



# Learner Handbook 2018



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CALAM Training trading as The Training Collaborative is a NVR Registered Training Organisation #30002

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*The Training Collaborative*

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## Welcome to The Training Collaborative

Thanks for investigating the possibility of engaging in training with The Training Collaborative (TTC). Formerly known as CALAM Training, The Training Collaborative, an NVR Registered Training Organisation (provider number 30002) has been equipping people for ministry for over 20 years. We are a training division of Queensland Baptists. Our desire is to see individuals and communities transformed by God as people are equipped to lead and minister effectively. People who have graduated from our programs are serving as pastors, church planters, community development workers, missionaries and pastoral carers in Queensland, across Australia, and around the world.

In the pages of this handbook you can read more about our who we are, our approach to training, the accredited courses and training packages that we offer as well as the practical issues of fees, financial assistance and policies that relate to learner engagement with us.

If you are a person that is keen to grow in your leadership and ministry capacity and have a passion to apply your gifts and talents to extending God's kingdom in your locality, then we would love to have you train with us.

*Andrew McCafferty*

Principal and CEO - The Training Collaborative

## About the Training Collaborative

### **Our Purpose**

The Training Collaborative seeks to work with churches and like-minded people (particularly within Queensland Baptist networks) to co-ordinate and facilitate training so that people can grow as leaders and advance in their Christian ministry capabilities and capacity. Our desire is to see people trained and equipped to lead and minister effectively so that people will come to a personal faith in Jesus Christ, grow in Christian maturity, exercise leadership in a local church and serve our world in need.

### **Our Approach to Training**

We believe that learning should be an active experience, based in real life situations. We seek to integrate theory and practice in learning experiences that relate to real life ministry. Our goal is to apply sound learning principles in real life contexts involving action and reflection, so that people learn through practice and evaluation. As a Registered Training Organisation (RTO) we offer a variety of accredited ministry courses as well as an extended range of complimentary programs.

We offer our courses in distance mode, usually via our online training platform. In addition, and where possible we like to offer a blended approach to learning where some modules are taught in face to face settings. These module offerings are promoted on our website ([www.trainingcollaborative.org.au](http://www.trainingcollaborative.org.au)). We encourage (and for some courses require) learners to engage a more experienced mentor who can support and advise them in their training. Where possible we want to promote group learning, because we believe people learn best when they are experiencing learning together.

### **Our Movement**

The Training Collaborative is an initiative of Queensland Baptists (QB). QB is movement that exists to bring the collective strength of Queensland Baptist network together so as to assist local churches to develop and achieve their own vision under God and bring about transformation in the lives of people within their communities.

### **Our beliefs**

As a training division of QB we subscribe to the statement of beliefs of QB. You can read these on the QB website, [www.qb.org.au](http://www.qb.org.au). Learners training with us do not need to be members or attendees of Baptist churches in Qld, but this is our primary constituency. So we do require learners to be respectful of the beliefs and practices of QB.

### **Our Team**

Andrew McCafferty is the Principal and CEO of The Training Collaborative. Andrew's passion for ministry training has come through his engagement in mission in local church and parachurch settings over the last two decades. Prior to joining The Training Collaborative he served for 16 years on the staff of SU Qld where his leadership role involved facilitating training for youth and children's

workers, including school chaplains. In more recent years Andrew served as the CEO of the Willow Creek Association in Australia, a movement dedicated to the growth and development of Christian leaders. Andrew is part of the leadership team of a Baptist church in a North West suburb of Brisbane

Christine Thomas is the Manager at The Training Collaborative. Christine is committed to training for relevant and contemporary ministry. Christine and her husband Dean are the leaders of a Baptist church plant on the Sunshine Coast. She also served on the staff of The Pines Training Centre for 12 years, and brings this experience and expertise in VET sector management to The Training Collaborative.

Andrew and Christine are ably assisted by a team of support staff and contract qualified Christian Trainers and Assessors to deliver and assess their programs.

### **Who to Contact**

General Inquiries – [admin@trainingcollaborative.org.au](mailto:admin@trainingcollaborative.org.au) or 1300 774 337

General Information – [www.trainingcollaborative.org.au](http://www.trainingcollaborative.org.au)

### **Office Hours**

Our office hours are 9.00am – 4.00pm Monday to Thursday. You can contact us on

1300 774 531 or [admin@trainingcollaborative.org.au](mailto:admin@trainingcollaborative.org.au)

## Our Accredited courses and Training Packages

### **Certificate III in Christian Ministry and Theology 10432NAT**

The Cert III program is delivered in distance mode. It is designed for those seeking to grow and develop in their understanding of Scripture and practical ministry applications. It is ideally suited for people who may not have done any tertiary study, or who are not looking for a “heavier” program. It is a self-paced program and people can commence at any time. The Cert III is a comfortable entry point for busy people who are looking to carve out some intentional time for their personal spiritual development. Recognition of prior learning is available in part or full and assessed on prior training and experience. People are welcome to enrol in individual modules without completing the full qualification if there are specific areas of interest to them.

#### **Course Detail**

Duration of the course: The full qualification will take between 400 and 470 hours of structured/supervised study plus additional unsupervised hours (approximately 800) to complete (depending on electives chosen). Of these hours, 360 hours are in core units of the study, with the remainder being in an elective unit.

Entry Requirements: There are no entry requirements for this qualification. Learners will need a satisfactory grasp of English skills (reading and writing), which will be assessed at the time of applying for enrolment.

Core Skills acquired: The subjects engaged in will equip people to -

- Identify how the Bible, Christian life and practice are understood today
- Identify theological information within themes and issues
- Relate this theological information to a Christian way of life
- Communicate theology in everyday language.

Modules, Course Fees and start dates: There are no specified start dates for this course. As it is a distance program, learners can commence on confirmation of their enrolment when provided with access to our online learning platform.

Course Cost: \$ 2030 (minimum depending on electives chosen) Tuition Fees + resources (texts and source material) for each unit

Unit of study/Module	Hours	Tuition fee
New Testament Survey	75	\$380
Old Testament Survey	75	\$380
Personal Discipleship	75	\$380
Preparing Talks and Sermons	50	\$255
Reasons for your faith	75	\$380
Project 1	50	\$255
Project 2	50	\$255

Project 3	50	\$255
Project 4	50	\$255
Project 5	25	\$125
Project 6	25	\$125

Fees for RPL commence at 50% of tuition fee but may be charged at a higher rate for more involved assessment up to, but not more than the course tuition fees.

### **Certificate IV in Christian Ministry and Theology 10433NAT**

The Cert IV course is the entry level program for people looking to exercise leadership in Christian ministry in either a voluntary or paid capacity. It is an ideal program for anyone who is looking to ground themselves in a solid understanding of Scripture and grow and develop in the particular ministry stream in which they are gifted. It is also a good testing ground for people who may be considering vocational ministry down the track. From time to time some modules may be offered in an intensive or face to face format. Recognition of prior learning is also available in part or full and will be assessed on prior training and experience. People are welcome to enrol in individual modules without completing the full qualification if there are specific areas of interest to them.

#### **Course Detail**

Duration of the course: The full qualification will take between 410 and 590 hours of structured/supervised study plus additional unsupervised hours to complete (depending on the stream and electives chosen). Of these hours, 300 hours are in core units of study, with the remainder being in elective units.

Entry Requirements: There are no entry requirements for this qualification. Learners will need a satisfactory grasp of English skills (reading, writing and speaking), which will be assessed at the time of applying for enrolment. Learners are also advised to have a mentor who can guide and support them in their study. This will usually be a ministry leader within the learner's local church.

Core Skills acquired: The subjects engaged in will equip people to -

- Discuss the nature of the Bible and how Christian life and practice is understood today
- Interpret and investigate theological information within themes and issues
- Relate this theological information to a Christian way of life
- Gain new personal understandings about God and people
- Communicate theology in everyday language.

#### Modules, Course Fees and start dates:

There are no specified start dates for this course. As it is an online program, learners can commence on confirmation of their enrolment when provided with access to our online learning platform.

Your modules will be selected in consultation with your assigned trainer, who will talk through the course requirements and your particular areas of interest.

Course Cost: \$ 2870 (minimum depending on electives chosen) Tuition Fees + resources (texts and source material) for each unit

Unit of study/Module	Hours	Tuition fee
Church History Survey	50	\$350
Interpreting the Bible	75	\$525
Introduction to Theology	75	\$525
New Testament Survey 1	50	\$350
New Testament Survey 2	50	\$350
Old Testament Survey 1	50	\$350
Old Testament Survey 2	50	\$350
Pastoral Care	50	\$350
Personal Discipleship	50	\$350
Prayer and Devotional Life	50	\$350
Preparing Talks and Sermons 1	50	\$350
Reasons for your faith	50	\$350
Project 1	50	\$350
Project 2	50	\$350
Project 3	50	\$350
Project 4	50	\$350
Project 5	25	\$175
Project 6	25	\$175

Fees for RPL commence at 50% of tuition fee but may be charged at a higher rate for more involved assessment up to, but not more than the course tuition fees.

### **Diploma of Christian Ministry and Theology 10434NAT**

The Diploma program is the entry point for people who are committed to a training track that may lead to vocational ministry, or who are looking for a more in-depth engagement with Biblical and theological issues, and more advanced skills in ministry practice. Our program is designed with modules shaped by the particular ministry context addressed by each stream of training. These ministry contexts include:

- **Ethnic and multicultural church leadership**
- **Pastoral leadership**
- **Church planting and pioneering ministries**

Modules are offered in various modes – distance, project based and face to face. Recognition of prior learning is also available in part or full and is assessed on prior training and experience. Successful completion of this qualification satisfies the training requirements for people seeking registration as Queensland Baptist Pastors.

## Course Detail

Duration of the course: The full qualification will take between 750 and 925 hours of structured/supervised study plus additional unsupervised hours to complete (depending on the stream chosen). Of these hours, 510 hours are in core units of the study, with the remainder being in other nominated units.

Training Tracks: As this qualification is our launch pad for people either exploring or already involved in vocational ministry, we are developing a range of streams within this qualification to address different needs and contexts (with the QB environment in mind). These streams will involve a combination of face to face teaching in regular sessions or intensives, online modules and projects. As mentioned above these streams will include training for:

- Ethnic church leaders
- Pastoral leadership
- Church planters and pioneers

Entry Requirements: There are no entry requirements for this qualification. Learners however will need a competent grasp of English skills (reading, writing and speaking) which will be assessed at the time of applying for enrolment. Learners will also be required to have a mentor who can guide and support them in their study. This will usually be a ministry leader within the learner's local church.

Core Skills acquired: The subjects are designed to equip people to -

- Analyse and interpret theological beliefs and information
- Research and investigate theological information within themes and issues
- Identify new theological information and relate this to a Christian way of life
- Gain new personal understandings about God and people
- Communicate theology in an effective way.

Modules, Course Fees and start dates: There are four formal intakes a year for our Diploma courses (February, April, July, September). We may, however, be able to develop an individual program in which case you might be able to commence between these formal intake times.

### Stream A: General Pastoral

Course Cost: \$5700 Tuition Fees + resources (texts and source material) for each unit (NB this is a 2 year full time equivalent qualification)

Unit of study	Hours	Tuition fee
God's Story	100	\$600
My Story	75	\$450
Engaging with the Bible	75	\$450
Engaging with our world	75	\$450
Engaging through the church	75	\$450
Growing Disciples	75	\$450

Soul Care and Theological Reflection	50	\$300
Leading People	75	\$450
Leading change	75	\$450
Caring for people	75	\$450
Communication	75	\$450
Managing a ministry	75	\$450
Services and Ceremonies	50	\$300

### Stream B: Church Planting

Course Cost: \$5850 Tuition Fees + resources (texts and source material) for each unit (NB: This is a 2 year full time equivalent qualification)

Unit of study	Hours	Tuition fee
God's Story	100	\$600
My Story	75	\$450
Engaging with the Bible	100	\$600
Engaging with our world	100	\$600
Engaging through the church	100	\$600
Growing Disciples	75	\$450
Soul Care and Theological Reflection	50	\$300
Leading People	75	\$450
Leading change	75	\$450
Caring for people	75	\$450
Communication	75	\$450
Managing a ministry	75	\$450

### Stream C: Ethnic Ministries

Course Cost: \$3600 Tuition Fees + resources (texts and source material) for each unit (NB: This is a 2 year full time equivalent qualification)

Unit of study	Hours	Tuition fee
Bible Overview 1	70	\$300
Bible Overview 2	70	\$300
Theology 1	70	\$300
Theology 2	70	\$300
Personal formation	70	\$300
Cross Cultural Church Leadership	70	\$300

Cross Cultural competence and communication	70	\$300
Cross cultural caring	70	\$300
Project A	70	\$300
Project B	70	\$300
Project C	70	\$300
Project D	70	\$300

Fees for RPL commence at 50% of tuition fee but may be charged at a higher rate for more involved assessment up to, but not more than the course tuition fees.

### **Advanced Diploma of Christian Ministry and Theology 10435NAT**

The Advanced Diploma requires learners to investigate learning content in greater depth and use higher level skills in regard to their assessment. This is the minimum qualification that QB will consider for the ordination of pastors (in addition to the Diploma of CMT). It is ideal for people involved in vocational ministry who want to go deeper in their understanding and training in a particular ministry area or field. It is a rigorous program and while there is no prerequisite qualification for entry, prospective learners will need to consider the higher demands of this qualification. We suggest that people engaged in the Advanced Diploma have either completed the Diploma of CMT or can demonstrate equivalent knowledge and experience to the standards in the Diploma. Recognition of prior learning is also available in part or full and is assessed on prior training and experience.

Modules are offered in online and project based modes and will involve a high level of interaction and engagement with the assessor. Recognition of prior learning is also available in part or full depending on prior training and experience.

#### Course Detail

Duration of the course: The full qualification will take 960 hours of structured/supervised study plus additional unsupervised hours to complete. Of these hours, 720 hours are in core units of the study, with the remainder being in nominated units.

Entry Requirements: There are no entry requirements for this qualification. Learners will need a strong grasp of English skills (reading, writing and speaking) and will be assessed on application. Learners are also advised to have a mentor who can guide and support them in their study. This will usually be a ministry leader within the learner's local church.

Core Skills acquired: The subjects are designed to equip people to –

- Analyse and critique theological beliefs and traditions
- Research and critique theological information within themes and issues
- Synthesise and critique new theological information and relate this to a Christian way of life
- Communicate theology in an effective way with substantial depth.

Modules, Course Fees and start dates: There are no formal intakes a year for our Advanced Diploma courses.

Course Cost: \$ 6205 Tuition Fees + resources (texts and source material) for each unit (NB this is a 2 year full time equivalent qualification)

Module	Hours	Tuition fee
Research Methods	60	\$390
Biblical Survey	120	\$775
Historical Survey	120	\$775
Sociological Survey	120	\$775
Theological Survey	120	\$775
Case Study 1	60	\$390
Case Study 2	120	\$775
Project	240	\$1550

Fees for RPL commence at 50% of tuition fee but may be charged at a higher rate for more involved assessment up to, but not more than the course tuition fees.

### **Graduate Certificate of Christian Ministry and Theology 10436NAT and Graduate Diploma of Christian Ministry and Theology 10437NAT**

Being a post graduate program, prospective learners will need to either have completed all the core units in the Advanced Diploma or hold a recognised Australian undergraduate degree or higher qualification in any discipline (or overseas equivalent). In 2018 these qualifications are only available through recognition of prior learning.

Graduate Certificate course cost RPL only - \$4500

Graduate Diploma course cost RPL only - \$7000

### **Certificate IV in Chaplaincy and Pastoral Care CHC42315**

The Cert IV in Chaplaincy and Pastoral Care is a course designed for those looking to develop their understanding and skills in people-helping. This is an entry level qualification for people involved in an intentional way in chaplaincy and pastoral care. There are 2 streams of training in this qualification. First is for those engaged through Carinity (QB's care arm) who are involved in chaplaincy or training for chaplaincy with Carinity. Note that "Carinity" students need to do the units in the table below marked with the \*. The second are for those not involved with Carinity

This qualification prepares chaplaincy and pastoral care workers to:

- Provide pastoral care, advice and support
- Identify and assess client well-being and needs
- Provide basic direction and pastoral counselling with referral to appropriate professionals where appropriate
- Provide pastoral care information.

This qualification aims to develop foundational skills that can underpin growth and development as a chaplain or pastoral care worker. Note that this is a not a counselling qualification, and will not be sufficient for those seeking to go into professional practice. It is, however, an excellent entry point for those looking to develop the basic foundational people-helping skills.

### Course Requirements

Learners undertaking this qualification will be required to have a mentor who is more experienced and preferably qualified in the area of chaplaincy or pastoral care, as well as meet the practical hours element of this qualification.

This qualification is offered via distance mode and has an open start date. Some units will be offered as an option in face to face mode. Recognition of prior learning is also available in part or full depending on prior training and experience.

### Course Details

Duration of the course: 760 - 980 hours depending on electives chosen

Entry Requirements: There are no entry requirements for this qualification. Learners will need a satisfactory grasp of English skills (reading, writing and speaking) which will be assessed on application. Learners are also advised to have a mentor who can guide and support them in their study.

Modules, Course Fees and Start Dates: There are no specified start dates for this course. As it is a distance program, learners can commence on confirmation of their enrolment.

Course Cost: \$3250 Tuition Fees + resources (texts and source material) for each unit

Unit	Title	Hours	Cost
CHCCCS016	Respond to client needs	60	\$250
CHCCCS017	Provide loss and grief support	55	\$250
CHCCOM002	Use communication to build relationships	55	\$250
CHCDIV001	Work with diverse people	40	\$250
CHCLEG001	Work legally and ethically	55	\$250
CHCMHS001	Work with people with mental health issues care	80	\$250
CHCPAS001*	Plan for the provision of pastoral and spiritual	45	

			\$250
CHCPAS002*	Provide pastoral and spiritual care	60	\$250
CHCPRP003*	Reflect on and improve own professional practice	120	\$250
	<b>TOTAL CORES:</b>	<b>570</b>	<b>\$\$2250</b>
CHCCCS001	Address the needs of people with chronic disease	75	\$250
CHCCCS004	Assess co-existing needs	80	\$250
CHCCSL007	Support clients in decision making processes	120	\$250
CHCPAL001	Deliver care services using a palliative approach	60	\$250
CHCAGE001	Facilitate the empowerment of older people	50	\$250
CHCMHS011	Assess and promote social, emotional and physical wellbeing	80	\$250
CHCAOD001	Work in an alcohol and/or other drugs context	80	\$250
CHCDFV001	Recognise and respond appropriately to domestic and family violence	50	\$250
CHCPRT001	Identify and respond to children and young people at risk	40	\$250
CHCSOH001	Work with people experiencing or at risk of homelessness	85	\$250
CHCSET001	Work with forced migrants	50	\$250
CHCCCS018	Provide suicide bereavement support	50	\$250
CHCCCS003	Increase the safety of individuals at risks of suicide	110	\$250
CHCDIS007	Facilitate the empowerment of people with disability	100	\$250

The cost for RPL will be the same as the tuition costs listed.

#### **Certificate IV in Training and Assessment TAE40116**

TTC also offers the Cert IV in Training and Assessment. This training is primarily conducted for TTC's own prospective training and assessing staff. We are however welcoming of others who may wish to

obtain this qualification through us. This is the minimum qualification required for people who are involved in training and assessing through the VET sector.

### Course Details

Duration of the course: 285 hours

Entry Requirements: There are no entry requirements for this qualification. Learners will need a satisfactory grasp of English skills (reading, writing and speaking). Learners are also advised to have a mentor who can guide and support them in their study. This will usually be a ministry leader within the learner's local church.

Modules, Course Fees and Start Dates: There are no specified start dates for this course. As it is a distance program, learners can commence on confirmation of their enrolment.

There are 8 core units and 2 electives

Course Cost: \$2345

Unit Code	Unit Name	Hours	Tuition fee
TAEDES401	Design and develop learning programs	50	\$350
TAEDES402	Use training packages and accredited courses to meet client needs	25	\$175
TAEDEL301	Provide work skill instruction (elective)	40	\$280
TAEDEL401	Plan, organise and deliver group based learning	30	\$210
TAEDEL402	Plan, organise and facilitate learning in the workplace	25	\$175
TAEASS401	Plan assessment activities and processes	40	\$280
TAEASS402	Assess Competence	25	\$175
TAEASS403	Participate in assessment validation	35	\$245
TAEASS502	Design and develop assessment tools	40	\$280
TAELLN411	Address adult language literacy and numeracy skills	30	\$210
<b>TOTAL</b>		<b>335</b>	<b>\$2345</b>

Fees for RPL commence at 50% of tuition fee but may be charged at a higher rate for more involved assessment up to, but not more than the course tuition fees.

### Other accredited courses and training packages offered through the Training Collaborative.

Certificate II in Outdoor Recreation SIS20213, Certificate III in Outdoor Recreation SIS30413, Certificate IV in Outdoor Recreation SIS40313 - offered through QB's Queensland Camping and Conference Centres [www.qccc.com.au](http://www.qccc.com.au) and Cooloola Christian College (internal students)

NB: These course are not for open enrolment, they are inhouse qualifications for QCCC personnel and Cooloola Christian College students

## Fees and charges

### Course Fees

Course fees include your access to our online learning system. **The fees do not include any printed textbooks, online textbooks or workbooks or other resources that may be required by you for individual modules. These will need to be purchased at your own cost, and vary from module to module. You will also need a reliable computer and access to the internet with a connection that is able to download/stream audio and video.**

The cost of modules is detailed in the fee schedules which are contained in this handbook in the section on accredited courses and training packages. Please check the website, [www.trainingcollaborative.org.au](http://www.trainingcollaborative.org.au) for the most up to date module fees. Please note that fees are reviewed on an annual basis and there will normally be an increase of at least the rise in the CPI.

Learners are required to pay for each module up front at the time of enrolling in the module. Not more than \$1500 will be charged for fees prior to the commencement of the qualification. Learners will not be issued with their qualification until all fees have been paid in full.

Details about the Training Collaborative's refund policy can be found in the policy section of this handbook.

### Recognition of Prior Learning (RPL) Fees

The fees for RPL for a unit/module commence at 50% of the tuition fee for the module. More complex RPLs could cost up to but not more than the published course fees. RPL for the Certificate IV in chaplaincy and Pastoral care are the same as the published tuition fees. Learners need to apply for RPL as outlined in the RPL policy in the policy section of this handbook.

## Enrolment Procedure

Following are the steps involved in enrolling in training with The Training Collaborative

1. Contact [admin@trainingcollaborative.org.au](mailto:admin@trainingcollaborative.org.au) and request an enrolment form for the qualification you are seeking to enrol in. Complete the details and check and sign as indicated.
2. If you do not already have a USI, obtain this as per instructions given to you by TTC
3. Return all the forms with attachments as required to the address at the top of the application form. Please also include your USI.
4. Staff from the Training Collaborative will contact your referees and be in contact with you to discuss any matters arising through your enrolment application that may impact on your study.
5. Staff will contact you to discuss your enrolment and any particular learning support you may require (ascertained through interview and for some a diagnostic test).
6. Your suitability will be determined and if your application is accepted your enrolment will be confirmed and you will be contacted by a trainer from The Training Collaborative to determine your training plan and an administrative staff member to arrangement payment
7. Upon receiving payment learners will be issued with ID information and a log on for the online platform, Moodle.

NB: Learners wishing to withdraw from a module may do so, and need to be aware of the policy in relation to refunds which is outlined in the policy section of this handbook.

## Financial Assistance

### VET Student Loans

TTC is not an approved provider for VET student loans. There are no government loans available to assist learners with their tuition fees through TTC.

### Centrelink

Full-time learners (those who are engaged for 15 or more hours a week in study) may receive Austudy / Youth Allowance / Abstudy for these qualifications, provided they meet Centrelink's eligibility requirements based on income, previous education and other criteria. To find out if you are eligible please contact [Centrelink](#). You will need a letter from us which you can request at [admin@trainingcollaborative.com.au](mailto:admin@trainingcollaborative.com.au)

Once learners have begun receiving Austudy / Youth Allowance / Abstudy it is important to note that learners are required to complete all assessment and course requirements to remain eligible.

## Policies and Practices relevant to learners at The Training Collaborative

### 1. Access and Equity

TTC will provide equitable access to its programs and services to ensure that they are fair and inclusive for all learners who support the beliefs and philosophy of TTC, as described in the Queensland Baptist Statement of Beliefs and Practices, so that none are disadvantaged. This is achieved through:

- Ensuring that prospective learners are well informed through pre enrolment information of the options available to meet their individual training needs;
- Ensuring both men and women, people with disabilities, those from varying age groups, from culturally and linguistically diverse backgrounds including Aboriginal and Torres Strait Islander peoples and people with differing language and literacy skills are able to gain access to the training;
- Promoting our courses in such a way that is inclusive of the diversity within the Christian and wider community;
- Making reasonable adjustments to assessment practices and tools for particular learners to ensure that they are not disadvantaged based on any of the factors described in point two above. Reasonable adjustment may include but not be limited to the use of adaptive technology, alternate methods of assessment such as oral instead of written assessment, referral to outside support agencies (at the learner's own expense), additional time to complete tasks and assessment.
- Additional support where extra expense is involved either for a human or material resource will not as a general rule be provided by TTC, but will need to be at the learner's own expense. TTC will make the learner aware if it is providing any additional support or equipment; otherwise the learner will bear this cost.

### Procedures and Practices

- TTC's enrolment process will provide prospective learners with the opportunity to document any personal circumstances or situations that may potentially place them at a disadvantage in the normal practice of training and assessment.
- TTC and its Associates will through the enrolment process assess any prospective learners who present with issues related to access and equity and recommend any reasonable adjustments that will assist them in their training and assessment. Reasonably adjustments will need to be approved by either the Manager (or Principal when the Manager is not available) or the Lead Trainer/Assessor of the Associate organisation.
- Resources for assessing cases concerning access and equity are available and TTC's Manager can assist in providing or directing to their location.

## **2. Assessment**

In the VET sector learners are assessed against stated elements, performance criteria, essential knowledge and skills that are outlined in the relevant training packages or accredited courses.

Assessment in VET course is guided by four principles. These are that the assessment is:

- Valid
- Reliable
- Flexible and
- Fair

Assessment tasks are set so that learners can apply their learning and demonstrate their knowledge and/or skills to a standard that is appropriate for the qualification level.

A range of assessment strategies are adopted so that learners are able to demonstrate that they acquired the appropriate knowledge and/or skill level. They include a range of strategies such as oral and written tasks, third party reports, presentations, practical demonstrations, projects and case studies.

Learners are provided with direction as to assessment tasks so that they clearly understand what is expected of them. They will be required to complete a cover sheet with all assessment tasks that will ask them to verify that it is the learner's own work.

Assessors will provide learners with feedback on each item of assessment and deem their efforts to be competent or not yet competent. If a piece of assessment is deemed not yet competent, then learners will have another opportunity to resubmit the assessment within an agreed timeframe to be re-assessed.

### Assessment Deadlines and non-submitted assessment

It is expected that learners will meet prescribed assessment deadlines. However, if the learners have made every effort to complete the assessment and due to unforeseen circumstances\* has not been able to do so, then an extension may be granted. Learners need to request an extension from their assessor in writing. If an extension is granted it will usually be for a period of no more than two

weeks, and will be granted by TTC's Principal or the Lead Trainer/Assessor for the course being undertaken.

If the learner does not submit assessment within the extension period (or within the standard period for a learner who has not requested an extension) then the learner will be issued with a not yet competent grade and will usually need to apply to re-enrol in the unit (and pay the full module fee) if they still wish to obtain competency.

\*Unforeseen circumstances include

- Medical Illness (certified by a medical practitioner)
- Extreme hardship (major adverse life event that could not have been reasonably anticipated or avoided)

Compassionate or health issues (that are of a significant nature that have arisen during the course of study)

Unforeseen circumstances do not include

- Work related demands
- Minor domestic concerns
- A lack of self-discipline on the part of the learner
- Social or travel activities

#### Assessment judgements and appeals

Learners have a right to appeal an assessment judgement if s/he feels that the judgement is not accurate. In the first instance learners are to address their concern with the assessor who has made the judgement. If not satisfied with the outcome from the assessor, the learner is to put his/her request for a review of an assessment judgement in writing and submit this to the lead trainer/assessor for the course being undertaken. If the lead trainer/assessor is also the assessor then the request should be forwarded to TTC's Training Manager ([admin@trainingcollaborative.org.au](mailto:admin@trainingcollaborative.org.au)). The assessment piece will be reassessed by two other assessors. If the learner is still dissatisfied with the judgement at this point then s/he may submit a formal complaint as outlined in the grievance and complaints process detailed in the policies and practices section of this handbook.

### **3. Complaints and Grievances**

Learners have a right to a learning environment that is free from harassment, discrimination and intimidation by anyone formally associated with TTC, including staff, contracted trainers/assessors, other learners and any other party formally engaged by TTC.

TTC will not condone any behaviour or practice from an associated person who acts in a way that could reasonably be considered as harassment, discrimination or intimidation.

Learners have a right to expect that their educational experience with TTC will be conducted according to the Standards outlined by the National VET Regulator. Further the conduct of learners will be established through agreement with the TTC Learner's Code of Conduct.

If a learner considers that they are receiving unfair treatment, then s/he has a right to appeal and expect a just outcome should the allegation be proven to breach TTC's stated standards. The outcome may include, but not be limited to:

- Disciplinary action including the termination of employment or cancellation of a contract of a staff member; suspension of enrolment of a learner.
- A process of mediation that the complainant and alleged offender will be encouraged to participate in (TTC may require a staff member/contractor to engage in mediation, but a learner will need to opt into this process voluntarily).

TTC will conduct all investigations based on the principle of natural justice to ensure that a complainant and alleged offender have the opportunity to defend his/her behaviour and actions.

Any complaint will be dealt with in a timely manner. This will normally mean within 60 days of receiving the complaint. If the matter is complex and requires more time to be resolved, then the complainant will be informed by TTC before the expiration of this 60 day period.

The appeal process is outlined below.

#### Procedures and Practices

Should a learner enrolled with TTC believe s/he is a victim or an observer of harassment, discrimination or intimidation carried out by someone associated with TTC (including other learners), or receiving unfair treatment in consideration of TTC's stated standards, then s/he should be encouraged to pursue the following course.

- Should s/he feel confident s/he should approach the offender and address the offensive behaviour or action and request that the person cease behaving in the offensive way, or address the unfair action. This may resolve the issue without a need to make a formal complaint.
- All people associated with TTC have a right to make a formal complaint against another person associated with TTC and this needs to be done in writing and forwarded to either the Principal of TTC or the Lead Trainer/Assessor of the Associate.
- Should the complaint be directed against the Principal of TTC then the complaint should be directed to the General Superintendent of Queensland Baptists.
- The complaint will be dealt with and brought to a conclusion within 60 days of receiving the complaint. If the matter requires more time than this to be resolved, then the complainant will be informed before the 60-day period expires.
- On receiving the complaint TTC's Principal will acknowledge to the complainant that they have received the complaint in writing and seek any clarification that may be helpful in ascertaining the validity of the complaint. This clarification will include reference to either the Learners or Staff Code of Conduct (whichever is relevant). The Principal will then assign an appropriate person to investigate the complaint. This will usually be the Principal

him/herself if the allegation is made against a TTC staff member or learner, or the Lead Trainer/Assessor if the complaint sits within the Associate's organisation (unless the allegation is made against the Lead Trainer/Assessor).

- If the complaint involves any alleged criminal behaviour (e.g. sexual assault) then TTC's Principal will encourage the complainant to make a report to Police. If the complaint involves alleged criminal behaviour against a minor then the Principal of TTC will report the matter to the Department of Child Safety (or equivalent in states outside of Qld).
  - If the complaint is not of a criminal nature then the Principal of TTC or his/her delegate will investigate the complaint through interviewing witnesses and gathering information.
  - Once the circumstances of the complaint have been investigated, the Principal of TTC/delegate will contact the alleged offender whom the complaint has been made against and outline the details of the complaint, and following the principle of natural justice, provide the alleged offender the opportunity to respond to the complaint.
  - On receiving the response, the Principal of TTC/delegate will consider a suitable course of action to pursue. This may involve, but not be limited to –
    - Determining an appropriate disciplinary response if the behaviour is proven to be of a discriminatory or intimidatory nature.
    - Suggest a process of mediation between the complainant and the alleged offender to resolve the issue
    - Not taking any action if is proven that the alleged behaviour has not taken place.
  - If it is a delegated person investigating the complaint, then he/she will provide a report along with his/her recommended course of action to the TTC Principal and together they will agree on the course of action to be taken.
  - If the complaint is made against a learner (either by another learner or TTC staff member) then the Principal of TTC reserves the right to terminate the enrolment of the learner if it is considered that the learner's continued participation in the program will be detrimental to other participants in the program. TTC's Principal will determine if a portion or all of the learner's fees will be refunded. Where the learner has completed units of competency successfully then it would not be usual for a refund of fees to be given for completed units. A Statement of Attainment will be issued for completed units of competency.
  - The determined course of action will be communicated by the Principal to the complainant. If the complainant is not satisfied with the course of action then the complainant can request an independent adjudicator be engaged. This independent person will need to be acceptable to the complainant and TTC's Principal.
  - The independent adjudicator will conduct an investigation and deliver a finding to the complainant and TTC's Principal.
  - Should the complainant still be dissatisfied then the matter can be taken to the General Superintendent of Queensland Baptists for final resolution.
- The complaint process is to be documented on the complaint Form in detail by the Principal or delegate and stored securely, not available for access by anyone other than the Principal

## 4. Codes of Conduct for Learners at The Training Collaborative

As stated in the Complaints and Grievance policy, learners at The Training Collaborative have a right to a learning environment that is free from harassment, discrimination and intimidation. As such TTC requires all learners and staff to as part of the enrolment agreement for learners, and employment arrangements for staff to agree to abide by the relevant Code of Conduct. The Learners Code of Conduct is outlined below:

### The Training Collaborative Code of Conduct for Learners

#### Introduction

Learners at The Training Collaborative have a right to a learning environment that is free from harassment, discrimination and intimidation by anyone formally associate with TTC including staff, contracted trainers/assessors, other learners and any other party formally engaged by TTC. As such learners are required to agree to act according to this Code of Conduct which follows as part of the condition of their ongoing enrolment with TTC. A proven breach of this Code by a learner may result in action that impacts on the learner's ongoing enrolment with TTC. TTC reserves the right to cancel a learner's enrolment (without any financial penalty to the learner) should a serious breach of this Code be proven.

#### 1. Beliefs of TTC or Associate

- As part of enrolment learners are required to agree to support the beliefs of TTC (Queensland Baptists) or the Associate Organisation. This does not mean that the learner must personally subscribe to all of these beliefs but the learner must not publically and intentionally undermine any of these beliefs through their words or actions while participating in the training activities of TTC or the Associate.

#### 2. Personal behaviour

- Learners are expected to treat all persons with dignity and respect regardless of age, sex, religious affiliation, sexual orientation or personal circumstances.
- Learners are not to engage in any behaviour that could be construed as sexual harassment or sexual misconduct. Sexual harassment broadly includes any unwelcomed verbal, written, or physical contact by another person that could be reasonably considered to be of a sexual nature.
- Learners are not to engage in any verbal, emotional, physical or sexual abuse of other learners or people associated with TTC or Associate Organisation during their period of training. Any reports of this behaviour will be treated seriously and sensitively.

#### 3. Integrity

- Learners are expected to follow TTC's policies, procedures and practices while engaged in their course of study.
- Learners are expected to engage appropriately with the authority structures of the organisation and act in a way that respects due process.
- Learners are to act with appropriate stewardship over the resources that have been provided/allocated to them by TTC. Misuse or abuse of equipment and/or property will result in learners being billed for repair or replacement.

- Learners are to present assessment that is a demonstration of their own work, or group work where appropriate, and not copy or plagiarise from another learner or another source and claim it as their own.

#### **4. Health and Safety**

- Learners are required to comply with TTC's workplace health and safety policy.
  - When responsible for the supervision of others, particularly minors in the course of training, Learners must act with high regard to the duty of care they have over these other people. Learners are expected to assess risks and act appropriately to ensure the safety of all people in their care.

### **5. Health and Safety**

The Training Collaborative values the health and safety of learners who are engaged in a course of training with us. We will look to ensure that safe practices are employed in all our activities and that learner's wellbeing is catered for. Trainers and Assessors who are involved in working with learners under the age of 18 will meet the child protection requirements under legislation.

### **6. Language, Literacy and Numeracy**

As VET provider the Training Collaborative will assist learners whose engagement with training may be limited by language, literacy and numeracy skills. We will endeavour to adopt a range of approaches that values the individual needs of learners, while recognising that some language, literacy and numeracy skills are an occupational requirement and form part of the assessment standards.

The Training Collaborative will engage with learners to identify and determine language, literacy and numeracy needs of individual learners and employ strategies that take these needs into consideration. These strategies may include:

- Using clear and simple language to explain information and tasks
- Encouraging learner interaction through forums and encouraging learner questions
- Checking on understanding of learners before moving onto new topics
- Highlighting key concepts and words in texts
- Using audio and visual aids where practical and possible
- Illustrating concepts through case studies and scenarios
- Posting conversations and notes in electronic form for revision
- Giving learners formative feedback throughout the course

TTC may determine through the enrolment process, that the potential learner's language, literacy and numeracy will not permit him or her to engage in the course successfully (even with support described above). In these cases, TTC reserves the right on this basis to refer the potential learner to a more suitable qualification, or decline the enrolment. In some situations language, literacy and numeracy challenges may not be entirely evident at the time of enrolment and TTC may in some situations advise or refer learners to an alternative course (inside or outside of TTC's offerings) and choose not to enrol them in future units if it becomes clear they will not be able to achieve

competence due to LLN issues. In these situations refunds of fees will be offered for units/modules that have not been completed.

## **7. Privacy and Personal Information**

TTC collects personal information in order to assist in the provision of its services. Personal information is not collected unless for a purpose directly related to a function of activity of TTC. VET personal information is defined in clause 72 of Schedule 1A of the Higher Education Support Act 2003 as:

- (a) information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion; and obtained or created by a \*VET officer for the purposes of Part 2 of this Schedule and Chapter 4.

### Use and Disclosure

TTC uses personal information in order to provide a service, to communicate with learners and staff and to communicate with nominated people in the event of an accident or emergency.

TTC does not provide or sell personal information to external companies for marketing purposes. TTC also collects statistical information in order to improve the level of service it provides, however, this information is not directly attributed to any individual. TTC may be required to provide personal information to external organisations and/or government departments in order to provide specific services as required by law. TTC may also disclose information if it is reasonably believed to be necessary to prevent or lessen a serious threat to life or health of any person.

Personal information will not be disclosed to a third party without the prior written consent of the Individual concerned. Where health-related information is provided to TTC during a consultation with a health practitioner, the information may be accessed by TTC staff and other practitioners for the purpose of providing further services.

TTC relies on learners and clients to advise of changes in personal information in order to maintain complete, accurate and up-to-date records.

TTC ensures that all reasonable safeguards are in place to protect the information it holds against misuse or loss from unauthorised access, use, modification or disclosure. As a Registered Training Organisation (RTO) under the Standards for Registered Training Organisations 2015, TTC is obligated to store information on learner enrolments, qualifications and Statements of Attainment issued for a period of 30 years.

### Procedures and Practices

#### Access to Records

- All learners, clients and employees have the right to inspect their own personal information held by TTC. Disclosure to a third party will only be granted after receiving written permission from the person whose information is held. In particular a learner enrolled with

TTC may apply for, and receive from the Administrator, a copy of VET personal information that TTC holds in relation to that learner.

- TTC is committed to managing learner and staff information in accordance with the relevant legislation and to ensure high standards of confidentiality and security are maintained
- Learner details are collected for the purposes of processing learner enrolments and enquiries, communicating effectively with learners and staff, dispatching course information, despatching enrolment information, delivering course materials, managing records, despatching learner accounts
- A learner enrolled with The Training Collaborative may apply for, and receive, a copy of VET personal information that The TTC holds in relation to that learner
- All requests for information regarding learner records should be directed to TTC's Manager.
- Learner information will not be released to parents, Training Associates, fee-payers or any third party without the prior written consent of the learner
- If the learner provides written consent to release particular information, a record of consent will be kept on the learners file

### Complaints

Complaints regarding a privacy matter will be handled in accordance with TTC's Complaints and Appeals Policy. Alternatively, complaints may be addressed to:

Office of the Federal Privacy Commissioner

GPO Box 5218

SYDNEY NSW 1042

Telephone: 1300 363 992 Email: [privacy@privacy.gov.au](mailto:privacy@privacy.gov.au)

Website: [www.privacy.gov.au](http://www.privacy.gov.au)

## **8. Recognition of Prior Learning**

The Training Collaborative and its staff consider applications for recognition of prior learning and grant such recognition where that is warranted and supported by adequate evidence of prior learning of a competency or competencies. Normally a fee of 50% of the cost of the project/module or unit of competency is charged for assessment of an RPL application. More complex RPLs may be charged at a higher fee but no more than the published course fees.

- a) The availability of recognition of prior learning (RPL) under prescribed conditions is made known to all prospective learners through communication from TTC staff to enquirers and participants.
- b) An application for RPL can be obtained from the TTC Manager at [admin@trainingcollaborative.org.au](mailto:admin@trainingcollaborative.org.au) or from the Associate where the course is delivered through an Associate.
- c) Applicants for RPL will be instructed to contact their Assessor before and after completing their written application. This is in order that the Assessor can negotiate with the applicant for the possible use of recorded performance (audio or video tape) and/or telephone conferencing (to include managers and others who can present evidence) in addition to the written application and accompanying documents.

- d) Applicants for RPL are instructed to send only copies of awards, certificates of service, testimonial letters etc., (certified by a Justice of the Peace/Commissioner of Declarations in the case of awards) to the assessor. TTC fully recognises all ATQF qualifications and Statements of Attainment issued by other RTOs, but participants must justify claims to meet details of performance criteria, etc., involved in their application.
- e) Assessment of RPL applications is made by means of careful examination of all documentary evidence submitted, and/or by telephone conversations with managers or others qualified to give evidence of the applicant's skills or knowledge, and/or by attention to an audio or video tape recording in which the applicant demonstrates the competency.

Applicants for RPL must be careful to address all the performance criteria in the unit of Competency for which they are seeking RPL.

## 9. Learner Records

Records of learner competency are kept as per regulatory requirements by The Training Collaborative (formerly CALAM Training). Learners can access their records by submitting a request to [admin@trainingcollaborative.org.au](mailto:admin@trainingcollaborative.org.au). A small fee may apply if learners are seeking a re-issuing of their Statement of Attainment or Statement of Completion. This cost will be made known on application for re-issue.

## 11. Learner Fees and Refunds

### Fees

Learner fees (i.e. the tuition cost for learners to engage in the study of a unit or module) for modules/units and qualifications are published in the TTC Learner Handbook and on TTC's website. Fees are reviewed on an annual basis at it is usual that fees will increase at least in line with the Consumer Price Index and potentially higher if there are additional costs being incurred by TTC for the provision of educational services.

Learners are required to pay for each module/unit at the time of enrolment, prior to commencement of study. No student will be required to pay more than \$1500 upfront (ASQA Standard 7, clause 7.3)

Learners will not be issued with any certification while there is an outstanding fee debt.

### Refunds

Learners may decide to withdraw from a unit of study before the unit has been completed. The following terms and conditions apply to refund of learner tuition fees:

- Learner withdrawals MUST be made in writing to TTC or the Associate
- TTC will confirm (in writing) receipt of this notification within five working days of receipt of such notification. The date on which learners are deemed to have withdrawn from their

Unit of Study, is the date that the Learner's letter of intention to withdraw is received by TTC.

In the event of a learner withdrawing from a VET unit of study on or before 30 days of commencement for that unit of study

- 100% of tuition fees paid for that unit will be refunded to the student.
- An administration fee of \$50 may be charged by TTC to administer this process

In the event of a student withdrawing from a VET unit of study after 30 days of commencement for that unit of study:

- no refund is applicable.

#### Payment of Refunds

Refunds will be paid within 28 days of the census date of the VET unit of study to which the withdrawal applies.

A student who withdraws after 30 day period following commencement of a VET unit of study, may apply for special consideration if exceptional circumstances are present. Exceptional circumstances are situations beyond the control of the learner that affects him/her in an adverse manner.

Examples of these circumstances include:

- Serious illness, sickness or injury on the part of the learner or a person for whom the learner is the primary carer (medical evidence will need to be provided in this situation)
- A major life trauma, such as the death of close family member

Note that refunds will not be provided after the 30 day period in situations such as:

- The learner's employment becomes busier than s/he expected
- The learner is travelling for professional or personal reasons during the tuition period
- The learner changes his/her mind about completing the unit/module.

It may be possible to negotiate a variation on assessment submission dates in some of these scenarios.

#### Procedures and Practices

- As noted in the policy above learners may request in writing to withdraw from units/modules on or before the 30 day cut off period. S/he will receive a full refund of the tuition cost, less an administration fee for the unit/module payable to them within 28 days of giving written notice of withdrawal.
- Learners who miss the cut off deadlines above may apply for special consideration for a refund if exceptional circumstances exist (as described above). Learners must submit this request in writing as soon as practical and outline the circumstances that have led to this request. Submissions are to be sent to:

The Manager  
The Training Collaborative  
4 Cadagi St  
Meridan Plains Qld 4551  
OR admin@trainingcollaborative.org.au

## **12. VET Tuition Assurance**

In the unlikely event of the cessation of The Training Collaborative the learner's training is guaranteed through to the completion of the current delivery period. After this time any unused monies will be refunded. Learners will be issued with a Statement of Attainment and advised of other providers through whom they can complete their course.