



Information Handbook

2010

Genesis Christian Ministries Ltd

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Introduction

Welcome to Training for Life Centre. TLC is part of Refiner's Fire Discipleship Training Centre, a Registered Training Organisation and a division of Genesis Christian Ministries Limited. We are listed on the National Training Information Service Provider No: 30997.

Vision

The vision of TLC is to see people in the local community equipped with practical skills and personal confidence.

Purpose

The purpose of TLC is to provide practical and effective training in both vocational education and personal growth.

Location

Training is conducted at Training for Life Centre at Carrara (Genesis Christian Ministries, 148 Eastlake St) on the Gold Coast. Take exit 75 off the M1.

Courses available

In 2010 TLC will be offering TAA40104 Certificate IV in Training and Assessment, and P5 Australia Pleasurable Parenting course.

Course dates are as follows:

Course dates for 2010

P5 Pleasurable Parenting

Term	Tuesday 9.30 – 12 am	Thursday 6.30 – 8.30 pm
1	February 10 – March 17	February 5 – March 12
2	May 5 – June 9	May 7 – June 11
3	July 28 – September 1	July 30 – September 3
4	October 20 – November 24	October 22 – November 26

TAA40104 Cert IV Training and Assessment

Semester	Wednesday 9.30 – 12.30 am wkly	10 day intensive 9.30am – 4pm
1	3 March – 12 May (12 wks)	8 February – 19 February
2	17 August – 16 Nov (12 wks)	7 June – 18 June

NB: These dates are subject to change. Please confirm dates with the office before registering.

Other modules/courses

TLC has a number of other NTIS competencies and non-NTIS programs that are accessible, but not planned for 2010. These include:

- CHCCD1B Support community participation
 - CHCCD9B Support community leadership
 - CHCGROUP2C Support group activities
 - CHCGROUP3C Plan and conduct group activities
 - BSBWOR404A Develop work priorities
 - CHCADMIN3B Undertake administrative work
-
- Focus on the Family – “Starting Points”

We have facilitators who are trained by ‘Focus on the Family’ and who are able to present the “Starting Points” program. This is ideal as a follow-up to the P5 course, but it is not a pre-requisite.

Starting Points is:

- * A parenting program based on what is already good and positive in family life and on your strengths as parents. It is not a problem solving program, although we understand that family life may also be less than ideal and have its fair share of problems
- * Preventative: with a focus on preventing family and behavioural problems
- * Relationship enhancing: It looks at your child’s world and the various people in it. It supports and encourages these relationships
- * Evidence based: it is built on key understandings and findings supported by research. A team of experts supports this information
- * Based on our facilitator delivery model: a peer to peer approach where people with a passion for parenting train to deliver the program to parents just like you
- * A community program: delivered in a local community setting, not an ‘office’

If there is an interest in any of the above competencies or programs, please contact the office.

P5 Pleasurable Parenting Course



If the words *pleasurable* and *parenting* seem like they don't belong in the same sentence, then this course is for you. P5 stands for a Participatory Program Promoting Pleasurable Parenting.

It is not about controlling your children, it's about making the most of their skills and energy to secure cooperation and responsibility. The principles of P5 will help children grow into their own people, confidently able to make their own way in the world.

P5 has been developed in New Zealand by Kate Birch MSc AFBPsS C Psychol MNZPsS Dip M MNZIM MHRINZ, a NZ Registered Psychologist and author.

Registration

A registration form can be obtained from the Genesis Christian Ministries office by contacting by phone (07)5525 3534 or email info@genesisministries.com.au. Early registration is recommended as group numbers are limited.

Cost

\$15 per person/per session (total \$90)

\$25 per couple/per session (total \$150)

This cost includes all session notes and handouts, and tea and coffee is provided.

Participant Information and Requirements

Because this course is not listed on the National Training Information Service, the entry requirements are very flexible, and any issues of eligibility or finance arising at registration, may be freely discussed with the staff at TLC.

Legislation regulations

The Occupational Health & Safety Act, Sexual Discrimination Act, Disability Discrimination Act, Racial Discrimination Act, Racial Hatred Act, Vocational Education, Training & Employment Act, Education Service for Overseas Students Act, Copyright Act, Privacy Act, Commission for Children and Young People Act and Regulations, Disability Services Act, and other relevant legislation (where applicable) all apply to our training at TLC.

TAA40104 Certificate IV in Training and Assessment

This qualification is suitable for:

- individuals seeking to gain training and assessment qualifications and units of competency
- individuals undertaking professional or staff development
- individuals seeking to extend, enhance and complement existing qualifications
- RTOs and staff intending to deliver and/or assess the TAA04 Training and Assessment Training Package

The TAA04 Training and Assessment Training Package is designed to meet the current and future competency development and qualification needs of new and existing personnel working in a broad range of work functions and activities within vocational education and training. It provides a clear set of benchmarks to support both initial competency achievement and ongoing staff and professional development. It addresses a range of competency areas that represent the key areas of work undertaken within organisations that provide training and assessment services.

Enrolment

A Course Enrolment form can be obtained from the Genesis Christian Ministries office by contacting by phone (07)5525 3534 or email info@genesisministries.com.au.

Cost

Course (either weekly or 2-week intensive) \$1500.00

This cost includes all session notes and handouts, and tea and coffee is provided.

Upgrades

For trainers who currently hold the BSZ98 qualification, an upgrade consisting of 6 units of competency is available. Facilitation of a course will depend on numbers requiring the upgrade. Interest can be registered with the office. Duration is expected to be 4 weeks (or 3 days intensive) and cost would be approximately \$750.00.

Participant Information and Requirements

Status of the Course

Training for Life Centre is a Nationally Recognised Training Organisation and is listed on the National Training Information Service Provider No: 30997.

We offer TAA40104 Certificate IV in Training and Assessment.

Our intention is to seek accreditation to offer the Nationally Recognised Training Diploma in Training and Assessment in the future.

Staff

Members of our Training Team are experienced and effective practitioners in the fields in which they train. They bring an enthusiasm and quality presentation to their material. They possess appropriate academic and vocational qualifications. Each member of the team has a strong commitment to learning and to the vision and values of Training for Life Centre.

Entry and Exit points

TAA40104 Cert IV in Training and Assessment is not subject to entry conditions. Because the modules in this course are clustered to facilitate integrated learning, participants are required to enter at the beginning of each course.

Applicants should be able to demonstrate an appropriate level of the English language, literacy and numeracy skills.

Students who have completed assessment requirements will be issued with the appropriate qualification. To meet the requirement for TAA40104 Certificate IV in Training and Assessment, all modules set will need to be satisfactorily completed.

Students who do not complete all the requirements for a qualification will be issued a Statement of Attainment. This document will list units of competency where the student has satisfied the requirements of that particular unit.

Payment of Fees and Refund Policy

Generally, payment for all courses is required before commencement. In the case of 12 week courses, regular payments can be arranged. Please contact the office if this is required. Where regular payments are being made, an initial non-refundable deposit of 15% will apply payable on enrolment.

No refund is available to students who leave before finalising the competency unless they can provide a medical certificate or show extreme personal hardship. In that case, fees may be refunded on a pro-rata basis. However, if students should wish to finalise incomplete subjects/modules in a future program, the original fee payment can be used as a credit towards that program within six months of initial payment.

Costs of prepared lecture notes/manuals, mailing of letters, information sheets, and result certificates are included in the tuition fee.

All monies received are placed in a separate account and are not accessed until the subject commences. A relevant proportion of fees paid for the subject will remain in

that account until the program is completed, thus ensuring pro-rata refunds for eligible students.

If for any reason Training for Life Centre finds it necessary to cancel a subject or module, students are entitled to a full refund or transfer of funds to a future program.

Student Service

We have sound management practices to ensure effective student service. The information in this handbook covers something of the scope of our quality assurance system. We will take every opportunity to ensure that this information is disseminated, understood and valued by staff and students.

In particular, we have policies in place to ensure the student is able to learn in a compassionate, affirming and safe environment. Further we are committed to the timely issue of assessment results and qualifications. These will be appropriate to competence achieved and issued in accordance with national guidelines.

Through the distribution of our handbooks we ensure that fees and charges are known to students before enrolment, that course content and assessment procedures are explained, and that vocational outcomes are outlined.

Student Welfare and Guidance Services

The Training for Life Centre provides information and assistance to students in issues relating to:

- Admissions processes, fees and charges
- Appeals processes and Grievance procedures
- Access, equity and diversity issues
- Personal counselling, and help with Numeracy and literacy problems

All staff of the faculty are available by appointment to discuss above issues, and are willing to refer to a range of specialists for more comprehensive assistance.

Legislation regulations

The Occupational Health & Safety Act, Sexual Discrimination Act, Disability Discrimination Act, Racial Discrimination Act, Racial Hatred Act, Vocational Education, Training & Employment Act, Education Service for Overseas Students Act, Copyright Act, Privacy Act, Commission for Children and Young People Act and Regulations, Disability Services Act, and other relevant legislation (where applicable) all apply to our training at TLC.

Notification of Absence

If students are unable to attend any training activity due to illness or any other cause, they should notify the office prior to the daily start time. If an absence affects a workshop, group activity or presentation, the student should confer with the trainer to arrange an alternative time to complete the presentation or assessment.

Leave of absence is not encouraged during the training. However, when students experience personal circumstances that necessitate a period of absence, alternative arrangements may be worked out with the Director.

Good health is a concern for the whole TLC community. If any student or family member suffers from any infectious complaint, the office should be notified as a priority in order that others who may be at risk can be advised and precautionary measures taken.

Student's Complaints

All students and staff have a responsibility to contribute to the achievement of an environment that provides for safe and productive learning.

Therefore, in the case of students being dissatisfied with aspects of the training environment and/or services offered, students are encouraged to raise complaints with the person who is most likely to have the information to assist them with a resolution of their concerns.

When students are not satisfied that their complaints have been fully resolved, they may approach the Director of Training or Dean for assistance.

Where a complaint is about another person, the grievance procedure set out below will be followed.

Any grievance regarding finance or refunds must be lodged in writing within one month of the grievance. This does not circumscribe the students' right to pursue other legal remedies. A financial grievance will be addressed in the first instance, by the Director. If no satisfactory resolution is reached, the student may continue an appeal process by stating the complaint in writing to the **Complaints Committee**. This Committee will be composed of an independent panel of 3 drawn from the industry outside TLC or Genesis Christian Ministries Ltd.

Complaint, grievance and academic appeal outcomes will be communicated to the appellant in writing including the reasons for the decision.

Grievance Procedures

In the case of a student associated with Training for Life Centre being aggrieved by the actions of another student or staff member also associated with the Centre, the following grievance procedures is to be implemented:

Phase One

- 1) The aggrieved person should speak personally with the person responsible for the grievance. The problem may simply be one of misunderstanding and may be quickly resolved. Failing that:
- 2) The aggrieved person should document the facts of the grievance, taking care to ensure that the grievance is neither frivolous nor based on personal prejudices.

The aggrieved person should deliver the documented grievance to the perceived aggrievor using words such as, *"I believe we have a situation which is unresolved and I have written it down so that you can see exactly what it is that is upsetting me. Can we make a time to sort this out please?"*

Neither the aggrieved person nor the perceived aggrievor should discuss the grievance with any other person.

Phase Two

If phase one of the grievance procedures fails to resolve the matter, then both the aggrieved person and the aggrievor [both parties], together, are to present the full details of the case to the Director of Training for Life Centre. The Director should follow the procedures outlined above with both parties being present together. No matters associated with the grievance are to be discussed with any other person.

The Director shall determine any action that should be taken as a result of the grievance and will make his findings known to both parties in writing. The decision of the Director is binding on both parties. At his discretion alone, the Director may call upon another person to assist in the hearing of the grievance.

Office hours

Daily office hours are 9.00am to 4.00pm.

Insurance of Personal Property

Insurance of personal property is the individual student's responsibility. Students are advised NOT to leave valuables unattended, including computers, at the Centre.

Morning and Afternoon Teas

Tea and coffee are available for all students. It is a requirement that the rooms be kept clean and all utensils washed to maintain good hygiene standards.

Parking Arrangements

Car parking is provided. Please do not leave valuables in your vehicle and ensure that it has been locked.

Training Environment

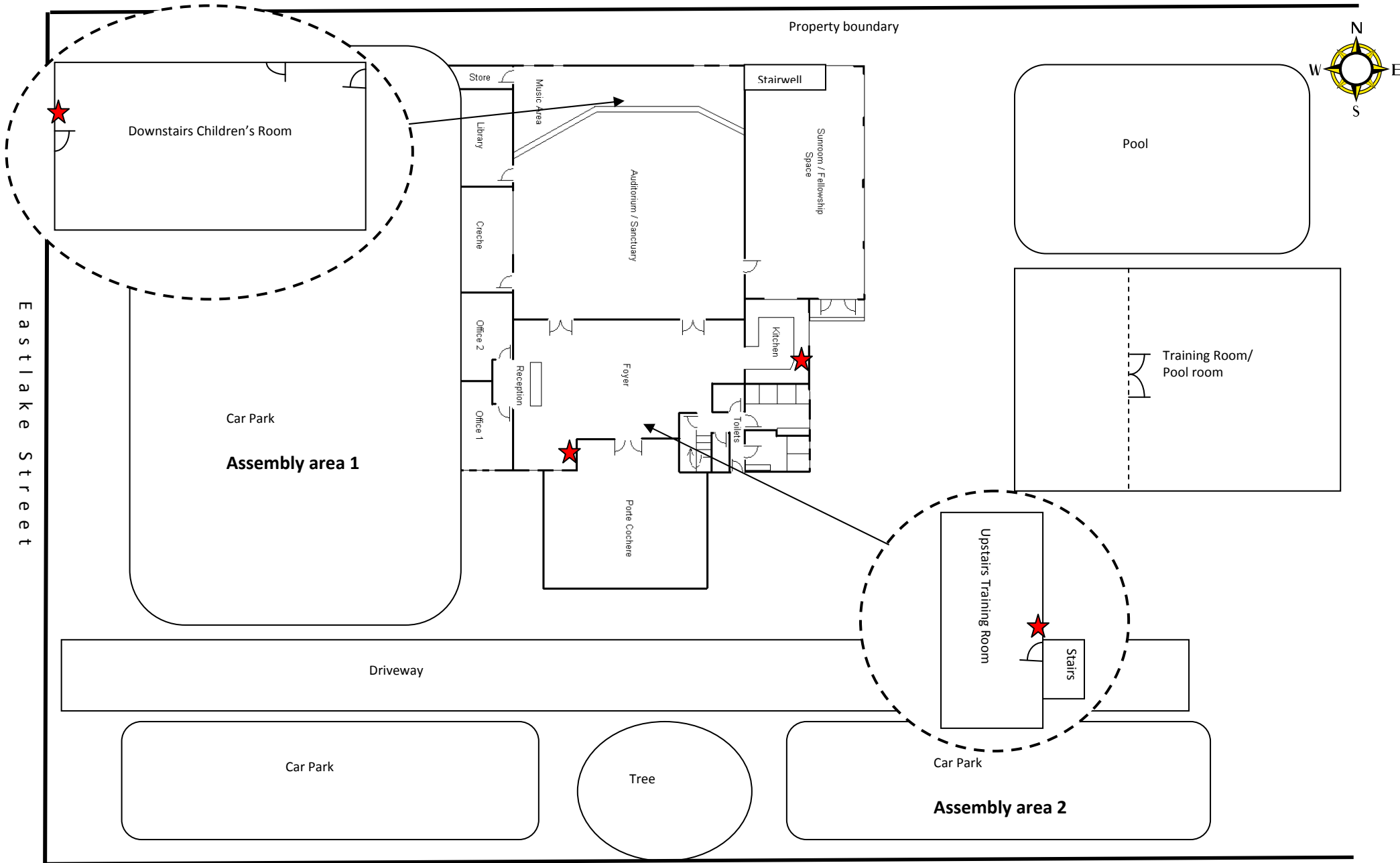
We guarantee a satisfactory training environment that will meet the Australian Quality Training Framework Evidence Guide and the requirements of the Department of Employment and Training.

Orientation

All new students and staff at Training for Life Centre will be made aware of the training philosophy, course requirements (including literacy and numeracy needs) and Occupational Health and Safety issues during an orientation program that is conducted prior to course commencement.

Emergency Procedures

Following is a map of emergency exits, fire and safety equipment and first aid equipment. In the case of emergency evacuation, proceed calmly, via the nearest exit, to the Assembly Area located on the main bitumen Car Park. (See Building Plan for more detail.) Wait here until Safety Officer advises that buildings are safe for re-entry. Should access to the Assembly Area be hindered, proceed to Assembly Area 2



★ Denotes fire equipment

Property boundary

Assessment is competency based

Assessment for all programs is competency based. The actual competencies that the training addresses are the benchmarks for assessment. Assessment will include observation of the student in either a simulated or real work environment in such a way that makes it possible to predict that the competency achieved can be sustained in the workplace.

All assessment details are to be outlined in Assessment Reports. These Reports are to be signed by the Assessor to give students prompt feedback on the achievement of competencies. TLC will maintain a master set of records for each student. All student records are to be regarded as confidential and should only be accessed by Administration and/or the Director. After obtaining permission, relevant information may be extracted by staff and trainers for the purposes of carrying out their responsibilities. Students may have access to those sections of their personal files that cover:

- Application papers (not including confidential references)
- Copies of correspondence
- Academic records (including assessments)

Progress reports and a copy of Statement of Attainment are available on written request by the student.

Student results will be retained for a period of 30 years and will be available on written request.

Flexibility of Assessment

To enable assessment to be appropriate to context, task and student, the assessment strategy includes different styles of assessment tools (e.g. oral presentation, third party observations and written assignments) covering the same performance criteria.

Where it becomes apparent that a student is struggling with a particular assessment tool, then, through interview between trainer and student, arrangements are to be made to set a more appropriate tool for that particular student; be that related to literacy, learning style, or other special need.

Recognition of Prior Learning/Qualification

RPQ

Training for Life Centre will recognise the credit transfer of competencies achieved by students who have formal certification providing evidence of current competence in the particular elements of competency from other RTOs.

Application Forms for recognition of qualifications or statement of attainment are available from the office and completed forms must be lodged with the Administrator prior to the commencement of a course.

The procedure to apply for recognition of qualifications includes

- Complete Credit Transfer Application

- Forward Credit Transfer Application to Administrator, together with certified copies of the certificate/statement of attainment/statement of results for which credit is sought
- The Director will advise the applicant of credit transfer in writing.

RPL

Training for Life Centre will recognise the prior learning and work and/or life experience of all potential students in both formal and informal training. During the assessment process for RPL, an assessor will be available to provide adequate support to the applicant.

Application forms for Recognition of Prior Learning are available from the office on application. Submissions must be made prior to the commencement of the program.

The Procedure to apply for RPL includes:

- Complete Recognition of Prior Learning Application
- Interview with Assessor to give guidance about producing a portfolio of evidence to support RPL claim
- Presentation of RPL portfolio to assessor
- Results of RPL application will be advised to the student in writing

Academic Appeal

In the event of a student being dissatisfied with any aspect of an assessment, the student may challenge the assessment decision by discussing the assessment result with the assessor to seek re-assessment.

If after re-assessment the student needs to continue to challenge the assessment decision, the student may take an appeal to the Director, who will make provision for the re-assessment process to continue by organising for the appeal to be put in writing before our **Appeals Committee**.

The student will be encouraged to make a formal presentation of their case. This Committee is composed of the Director (or if the Director is the assessor involved, the Dean) and two independent assessors drawn from the industry.

If the student is still not satisfied through this process, the Director will arrange for the matter to be referred to a neutral body.

Evaluation of Training

Graduates will be asked to complete a Course Evaluation on completion of the program. This evaluation will invite comments on the balance and relevance of the course, the adequacy of facilities, the delivery of quality assurance items mentioned in the Handbook and the functioning of the administrative and training systems during the period of training.

The results of the Course Evaluation will be conveyed to the Director as part of a regular internal review process. At the Directors discretion, results of the evaluations may be conveyed to other people working within the broad curriculum of Training for Life Centre.

Access, Equity and Diversity Policy

Training at TLC is available to a broad client group, including Indigenous Australians, people with disabilities, men and women, people from a non-English speaking background providing they meet the entry requirements outlined on page 7 of this handbook, for enrolment in Certificate IV in Training and Assessment.

TLC recognises and values the uniqueness and diversity of each student's background and has adopted an integrated approach to training through which everyone can achieve their full potential.

To ensure that all trainers and administration staff are aware of the special needs of students, the procedure below is to be undertaken:

1. Prior to the commencement of a course, trainers will modify their delivery, assessment methods and personal interaction in accordance with:
 - Special needs of students identified in Enrolment Application Forms
 - Learning style, literacy and numeracy tests will be conducted during orientation, thus alerting training staff to areas of special need with respect to training presentation and flexible assessment
 - Support processes will be put in place to provide assistance where this is appropriate

To ensure all students gain the optimum benefit from their training, results of their tests and the special needs identified will be made known to the students themselves, to all trainers and to the administration staff.

2. In the course of Training, where it becomes apparent that difficulties are being experienced through a disability, use of English as a second language or cultural backgrounds it is the responsibility of that trainer to alert the Director to the areas of special need so arrangements can be made with all trainers with respect to training presentation and flexible assessment.

Privacy Policy

Training for Life Centre is committed to protecting student's privacy. From 21 December 2001 new National Privacy Principles came into effect, as part of the Commonwealth Privacy Act 1988 ('the act').

The National Privacy Principles set out how TLC should collect, use, keep and disclose students' personal information. Students have the right to know what information TLC holds about them, and the right to correct it if it is wrong.

TLC takes every care to protect the personal information held. Information is only made available to employees or parties who need access in order to better care or inform the person. These employees and volunteers are committed to maintaining confidentiality.

FAQ regarding Privacy

1. What is 'Confidential and Personal Information'?

Confidential and personal information is information about a person that can identify or enables identification of that person.

2. Why do we need 'Confidential and Personal Information'?

We need to know certain confidential and personal information about you in order to assess your application and how best we might minister to your aspirations or function.

3. Who will use your 'Confidential and Personal Information'?

Only those members of staff who are directly involved in assessing your application, furthering your course progress, will have access to your confidential and personal information.

4. Will my 'Confidential and Personal Information' be disclosed to anyone else?

Apart from that above and unless you give your consent or the law requires us to do so, no one will be allowed to disclose or view your confidential and personal information without first seeking your consent.

5. What do you do with my 'Confidential and Personal Information'?

Apart from the above-mentioned, we use your confidential and personal information to:

- Maximise our method of program delivery
- Make available resources peculiar to your needs
- Tailor training and other materials to suit
- Determine credits for prior learning or competencies'

6. Where will my 'Confidential and Personal Information' be kept?

Your information is maintained in a database or kept in a separate hardcopy personal file.

7. How is my 'Confidential and Personal Information' protected?

The database is password protected and your personal file kept in a lockable filing cabinet. Only staff members with responsibility for their maintenance and use are allowed access to your confidential and personal information.

8. Can I have a Copy of my 'Confidential and Personal Information'?

A copy of your confidential and personal information, held by us, can be requested and provided no later than 14 days after receipt of your written request.



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