

Student Handbook

CHC41108 **Certificate IV in Pastoral Care**



Chaplaincy Australia Incorporated
Trading as Chaplaincy Australia

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Course Location:	City Church - Brisbane 35 Thompson Street Bowen Hills Qld 4006
Course Number:	QLDP7

These are the staff who will be involved in your induction, training, assessing and/or record keeping.

Please retain this information should you have any further questions, concerns or suggestions.

NAME	ROLE	CONTACT DETAILS
Ps Craig Maher	NSW/ACT State Director National Training Director	nswdirector@chaplaincyaustralia.com Phone: 02 4721 2871
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Ps Terry Cahill	Trainer and Assessor	training@chaplaincyautralia.com
Mrs Marlene Dawson	National Training Administrator (Works Wednesday to Friday)	training@chaplaincyaustralia.com Phone: 02 4721 2871
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When you contact our office please mention your course location and course number in order for us to assist you better.

Contents

About Chaplaincy Australia	4
About the Certificate IV in Pastoral Care	4
Our Training Commitment to you	4
Training and Assessment	6
• Accredited training	6
• Exit points and qualifications	7
• Enrolment and induction	7
• Assessment Policy	7
• Your Training and Learning Agreement	8
• Recognition of Prior Learning (RPL)	8
• Gaining competence	9
• Monitoring your progress	9
• Language, literacy and numeracy support	10
• Contributing to our quality improvement process	10
Assessment of Competence	10
• Assessment decision appeals	11
Course Fees and Our Refund Policy	12
General Information	13
• Privacy and Confidentiality	13
• Access and Equity	13
• Occupational Health and Safety	13
• Smoking, Drugs and Alcohol	13
• Complaints and Grievances	14
• Media Release Disclaimer	14
• Receipt of Student Handbook	15

About Chaplaincy Australia

Chaplaincy Australia Inc. is the Australian Christian Churches Chaplaincy Department and commenced operations in 1996. Currently we have more than 750 Chaplains & Chaplaincy Team members accredited across Australia. Chaplaincy Australia is committed to equipping, releasing and encouraging chaplaincy ministries. Chaplaincy Australia is committed to honouring the local church and requires all of its accredited Chaplains & Chaplaincy Team Members to work under local church covering and authority.

Chaplaincy Australia is committed to ensuring Chaplains & Chaplaincy Team Members are well trained & supported in ministry. As a Registered Training Organisation (RTO) within Australia, we are dedicated to providing high quality training and assessment programs to our students to ensure their future success within their chosen vocation. Chaplaincy Australia is pleased to offer this Certificate IV in Pastoral Care and are dedicated to continually improving this program to ensure it's relevance within Christian ministry. We pray that God will powerfully use this course to further release your chaplaincy & pastoral care ministry.

Our Training Commitment to you

In our training services we

- ◆ are committed to equal opportunity and access for all who meet the course entry criteria;
- ◆ uphold Christian ethics in the treatment of each student and in our administration, marketing and promotion;
- ◆ are concerned about the student's personal overall development in all areas of life as well as in the gaining of skills and knowledge;
- ◆ use staff who have both the required workplace trainer / assessor qualifications and the vocational experience and qualifications;
- ◆ provide a learning environment which is safe and conducive to learning
- ◆ seek to provide industry best practice and workplace relevance by maintaining a network with others in the industry to which your course is linked;
- ◆ endeavour to constantly improve the quality and relevance of our training and assessing by gaining feedback from students and other stakeholders and by regularly reflecting on and evaluating all aspects of our operations.

While attending training with us we ask that you

- ◆ wear clothing appropriate to your training environment and which conforms to Occupational Health and Safety (OH&S) requirements;
- ◆ consider other people's rights and treat fellow students and staff with dignity and respect;
- ◆ refrain from any unacceptable behaviour such as discrimination, bullying, sexual or cultural harassment or anything which offends or intimidates other students;
- ◆ refrain from skylarking which often has OH&S implications;
- ◆ maintain your honesty in regard to the personal property of others;
- ◆ adhere to all OH&S procedures and report any unsafe conditions, accidents or near misses immediately to your trainer or manager of the centre;
- ◆ respect and use with care, the equipment provided for your training.

As a student we expect you to

- ◆ attend a minimum of 90% of all classes;
- ◆ be actively involved in your training;
- ◆ monitor your own progress and ask for help as soon as you have any problem;
- ◆ keep in mind the learning support we have available for you;
- ◆ complete assessment tasks within a timely manner unless illness or extenuating circumstances prevents you from doing so; (*Ask your assessor for an extension*)
- ◆ submit only your own work as evidence in assessment tasks so the assessor can accurately determine your competence and provide support if necessary, for any gaps.

Examples of unacceptable behaviour

- ◆ Disobeying any reasonable direction by a Chaplaincy Australia staff member
- ◆ Discriminating or harassing other members of the class or Chaplaincy Australia staff
- ◆ Bullying or intimidating others
- ◆ Making racial or sexist comments
- ◆ Assaulting or attempting to assault anyone whilst in the classroom, whilst on field trips or whilst undertaking work experience.
- ◆ Behaving in a disruptive manner such as swearing, yelling or using offensive language
- ◆ Attending class under the influence of illegal drugs or alcohol

The Consequences of Unacceptable Behaviour

If a student is caught acting unacceptably during a course with Chaplaincy Australia course, disciplinary action may be taken. Depending on the severity of the offence a student may be suspended or expelled from a program without refund. If warranted, the police may be called and criminal charges may apply.

Training & Assessment

Accredited Training

Chaplaincy Australia as a Registered Training Organisation has approval from the NSW accrediting body the Vocational Education Training Accreditation Board (VETAB NSW) to deliver the Certificate IV in Pastoral Care across Australia and in some locations overseas. By having this approval, all students who gain a qualification with our RTO can be assured that their qualification will be recognised across Australia. Additionally as part of this recognition all programs delivered by Chaplaincy Australia are in compliance with legislative and industry requirements.

All nationally recognised training is **competency based**. The course content is based on the units / competency standards required for the qualification as outlined in the national **Training Package** for that industry. If the relevant Training Package is about to be superseded we will discuss with you how your studies relate to the new Training Package and how we can facilitate your transition to the new qualification.

The **units of competence** determine what is to be taught and what must be included in the assessments. Each unit describes:

- ◆ what each student needs to **know**,
- ◆ what each student needs to be able to **demonstrate**,
- ◆ the desired **attitude** of the student or **manner** in which the work/tasks are done.

By demonstrating all these aspects in the assessments, you will satisfy the requirements of competence and be eligible to receive your qualification.

Exit Points and Qualifications

Because all accredited courses are divided into units, it is possible to receive national recognition for the units you successfully complete even if you are unable to complete the whole course. If this is the case, you are entitled to receive a **Statement of Attainment** listing the units you have completed. Once you have been deemed competent in **all** the units of your course, you will be eligible to receive a **certificate of qualification** and a **transcript** displaying the units completed with the mark of **C** (Competent) for each.

Enrolment and induction

Before you start training you will be asked to fill out an enrolment form and participate in an induction/orientation session during which the following information will be explained:

- OH&S information about the training centre,
- information about your course - its content, how it will be delivered and assessed
- the vocational outcomes of the course and the qualification(s) you can gain,
- information about gaining Recognition of Prior Learning (RPL) for your course,
- the services and training support we offer you,
- your rights as a student
- what we expect from you while you are a student with us,
- the processes through which you may make complaints or appeal an assessment decision, should the need arise,
- how and when your Certificate or Statement of Attainment will be issued.

Assessment Policy

Assessment will be in line with industry standards as outlined in the Certificate IV in Pastoral Care accredited course and in line with the Community Services Training package with the relevant units of competency. All assessments will only be performed by the staff who are qualified as Workplace Training & Assessors with the Certificate IV in Workplace Training and Assessment. All assessors also have extensive and current ministry experience.

Chaplaincy Australia will ensure that the four key features of assessment are adhered to throughout the training program. This is all assessments will be fair, valid, reliable and flexible.

Fairness in assessments simply means we will ensure that you will not in any way be disadvantaged by the assessment process. Your Trainers will be open and honest at the beginning of all assessments, this is inclusive of

- Assessment methods used
- The expected performance of students during assessment
- The scheduling of assessments
- How to appeal assessment results

Validity in assessment refers to the concept that assessment tasks are evaluating the skills outlined in the unit performance criteria. To ensure that Chaplaincy Australia achieves this result we

- Perform validation meetings on all assessment tools used
- Identify gaps in the assessment process and develop new assessment tools to address these gaps
- Base all judgements of validity only on evidence
- Consult with ministry, assessment and Vocational Education and Training experts

Reliability refers to the understanding that assessment processes used within a training program are valid and will achieve the same outcome within similar settings. To achieve this, Chaplaincy Australia ensures that

- All assessors are qualified to meet ministry and assessment requirements
- All assessors have chaplaincy or pastoral care experience within the past five years
- All assessments are developed in accordance to the Certificate IV in Pastoral Care accredited course outline as well as the Community Services Training Package.
- All assessors must follow the Training and Assessment Strategy that has been developed by the RTO.
- That best practice is followed and that continuous improvement on all assessment tools occurs.

Flexibility during assessment means that Chaplaincy Australia is dedicated to assisting students in the assessment process by providing additional assessment tools, opportunities and support to meet the individual needs of the learner. If you are unsure of an assessment task, or have concerns about the assessment schedule, speak to your assessor and they will work with you to determine an outcome that works for both you and them. This includes Recognition of Prior Learning and Recognition of Current Competency.

Your Training and Learning Agreement

During the Induction Session you will be given a Training and Learning Agreement form which lists the units in your course, learning activities, how you will be assessed, additional support available and what happens to your results and personal information you have given us. If in agreement with the information, you and the trainer should both sign the form.

Recognition of Prior Learning (RPL) & Current Competency (RCC)

We recognise that you may be able to demonstrate competency for a particular or set of skills or units included in the course. Through RPL/RCC you can get recognition of your knowledge and skills associated with those units whether gained through formal training, work experience, and/or life experience. Units gained through this process count towards your qualification. To receive RPL or RCC:

1. you will need to apply on the appropriate form (supplied by us),
2. have an interview with the trainer/assessor to determine the validity of your claim,
3. be given guidance on how to prepare your evidence.

Evidence you provide is mapped and compared to the requirements of the units of competence in the relevant Training Package. If your evidence satisfies the requirements and demonstrates currency of use, you will be granted RPL for those units.

Application for RPL/RCC should be made at the commencement of the course. You will be given more information about the process and requirements in your interview and in the

course RPL/RCC kit. The cost of RPL is usually a little less than the given course cost but the amount will be according to the number of units applied for.

Gaining competence

Gaining competence in any new field or skill always requires commitment and effort. Assistance will be given to you but you need to:

- attend the required training sessions,
- contribute positively to the learning environment and the learning process to benefit yourself and other students
- study the reading material to gain the required knowledge,
- practice the newly learnt skills,
- complete the required assessment tasks

Monitoring Your Progress

Our training is learner-centred and your progress is monitored continually. Support is offered to anyone who appears to be experiencing difficulty with the course information or assessment tasks. However you should monitor your own progress also and if you feel you are having difficulty with any part of the training you should discuss it with your trainer(s) early rather than waiting for them to ask you.

Language, literacy and numeracy support

Our personnel can give support and assistance to anyone struggling because of literacy or numeracy problems. If you anticipate this might be a problem in your learning, you should inform your trainer and note it in your Training and Learning Agreement form to get support.

If you are from a non-English speaking background and can interpret spoken English but have difficulty with reading or writing English, written tasks can be suitably adjusted as long as the requirements of the workplace and course level are met. If you have difficulty interpreting spoken English your trainer may need to refer you to a teacher for assistance.

Contributing to our quality improvement process

Maintaining the relevance and quality of training, assessments and all linked systems requires a cooperative effort from management, employees, and students. We therefore ask you, as our student, to give feedback at the end of and sometimes during the course using the evaluation forms provided. However you are encouraged to make any suggestions for course improvement, to the appropriate person, whenever they come to mind. You do not need to wait until the set evaluation periods.

Assessment of Competence

You will be given several valid, assessment tasks reflecting actual workplace requirements, to enable your assessor to gather sufficient evidence to determine the level of your competence. The evidence you present in the tasks and the consistency in performance you demonstrate over time, are measured against the set criteria in the competency standards. The accredited assessor then makes a final decision of :

- **‘Competent’ [C]** – You meet requirements in all aspects of skills, knowledge and attitude for the course level, **OR**
- **Not Yet Competent [NYC]** – Some aspects of your performance did not meet the required standard so we will provide further coaching or practice opportunities according to your need

If you are given **NYC**, because only a few aspects were not demonstrated to standard, you will probably only be re-assessed in those aspects and not be required to do everything again. However if aspects missed involved safety or the percentage of the task not to standard was more than 50%, you will be asked to do the whole assessment again.

In addition to the general information about assessments on your Training and Learning Agreements form, your trainer/assessor will give more detailed information about each task, - what to expect, the evidence your assessor will be looking for and the marking criteria being used etc - before the commencement of each unit or cluster of units.

Assessment Decision Appeals

After the assessment, your assessor will give you a detailed, specific explanation of how the final decision was reached. If, after this explanation you are dissatisfied with the way your evidence was judged, you should discuss your concerns with your assessor within 10 days. If your concerns are not resolved in that discussion you may submit a Chaplaincy Australia **Assessment Appeal form** to the course coordinator or centre manager **within 10 days**.
(Assistance to complete the form is available if needed)

The Appeal Process

- **Phase 1 - Initiating the formal Process – the Assessment Appeal Form submitted at your centre**

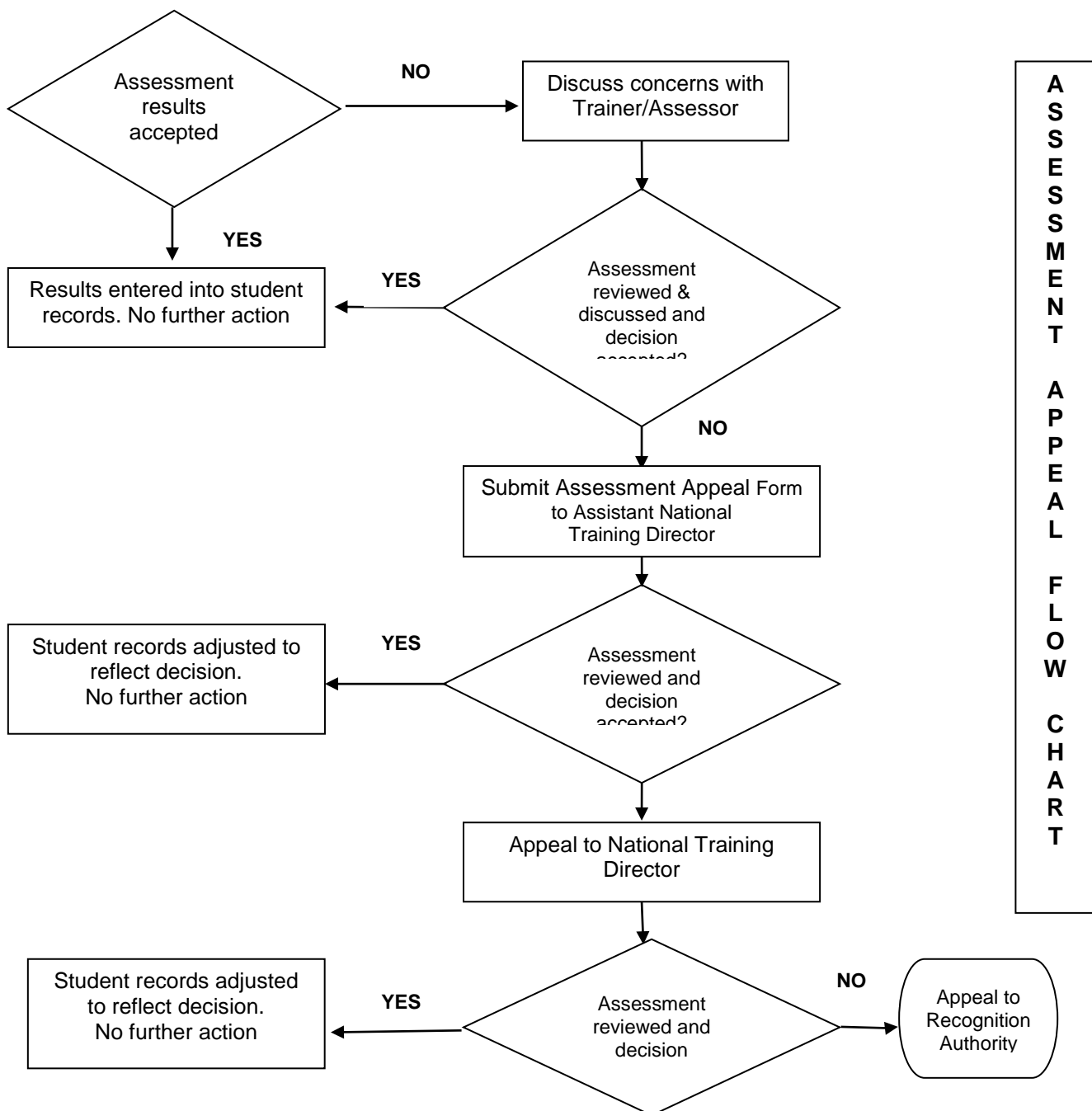
Once your form has been submitted, your assessment records will be reviewed by the assessor and other assessors at the centre may be consulted regarding the standard, the marks and the evidence collected. An **Assessment Appeal Report** stating the reason for any change in the assessment result or reason there is no change, will be discussed with you. If you accept the decision, no further action is required. If you are still dissatisfied and the matter remains unresolved, or there is undue delay in reporting back to you, you should submit or ask for the **Assessment Appeal** form to be submitted to Chaplaincy Australia.

- Phase 2 - The Assessment Appeal sent to Chaplaincy Australia**

If it is a practical assessment, you may be requested to complete the assessment again for a different assessor. If written, other assessors will be asked to remark your work. The board's decision about actions to be taken will be minuted and noted on an **Assessment Appeal Report**. You will be informed of the appeal outcome in writing. At the conclusion of the process all forms and minutes are kept on file with your records

- Phase 3 - External Appeal to VETAB**

If you are still dissatisfied you may appeal to the recognition body – VETAB.



Fees and Charges

This program is delivered within a classroom mode, which consists of set class times and dates, together with work placement and assessments completed between Intensives. The cost for this course is \$3250.00 which can be paid as follows:

- 1) A \$750 deposit is payable at enrolment into the program with Chaplaincy Australia. A 5% discount is available to students who pay the total course fees prior to the commencement of Intensive 1. Total Course fee using this method is \$3087.50.
- 2) A \$750 deposit is payable upon enrolling into the program with Chaplaincy Australia. Students then can pay four instalments of \$625.00 two weeks prior to Intensives 2, 3, 4 and 5. Students opting for this method of payment need to be aware that they remain liable for total course fees.

All fees mentioned above are GST exempt.

Course Fees and our Refund Policy

We protect all fees paid in advance. Refunds can only be arranged if:

- a course has been cancelled by us;
- the student provides written notice prior to commencement of training no less than two weeks prior to Intensive 1. [An *Administration Fee* will apply **]
- a student is unable to commence training or attend an Intensive due to an accident, serious illness (Medical Certificate Required) or some other extraordinary event (negotiated).
- a review of the student's RPL application results in them not needing to attend the full course (Partial refund may apply after RPL fee is deducted)

Please note that while we provide the opportunity for fees to be paid in instalments it is expected that the full fees will be paid out if the student withdraws from a course before completing said course.

Notes:

** *Administration fee :*

- Before commencement date (within the allowable time i.e. no less that 2 weeks before Intensive 1 commences) – full fee refund applies;
- After closing date – fees will be refunded less a \$150 administration fee;
- After commencement date – no refund, total course fees must be paid in full.

Refunds must be applied for in writing to the Chaplaincy Australia National Training Director prior to the commencement of the course clearly stating reasons for withdrawal, the total amount of fees paid (*please attach receipts*) and the total refund expected. Refunds will be made available as soon as possible after the application has been approved. This does not remove your right to take further action under Australia's Consumer Protection laws.

Privacy and confidentiality

Our Privacy Policy provides guidelines for the handling of your personal information, the use of it, the disclosure of it and the rights of access to it. We only collect data that is directly relevant to your training and our effective service delivery. We exercise strict control over confidentiality of your training records and personal information. Information related to your training records will only be released to government funding bodies or other relevant parties according to legal requirements. Any other requests for information about you or your training will only be met after we receive your written consent. Students may gain access to their own course records at any time during their course.

Access and Equity

You can expect to be treated fairly and equitably, with dignity and respect at all times. In all aspects of our practice we are committed to meeting the needs of people with disabilities. We do not tolerate discrimination, workplace harassment, bullying, victimisation or racial vilification on our premises. If you see any evidence of this occurring, please report it and be assured that your concerns will be addressed.

Any person or group, irrespective of ethnic or cultural background, is able to participate in and benefit from our training services providing they meet the entry criteria for the courses. Information about services, policies and procedures and the roles and responsibilities of students is provided in clear and inclusive language. Our training resources, training techniques and assessments are free of gender or cultural discrimination.

Occupational Health and Safety

We are committed to providing a safe and healthy workplace for all students, staff, employees and visitors in accordance with the relevant government legislation. At the same time, each person, while on our premises, has the responsibility to take care of the health and safety of themselves and others to comply with our occupational health and safety policy and risk management procedures. All accidents, near misses or unsafe working practices or conditions must be reported immediately to a member of our staff

Smoking, Drugs and Alcohol

We do not allow any smoking inside our buildings and no alcohol or other drugs on our premises. The use and abuse of alcohol and other drugs can impact on health, workplaces, families and communities. If students or members of their families are experiencing problems with drug and/or alcohol abuse, information, counselling and other assistance is available. Please speak to the Course Trainer for assistance or you could contact the *Alcohol and Other Drugs Council of Australia* help line: 1800 422 599 (all areas)

Complaints and Grievance Procedures

If you have a dispute with a trainer, assessor or fellow student which you cannot resolve between yourselves, you may speak to the Chaplaincy Australia Assistant National Training Director. Chaplaincy Australia has written procedures for the handling of complaints and grievances. If at all possible, your trainer will advise, counsel and/or resolve promptly and effectively any grievances or complaints related to training delivery, training environment, assessments or disputes with fellow students. If the matter is not resolved there, it is finally referred to an external arbitrator in an independent appeals process.

If you wish to initiate the complaints process, you should discuss the matter initially with your trainer or, if it involves your trainer, you should speak to the manager. The complaint will be recorded on a '**Notice of Complaint**' form or you may complete and submit the form yourself. This will activate the Grievance Procedure. The action taken and/or the resolution achieved will also be documented on that form. You will be notified of the outcome at every stage of the process. All written complaints will be kept on file for audit purposes and will be recorded on Chaplaincy Australia's Complaint Register. All complaints listed in the register will be discussed in the Training Management Meeting and will be used to inform further changes to our processes for the purpose of continuous improvement.

Media Release Disclaimer

During the course various promotional materials may be produced to advertise Chaplaincy Australia and Training Courses. Students agree upon commencement of the course that any photos, video footage or similar taken of the students may be used in promotional materials. Students must indicate in writing at the commencement of the course if they wish to be excluded from this.

Receipt of Student Handbook

After receiving your student handbook having read its contents, please complete the form below and hand it to your trainer.

CHC41108 Certificate IV Pastoral Care

Name:.....

Course Number: QLDP7

Course Start Date: 8 March 2012

Course End Date 1 December 2012

Your Address:

Day Time Phone Number:

Alternative Phone Number:

I agree that I have read and understood the conditions outlined in this student handbook. By signing below I am confirming that I declare that I will abide by these conditions and will fulfil all outlined responsibilities. Upon my enrolment I agree to Chaplaincy Australia's policy regarding payment of Course Fees.

Signature

Date