2022
Student Handbook

CHC42315 Certificate IV in Chaplaincy and Pastoral Care

Scripture Union Queensland RTO Code 30548

Contents

SCRIPTURE UNION QUEENSLAND ACN 009 669 569   ABN 74 009 669 569   Registered Charity No. 1261   RTO Provider No. 30548
SU QLD Training Level 2, 126 Barry Pde, Fortitude Valley QLD 4006
PO Box 1167, Eagle Farm QLD 4009
t 1300 4SU QLD (1300 478 753)   **f** 07 3112 6599   **e** training@suqld.org.au   **w** training.suqld.org.au

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Course Introduction

The CHC42315 Certificate IV in Chaplaincy and Pastoral Care is a nationally recognised qualification from the Community Services Training Package [CHC] that certifies achievement of learning outcomes appropriate to various roles including those of a chaplain, pastoral care worker or a church based youth or childrens' worker in Australia.

The CHC42315 Certificate IV in Chaplaincy and Pastoral Care offered by Scripture Union Queensland (SU QLD) is a nine month (full-time) or eighteen month (part-time) program aimed at equipping people to become autonomous youth and childrens' workers. This training aims to equip both those new to the industry and sharpen the skills and knowledge of existing practitioners.

The qualification has been developed in line with industry standards, with a particular focus on developing a Christian framework for the practice of youth and childrens' work in community, school or church contexts. Our student cohort is a diverse group of individuals including those currently employed or those training for future employment in areas such as school chaplaincy, youth and childrens' work in community-based, school-based or church-based contexts.

There are 13 units of competency that form the Certificate IV, which are determined by national requirements. To ensure a holistic approach to training, the units of competency in the qualification have been organised into themed 'Blocks' focusing on specific areas of practice. There are three blocks with three Intensives at set times during the year.

At the end of each qualification program, students who achieve competency in all units will be awarded their qualification. Upon partial completion of the qualification, students will be awarded a Statement of Attainment listing the units of competency completed. Graduating students are encouraged to participate in our formal graduation ceremony which takes place in December of each year.

Course Structure

The following units will comprise the delivery and assessment strategy for the 2021 CHC42315 Certificate IV in Chaplaincy and Pastoral Care in each block. These unit codes will be listed on the Statement of Attainment or Record of Results.

CHCCCS009	Facilitate responsible behaviour
CHCCCS016	Respond to client needs
CHCDIV001	Work with diverse people
CHCMHS001	Work with people with mental health issues

CHCCCS017	Provide loss and grief support
CHCCOM002	Use communication to build relationships
CHCPAS001	Plan for the provision of pastoral and spiritual care
CHCPAS002	Provide pastoral and spiritual care
CHCPRP003	Reflect on and improve own professional practice

CHCGRP002	Plan and conduct group activities
CHCLEG001	Work legally and ethically
CHCPRT001	Identify and respond to children and young people at risk
CHCYTH002	Work effectively with young people in the youth work context

The CHC42315 Certificate IV in Chaplaincy and Pastoral Care structure has been designed to meet the current minimum qualification requirements for chaplaincy employment under the National School Chaplaincy Programme (NSCP) guidelines in QLD. These guidelines indicate the CHC42315 Certificate IV in Chaplaincy and Pastoral Care qualification as meeting the minimum requirements for employment when the qualification contains competencies in 'mental health' and 'making appropriate referrals'. The units included in the CHC42315 Certificate IV in Chaplaincy and Pastoral Care structure are:

CHCCCS016	Respond to client needs
CHCMHS001	Work with people with mental health issues

If students are seeking employment in chaplaincy, it is highly recommended that they check the requirements of their potential employing authority prior to undertaking any training.

The national register for qualifications and units of competency, including information about the Community Services Training Package, can be found at training.gov.au.

As a Registered Training Organisation (RTO) SU QLD ensures that our operations comply with all relevant legislation associated with our registration and professional standards for training in the youth work sector, including the Australian Qualifications Framework and issuance of AQF certification documentation.

Further information about the Australian Qualifications Framework can be found at www.aqf.edu.au, and the Australian Skills Quality Authority (ASQA) at www.asqa.gov.au.

Information about the rights of a student as a consumer when enrolling in a training course in QLD can be found on the Queensland Government website at www.qld.gov.au/law/your-rights.

Course Delivery

All students will engage in a 'blended' delivery of training, comprising a combination of directed independent learning (with the aid of our online portal and practical work-place experience) and online Intensives and possibly face to face Group Work Intensive (in lectures, workshops and group-time) throughout the course of their training. It is important to understand that students cannot complete the requirements of these qualifications completely online, nor completely face-to-face, as all students are required to engage with a range of learning experiences.

Training for all students will involve:

- Attending online two x 2 day Intensives. Plus 1 x three-day Intensive training possibly face-to-face delivery at the Brisbane campus (126 Barry Parade, Fortitude Valley QLD 4006) dependent on numbers and co-vid. It will involve course content, lectures, group work and assessment. Intensive dates for specific Intakes will be provided at your pre-enrolment interview, by email and checklist for that Intake;
- Engaging with a range of weekly training materials primarily through an online learning system (YMIS Online). This may include readings, podcasts, videos, interactive online discussions, and lecture materials;
- Completing assessments that include weekly activities and a range of tasks in each block;
- One-on-one Trainer support online, by phone and in person (discuss with your trainer)
- Development of skills and knowledge in a relevant practical context for up to one day a week (either as an employee or as part of a Work Placement) in the second and third Blocks.

Students will be organised into cohorts and allocated to a Trainer, which they will be advised about at their first Intensive.

Regional and interstate students are encouraged to connect regularly with their Trainer and network with other students in their regional area for support and encouragement.

Workplace Experiences

All students are required to have a practical workplace context in which to practice their developing skills and knowledge with children and/or young people during their training. This workplace experience can take place in one of two environments – as an employee in a relevant work role or as part of a Work Placement arrangement in a suitable workplace context.

Employee in a Relevant Work Role

Students who are employed for at least one day a week in a relevant work role in a suitable workplace context may be able to use this setting for the completion of the practical aspects of their training. The tasks may include undertaking pastoral conversations and small group activities with children and/or young people, identifying and creating workplace documents, interacting with other staff members, developing resources and connecting with organisations in the wider community. The appropriateness of a student's workplace and role will be assessed during the pre-enrolment interview. It is a requirement of the course that students employed in a relevant work role will need to identify a suitable supervisor/manager who can complete a Workplace Report for each block and provide confirmation of the completion of sufficient work hours for each block.

In the case of employed students who work with a range of ages including children, it is essential that activities related to the coursework are completed with young people; i.e. from upper primary through to young adults depending on the context.

Work Placement

SU QLD Training organises a Work Placement arrangement to provide students, not currently working in the sector, with a real workplace context to undertake practical training and build experience in working with children and/or young people. Students who participate in a Work Placement will be required to complete at least 160 hours in a placement arranged by our Training Staff. Most students participating in a Work Placement will spend one day each week in the workplace. A placement must not exceed 240 hours in a given year and will be organised based on the student's individual preference and the identification of appropriate contexts in their local community. SU students are required to be double vaccinated to carry out Placement in a School. If not vaccinated, you are required to find your own Placement within an organisation or church where it is not mandated.

While every effort will be made to set up placements based on students' first preference this may not always be possible. Flexibility will be required from students to consider alternative placement options not identified as their preference and/or that may necessitate additional travel requirements. Student placements will commence at the beginning of the second block.

A placement provides students with a work-like context, so there is an expectation that during their placement students will:
- Attend the workplace on the arranged day or days and give appropriate notice for any absences to the Workplace Supervisor;
- Meet the workplace dress and conduct requirements as would be appropriate for an employee of the organisation (also refer to the Policy & Procedures Manual);

- Meet at least fortnightly with their Workplace Supervisor to formally reflect on learning, including debriefing workplace experiences, creating and planning activities, and discussing assessment.

While there are a maximum number of hours that students cannot exceed in a given year of training, it is essential students also meet the minimum placement hours for each semester of training. The minimum number of placement hours is directly linked to the block a student is undertaking and, in some cases, the requirements of individual units of competency within that block. Students will be made aware of the minimum placement hours for a given block of training as a component of the placement information provided to students. It is the expectation of all students that they would be spending the equivalent of one day per week in their placement context and any student doing so should have no difficulty meeting their minimum placement hours for each block. If a student does not meet the minimum placement hours for a given block, it will impact their competency outcome for the units in that block.

Our qualifications have been designed to maximise flexibility for Brisbane, regional and interstate students. However, the Certificate IV requires students to ensure they have a minimum of 20 hours per week (full-time program) or 10 hours per week (part-time program) available to engage with and complete the training requirements. This includes time allocated to weekly learning and discussions, assessment preparation, practical tasks and further training

experiences. Please note, additional time is required to complete workplace experiences (see above) and the combination of workplace experiences and coursework together contribute to the overall full-time load of 25 hours per week.

Working with Children Check (Blue Card)

All students enrolled in the CHC42315 Certificate IV in Chaplaincy and Pastoral Care are required to hold a current Working with Children Check (Blue Card) or notification of exemption as a requirement of training and in order to undertake a workplace experience in a relevant work context.

If a student's Working with Children Check or Card is due to expire during the period of enrolment in the program, the student must ensure their Working with Children Check or Card is renewed in time, as the student will be unable to continue engaging in their placement context which will have serious implications on their completion of course requirements. As at 31st Aug, 2020 you can now apply or renew your card online.

For more information about Queensland Blue Card Services please visit bluecard.qld.gov.au. Interstate students will need to provide relevant suitability details issued by their own State/Territory government and will need to ensure they maintain currency throughout their enrolment.

If a student, at any time during the period of enrolment in a program, engages in actions that are found to be in breach of child protection policies or procedures, they will be removed from placement, withdrawn from the program and, where appropriate, the actions of the student will be reported to the appropriate authorities. Students should also refer to the Child Protection Policy in the Policy & Procedures Manual.

Course Training & Assessment

Throughout the CHC42315 Certificate IV in Chaplaincy and Pastoral Care program students will be asked to provide evidence that demonstrates their competency in the various competency indicators that make up each block. The tasks most commonly used to assess competence in the program are:

- Role plays;
- Intensive workshops and assessment activities;
- Assignments and weekly learning modules that involve reading and reflecting on the knowledge and skills of pastoral work with children and/or young people;
- Professional conversations or interviews with a Trainer;
- Third-party reports documenting knowledge or demonstration of skills;
- A Workplace Report.

Assignments

For each block students will be required to complete assignments. The components of these assignments may include:

- Reflections on training experiences;
- Case-studies and scenarios;
- A series of questions or activities to complete;
- Work samples;
- Planning or writing reports;
- Third party reports documenting knowledge and demonstration of skills.

Please note, that completion of all activities, questions, reports and reflections in each assignment is mandatory. Students may not elect to complete some parts and not others. If students do not submit completed work they cannot be deemed competent for the units of competency that form each block.

Referencing

Academic convention requires that students must acknowledge when using the ideas of others in their own writing. This means they should always state the source of an idea or quote in their written work. SU QLD Training provides readings for all weekly activities and assignments, so when making a direct quote from one of these readings, we ask that students put that quote in inverted commas and then identify the title or author of that reading in brackets at the end of the sentence. For example:

> "A common communication issue in facilitating a meeting is 'the dominant participant' which I would seek to manage by ensuring every participant is asked to give input on an issue" (Chapter 25).

If an idea from a reading provided by SU QLD Training is used, but the same words aren't actually used, then students should reference it in this way:

> In facilitating a meeting I would be careful to ensure that all participants are given space to contribute ideas to prevent any individuals from dominating the discussion (Chapter 25).

Where students use ideas or quotes from sources other than those provided by SU QLD Training, we require that these be appropriately referenced. We prefer students to use the Harvard Style of referencing, which they can find out more about from the USQ Library's Referencing Guide - http://bit.ly/1cXk2Qr.

Weekly Learning Modules

Students must complete <u>all</u> weekly learning modules in full to be assessed as competent in each block. There are 10 weekly learning modules in blocks one and three, and 11 weekly learning modules in block two.

The weekly learning modules must be completed on YMIS Online. Each activity consists of readings, websites to explore, and videos or podcasts to engage with.

Face-to-Face & online Intensives

Students will attend three Intensives during their training at the Brisbane campus or online **(dependent on numbers & co-vid).** These training experiences provide face-to-face or online delivery of course content, practical assessment and support to students for their current block of training. Due to the nature of work with children and young people, some content and assessment such as communication micro-skills, pastoral conversations, WHS and group work must be conducted in person to ensure all competencies are met.

During an Intensive, students can expect to spend time learning in interactive workshops, participating in small groups with their Trainer, exploring content presented in lectures and working with other students to practice skills necessary for working with children and young people. Intensives also provide students with an environment to connect with students in their cohort and training staff during breaks and social activities, and opportunities to become familiar with the online learning areas. Some time is also set aside at the first Intensive to finalise any enrolment and administrative details.

Full-time attendance at the three Intensives is a compulsory requirement of the course for <u>all</u> students. Students who are unable to attend the Intensives may not be eligible to continue with their training. Students who reside within 100klms of Fortitude Valley will be expected to attend in person for the Group Work Intensive. The other 2 Intensives – Diversity and Grief can be completed online.
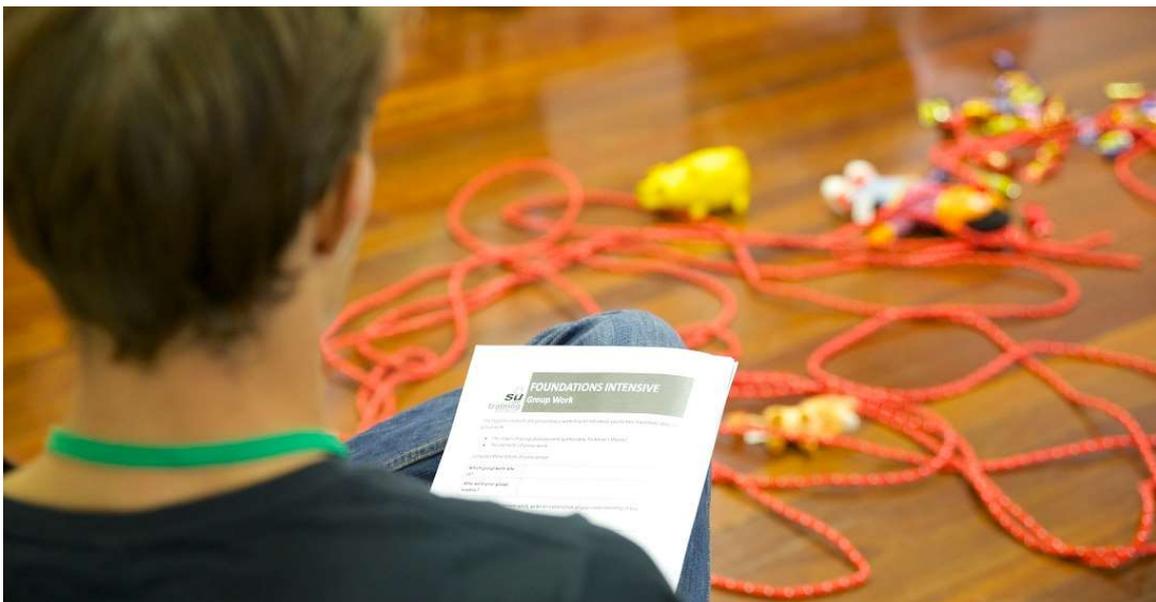
QLD Regional and Interstate Students

We encourage all students to seek assistance and advice from their Trainer in the completion of specific tasks when they experience any difficulty. This may be especially relevant to students located regionally in Queensland or in other states, at different times. An example of this could be the requirement to visit or access a specific community or youth work organisation, where this may not exist in a rural or remote community. Another example might be instances where aspects of the course content relate specifically to Queensland contexts and have less relevance to interstate contexts. In such instances, students are encouraged to discuss this with their Trainer prior to the due date for the relevant assessment so that their Trainer may advise them on suitable alternatives, modified tasks or other options to complete the task appropriately.

Internet Access & Online Components

It is vital that students arrange and ensure they have reliable and ongoing computer and internet access, at their own expense, when undertaking training as learning and assessment activities are completed on YMIS Online. As a minimum, we recommend students have access to a device (e.g. computer or laptop) with the following:

- Broadband internet connection;
- Sufficient internet data to access the course material;
- Access to internet sites containing multimedia video and audio;
- Word processor or text editing app;
- Access to a printer and scanner.

In addition, to assist with submitting work, it is recommended that students have access to:

- Digital camera (including camera phones); and/or
- A device with video/audio input (e.g. computer webcam or tablet).

Moodle Online

The YMIS Online site is the online learning environment for SU QLD Training students.

SU QLD Training staff will email login details to students prior to commencement of the training program.

Once students login, they will be able to access and use learning resources, undertake assessment activities, contribute to discussions and receive Trainer support. Students are encouraged to foster peer-learning and engage in group discussion.

It is the responsibility of each student to ensure they have access to YMIS Online each week. Students should contact their Trainer immediately if they experience problems with the online learning environment. All other technical problems such as internet connections, malfunctioning computers or devices and missing emails, as well as all technical costs associated with training and assessment, are the responsibility of the student.

> ### *Who should I contact if I'm having trouble accessing YMIS Online?*
> Your Trainer is the best point of contact for all training enquiries you may have as a student. If additional assistance is required, they will arrange this support for you.

Submission of Assessment

Every Learning Module, Assignment and Workplace Report has a clearly defined due date for submission. Most of these tasks or documents should be submitted on YMIS Online. Some assessment items, such as Workplace Reports, are required to be received as print documents with original signatures and as such may need to be mailed at the student's expense.

Students are welcome to make arrangements with their Trainer to mail, email or personally submit components of assessment at times, though we encourage all students to utilise the online portal, where possible, in an attempt to provide more streamlined submission approaches and embrace sustainability principles.

Students who have not submitted their work by the due date for a given task will need to make arrangements with their Trainer to demonstrate competency in accordance with timeframes for the completion of each block.

Trainers provide feedback on assessment in an ongoing and progressive manner throughout a block when students submit coursework in line with due dates. Final outcomes will be communicated to students following the completion of all requirements for the block, and required marking and administration is complete.

Where extra information or evidence needs to be provided to demonstrate competence for parts of a block (called a "re-do"), this will be requested in two ways:

1. In the feedback on an assignment on YMIS Online, and
2. In an email sent to the student by their Trainer.

Each block has a clearly defined time by which all assessment should be completed, called the 'End Date', which is the Friday of Week 10 or 11 of each block as specified on the course calendar. If a student has progressively met the due dates for individual tasks throughout the block and completed any relevant re-dos in a timely manner, they will have met the requirements for the block and should wait for feedback from their Trainer.

If a student has not completed all assessment tasks and re-dos for a block prior to the End Date, they must urgently contact their Trainer to discuss the impact this is likely to have on their Training Plan and enrolment pathway. In instances where a student has not fully demonstrated competency in a given block in accordance with the End Date and any extensions granted, it is likely that they will be required to re-enrol in that block and complete the outstanding components in order to demonstrate competency. Re-enrolment will attract additional fees associated with the adjusted Training Plan.
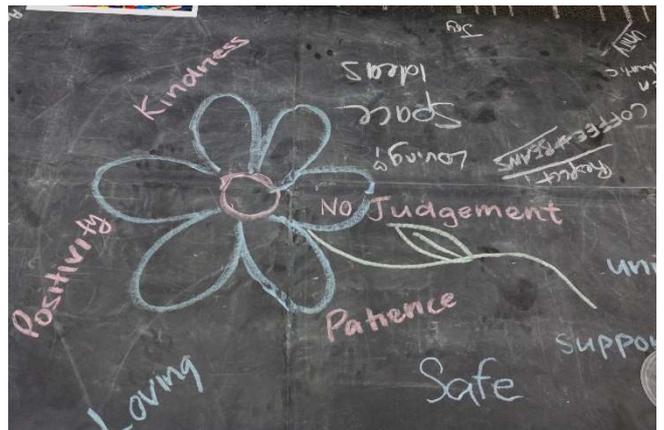
Plagiarism

Students are required to ensure that coursework submitted for assessment is their original work. Clear guidelines have been provided for referencing in this handbook and should be strictly adhered to. If a student submits work that is extracted directly from another source, they must acknowledge the source and reference appropriately. Failure to do so constitutes plagiarism. Additionally, though we encourage students to provide peer support, the sharing of materials or collaboration that leads to the submission of work that is the same or highly similar is deemed collusion and/or cheating. Suspicions of collusion,

cheating and plagiarism will be dealt with swiftly and directly by Training Staff to ensure the authenticity of all student work, and will involve an investigation of the student(s) involved. As an outcome of this investigation and dependent on the nature of the student(s) actions, they may be required to resubmit coursework or receive an automatic fail for the specific task, and/or may be withdrawn from the qualification.

Extension Policy

Each block has set due dates for Learning Modules, Assignments and Workplace Reports to be submitted. Any contact a student has with their Trainer to negotiate an extension must take place prior to the due date and should be due to extenuating circumstances, such as:
- Chronic illness
- Unexpected family complications
- Heavier than usual work responsibilities
- Unforeseen computer problems

Where an extension is deemed to be appropriate, the Trainer will negotiate a new due date, no more than two weeks after the original due date.

See pge 14 for Extension on Block. Fees apply to continue studies.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) is the assessment of current skills, knowledge and experience that a student has achieved through previous training, work or life experience, regardless of whether they were gained through formal education and training, life skills or practical experience. RPL applications need to be supported by appropriate documentary evidence.

Students intending to apply for RPL for all or a part of the CHC42315 Certificate IV in Chaplaincy and Pastoral Care program, or who have questions regarding the RPL process, should contact SU QLD Training prior to the commencement of their training. There are specific deadlines for submitting evidence for RPL assessment, and collecting relevant and sufficient evidence takes time. The RPL of a unit or units in a block will not be approved if sufficient evidence is not submitted prior to the commencement of the relevant block.

SU QLD Training may award RPL for a particular unit of competency where:
- The student can provide authentic documentary evidence of their prior learning and experience;
- The evidence is of a comparable standard to the assessment criteria presented within the course;
- The evidence is sufficient and current.

RPL is discussed during the pre-enrolment interview. Students applying for RPL must complete an Application for RPL, formally enrol in the program, pay the non-refundable deposit and the $70 RPL application administration fee, within the timeframes advised by SU QLD Training. The standard cost of RPL is 70% of the full tuition fee for each unit awarded. Initially students will be required to commence the regular monthly deductions as part of their tuition fee payments (see Tuition Fee Policy). Once the

RPL assessment is completed a revised tuition fee and payment plan for their training will be advised in writing.

Credit Transfer (CT)

Credit Transfer (CT) may be awarded to students who have completed exactly the same units as those offered in the SU QLD CHC42315 Certificate IV in Chaplaincy and Pastoral Care program (see Course Structure) through another RTO, or who have completed these units under a previous version of the Community Services Training Package which have been articulated to current units as equivalent.

CT is discussed during the pre-enrolment interview. Students applying for CT must complete an Application for CT, formally enrol in the program, pay the non-refundable deposit and the $70 CT application administration fee, within the timeframes advised by SU QLD Training. Students applying for CT for units of competency previously completed with SU QLD Training will not be charged this administration fee. There is no tuition cost for CT units. Initially students will be required to commence the regular monthly deductions as part of their tuition fee payments (see Tuition Fee Policy). Once the CT assessment is completed a revised tuition fee and payment plan for their training will be advised in writing.

Tuition Fee Policy

Students should be aware that the payment of tuition fees is ultimately their responsibility. SU QLD Training will not liaise with an employer/church/school (or LCC - for SU QLD Employees) to negotiate collection of students' fee payments. Where relevant, if tuition fees are not paid by these external agencies for any reason, students are responsible for paying all or the balance of tuition fees not paid by them within the required timeframes. Students should also refer to the Fees Policy in the Policy & Procedures Manual.

Tuition Fee Payment

The 2022 tuition fees for the CHC42315 Certificate IV in Chaplaincy and Pastoral Care qualification is $3,190.

The following fee payment guidelines apply to all students in the Certificate IV program.

- The $460 non-refundable deposit must be paid at the time the online enrolment registration is completed and is payable prior to commencement of the training program.

- Payment of the deposit ensures a place in the training program, indicates a commitment to training and covers the administrative costs associated with processing students' admission and enrolment. The deposit is non-refundable.

- Regular monthly deductions will be $390/month for 7 months of the nine month program for full-time students and $195/month for 14 months of the eighteen month program for part-time students, unless an individual arrangement is made. Monthly deductions will commence from the second month of training for each Intake.

- Regular monthly deductions will be processed on the 15th of each month stated above. If the 15th falls on a weekend or public holiday, the deduction will be processed the next business day.

- If, for any reason, a monthly deduction is declined a penalty fee of $25 will apply. The declined payment and penalty fee will be added to the next monthly payment due, unless alternative arrangements have been made with SU QLD Training.

- Special arrangements may be made in circumstances where students are experiencing financial difficulty. Such cases will be dealt with on an individual basis by Training Staff in consultation with the Vocational Training Delivery Manager. Where payments are outstanding for more than 2

months, students will be required to meet with the Vocational Training Delivery Manager to discuss their future participation in the training program.

- All students applying for partial or full RPL towards the Certificate IV program will be required to pay their revised tuition fees in monthly instalments as detailed above.
- Students may request a copy of their Tax Invoice/Receipt from Training Staff in relation to their enrolment in the program.
- Due to RTO registration compliance, SU QLD Training is unable to accept full payments of tuition fees prior to the commencement of training in the program. Should a student wish to make additional fee payments in larger amounts than the monthly instalments, this must be discussed with Training Staff prior to payment.

Should a student not complete a block of training according to the training plan and the specified timeframes (without an extension being granted) they will be required to re-enrol in the block in the following semester and complete any assessment, placement components or units of competency that is incomplete. This will delay their completion of the qualification and will incur additional costs for re-enrolment in those incomplete units. Students who manage the full-time load of the course, keep clear communication with their Trainer, attend placement, meet assessment deadlines, and seek extensions when required are unlikely to find themselves needing to re-enrol in units.

If, for any reason, SU QLD Training is unable to provide training for a particular block required for the CHC42315 Certificate IV in Chaplaincy and Pastoral Care program, a refund will be provided for any fees paid in advance for that undelivered block of training.

Extension on Block – Extra Charges

Effective 1 June 2022 a fee of $200 every 4 weeks is payable if the student has not completed their current block within 4 months from commencement date. If studying full-time, the student is given 3 months to complete one block, an extra month is given with no fee and then $200 fee payable every 4 weeks upfront to continue. The $200 is required before the student can continue their studies.

Funding

Students assessed as being eligible for funding under a funding scheme should be aware that the payment of tuition fees is ultimately their responsibility. Circumstances where students may be personally responsible for fees include:
- Students who are deemed ineligible for a given funding arrangement at any time during the term of their Training Contract or Funding Agreement;
- Students who withdraw from the Certificate IV program prior to completion;
- Students who cease employment with the employer with whom the Training Contract or Funding Agreement is signed prior to completion of the program;
- Students who do not successfully complete the program;
- Any other specific conditions that comprise requirements of the specific funding agreement.

Census Dates

A census day is the date by which a student may cancel their enrolment in the CHC42315 Certificate IV in Chaplaincy and Pastoral Care program without incurring tuition fees for the whole course or a part of the course.

Census dates are set for each block. The census dates for the Certificate IV program relevant to specific Intakes will be provided in the course calendar for that Intake.

Administrative Fees & Charges

RPL/CT Application Administration Fee	$70.00
Replacement Qualification Certificate	$30.00
Replacement Statement of Attainment	$30.00
Replacement Academic Transcript/Record of Results	$30.00

Please be aware that these fees and charges are relevant to 2022 and may change in the future.

Deferral Policy

A deferral is the postponement of study in a particular block/s of units due to exceptional circumstances. A request for deferral must be made in writing to the Vocational Training Delivery Manager. Students unable to continue their training within a given year may choose to defer their training and should discuss their options with the Vocational Training Delivery Manager.

A request for deferral will only be considered under exceptional circumstances and must be approved by the Vocational Training Delivery Manager. All requests must be made in writing prior to the due date for the relevant block. No deferrals will be granted just prior to or once the due date for a block has passed. Once a request for deferral has been approved, formal documentation will be drawn up which students will be required to sign and return.

Some situations that might be considered exceptional circumstances are:
- Medical circumstances, such as serious personal illness requiring an extended period of hospitalisation
- Family and personal circumstances, such as death of an immediate family member
- Employment circumstances, such as a critical incident within the workplace

The maximum duration of a deferral for a program of study for any student is one training year cycle, with students re-commencing their training in the following training year. For instance, if a student defers at the end of a block of training in one year, they must recommence training by the same time the following year, completing the remaining components of training and assessment with the new years' cohort of students.

All students wishing to defer must have fees paid up to date at the time of deferral (see Tuition Fee Policy) and these fees will be held in trust for the recommencement of training at the end of the deferral period. Students may continue to pay the balance of fees owing upon recommencement of training. If a student does not return in accordance with the period of deferral allocated, they will be issued with a Statement of Attainment for the training completed to date and will be formally withdrawn from the program. Should they wish to complete the remainder of the qualification at a later date, they will be required to re-enrol and pay fees again at the current rate.

Students should take into account and seek advice regarding any employment or funding parameters prior to seeking a deferral. As an RTO our qualification delivery needs to comply with requirements to transition superseded qualifications to the current version within specified timeframes. In the instance where this transition may occur over the duration of an individual student's deferral, the student may be unable to complete the original qualification they enrolled in prior to the deferral. In these instances the student will be provided with accurate information prior to recommencing in relation to the impact of this transition for them, including any additional time or costs related to the delivery.

Withdrawal Policy

A student wishing to withdraw from the CHC42315 Certificate IV in Chaplaincy and Pastoral Care program must do so in writing explicitly stating their desire to withdraw, the reason for withdrawal and an indication of the date on which the withdrawal is being made. A written withdrawal will be accepted in an email received by Training Staff or the general training email address (training@suqld.org.au) or in a written letter received in person or as an attachment to an email. A text message or verbal indication does not constitute a withdrawal and will not be acceptable.

If a student decides to withdraw from the program, in accordance with the guidelines outlined above, within the period prior to the census date for a block, any fee payments made in advance of the monthly instalments for the block commenced, less the non-refundable deposit, may be refunded.

No fee refunds, for payments made in excess of the non-refundable deposit, will be made after the census date for a block, unless a student has paid fees in advance for a block that has not commenced.

A student, who decides to withdraw from the program after the census date has passed, will not be entitled to a fee refund and will be required to pay the full fees due for the whole block in which training has commenced.

Once processed a withdrawal will be confirmed in writing (email) confirming the date of withdrawal and clearly indicating any debt incurred and/or refund of fees where applicable. If a student has successfully completed unit/s of competency they will be awarded a Statement of Attainment for the unit/s completed within the usual timeframes.

If a student who has withdrawn from the qualification wishes to enrol at a later date, they can do so in accordance with usual enrolment processes and intakes. This will include the completion of an Application for Admission, the provision of all information and documentation required for enrolment, an RPL/CT application (where relevant), and all other requirements set out by SU QLD Training at the time of future enrolment.

All students should consider any impact on contractual employment obligations before proceeding with a withdrawal, and should discuss their intention to withdraw with their employer prior to advising SU QLD Training.

Cancellation of Enrolment

SU QLD Training reserves the right to cancel the enrolment of a student from the CHC42315 Certificate IV in Chaplaincy and Pastoral Care program at any stage, including after the census date for the relevant block, without their permission in the following circumstances:

- If a student has disengaged from training for an extended period of time without explanation (3 weeks or more), has discontinued communications with their Trainer and cannot be contacted.
- If a student has not met the requirements of a block of study in accordance with the agreed training plan, has not requested an extension for coursework nor provided an explanation; has failed to show progression in accordance with coursework expectations and as such is unable to continue on to future blocks in line with the agreed training plan.
- If a student has engaged in behaviour that is contrary to the Child Protection Policy or their situation has changed so that they no longer are able and/or willing to meet the eligibility requirements for enrolment.

The student will be advised in writing of a proposed cancellation and provided 28 days to appeal the decision before the cancellation takes effect. Students may lodge an appeal in relation to the

Complaints and Appeals Policy. This policy is available online along with a contact form and other contact options for making a complaint or lodging an appeal - training.suqld.org.au/complaints-and-appeals.

The cancellation will only take effect after 28 days or following the conclusion of any appeal process, should the outcome of that process be a cancellation. The student will be advised in writing of their cancellation. If a student has successfully completed unit/s of competency they will be awarded a Statement of Attainment for the unit/s competed within the usual timeframes.

The student will be required to pay the full fees due for the whole block in which training has commenced in accordance with the census dates and tuition fee policy.

Fee Payments for Withdrawals, Deferrals & Completions

Students should be aware that all fee payments need to be up to date at the time of a withdrawal or deferral from, or completion of, a qualification. Neither withdrawals, deferrals nor completions will be confirmed until fee payments have been made in full. The award of an official qualification certificate, a Statement of Attainment or Record of Results will be withheld until payments have been finalised.

Privacy, Handling Information & Reporting

The functions of SU QLD Training align with the broader organisation Scripture Union Queensland in terms of the handling of information in accordance with the Privacy Policy which aligns with the Australian Privacy Principles - www.suqld.org.au/privacy.

SU QLD Training, in the course of its operations will collect personal information from students (including potential students), for the purposes of administrative process or registration requirements. This information may relate to personal details such as address or age, academic progress, financial information, personal welfare, medical information or occupation. It may include data, paper documents, photographs or audio-visual materials. SU QLD Training manages a student's academic, financial and other records in a manner that maintains confidentiality. These records will not be divulged to third parties unless authorised by a student, under law, under funding arrangements or as required by government agencies for the purposes of training and assessment. Students should also refer to the Records Management & Privacy Policy in the Policy & Procedures Manual.

As an RTO there is a legal requirement to provide information pertaining to students to relevant government bodies in relation to, but not restricted to, the following as requested or mandated:
- ASQA (Australian Skills Quality Authority)
- AVETMISS data provided nationally to NCVER
- USI (Unique Student Identifier)
- QLD Blue Card Services (or interstate equivalents)
- Department of Education & Training, both state and national
- Queensland Schools Authority
- Tuition Assurance Scheme Operators
- Funding bodies
- Centrelink

Additionally personal and course progress information will be provided to other external parties, such as workplace supervisors or placement supervisors, only in circumstances where it directly impacts on training and assessment activities in the workplace; personal contact information for the purposes of formal placement arrangements, reporting documentation and other training and assessment related activities and or documentation.

Students are required to provide accurate information at the time of enrolment, including the accurate completion of all formal documentation and ensure that their personal details or changes to these are updated with SU QLD Training or external parties throughout the duration of their enrolment.

At any time during their enrolment students may have access to their personal information and may have incorrect personal information corrected. Corrections can be requested and discussed in person, on the phone or via email. At times Training Staff may request supporting documentation to enable changes to personal details, for instance a name change.

Centrelink

The CHC42315 Certificate IV in Chaplaincy and Pastoral Care qualification is a full-time course of study. Students are responsible for contacting Centrelink directly to check their eligibility for assistance and to keep Centrelink informed of any changes to their student status or personal situation that may affect their payments or eligibility.

As this is a full-time program, students must demonstrate that they are 'progressing' as a full-time student. Progress is demonstrated through reports of activity on YMIS Online, progression through learning materials, attendance in youth work placement, full-time attendance at Intensives, and submission of assessment at the due date. If a student demonstrates that they are not progressing as a full-time student according to these indicators, SU QLD Training has an obligation to report this to Centrelink. Regular checks about individual student enrolments and progression are conducted by Centrelink throughout the year.

NCVER Privacy Notice

Under the Data Provision Requirements 2012, Scripture Union Queensland (SU QLD Training) is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on the enrolment form), may be used or disclosed by SU QLD Training for statistical, administrative, regulatory and research purposes. SU QLD Training may disclose your personal information for these purposes to:
- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:
- populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys and data linkage;
- pre-populating RTO student enrolment forms;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including program administration, regulation, monitoring and evaluation.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

For more information about NCVER's Privacy Policy go to https://www.ncver.edu.au/privacy.

Complaints & Appeals Policy

SU QLD Training has a Complaints and Appeals Policy which is publicly available online, including the avenues for lodging a complaint or appeal. The Complaints and Appeals Policy is in place to ensure that students have a mechanism to seek review of or appeal decisions and/or lodge a complaint in relation to both academic and non-academic issues. Students should visit the training website training.suqld.org.au/complaints-and-appeals to read this policy prior to enrolment. If a student is unable to access the policy online, they should contact SU QLD Training to obtain a copy.

Phone, Mail & Email Contact

Students should ensure their mobile phone and other phone contact details are accurate on our records so their Trainer and other Training Staff can make contact with them as required.

Important information about course requirements are emailed regularly to students, so email forms an essential connection for students. If students are utilising a work email address, such as at a school or other workplace, we request students to check that their email account will enable email correspondence from both their Trainer and group emails from other SU QLD Training staff. This includes instances where inboxes may become full and unable to accept further mail. Students utilising personal email accounts are encouraged to regularly check their spam and junk folders, along with other filters to ensure all relevant emails are finding their way to students' inboxes.

If a student changes their email address, phone numbers or mailing details they must inform SU QLD Training, as a matter of priority, by email: training@suqld.org.au or phone: 07 3112 6444.

Graduation

A graduation ceremony is held twice a year in July and December to provide an opportunity to celebrate the successful completion of qualification requirements. Generally this ceremony is held on the first Monday evening of the Queensland state school summer holidays at a venue in Brisbane. Attendance at graduation, though greatly encouraged, is not compulsory. This may be especially relevant for interstate, regional or remote students.

Please be aware that in order to be eligible to graduate with a qualification, at the time of graduation students need to have completed all components of all units of the qualification for which they are enrolled. This includes all training and assessment, administrative documentation and all fees paid in full. Should students not meet the requirements of the qualification by the final due date for the final block of training, they will be ineligible for graduation. As a result, they will be issued with a Statement of Attainment for the units completed to date. Should they wish to complete the remaining units in subsequent years, they will need to re-enrol and undertake an RPL/CT process to articulate to the qualification being delivered at that time, at an additional cost.

Glossary of Assessment Terms

Certificate IV	A qualification that recognises achievement of specified national competency standards in vocational skills and knowledge for a particular industry.
Block	A block of training, taught over a number of weeks, that covers a group of units within the CHC42315 Certificate IV in Chaplaincy and Pastoral Care program.
Census Date	The last day a student can withdraw from the program without being financially liable for the whole block. A refund of fees, less the non-refundable deposit, may be made for fee payments made in advance for the block commenced.
Competent	The result when a student has successfully demonstrated that they are able to use skills, knowledge or understanding that has been the focus of a particular unit of competency.
CT	Credit Transfer – the result awarded for units completed through previous training which are exactly the same as those offered in the SU QLD CHC42315 Certificate IV in Chaplaincy and Pastoral Care program, or units completed under a previous version of the Community Services Training Package which have been articulated to current units as equivalent.
Deferral	The postponement of study in a particular block due to exceptional circumstances, made in writing to the Vocational Training Delivery Manager. All requests for deferral must be made by the census date for the relevant block.
Diploma	A qualification that recognises achievement of advanced national competency standards in vocational skills and knowledge for a particular industry.
Due Date	A calendar date when assessment must be submitted by.
Extension	A negotiated due date for assessment related to a particular assessment task or block, no more than two weeks after the original due date. A request for an extension must be made at least two weeks before the due date.
Moodle	The online portal where students access learning material and participate in online tasks; also called YMIS Online, and found at training.suqld.org.au.
Portal	A gateway to an area of the internet.
Re-do	Extra information, evidence or assessment requested to demonstrate competency in a particular assessment task or block.
Referencing	A formal process of acknowledging ideas or quotes from others in a student's work. SU QLD Training uses the Harvard Style of referencing.
RPL	Recognition of Prior Learning – the assessment of current skills, knowledge and experience achieved through previous training, work or life experience, regardless of whether they were gained through formal education and training, life skills or practical experience.
RTO	Registered Training Organisation
Trainer	An SU QLD Training staff member who coaches a group of students through each block and manages assessment processes.
Unit	A collection of skills, knowledge and understandings that relate to a function or role pertaining to a particular occupation.
Youth Work Placement	Practical workplace based learning experience that is a compulsory aspect of the course – 240 hours maximum per calendar year with minimum hours specified per block.
Withdraw	To leave the course prior to finishing all blocks of training. Students who opt to withdraw will be liable for all fees due, depending on whether the withdrawal date falls prior to or after the census date, and will be issued a Statement of Attainment for any units assessed as 'competent' at the time of withdrawal.
YMIS Online	The online portal where students can access learning material and participate in online tasks; also called Moodle, and found at training.suqld.org.au.

SU QLD TRAINING
CODE OF PRACTICE

Quality

- As a Registered Training Organisation (RTO) we ensure that our operations comply with all relevant legislation associated with our registration and professional standards for training in the youth work sector, including the Australian Qualifications Framework and issuance of AQF certification documentation.
- Continuous improvement is a cornerstone of our operations as an RTO and we will seek feedback from students about our services.

Student's Rights & RTO Services

- Our marketing and advertising to prospective students is ethical, accurate and complies with conditions of continuing registration as an RTO.
- Before enrolling, students are informed of the costs and charges incurred for the qualification.
- We have a fair refund policy that is documented and provided to students prior to enrolment. In the event that we are unable to provide the services agreed, we have measures in place to ensure that students receive a refund.
- We manage students' academic, financial and other records in a manner that maintains confidentiality. These records will not be divulged to third parties unless authorised by the student, under law, under funding arrangements or as required by government agencies for the purposes of training and assessment. These records are both complete and accurate.

Access & Equity

- We are committed to ensuring our training experiences are void of discrimination and harassment; that our practices protect the health, safety and welfare of our students and staff.
- We will not unlawfully discriminate against students, both prospective and current. Principles of access and equity are key considerations for our staff and underpin our practices.
- Our policies, procedures and practices are designed to ensure that students are fairly treated and provided with reasonable support to complete the requirements of the training program.
- Any concerns and complaints about our services are responded to appropriately and dealt with both fairly and constructively.

Industry Engagement

- Industry engagement is key to the development and refinement of our training programs. It is also a condition of our continuing registration as an RTO. Our training and assessment strategies are developed in consultation with industry, and our training and assessment is evaluated by industry representatives. These measures ensure that the skills and knowledge that our graduates acquire are relevant to those required in the workplace.
- Evidence of a student's performance in workplace experiences, as a part of our training program, contributes to their training and assessment.
- Our training staff engages regularly with industry to ensure their skills and knowledge is relevant to current practice. This in turn ensures currency in our training and assessment.

Individual Learning Needs & Experiences

- Our range of learning materials, experiences and assessment strategies, along with student support services, have been developed with consideration of individual learning needs and can be tailored, where practical, to meet individual learning needs.
- Recognition of Prior Learning (RPL) is promoted to all students at the time of enrolment. In the case that students may have skills, knowledge and experiences that are relevant to their course outcomes, we will assist them to gain RPL for these.
- In the case where students may have completed exactly the same units of competency with another RTO and provide evidence of this at the time of enrolment, we will provide them with Credit Transfer (CT) for these units toward the completion of their qualification.