

LIVE-LEARN CONCEPT

Intensive educational programmes based upon co-operation and sharing among the participants and immediate field application encourage accelerated development of the whole person and preparation for a life of service.

The live-learn concept means establishing community for the purposes of learning. Following Jesus' example and others from the Bible and throughout history, we work to establish a community of common values and to learn together. We believe that learning takes place best in the context of relationships. The strong emphasis placed on relationships between students and staff and on small groups and student activities provides a secure atmosphere that optimises the learning experience.

The 'classroom' becomes a lot more than the place where students sit down and take notes. Practical workshops and interaction; working together on a project; small group activities; communal worship, prayer, meals and social activities are extensions of the classroom experience. Students find themselves learning from staff in the classroom, in the streets, in the kitchen, in the workshops and in many other situations that promote learning and personal development.

It is a community learning experience, based on the scriptural principle of a body of believers who are one in spirit, working together as a team toward the same objectives. Teamwork implies a sharing of resources, ideas, talents and working together in unity. The great variety of course related activities provide a rich medium for the development of deeper relationships.

Students live in accommodation arranged and supervised by Youth With A Mission. Staff also share similar accommodation during the classroom phase and, during the field assignment phase, usually the same accommodation as students. Living and learning together provides staff with unique opportunities for assessing students in terms of achievement, character and attendance.

APPLICATION PROCESS

When a person inquires, they are sent an application form including personal details, a request for personal information, references and a doctor's evaluation. These must be returned to us along with proof of English proficiency (if applicable or if enrolling in the English For Missions course) and an application fee.

When submitted, this information provides the basis for selection of students. Should we require any more information we will contact you.

After scrutiny and prayer of your application you will be informed of either your acceptance for the course or reasons for non-acceptance. Should you be accepted you will be sent a **Letter of Offer**. Upon your receipt of our Letter of Offer we need the applicant to read the conditions of enrolment stated in the **Acceptance of Place**. This form needs to be signed and submitted to the Registrar with the deposit and Overseas Student Health Cover fee (if applicable). For overseas students- When the Registrar receives this, within 2 weeks the applicant will be issued a **Confirmation of Enrolment** with which the student can use to apply for the Student Visa. We have the right to not accept a student.

VISA PROCESS

Non-Australian students require a visa to enter Australia. Most of our courses are eligible for a Student Visa. Speak with the Registrar at the YWAM base of your interest to find out the specifics for your Course.

The Australian Immigration Authorities require certain nationals to go through a 'pre-visa approval' process. If this is the case we will also provide you with a letter of invitation to assist you with this stage of the process.

Once you have your 'pre-visa approval', or if you are from a nation that is not required to go through this process, we will send you an 'Acceptance of Place' form. Your next step will then be to sign the '**Acceptance of Place**' form and return it to us indicating that you have contracted to attend the course and agree to the conditions stated.

It is also a requirement of the course that you send us a deposit including non-refundable fee plus the fees for Overseas Student Health Cover (OSHC) (see specific details for costs). This money is required to ensure that you have a place on the course and is a deposit that will be taken off your total course fee. (You may choose to pay the entire school fee instead of a deposit).

It is also a condition of your student visa that you have **Overseas Student Health Cover** with an Australian health insurance company. We have designated Medibank Private as the supplier of this health cover. Your 'Confirmation of Enrolment' form must include confirmation of this cover, so you should send the fee for this at the same time as you return your *Acceptance of Place* and enrolment deposit.

Further information about the Overseas Student Health Cover is available from the Medibank website on: www.medibank.com.au

We will be available for advice at all stages of this process. Further information about visa processes is included in the 'Offer of Place' letter.

DO YOU SPEAK ENGLISH?

(For students whose first language is not English)

Most courses run by the Institute for the Nations are conducted in English. However, there are a few accredited and non-accredited courses run in other languages. Please check with each YWAM Base for specifics of their courses.

To obtain a student visa, students will require a sufficient standard of oral and written English proficiency in order to benefit from the training they are undertaking. The Australian Immigration Authorities may require people from specific nations to pass the International English Language Testing System (IELTS) test at 5.5 or higher in order to get a student visa to study one of our courses or IELTS score 4.5 to study our English for Missions course (please see below).

With your School application form you may need to supply documentary proof of English proficiency for your comprehension and expression of spoken and written English. Acceptable forms of documentary proof may be any one of the following:

- successful completion of a Youth With A Mission course, at any of our locations world-wide, where English is the primary language of instruction
- Test Of English as a Foreign Language (TOEFL) test with score of 5.5 or higher
- International English Language Testing System (IELTS) test of 4.5 or higher
- Studies in an English speaking school for 1 year or studied English for 4 years with passing grades

For those who would like some English training before taking one of our courses, the IforN offers an English training course called "English for Missions". In addition to full English training, the course offers specific training in terminology commonly used in missions work or in missions training programs.

HOW WE PROCESS APPLICATIONS

When making application, applicants will have opportunity to read and assess the mission's vision, values, policies and procedures before joining.

Applicants to the course must supply the following information as per the application form:

- Experience, qualifications and aspirations
- Personal statements relevant to the particular course
- Christian character and calling
- References as specified in the application forms

Once the YWAM Base has received the above forms from the applicant, the information will be reviewed and prayed over by qualified staff in reference to your readiness for training and suitability for the mission field for which the course prepares people. In addition the staff will be seeking a sense of where God may be leading you in relation to this specific training course or programme. It is important both for you as a student and for us a training location to be in agreement concerning God's leading for you in this course.

Prior to enrolment, students will be given further opportunity to review the policies and procedures which are written in this document. This includes the process for handling grievances as outlined in this Handbook.

It is a requirement of Youth With A Mission that a Discipleship Training School be completed prior to enrolment into another YWAM course as well as any place on YWAM staff. The DTS can be done either in Australia or overseas and is equivalent to the Certificate III in Discipleship.

“The DTS is the foundational building block of YWAM, the cornerstone of the mission. It is our DNA, our genetic code. The DTS/CDTS gives vision, it gives understanding, and it gives people something to hang on to so that they will know what YWAM is and what YWAM isn’t.” (excerpt taken from *UofN Reference Guide 2005: “The DTS/CDTS is YWAM’s Foundation”*)

In most cases we cannot enrol international students who are currently studying in Australia and have not yet completed 6 months of their initial course. Also, in most cases, except due to exceptional circumstances we will not grant transfer requests to another Training Provider.

COURSE FEES

(The following information is taken from the University of the Nations Catalogue 2005-2007)

All UofN personnel are responsible to raise their own support; they receive no salary for their service. Volunteer staff, efficient housing and dining and student work assignments are factors which contribute to low costs. Students serve up to ten hours per week in student work assignments, assisting staff in maintaining facilities and related operations. This practice aids in maintaining the University, promotes team work and student/staff interaction, and provides students with an opportunity to serve.

God’s provision for individuals comes in different ways. A student’s family may assist in paying for the student’s tuition. If students have committed themselves to mission work and have taken a Discipleship Training School, support often comes from home churches. Some students earn money in advance while others see their need met through gifts from supportive friends. Many times, students sense God’s leading to give to one another. Responsible stewardship and generosity are foundational values of the mission.

Course Fees: Student fees are to be paid in full upon arrival. Any exception must be documented in writing and approved by the specific school leader before the student arrives. Students enrolled in a course are expected to continue through the entire course.

Expenses vary widely according to the courses and the cost of living where a course or a field assignment may be taken. Contact each location directly for current fees.

Refund Policy: Policies for termination or early student withdrawal due to extenuating circumstances, such as death in the family, will differ at various locations.

The current NSW refund policies for your courses are in the NSW Specific Addendum located at the back of this Staff and Student Handbook.

When a refund is given to a student, a written statement describing the refund must be given to the student and a copy kept in the student’s file. The refund must be given within 4 weeks of receiving a written claim from the student.

This refund policy is covered by the legislation under the ESOS Act 2000 and ESOS Regulations 2001. This agreement does not remove the right to take up further action under Australian Consumer Protection Laws.

STUDENT SUPPORT STRUCTURES

A student experiencing any difficulty with a course will be offered immediate assistance by the Course Staff.

A support service is offered to students with problems directly related to study as well as with general personal concerns. These may include stress due to study and assessment, a grievance, familiarizing to new surroundings, financial matters, or personal issues. These services include orientation, academic progress, further study and accommodation support.

All students have regular meetings with a group leader, which provide an opportunity for support guidance and prayer. The Group Leader is the first point of contact for support. Where matters arise beyond the scope of training of the staff, the student will be referred to suitable qualified personnel such as the Course Leader. Discussion groups happen at least once a week, and individual meetings with the group leader are regular and available upon request. These activities will help the student in areas of their study.

Guidance on further training is provided by the Training Coordinator in conjunction with course leaders.

Overseas, under age students

The course leader and staff will be sensitive to cross-cultural issues and meet the special needs of international students, especially those under eighteen years of age. Applications for underage students must be discussed with the parents prior to enrolment. All under-age students must stay in approved accommodation. YWAM training includes accommodation therefore, we will arrange accommodation for the student, and note this to the Department of Immigration. The length of our responsibility for the under-age student will be stated in the Student Visa Conditions. Underage students must stay in YWAM provided accommodation, or risk being in breach of their student visa. In most cases, underage students will not be able to holiday or take trips away during or after their course.

Confidentiality

All personal information disclosed by a student to staff in personal discussions or in written form remains confidential between the student and the staff persons responsible for that student's welfare. Such staff persons will be limited to those who 'need to know' in order to provide appropriate care to the student

The following limitations apply:

- where the information disclosed relates to behaviour which contravenes the values and principles of Youth With A Mission and the Institute for the Nations, persons responsible for responding to behavioural breaches may become involved
- where information disclosed relates to a criminal offence, Institute for the Nations may be obliged to report that information to the relevant authorities
- when required by due process of law, Institute for the Nations will provide such specific information as falls within the bounds of the legal requirement

Institute for the Nations is not responsible for the actions of students who disclose information they have received from other students.

Department of Education

The Department of Education in Australia wants all overseas students to know your rights and responsibilities. Please read a description of the ESOS department at http://aei.dest.gov.au/AEI/ESOS/QuickInfo/ESOS_FrameWork.pdf.

IF SOMEONE HAS A COMPLAINT OR PROBLEM

Access to a just and equitable process for dealing with grievances will be provided at all times.

The Word of God says, "If it is possible, as far as it depends on you, live at peace with everyone" (Rom. 12:18). When conflicts arise, often there is an accuser and an accused. We need to remember to hold each in equal esteem before the Lord. We must not prejudge either side but be open to each "striving to maintain the bonds of peace" Ephesians 4:1-3. In the vast majority of situations, no one has acted with malice. Rather, one or more believers have acted unintentionally or foolishly and brought hurt to one or more people.

In the YWAM family, we are called to live and work together in humility and harmony. When conflicts arise, our goal is to bring reconciliation and release for both parties for further service in God's kingdom. We should not enter into conflict resolution seeking someone to blame or punish. We should seek restoration.

YWAM's procedure in handling grievances includes the following Biblical principles as outlined in the policy:

- We all need to forgive- if an offence has taken place, the offended must forgive in order to experience healing and restoration.
- Biblical principles regarding justice- Our justice must reflect the justice of God which is shown through his character throughout the Bible.
- Reconciliation is always a goal of God's justice.

Complaints must be made within 20 working days of the incident happening. Any complaints brought forward should follow the Matthew 18 principle. The process for bringing forth grievances and complaints are:

- If the complaint is about another person, the individual should approach that person they have a complaint against before involving others.
- If no reconciliation can be made, the offended individual can then bring the complaint to their group leader.
- Should this fail to bring resolution, the matter may be taken to the course leader.
- At this point, if the individual chooses that this be a formal complaint, a [Complaint Form](#) will be filled out as a record of the meeting.
- Should this still not see resolution, the issue will be taken to the appropriate College / Centre Director.
- As a final point of resolution, the situation may be taken to the YWAM Base Leadership team.
- If the individual is still is unsatisfied with the results of the complaint/appeal they may involve an independent party, which the organization will arrange at little or no cost to the student. For an independent party, we recommend someone from the Australian Council for Providers of Education and Training. After the decision has been made after one external complaints process, we have the right to report the student on PRISMS.

At all stages these meetings are informal and conciliatory. The student's views will be heard and respected. YWAM's position and policy will be clearly communicated without prejudice.

The process for hearing the case will begin within 10 days of receiving the formal complaint/appeal. All procedures, agreements and action steps will be recorded and held in confidence. The student will receive a copy of the [Complaint Form](#).

At any stage an independent party may be set up if desired by the individual or organization, or a support person requested for the individual. This party must be agreed upon by both. The organization will then arrange for the mediation. If a student feels that his complaints/appeals were dealt with unfairly they may contact the Department of Education, Science and Training who will only make a decision as to whether the complaints process was fair, but will not look at the final outcome of the case.

For further information see *UofN Reference Guide 2005: YWAM Guidelines for Justice and Reconciliation*.

APPEALS REGARDING SUBMITTED COURSE WORK

If a student at any point feels they have been assessed unjustly the student has a right to appeal, up to 20 working days after the assessment decision. The response must begin within 10 days of the appeal. Any appeal against assessment or RPL/RCC will be heard in the first place by the course leader. Appropriate evidence of assessment will be made available to students who appeal against decisions.

Should the student still remain unsatisfied, the College/Centre Director at that location will become involved. If the decision still cannot be resolved, the Institute for the Nations – Australia Board may also be called in to adjudicate.

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

All procedures, agreements and action steps will be recorded and held in confidence. The student will receive a copy of the Complaint Form.

Either party may consult an independent Conciliator, appointed by the Department of Education Services, at any stage.

STUDENT PERFORMANCE AND CONDUCT

The following is an excerpt of what we require of the students' behaviour while attending the IforN course. More information can be found in the *UofN Reference Guide 2005*.

“All students enrolling in the U of N are expected to be committed Christians who aim to further glorify God in their lives. As a result, faculty and staff have high expectations for each student.

“The U of N modular education system demands concentrated study and continuous diligence, because the academic content of each course or school is equivalent to several secular university courses. Since the expectations and demands are high, student performance is monitored carefully.

“The U of N believes that the development of Christian character is an integral part of our training and a central ongoing goal of the U of N. Consequently, we expect that the conduct of U of N students will be in keeping with Biblical standards. Any verified moral violation (including but not limited to sexual immorality, lying, dishonesty, theft, substance abuse, physical abuse or sexual abuse) will be considered grounds for disciplinary action including probation and possible dismissal from a course or degree programme.”

All staff and students are to be living out the principles of God with regards to their behaviour and actions, to themselves and to those around them. If an incident occurs, then the **Disciplinary Procedure** is put into affect. Please see the **Code of Conduct** available from the YWAM Centre for more details.

The Disciplinary Procedure will begin as soon as seen fit by the Course Leader or any other members of the Leadership Team of the Base. Unresolved issues or ongoing issues may end in cancelling the student's enrolment. The student has a right to appeal using the **Appeals Process**.

DISCIPLINARY PROCEDURES

All actions taken for disciplinary measures, including dismissal, require justifiable reason and fair procedure. Students and staff are made aware of all policies prior to enrolment and have understood and accepted the purposes and values of the school in which they are enrolled. This is verified by their signature on the Acceptance of Place form. Should the behaviour of an individual consistently conflict with these purposes and values, leadership should re-evaluate with the individual their continued involvement with the school or ministry. A normal process would begin with seeking understanding whether or not the individual is prepared to accept the conditions of continued involvement in the school. A review of the Guidelines of the Campus and the Course will be made. The matter will then be discussed between the student and the Course Leader with a view to reconciliation, and if necessary a verbal warning will be given to the student or written communication if deemed necessary.

If the verbal warning is unheeded, the course leader will approach the student again, giving a second warning. If the unacceptable behaviour continues, the Centre Director will be consulted for final discussion and an attempt at reconciliation. If the individual is not prepared at this stage to accept the conditions of continued involvement, this amounts to a decision on their part to leave. A decision will be confirmed in writing using the [Disciplinary Action Record](#).

Any refunds given will follow the course refund policies as outlined.

Immediate, unilateral dismissal is rare and will only happen in exceptional circumstance, for instance, where required by law.

General thoughts for handling “sticky situations”:

- In hearing a rumour or report of another's sin, always approach the need to deal with it through the grid of grace.
- Remember that restoration is always the end goal of correction. Humility on the part of the leader is a key ingredient.
- Always believe the best in others.
- Guard your tongue. Be careful about who you share your thoughts of offences with.

How to avoid the need for someone to confront you:

1. Make yourself vulnerable and approachable. Create an environment which encourages people to feel free to give input and ask questions. This will also allow many opportunities for you to teach principles.
2. Be humble. Freely admit, "I don't have it all together. I need you and your input." Recognize that you have areas where you need to learn. A threatened leader carries a heavy burden, always trying to cover over weaknesses to make himself look good.

Note: Unacceptable Behaviour is determined by the course / base leader. See *UofN Reference Guide 2005: YWAM Guidelines for Justice and Reconciliation and Guidelines for Giving and Receiving Correction* for more information.

MAINTAINING ENROLMENT

Our heart is to disciple and equip each participant in their destiny and purpose. We will work along side every student individually to see their competency at the end of the course. Some scenarios may arise, however, which require us to defer, suspend or cancel a student's enrolment. We must look at areas of academic performance, attendance to activities and conduct and behaviour. The staff of the Course will follow the Disciplinary Procedures with regards to issues of conduct and behaviour as expected for the individual YWAM Centre. Please see the Course Information Book and further information from the Base about these requirements.

Due to the intensity and the length of our courses, under normal circumstances it is not possible for a student to defer or suspend a course. Students enrolled in the Discipleship Training School will not be able to defer or suspend their studies. A deferment of studies by request of the student will only be allowable in exceptional cases, as deemed such by the Course Leader and Regional IforN Board Member. If it is granted, the student will have to make up any missed weeks/units for full credit after the course as they can not 'make up' weeks of study during the course, as per the UofN requirements.

The Course Leader may decide to defer, suspend or cancel a student's enrolment if due to any breach as mentioned in the **Code of Conduct** available from the YWAM centre, or any concerns as mentioned in "Course Participation and Behaviour". In any case, the student will be informed, verbally and in writing. Overseas students will need to note that the Registrar is then required to report the change in their studies to the immigration department.

Tracking your Development

To ensure high quality training and development, students will be monitored to ensure they're meeting course requirements along the way. On most courses, a decision of competency in that course is only assessable at the end, due to the fact that most of the assessment is on-going.

In most cases, students will be monitored each week through reviewing their assignments and one on one and small group discussions with their small group leader or Course Leader and other specific assessment points. Through frequent contact with the students, staff are able to continually give feedback to the students of their development and are able to monitor their progress, to ensure they will finish the course within the time specified for the course.

Courses which require more detail of what 'achievement' looks like, is indicated in the [Course Handbook](#) for each individual course.

Where a course consists of a lecture phase and field assignment, the student will be evaluated by their assessor the week prior to leaving for the field assignment to ensure they're meeting at least 80% of the course requirements for that phase of training. Checking this will be a matter of reviewing the assessment records and evidence checklists to ensure the student is progressing and learning. Where the course consists of more than 2 phases/terms, the student will be evaluated at the end of each phase/term or every 12 weeks, before moving on to the next. Courses which are 12 weeks or less will need to monitor progress throughout the course, and make indication to the student 2 weeks prior to the finish of that course if they are not meeting requirements.

If the student has not achieved minimum requirements at this point, an intervention strategy must be implemented by the Course Leader and followed-through by the assessor and the student will be informed in writing of the situation. In most cases, minimum requirements will mean that students have:

- Successfully completed at least 80% of all required assignments up to that point; *OR*
- Achieved at least 80% competency in areas required to be competent in up to this point.

If the student has not made minimum course requirements, the intervention strategy is put into place. If, at the end of the 2nd phase of training, the student still has not met minimum course requirements, this will be communicated to the student by the Course Leader and the student will be given opportunity to appeal within 20 working days. The student may appeal only on the grounds of:

- the Course Leaders failure to record or calculate the student's competency accurately
- compassionate or compelling circumstances
- the Course Leader has not implemented the intervention strategy appropriately

If the student does not appeal or the appeal is unsuccessful the student is reported on PRISMS. Written communication must be given to the student of this using the [Intervention Strategy Form](#).

For more information see the [DEST-DIAC Course Progress Policy and Procedure](#). (this is a webpage LINK)

Intervention Strategy

Once a student is found to not be making course requirements, the intervention strategy will be implemented. The Course Leader will approach the student personally. The Course Leader will talk with the student to discuss a suitable approach to seeing the requirements met. The Course Leader will utilize the [Intervention Strategy Form](#) to record the plans to assist the student in reaching the objectives of the course. This may include further training, mentoring, counselling for personal issues, etc. This form will be kept in the Student's file.

Course Participation

All activities which are scheduled require attendance, unless otherwise stated. If a student is not able to attend a session they should let one of their staff know directly. Lack of participation in the course can be grounds for cancellation of enrolment. Lack of participation can include:

- consistently not submitting course assignments on time
- submitting insufficient course assignments even after having discussions with the Staff or a having undergone an intervention strategy
- frequently not attending class or coming late
- frequently not attending other scheduled activities such as group discussions, work duties, ministry/outreach, etc
- refusing to participate in any ministry which is a part of the course requirements, either locally or on outreach

Attendance will be taken during the course to monitor participation.

ALL ARE VALUABLE AND UNIQUE

Access to training with Institute for the Nations – Australia and Youth With A Mission is not restricted by age, gender, nationality, cultural, social or educational background.

All training offered by Institute for the Nations – Australia is for the purpose of equipping participants for work in Christian missions or ministry. As such it is important that they truly represent Christ, not only in word but also in lifestyle. Therefore, adherence to Christian beliefs and practices, and membership of a Christian body of believers, is an essential requirement of participants.

Youth With A Mission is itself a multi-cultural community consisting of staff from many nations, cultures and social backgrounds. As part an international missions agency, YWAM not only caters to but also encourages cross-cultural interaction. It is an essential component of missions training.

No training offered by Institute for the Nations – Australia is gender specific. The only exception is in regard to working in other nations and cultures where fulfilment of certain roles by members of a particular gender is not acceptable to that culture.

Where appropriate (e.g. Certificate III in Discipleship) specific variations of courses may be offered to cater for differing age requirements of participants.

Participation by students of other nationalities and cultures is to be encouraged.

Fees for all courses will be kept to a minimum. The purpose of this policy is to encourage participation by students from as wide a range of socio-economic backgrounds as possible within the provision of quality training.

The objective of each training course and program is the achievement of competency in the learning outcomes. As a result, training staff are committed to working alongside trainees to assist them in whatever way necessary to maximise their learning potential. Staff are trained in an appreciation of differing learning styles and will structure training in such a way as to provide an equitable and fair training environment and assessment procedures.

Where it is apparent, after the commencement of the course, that a student's educational level may be inconsistent with the level of training for which they are studying, every effort will be made to assist in their training and alternative assessment procedures may be offered.

Where a student may have special disability needs, Institute for the Nations – Australia will seek to accommodate those needs, on an 'as needed' basis.

Harassment and Discrimination

Institute for the Nations – Australia, maintains and observes high standards of behaviour and character among staff and students. As a Christian organisation, high standards of character and behaviour are promoted and expected, in adherence to Christian beliefs and practice within a Biblical framework.

Harassment (sexual, bullying, intolerance, etc) of one individual or group by another individual or group is unacceptable – whether this is on the basis of gender, race or any other cause.

Any such behaviour that is brought to the attention of staff will be addressed immediately by the appropriate leadership. The primary aim will be reconciliation between the parties and the promotion of character growth.

If harassment is perpetrated by a student or group of students it will be addressed by the course leader. The Centre Director may get involved if there is no reconciliation.

If harassment is perpetrated by a staff member it will be addressed first by the appropriate College / Centre Director, and then by the YWAM Centre Leadership team, should necessity require it.

If harassment or other unacceptable behaviour persists, the perpetrator will be requested to discontinue their course or involvement as staff.

RECOGNITION OF PRIOR LEARNING

Mutual Recognition

Institute for the Nations recognizes Qualifications and Statements of Attainment which are issued by other Registered Training Organizations (RTO) within Australia

If a student can present an official certified transcript that shows he/she has completed accredited competencies at another RTO in any course or competency which the IforN offers, credit transfer will be given to that student, and they will not have to gain recognition. A copy of the original certificate will be held in the student's file and an equivalent Qualification or Statement of Attainment will be issued.

IforN recognizes the UofN DTS certification from any YWAM Base and accepts completion of such a DTS as equating to the Cert III in Discipleship as the pre-requisite for other qualifications. However, students who wish to attain the Cert III in Discipleship and be issued with a Certificate of Qualification for that will be required to go through a recognition process, as described below.

RPL Process

Through Recognition of Prior Learning (RPL) the IforN 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. Those who receive RPL

in a particular area are asked to contribute to the team dynamic and help to maximise the learning experience of the whole training group. Therefore, overseas students receiving RPL will not have any reduction in their course duration and so will not be recorded as having such on their Confirmation of Enrolment.

An RPL/RCC application and evidence kit is available on request. We will also give opportunity for RPL at the start of the course.

IMPORTANT NOTE: YWAM approaches training with a holistic view. The delivery of training happens not just at one lecture, but throughout the whole course. Assessment and evaluation of development also takes place throughout the lecture phase and the field assignment, not at any one point. As well, an integral aspect of all training in YWAM is the building of team unity among the students and staff of each course. The learning process itself is one where the contribution of each student and staff member enables a fuller development. Students on a course form a team which will work together in the field assignment component of training. Thus, although RPL/RCC may be granted for modules, all students are expected to continue with full involvement in the course. Those who do have current competence in one or more modules may be asked to assist other students in the learning process.

RPL/RCC will only be granted for complete modules. Competence in all learning outcomes/competency standards for that module must be demonstrated before RPL/RCC will be granted. Students who wish to apply for RPL must provide details of prior experience or training that may be relevant and/or demonstrate competency in outcomes of the course. 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/RCC will be made jointly by the course leader and training director.

The DTS is a pre-requisite course to join YWAM as staff. Although RPL can be granted for this course, in order to gain recognition through YWAM's international ministry, it will be necessary for students to still undertake all activities of the course.

STUDENT TRANSFERS

If an overseas student is interested in transferring to another course or training provider (YWAM or non-YWAM) the following procedure must be met. Typically, transferring prior to completing 6 months of the course is not acceptable, except in limited situations. The student may submit a request to transfer (in some States/Territories it is a requirement that we give the student a letter of release). Transfer will be granted through a 'letter of release' where:

- The course which the student is transferring to is more suitable for them and their career/ministry direction
- They arrived late to the course or has missed significant amounts of the course due to circumstances which were out of the students control (such as illness or traumatic incidents, etc) and would like to start the course from the beginning else where.

We will not grant a letter for release if after thorough thought, discussion and prayer, the Course Leaders feel the student is wanting to leave to simply get out of doing course work, if they have not participated in the activities and want to avoid being reported to the immigration department or is trying to get out of paying course fees.

The Training Team with the Course Leader will discuss the transfer to see if the student meets the requirements and will give a decision to the student within 10 working days. The student will be given the decision in writing and the Base will keep a copy in the student's file.

GAINING ACCESS TO YOUR RECORDS

Trainee records are kept confidential with only authorized staff having access. Trainees may have access to their records through the following procedure. To access any of your personal files or assessment files, please request a Personal Information Disclosure form from your Course Leader or the Registrar. They will set a time appropriate for both you and them to allow you to view your records.

If you would like to give access to any portion of your records to another person or organization you may also request the Personal Information Disclosure form and mention what part of your records you would like released. The Registrar can only send a copy of the records and keep the originals here (unless in the case

of applying for a school at another base, prior to enrolment for that course, then the original application may be sent).

FAMILIES WITH CHILDREN

Dependent children of international students (entering Australia on student visas), do not receive free education. To attend government schools, fees range between \$4000 for primary education up to \$15,000 for secondary education. Private/Christian schools, that are registered to admit the dependents of international students, do consider enrolment of children, depending on availability. In some instances, discounts are available. Homeschooling may also be an alternative. Contact us to find out about both Christian/private and Government schools nearby. Whilst it is the responsibility of the parents to make enquiries to the individual school, some information is available upon request from our Registrar.

Contact the Registrar for any other child services we can offer.

CHILDREN'S MINISTRY

YWAM Australia has in place Child Protection Policies to protect children (those aged 17 and under) in our training courses as well as those we minister to. Please check the child protection policies at the specific YWAM Centre that affect you.

INSURANCE

Each YWAM Base holds insurance relevant to the needs of the ministry. This includes Volunteers insurance and Public Liability. However, it is a requirement of YWAM Australia that all staff and student hold their own personal health cover. For students arriving on Student visas, you will obtain Overseas Student Health Cover. You can obtain more information about this from the respective YWAM bases. Staff can obtain suggestions for cover from your respective YWAM Base.

NSW SPECIFIC ADDENDUM

Student Fees and Refunds

Our fees and payment methods are clearly documented in our pre-enrolment information, and website. If a student pays fees in advance they will be issued with a date stamped receipt as proof of receipt of monies. These fees are then paid into a holding trust account and remain there untouched until the course starts or the closing date for payment of fees. These fees are subsequently transferred to our working account as required. The interim holding account is used to protect fees received in case a course is cancelled due to lack of enrolments or the student decides to change/withdraw their enrolment.

Our refund policy is clearly stated in our pre-enrolment information, staff and student handbook and web-site. In the event that a student claims a refund, the Finance Manager will review the claim in accordance with our policy and take appropriate action.

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

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

- upon receipt of application - AUS\$40 application fee (non-refundable)
- upon receipt of 'Acceptance of Place' form - AUS\$100 enrolment deposit and health cover fee
- balance of fees for the classroom phase must be paid by the end of week one of the course
- full fees for the field work (outreach) phase must be paid before the commencement of that phase.

By accepting an offer of a place at Youth With A Mission, a student is entering into an agreement that is stipulated in the Letter of Offer. Payment of tuition fees in full or in part indicates that such an agreement exists between the student and the school. Should circumstances change after receiving an offer, fees will only be refunded in accordance with the refund policy below.

Prior to commencement of the course.

- Where the course is cancelled the school will refund the fees in full.
- When the Australian government authorities refuse to grant a visa, the school will refund all fees paid less the application fee. The letter of refusal document must be sent to the school and must provide proof of refusal by the Australian government. Only originals will be accepted.
- Where the school receives written notice of withdrawal 28 days or more prior to the commencement date of the course, the school will refund all fees paid less the application fee.
- Where the school receives written notice of withdrawal less than 28 days prior to commencement date of the course, the school will refund all fees paid less the \$100 enrolment deposit and the application fee.
- Where the course is cancelled refunds will be provided within 2 weeks of the cancellation date.
- In the event of termination of contract – when a student withdraws from the course, refunds will be provided within 4 weeks of the written withdrawal notice.

After commencement of the course.

When the student withdraws or is asked to withdraw (see 12.5) from the course:

- during week one, the school will refund 90% of the total classroom phase fees, including accommodation - less \$100 administrative expenses.
- during week two, the school will refund 60% of the total classroom phase fees, including accommodation - less \$100 administrative expenses.
- during the third to fourth week, the school will refund 30% of the total classroom phase fees, including accommodation - less \$100 administrative expenses.
- after the end of the fourth week no refund will be given.
- In the event of termination of contract – when a student withdraws or is asked to withdraw from the course, refunds will be provided within 4 weeks of the written withdrawal notice.

Field Assignment (outreach) Phase

- Final costs of the field assignment phase will be announced during the classroom phase.
- Field assignment costs are non-refundable except under special circumstances (ill health, etc) where the amount refunded will be determined according to the circumstance.

Short Courses and Seminars

Policy relating to refunds for short courses and seminars is detailed on a separate form accompanying the application form for the course / seminar.

Early Termination of Contract

In the event that a student is asked to leave a course by the course leader prior to full term of enrolment, the standard refund policy applies within the period stated by the policy (point 2 and 4). Should the termination occur beyond the stated period of the refund policy it will be at the discretion of the course and college leader whether any further fees will be refunded.

Cancellation of a Course

Should a course offered by Institute for the Nations, Canberra Campus be cancelled either prior to commencement or after commencement the following refund policy will be observed.

- In the event of a course cancellation prior to commencement of that course:
 - All fees paid in advance will be refunded in full, including registration fee and enrolment deposit.
- In the event of a course cancellation after commencement of that course:
 - All fees paid in advance will be refunded in full, including registration fee and enrolment deposit.
- Where the course is cancelled, refunds will be provided within 2 weeks of the cancellation date.
- In the event of termination of contract, i.e. when a student withdraws or is asked to withdraw from a course, refunds will be provided within 4 weeks of the written withdrawal notice.

How and when to apply for refunds

In the event of course cancellation, or a student withdrawing or being asked to withdraw from a course, the refund policy will be initiated by the appropriate course leader. In case of course leader not being available the academic affairs coordinator may authorise the refund. A cheque requestion will be created identifying the student, refund circumstances and amount.

This agreement does not remove the right of the student to take further action under Australia's consumer protection laws, and does not circumscribe the student's right to pursue other legal remedies. The ESOS ACT 2000 and ESOS regulations 2001 provides further information if a course offered by Institute for the Nations, Canberra Campus be cancelled either prior to commencement or after commencement.

Note For students enrolling in further courses or packages comprising more than one course (e.g. Diploma or Advanced Diploma course) – the fee payment schedule and refund policy applies to each individual course.