

Code of Practice

YWAM Training Perth

RTO# 50824



YWAM PERTH

v2510

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1. Introduction

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1.1 YWAM Perth and YWAM Training Perth

YWAM Training Perth is a ministry of Youth With A Mission (YWAM) Perth and was established to provide quality missions training, be committed to excellence, and apply a Biblical standard of righteousness in all its operations.

In 1985 Peter and Shirley Brownhill and a small team started a new YWAM work in Perth. God led them in seeing Perth as a modern-day “Antioch” – a dynamic city, people coming and going, sending missionaries to many nations. It would reflect God’s call to the Mission to be international and inter-denominational. From the start, YWAM Perth has taken an “Acts 1:8” approach to ministry – seeking to simultaneously impact and engage our city, our state, our region and beyond.

1.2 Youth With A Mission International

YWAM’s purpose, core beliefs, and foundational values have been compiled in response to specific directives given by God since YWAM’s beginning in 1960. For further information, please refer to Appendix A.

This shared purpose and our corporate beliefs and values are the guiding principles for both the past and future growth of our mission. Some are common to all Christians everywhere; others are distinctive to Youth With A Mission.

The combination of this purpose, beliefs, and values make up the unique family characteristics of YWAM—our “DNA.” They are the framework we hold in high regard, for they help us determine who we are, how we live, how we make decisions, and serve our broader community. For more information on the purpose, beliefs and values, refer to <https://www.ywam.org/about-us/values>.

Youth With A Mission seeks to ‘Know God and Make Him Known’. This is achieved through the three modes of operation – evangelism, mercy ministries, and training. YWAM Perth is a part of this national and international movement conducting Christian missionary activities and training throughout Australia and the world.

YWAM Training Perth fulfils the training aspects of the overall work of Youth With A Mission (Perth) Incorporated.

YWAM Training Perth is affiliated with YWAM's international network of tertiary level education/training known in most countries as the University of the Nations (UofN). The University of the Nations is not, however, registered or accredited as a university in Australia. Training completed at YWAM Perth may provide credit toward degrees with the UofN. Enquiries about degrees can be made directly to the UofN through their website - <https://uofn.edu/>.

2. Marketing & Recruitment

2.1 Overview

YWAM Training Perth ensures that all advertising and marketing to prospective students is ethical, accurate, and consistent with our scope of registration. Any use of the Nationally Recognised Training (NRT) or Australian Qualifications Framework (AQF) logos is done in accordance with the relevant conditions of use.

Course names and code numbers used in marketing will align with the official titles and codes listed on the National Register (training.gov.au). Where applicable, the RTO name, registration number, and CRICOS number are clearly displayed on all promotional materials, including electronic formats.

Where Nationally Recognised Training or RTO status is referenced, a clear distinction is made between accredited courses and those that are not nationally recognised.

2.2 Use of NRT Logos

YWAM Training Perth uses the Nationally Recognised Training (NRT) logo only:

- On AQF and VET qualifications and VET Statements of Attainment issued within its scope of registration; and
- In line with the conditions of use outlined in the Standards for RTOs 2025.

The logo is only included in material where its use is appropriate and permitted.

All Marketing and Recruitment material is reviewed using the “Media Proofing Form” before it is published. Any reference to a person or organisation will only be included with their consent. Final copies of all published materials are retained for a minimum of five years to support auditing and compliance. The Media and Communication Team is responsible for storing these records securely and ensuring they are accessible if required.

2.3 Marketing Standards and Claims

YWAM Training Perth will not give false or misleading information or advice in relation to:

- Claims of association between providers.
- Employment outcomes associated with a course.
- Automatic acceptance into another course.
- Possible migration outcomes.
- Any other claims related to the registered provider, its courses, or outcomes associated with the course.
- AQF qualifications, skill sets, or VET courses it delivers enabling learners to obtain a licence or regulated outcome, unless confirmed by the relevant industry regulator.

YWAM Training Perth will also not guarantee:

- That a student will successfully complete a training product on scope of registration.
- That a course can be completed outside the defined training and assessment process — including any required amount of training — even where learners have existing skills, knowledge, or experience.

- Completion of a training product in a way that does not meet the training and assessment strategy, or the requirements of the training package or accredited course.

2.4 Third-Party Marketing and Delivery

YWAM Training Perth does not use third parties to recruit learners on its behalf, nor does it use Education Agents or any other external education recruitment agencies.

YWAM Training Perth will ensure that:

- It distinguishes where it is delivering training and assessment on behalf of another RTO or where training and assessment is being delivered on its behalf by a third party.
- It only advertises or markets a non-current training product while it remains on its scope of registration.

All marketing and recruitment for YWAM Training Perth is conducted by approved members of the YWAM Perth community. As we do not engage third parties or education agents to promote or recruit for our nationally recognised training, no third-party agreements are required or in place.

2.5 Marketing Material Review

YWAM Training Perth systematically reviews all Marketing and Recruitment material to ensure it remains accurate and up to date. Reviews take place annually, when Training and Assessment Strategies are updated, or when there are changes to a training package or the accredited course requirements. This is done by the relevant Course Leader, in conjunction with the Registrar and the Media and Communication team. Results of the review are collated and recorded on the “Marketing and Recruitment review” form.


2.6 Student Marketing Feedback

Feedback is collected from students at the end of their course about the marketing and recruitment information they received prior to enrolment.

2.7 Student Media Use and Privacy

Permission to use photos or basic information about students for promotional purposes is requested through a Media Release form, in which students sign during orientation. The form allows students to select or decline specific areas of use, giving them control over how their image or information may be shared. This allows YWAM Perth to use approved images or content in future materials such as websites or course promotions.

3. Information and Suitability

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3.1 Informing and Protecting Students

YWAM Training Perth provides advice to prospective students through our website, course enquiry materials, the Registrar, and Course Leaders. As part of the application process, prospective students complete an online application form that helps identify their individual needs, existing skills, and competencies.

Prior to enrolment, students are given current and accurate information to help them make informed decisions. This includes:

- The course code, title, and currency of the training product (as listed on the national register).
- Course duration and any holiday breaks where applicable.
- Delivery locations and available facilities.
- Course content, modes of delivery, assessment methods, and required learning resources — including any materials or equipment students are expected to bring (also discussed at enrolment).
- Access to Recognition of Prior Learning (see *Sections 4.3 and 10.1*).
- Fee breakdown, payment schedule, and refund/cancellation policy.
- Accommodation and estimated living costs.
- Deferral, suspension, and cancellation of enrolment.
- Any work placement arrangements.
- The Underage Students policy.
- Links to the ESOS framework.
- Information about available support services and any associated costs.

The Code of Practice is made available via the website and referenced in enquiry materials. It outlines YWAM Training Perth's commitment to students, including:

- Compliance with the Standards for RTOs 2025, including Outcome Standards, Compliance Requirements, and Credential Policy.
- Issuance of AQF certification documentation upon successful completion of accredited training.

Students are also informed of their rights, including:

- Access to the Complaints and Appeals process (see *Chapter 9*).
- Support and transition arrangements if YWAM Training Perth ceases delivery of any part of a course (see *Chapter 11*).
- Where applicable, arrangements for closure or course withdrawal, including options to complete training, transfer, or receive a Statement of Attainment.

Students are expected to:

- Meet course entry requirements, including any applicable English language proficiency.
- Participate actively and successfully in their course.
- Bring any required equipment or materials as outlined in the enrolment and enquiry information.

3.2 Access and Equity

YWAM Training Perth upholds high standards of behaviour and character in adherence with Christian beliefs and practice within Biblical values. In accordance with these values, YWAM Training Perth affirms the inherent intrinsic value of every individual, and seeks to train, equip, and strengthen each person in their God-given identity and purpose. All students are supported during their studies.

Access to training is not restricted based on age, race, sex, disability, or social or educational background. YWAM Perth is a multicultural missions community consisting of volunteer staff from many nations, cultures, and social backgrounds. As part of an international mission movement, YWAM Perth not only caters to but also encourages cross-cultural interaction, this is seen as an essential component of missions training. YWAM Perth has trained, and continues to welcome, Aboriginal and Torres Strait Islander students.

Fees for all courses are kept as low as possible to promote and encourage participation from as wide a range of socio-economic backgrounds, while maintaining and providing high quality training.

Volunteer Trainers are equipped to recognise and respond to diverse learning needs and styles. Training and assessment are structured to be delivered fairly and equitably, with reasonable adjustments provided where needed (in line with Principles of Assessment and Rules of Evidence) — in consultation with the student, Course Leader and if necessary, the Quarter Point Leader (QPL) or Training Serving Team Leader (TST Leader).

Student feedback is encouraged and welcomed as part of YWAM Training Perth's commitment to ongoing improvement.

The entry point for most training with YWAM Training Perth is the successful completion of the Discipleship Training School (DTS). This course focuses on the nature and character of God as expressed in the Christian religion, the individual's relationship with God, application of Christian principles, and the commission from God for each Christian to share His love to others.

3.3 Code of Conduct

YWAM Perth believes in maintaining a lifestyle that is founded on having a biblical worldview and upholding Biblical standards of conduct.

YWAM Training Perth is committed to provide and maintain a safe and healthy missions-learning environment for all students and volunteer staff – a multigenerational community of volunteer staff and students from many nations and church backgrounds. YWAM Training Perth affirms strong and healthy family units – parents and children alike – as they pursue their call within the context of missions. Scripture outlines that the physical, emotional, and spiritual wellbeing of individuals directly influences the wellbeing of the community. The health of the community directly affects the individuals' ability to learn and grow. Encountering Jesus brings real change; His ways lead to life in every area of society, and He longs to see every community thrive and

every individual made whole. (Deut. 6:4-5, Mark 12:28-31, Matt 22:35-40, Luke 10:25-28, Gal 5:14, Rom. 13:8-10, Luke 2:52, Matt 18:5-6, Jer. 29:7)

Conduct of volunteer staff and students is expected to reflect biblical standards and the principles of Youth With A Mission. The development of Christian character is an integral part of training and a central ongoing goal of all courses within YWAM Training Perth. Verified moral violations (including but not limited to dishonesty, substance abuse, harassment, sexual immorality, physical or sexual abuse, theft, or lying) may result in disciplinary action, including probation or possible cancellation of enrolment. Any refunds will be managed in line with our refund policy.

Where issues arise, the biblical process Jesus described in Matthew 18:15–17 will be followed, aiming for reconciliation and restoration wherever possible. The heart of this process is to bring individuals into a place where they address their behaviour and remain in fellowship with the community. Decisions about unacceptable behaviour are made by the Course Leader and QPL in consultation with the Training Director or their elected representative. All decisions are based on God's word as standard through a prayer process. Repeated breaches or more serious breaches (as outlined above) may result in cancellation of enrolment.

YWAM Training Perth is committed to working with volunteer staff and students to develop Christian character and behaviour.

Harassment or discrimination — on any grounds — is unacceptable and will be addressed promptly and appropriately. Accusations involving students are handled by Course Leaders and QPLs; those involving volunteer staff are managed by the Training Director and the Director's Team of YWAM Perth. The primary aim will be reconciliation between parties and promotion of character growth. If harassment or other unacceptable behaviour persists, those involved may be dismissed from their course, or involvement as volunteer staff.

We affirm the biblical view of marriage as an exclusive covenant between one biologically born man and one biologically born woman. All intimate sexual activity is to occur within that relationship. We also affirm that God created each person with intentionality and value, and by seeking to alter one's gender identity apart from one's biological sex is contrary to God's design. All intimate sexual activity outside of marriage is immoral; this includes heterosexual relations, homosexual, or otherwise. We also believe that the Bible gives clear instruction against casual and illicit sex. (Gen. 2:24-25; Ex. 20:14, 17, 22:19; Lev. 18:22-23, Matt. 19:4-6, 9; Rom. 1:18-31; I Cor. 6:9-10, 15-20; I Tim. 1:8-11; Jude 7; Heb 13:4).

We believe that every individual has been created in the image of God and therefore has value as someone designed by the Creator. We believe that human intervention to change this creation of God goes against God's will and is therefore sin. We believe that God created humans as male and female, and actions taken to adopt a gender other than one's birth-gender is immoral and against the will of God for that individual. (Gen.1:27; Deut. 22:5)

3.4 Confidentiality

Personal information shared by students is treated with care and discretion. Confidentiality will be maintained unless disclosure is required for support, legal, or safety reasons.

Course Staff may share relevant details only with those who need to know, such as:

- When a breach of the Code of Conduct is involved.
- When there is a legal obligation to report, including capital offences.
- When required by law or court order.

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

3.5 Keeping Students Informed

The Registrar will inform students as soon as practicable of any material change to the services provided. This includes:

- A change in ownership of the RTO.
- Updates to training product delivery arrangements.
- Other significant changes that may affect a student's training.

If any changes impact a student's course, YWAM Training Perth will work closely with the student to support their transition, completion, or transfer as needed.

4. Enrolment

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4.1 Application Process

Student applications are reviewed by two Course Leaders, who may consult the Training Director and/or QPL where needed. Once the application is complete and the conditions for acceptance are met, the Course Leaders seek God's guidance through prayer to consider the applicant. The decision is then communicated to the applicant and the Registrar, who follows up with enrolment details and information on next steps of the enrolment process.

For accredited training, students will only be enrolled into qualifications and units that are currently on YWAM Training Perth's scope of registration.

Students are required to complete an Acceptance of Place form, which includes a declaration confirming they have read and understood the Code of Practice. Completion of this declaration is recorded in the student management system.

As part of the enrolment process, students must provide a Unique Student Identifier (USI). If a USI has not been created, the Registrar will assist the student during orientation to obtain one.

All enrolment documentation — including application forms, declarations, RPL or Credit Transfer requests, and USI records — is securely stored by the Registrar in line with compliance and audit requirements.

During the application and enrolment process, students are informed of the opportunity to apply for Recognition of Prior Learning (RPL), Recognition of Current Competency (RCC), or Credit Transfer. (See *Sections 4.3 and 10.1 for details*)

4.2 Eligibility

All applicants are required to complete an application form, including two references and a non-refundable application fee. Information provided in the application and references must demonstrate that the conditions for acceptance have been fulfilled. These usually include:

- A desire to grow in Christian character and relationship with God.
- High school graduation or equivalent.
- A sense of calling to Christian missions, supported by previous experience, history or guidance.
- Completion of any required pre-requisite training.
- Sufficient finances to undertake the course and any additional related expenses.
- Physical, emotional, and mental health that can be appropriately supported within the training and community environment.
- To be in good standing with relevant authorities.

Where there are questions or concerns about a student's capacity to participate fully in the training environment, YWAM Training Perth will consult with the applicant to explore possible options. If additional needs are identified, reasonable adjustments or support may be considered where available and appropriate. However, if the support required exceeds what YWAM Training Perth can safely and responsibly provide, or if other eligibility conditions cannot be met, the application may not be approved.

4.2.1 Accommodation and Welfare for Underage Students

YWAM Training Perth provides accommodation for enrolled students as part of its training environment. Accommodation arrangements are reviewed to ensure they are safe, appropriate, and adequately supervised, in accordance with the ESOS standards.

Applicants under the age of 18 may only be accepted where:

- Suitable accommodation and welfare arrangements can be verified prior to commencement.
- Sufficient Course Staff and trained supervisors are available to provide appropriate oversight and pastoral support.
- The accommodation meets child safety, supervision, and separate living arrangements for males and females, consistent with YWAM Perth's policies and relevant child-protection legislation.

Where these requirements cannot be adequately met, YWAM Training Perth may determine that the applicant's enrolment cannot proceed at that time.

All accommodation arrangements for minors are subject to ongoing review, and any changes in welfare, supervision, or staffing capacity will be assessed to ensure continuing compliance and safety.

4.3 Credit Transfer and Recognition

YWAM Training Perth recognises AQF qualifications and VET Statements of Attainment issued by other RTOs within the national framework.

Students are not required to repeat units for which they can present valid evidence of prior competency. Due to the integrated nature of many courses, receiving RPL or Credit Transfer for some units may not reduce overall course duration. For more information on the RPL process, see the "Special Processes" in Chapter 9.

The Registrar provides information during enrolment about applying for RPL, RCC, or Credit Transfer. Students can apply for course credit through the Course Leader up to 14 days before their final assessment. Evidence must be provided within the same timeframe.

YWAM Training Perth recognises equivalent courses conducted within YWAM's international network of training as meeting relevant pre-requisites. The Registrar will verify Australian qualifications using the USI Transcript Service.

4.4 Fee and Payment Schedule

Enquiry information will include clear, accurate, and current information regarding fees, charges, methods of payment and refund policy. Fees for courses vary and will be detailed in the enrolment information. The timetable of payments is as follows:

- \$30 AUD non-refundable application fee (upon application submission).
- \$100 AUD enrolment deposit and health cover fee (upon Acceptance of Place).
- Remaining lecture phase fees due by the end of the first week.

- Full field assignment (outreach) fees are due three weeks prior to commencement.

4.5 Refund Policy

By accepting an Offer of Place, a student enters into an agreement with YWAM Training Perth, as outlined in the Letter of Offer. Payment of tuition fees – in part or full – confirms this agreement. Should circumstances change after receiving an offer, fees will only be refunded in accordance with the refund policy below.

4.5.1 Before course commencement

- If a visa is refused, all fees are refunded except the \$30 registration and \$100 deposit. The notice of refusal should be attached with the refund request.
- If the course is cancelled, all fees (except registration and deposit) are refunded.
- If written withdrawal is submitted before the start date, all fees (less registration and deposit) are refunded.

4.5.2 After course commencement

- Withdrawal during Week 1: 90% refund of lecture phase fees (including accommodation), less \$100 admin fee.
- Withdrawal during Week 2: 60% refund of lecture phase fees (including accommodation), less \$100 admin fee.
- Withdrawal during Weeks 3 or 4: 30% refund of lecture phase fees (including accommodation), less \$100 admin fee.
- After Week 4: No refund provided.

4.5.3 Field Assignments

Field assignment or outreach fees are generally **non-refundable once outreach has commenced**, as these funds are committed to travel, accommodation, and ministry costs.

If a student **withdraws prior to the commencement of outreach**, any unrecoverable costs already incurred (such as deposits or tickets) will be deducted, and the remaining balance may be refunded at the discretion of the Training Director or delegated representative.

YWAM Training Perth recognises that exceptional circumstances—such as serious illness, family emergency, or unforeseen visa or travel restrictions—may justify consideration of a partial refund or credit. Such cases will be assessed on an individual basis, in consultation with the Training Director, and any decision will consider both fairness to the student and responsible stewardship of organisational resources.

While YWAM Training Perth's general stance is **not to refund outreach fees once committed**, the organisation reserves the right to consider each case individually and make determinations accordingly.

4.5.4 Short Courses, Seminars, and Workshops

YWAM Training Perth occasionally offers short courses and seminars that run between 2 to 6 weeks, focusing on specific skills or Skill Set training. The following refund policy will apply for withdrawals:

- For 3-week programs or less: Two days' notice required for refund (minus up to \$100 admin fee).
- For 3–6-week programs:
 - Withdrawal during Week 1: 90% refund, minus \$100 fee.
 - Withdrawal during Week 2: 60% refund, minus \$100 fee.
 - Withdrawal after Week 2: No refund provided.

If a course is cancelled, a full refund will be given, minus registration and admin fee.

4.5.5 Course Cancellation Refunds

- Before commencement: Full refund minus \$30 registration and \$100 deposit.
- After commencement:
 - All fees refunded in full, not including the \$30 registration and \$100 deposit; and
 - Tuition fees refunded pro-rata at 60% of the unearned portion; and
 - Accommodation refunded in full minus two weeks.

4.5.6 Refund Process

Refunds are issued to the original payer, documented using a “Refund Approval Form”, and processed through the Accounts office. Refunds are subject to currency conversion or transfer fees. Students must submit requests in writing to the Registrar.

This policy does not override the student’s rights under Australian consumer law.

4.5.7 Unclaimed Refunds

From time to time, YWAM Perth’s Accounts Office may identify credit balances on student accounts. These may result from overpayments, exchange rate differences, or recalculations of course related fees. Where such balances are confirmed as refundable amounts, and no refund has been requested by the student or payer, the Accounts Office will make reasonable efforts to contact the relevant party to arrange repayment.

If a refund remains unclaimed after reasonable efforts have been made, the amount may be deemed abandoned after a period of 12 months.

For refunds under \$200 that remain unclaimed after this period, the funds may be transferred to YWAM Perth’s general maintenance fund. This supports the ongoing upkeep of our facilities and is consistent with our obligations under Australian Consumer Law and the Standards for RTOs.

Refund amounts may be subject to currency conversion at the time of repayment, and minor differences may arise due to exchange rate fluctuations or bank fees.

All contact attempts and calculations will be documented by the Accounts Office, and records will be securely stored and made available for compliance and auditing purposes.

This does not remove the right of a student or payer to request a refund after the 12-month period, provided appropriate evidence is supplied. YWAM Perth will assess such requests on a case-by-case basis.

4.6 Protecting Prepaid Fees

All international students are covered by the Tuition Protection Service (TPS), which ensures they can either:

- Complete studies in another course or with another education provider; or
- Receive a refund of unspent tuition fees.

Domestic students are covered by alternative protection measures that YWAM Training Perth applied for through ASQA in April 2020.

4.7 Additional Student Support and Disclaimers

The Registrar makes every effort to provide accurate visa-related advice based on available government guidance, but YWAM Training Perth cannot and does not guarantee visa or migration outcomes.

Students will be informed as soon as practicable of any material change to services, including RTO ownership or training delivery. YWAM Training Perth will support student transition where needed.

4.8 Underage or Minor Student Policy

YWAM Training Perth welcomes students under 18 and commits to regular communication with parents or legal guardians during the enrolment and training period.

4.8.1 Legal Obligations and Staff Conduct

All Course Leaders and Course Staff must hold a valid Working With Children Check (WWCC). As ministry placements are integrated into courses, all volunteer staff must also hold a current WWCC. The Registrar is responsible to monitor the currency of each volunteer staff members' Working With Children Check.

Training and Assessment must align with YWAM Perth's Child Protection Policy, including:

- Ministry arrangements and group activity supervision.
- YWAM Perth-organised group activities (on and off-base).
- Incident reporting procedures and allegations.

Course Leaders or delegated Course Staff must:

- Report safety or behavioural concerns to the QPL.
- Hold meetings in public or with two volunteer staff present.
- Actively monitor student wellbeing, reporting concerns to the Course Leader or QPL.
- At all times be accessible for advice and support.

4.8.2 Application and Parental Consent

Course Leaders are responsible for providing the student's parent(s) or legal guardian(s) with the following information:

- Living arrangements.

- Accountability measures.
- Course and community expectations (e.g. boundaries, schedule requirements, work duties, family chores).
- Financial accountability.
- Outreach locations and risk management.
- Health care provisions.

Before a student's application can be processed, an 'Under 18 Parental Consent Form' must be completed by each person who holds legal parental or guardianship responsibility for the student, where applicable based on their family or custody circumstances.

4.8.3 Welfare Arrangements and Notifications

An **Under 18 Student Welfare Letter** is sent to Immigration outlining care responsibilities.

Details of the letter will include the dates YWAM Training Perth is responsible for the student, accommodation, support, and general welfare. If arrangements change or YWAM Training Perth can no longer approve the arrangements, the Registrar is responsible to inform Immigration and the parent(s) or legal guardian(s) within 24 hours.

The Registrar is responsible to maintain up to date contact details of the underage student, their parent(s) or legal guardian(s). The Course Leader or nominated Course Staff is responsible for the students' welfare.

4.8.4 Accommodation and Supervision

Underage students live in dormitory accommodation near the campus provided by YWAM Training Perth. The Community Life and Operations team is responsible to monitor accommodation continuously to ensure safety and standards are maintained.

YWAM Training Perth is built around community life where volunteer staff and students live, work, study, and socialise in a common environment.

The Course Leader and Course Staff are responsible to monitor the wellbeing of students, and to plan for their security and safety on- and off-campus, during YWAM Perth and school organised events.

4.8.5 Boundaries and Safety Protocols

In addition to YWAM Training Perth's Code of Conduct, underage students must adhere to additional boundaries for their safety and wellbeing. These boundaries include:

On-campus activities

Underage students must be accompanied after dark by at least one other person who is either a student or volunteer staff of YWAM Perth.

Off-campus activities

Underage students are required to inform the Course Leader before travelling beyond normal boundaries of the YWAM Training Perth facilities and immediate surroundings for any reason. The Course Leader will evaluate the intended purpose and decline permission if that purpose is inappropriate to the student's age and/or guidelines provided from parent(s) or legal guardian(s).

Students must be accompanied by at least two other peers or volunteer staff members of YWAM Perth, when travelling beyond the boundaries of the YWAM Training Perth facilities and immediate surroundings.

If a student participates in age restricted activities, such as alcohol consumption or smoking, YWAM Training Perth, where it is required to do so, will report this to the appropriate authorities.

4.8.6 Emergency Contact and Incident Response

The Course Leader is responsible to:

- Ensure students know who their emergency contact is and contact details.
- Inform students of how to seek assistance or report abuse or incidents.

If contact is lost or concerns for welfare arise, the Course Leader will notify the QPL, and all reasonable actions will be taken to locate the student, including notifying the relevant authorities.

Refer to the YWAM Perth Critical Incident Policy for detailed procedures regarding incidents, emergency processes, and disruptions to welfare arrangements for underage students.

4.8.7 Post-Cancellation Welfare

YWAM Training Perth remains responsible for student's welfare, accommodation, and support after enrolment ends, is cancelled, or suspended, until:

- Another training provider or approved guardian takes over; or
- The student leaves Australia; or
- The Registrar has formally notified Immigration that:
 - YWAM Training Perth is unable to approve the welfare arrangement; or
 - The Course Leader is unable to contact the student, and all reasonable efforts have been made to locate them.

Welfare and living arrangements for underage students are not organised or assessed by any third party.

4.9 English Language Proficiency

YWAM Training Perth follows an English Proficiency Policy for all students, which covers:

- CRICOS requirements and exceptions.
- Approved language tests.
- Other means of English testing.
- Interview procedures, including who can conduct the interviews.
- PRISMS reporting.

Where courses are run in a language other than English, all marketing, enrolment, training, and assessment documentation will be translated. Certification documentation issued will clearly state the language the training was delivered in. An interpreter will be provided if needed during audits.

5. Orientation and Induction

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5.1 Overview

All students participate in an orientation program during the first week of the course commencement. This program is designed to help students settle into life and study at YWAM Training Perth and provides important information about expectations, resources, and support. The following information is covered:

- Overview of support services to help students adjust to study and life with YWAM Training Perth.
- Help with English language development and study skills.
- Accessing emergency and local health services.
- How to report a critical incident and what support is available.
- A tour and explanation of campus facilities and learning resources.
- The complaints and appeals process, including key timeframes (see Chapter 9).
- The designated contact person for international and underage students.
- Expectations around course attendance, participation, and progress requirements.
- How to access support for personal or general issues that may adversely affect learning.
- How to access support and information about your rights, responsibilities, and resolving any concerns or complaints during your time with YWAM Perth.
- Information on employment rights and how to access help for any workplace-related concerns, if applicable.
- How YWAM Training Perth will communicate changes to services, policies, or other matters affecting students.
- Information on relevant legislative and regulatory requirements, including:
 - The ESOS Framework.
 - Workplace Health and Safety (WHS).
 - Anti-discrimination.
 - Privacy policy.
 - Other relevant YWAM Training Perth policies or procedures.
- Our approach to plagiarism and use of generative AI tools.
- How to create and verify a Unique Student Identifier (USI), if applicable.

YWAM Training Perth is committed to assisting all students to achieve competency in their course, and as such offer information and referral to these services free of charge.

For more information on support services introduced during orientation and how they continue throughout your course, see Section 6.3 – *Learning and Personal Support*.

5.2 Orientation Records and Compliance

Students are given a progress card at the start of orientation and must return completed and signed forms to their Course Leader. This helps ensure each student has been introduced to all relevant topics and services. Course Leaders are responsible for ensuring students attend, complete orientation, and receive any necessary follow-up or referrals.

The Registrar is responsible for confirming compliance-related items such as USI verification. Orientation records, including attendance and completed orientation checklists, are retained by the Training Serving Team (TST) for compliance and audit purposes.

6. Learning Support & Access

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6.1 Identifying Learner Needs

YWAM Training Perth is committed to supporting every student's success. As part of the enrolment process, Course Leaders — in consultation with the relevant QPL — help identify and respond to individual learner needs. This includes:

- Noting any specific factors that may impact a student's ability to engage with or complete the course.
- Assessing what support can be offered, and what may be helpful or required.
- Developing practical strategies that can be implemented from the start of the course.

The QPL is responsible for ensuring that the appropriate support — including resourcing and personnel — is in place before training begins.

6.2 LLN Support and Reasonable Adjustments

Language, Literacy and Numeracy (LLN) skills are considered and assessed during the enrolment process to ensure that students can successfully participate in their training.

Where a student meets the basic entry requirements but may face difficulty with a particular assessment or delivery method, reasonable adjustments can be made. These are discussed with the student beforehand to ensure they are practical, respectful, and uphold the integrity of the learning outcomes.

6.3 Learning and Personal Support

YWAM Training Perth offers a range of support services designed to help students settle into life and study, and to thrive in both. These services aim to maximise each student's opportunity to succeed and include:

- Regular mentoring sessions (at least every two weeks).
- Volunteer Trainers who are accessible for ongoing encouragement and informal guidance. Support may relate to stress, cultural adjustment, finances, attendance, course progress, or personal wellbeing.
- Cross-cultural and age-appropriate orientation and ongoing support.
- A referral process to connect students with more specialised care, when needed — which may include chaplaincy, pastoral care, mental health support, counselling, debriefing, and medical services.
- A live-in community of volunteer staff who support students both formally and informally.
- Access to Wi-Fi (in main training areas), student ID cards, and library facilities.
- Career planning support and advice.

These services are introduced during orientation (see Chapter 5), and students are encouraged to engage with them throughout their time at YWAM Training Perth.

6.4 Preparing Volunteer Trainers

All Volunteer Trainers participate in a focused Staff Training program (a minimum of 20 hours) in the lead-up to each quarterly intake. This program includes:

- A review of student support services available.
- Training on cultural awareness and principles of community life.
- Clarification of their responsibilities to all students, both legal and ethical expectations, including overseas and underaged students.

7. Training & Assessment

YWAM Training Perth utilises competency-based training and assessment. Competency-based Training is practical and oriented around authentic work activities, in which students demonstrate they can perform technical skills that show they understand the knowledge behind the performance of a task.

In competency-based training, the trainer and the student work together to equip the student with the skills and knowledge to perform the required standard or benchmark.

YWAM Training Perth develops courses to meet the various training needs of Christian missions. This includes the accreditation of mission-specific training, and the addition to scope of suitable qualifications. All training is run to prepare students for future involvement in Christian missions. Therefore, an equally important component of both training and assessment is demonstration of appropriate Christian character. Such character growth is an essential element of preparation for the task of working as part of a Christian mission's team across many nations and in varying living conditions.

The focus of assessment is on gathering evidence to prove that the student can complete the task or job specified in the unit of competency and has the skills and knowledge required. Observation of the student's application of learning in mission activities is an integral element of assessment, as is observation of their commitment to development of Christian character. Assessment of character happens as a natural product of living and working together in community.

7.1 Course Design and Development

YWAM Training Perth develops both accredited and non-accredited courses. All training developed by YWAM Training Perth is 'field driven'. Industry consultation with individual missionaries, missionary teams, and networks identify training needs associated with specific forms of ministry. Each course is developed with direct reference to conditions and situations experienced in the mission field. Course outcomes, delivery, and assessment are continually adapted in response to ongoing industry consultation and engagement in missions. Accredited courses are designed in accordance with the Standards for RTOs and associated Training Packages. Non-accredited training is developed in alignment with YWAM's mission and training objectives and may follow internal guidelines outside of the AQF framework.

Outline of the process of course development:

- Industry consultation.
- Training needs analysis.
- Training course development.
- Course approval by the CEO and Training Director.

A primary element throughout the entire process is prayer. Being a Christian organisation focused on missions; God is understood as the primary stakeholder in all aspects of our operations.

7.2 Training and Assessment Strategies

7.2.1 Strategy Development

Each Course Leader develops specific strategies in consultation with the Training Team and/or the QPL to meet the requirements of Training Packages and VET accredited courses.

The Training and Assessment Strategies (TAS) are developed prior to a new qualification addition to scope and updated each time the course is run. Each TAS outlines the training and assessment methods and strategies relevant for each group of students. Each TAS contains the following basic information:

- Training product, including code and full title.
- Core and elective components.
- Target group.
- Mode of delivery (including face to face hours).
- Entry requirements.
- Duration and scheduling.
- Assessment resources, methods, and timing.
- Learning resources.
- Educational and support services.
- Trainer and assessor matrix (recording the relevant qualifications for each trainer and assessor at a unit level.)
- Physical resources.

7.2.2 Delivery Environment and Resources

Suitable and adequate facilities for each course are ensured through our continuous improvement methods. In each case suitable resources are supplied to meet the requirements of the units of competency.

Training facilities include classrooms, offices, library, meeting rooms, kitchen, dining, and ablutions. Wheelchair access is provided.

General equipment such as white boards, audio-visual equipment, etc. is also provided. Some courses have specific requirements for equipment, research materials, etc.

7.2.3 Methods of Assessment

Delivery and assessment methods are flexible within an overall established framework and are developed by the Course Leader under the supervision of the Training Team and/or QPL for individual courses and individual students as appropriate.

Unless otherwise stated courses are delivered through full-time training consisting of a classroom-based lecture phase and a field assignment. Methods of assessment will include:

- Knowledge based assessments.
- Direct observation of practical activities.
- Engagement in community activities.

Other assessment methods employed may include:

- Reading assignments and research projects.
- Role-plays, formal presentations, simulated work tasks.
- Portfolio – a collection of evidence demonstrating knowledge and skills.
- Group discussions, group projects/work.
- Work placements.

An essential element of training with YWAM Training Perth is that students live and participate in a mission's community. Community involvement includes worship, prayer, evangelism and working together in practical ways to assist in the functioning of the community. These activities are part of the training requirement of each course.

7.2.4 Volume of Learning

The Australian Qualifications Framework (AQF) "volume of learning" range is used as a starting point to determine the amount of training required. The amount of training will be consistent with the requirement for the Training Package and VET accredited courses. The existing skills, knowledge and experience of the student will also be taken into consideration. Another factor to the amount of learning that will be considered is mode of delivery.

Unless otherwise stated the mode of delivery for a course is a mixture of face-to-face learning and workplace training, to a minimum of 20 contact hours per week.

- Courses are run in 12-week semesters throughout the year.
- Courses that consist of one or two consecutive semesters have no holiday breaks.
- Courses that consist of four semesters include four weeks of holiday breaks.
- Courses that consist of eight semesters include eight weeks of holiday breaks.

Timeframe exceptions may apply for compassionate or compelling reasons (e.g., serious illness, bereavement, or major political upheaval or natural disaster in the student's home country).

Exceptions to student enrolment will only be extended under compassionate grounds or because of compelling circumstances beyond the control of the student (e.g., serious illness, bereavement, or major political upheaval or natural disaster in the student's home country).

Student enrolment may be extended to accommodate an intervention strategy or due to deferral or suspension. The Registrar is responsible to advise the student that they must contact Immigration to seek advice on implications on their visa.

7.2.5 Continuous Improvement

YWAM Training Perth continuously evaluates training and assessment strategies and practices. Evaluation information is gathered from the following sources:

- Quality/performance indicator data.
- Validation outcomes.
- Industry consultation.
- Student and volunteer staff feedback.

- Complaints and appeals.

The Training Working Team (TWT) is responsible for the implementation of improvements identified through the gathering of this information. Action points may be implemented prior to course commencement, as the outcome of a course review or in some cases during the course.

All training and assessment documents have a header and footer, which include the RTO name and code, course name and code, version number, and title of the document.

7.2.6 Student and Volunteer Trainer Feedback

YWAM Training Perth collects student and Volunteer Trainer feedback through the following:

- Informal on-going feedback collected by the Course Leader.
- Student feedback is collected at the end of their course.
- During staff debrief week, Course Staff and Course Leader contribute to the course review. The Course Leader completes Course Staff appraisals, and the Course Leader debriefs with the QPL.

7.3 Course Progress Monitoring

YWAM Training Perth assigns each student a Volunteer Trainer who will be responsible for the student in areas of pastoral care, training and assessment, and course participation. Students are given feedback with all assessment items and are made aware of their right to appeal decisions.

Volunteer Trainers monitor student progress and identify students at risk of not meeting course requirements within the course duration. A student is deemed at risk if:

- They have been assessed as not yet competent in 50% or more of the assignments in any study period. A study period is:
 - 6 weeks for 6-month courses.
 - 3 months for 1-year courses.
 - 6 months for 2-year courses.
- They are absent for more than 5 consecutive days without prior approval from the Course Leader.

If at any stage there is concern over a student's progress Course Staff should not wait until the end of the current study period to inform the Course Leader, early intervention is encouraged.

Where a student is deemed at risk, an intervention strategy may be implemented to support their progress. For details on the process and escalation pathway, refer to Section 11.4 – Intervention Strategy Procedure.

7.3.1 Attendance

The decision to join YWAM Training Perth implies full participation in the life and activities of the YWAM Perth community. Students are expected to attend all timetabled events and arrive on time. Late arrivals and early departures require explanation.

YWAM Training Perth is not required by any ESOS agency to monitor attendance in VET courses.

7.4 Industry Engagement

The focus of YWAM Training Perth is the training and equipping of missionaries and as such all courses offered are contextualised to a mission setting.

YWAM Training Perth is a ministry of YWAM Perth. Course Leaders and Course Staff are involved in the missionary activities of YWAM Perth. This contributes to both their current competencies and their industry skills and knowledge relevant to the training offered.

Course Leaders consult various industry sources regarding:

- Training and Assessment Strategies.
- Skills and knowledge required of trainers and assessors.
- Application of course content.
- Training methods, tools, and resources.

Industry sources include:

- Ministry leaders within Youth With A Mission – Perth, Australia and internationally.
- Field assignment contacts.
- Broader local industry.
- Resource speakers that are industry experts.

This information is gathered through the following methods:

- Surveys.
- Interviews.
- Workplace visits.

Industry consultation is a continuous process and as information is gathered, it is recorded in the “Industry Consultation Log”. The Industry Consultation Log is maintained by the TST, with Course Leaders providing input to record compliance.

7.5 Effective Assessment

YWAM Training Perth uses an assessment system (including Recognition of Prior Learning) that complies with the requirements of the Training Package or VET accredited course and is conducted in accordance with the Principles of Assessment and Rules of Evidence.

7.5.1 Principles of Assessment

Fairness

RPL is made available to all students during the enrolment process.

The individual learner’s needs are considered in the assessment process. Where appropriate, reasonable adjustments are made.

Before undertaking assessment, student instructions are provided which outline the assessment processes and performance expectations.

If a student is unable to complete a task satisfactorily, they will be given feedback, further training where needed and an opportunity to be reassessed.

For most assessment tasks three opportunities to demonstrate competency will be given.

Students are given the opportunity to appeal any assessment decision.

Flexibility

During the enrolment process the student's current skills, knowledge and experience are identified, and where applicable RPL is made available.

Students demonstrate competence in a variety of ways.

Assessment tools are designed to draw from a range of assessment methods, using those that are appropriate to the context, unit requirement and individual student.

A flexible and personal approach is taken with each student, working with them to attain the goal of being equipped for the task.

Validity

Students are assessed in a variety of contexts to ensure they can apply their skills and knowledge in a practical way.

Assessment tasks and methods are designed to ensure the student demonstrates the required skills and knowledge of the Training Package or VET accredited course.

Skills are assessed by observing the student demonstrating the relevant task in an appropriate environment.

Reliability

Assessment tools are validated before use and at the conclusion of each course.

Assessment decisions are validated at the conclusion of each course.

Moderation strategies are implemented to ensure consistency irrespective of the assessor conducting the assessment.

For all assessments the following are provided to assessors:

- Marking guides including benchmarks and model answers where appropriate.
- Instructions that include:
 - Decision-making rules to judge the quality of performance.
 - Details of the context and conditions of assessment.

7.5.2 Rules of evidence

Assessment decisions are made using evidence that is:

- Directly related to the competency assessed and the assessment requirements of the Training Package or VET accredited course.
- Sufficient to make a valid judgement of the student's competence.
- Verified as the student's and checked for plagiarism and/or generative AI markers.

- Recent enough to demonstrate the student's current skills and knowledge.

7.5.3 Practical Training and Work Placements

Work placements as part of a course will be conducted in a ministry of YWAM Perth and will be monitored and supervised by either the Course Leader or a designated supervisor.

The Training and Assessment Strategy provides information about the work placement, including number of hours, when it will occur and how it will be organised to ensure that assessment methods can be met.

In case of a simulated workplace, there will be a description of how this simulated environment will match the resources, time and productivity pressures of an actual workplace.

Supervisors will be responsible to provide evidence of the work placement hours and activities. This may include weekly schedules, observational data or testimonials. This will also ensure that the time and quantity of work that is set out in the Training and Assessment Strategy are adhered to.

Any exceptions or changes will need to be discussed and confirmed with the Course Leader and where needed with the Training Director, TST Leader, or appointed representative.

7.6 Academic Integrity and Use of AI

YWAM Training Perth is committed to fostering a culture of academic and personal integrity. All students are expected to submit work that is their own, and assessment evidence must reflect genuine learning. To support this, YWAM Training Perth takes reasonable steps to verify the authenticity of submitted work. This includes the use of declaration forms where applicable, trained assessors, moderation practices, and the use of detection tools if needed. These expectations apply to all coursework and assessments, including those involving new technologies such as generative AI (Artificial Intelligence).

7.6.1 Plagiarism

YWAM Training Perth views plagiarism as a serious breach of academic integrity and personal character development. Students are expected to produce original work that reflects their own effort, creativity, and relationship with God. Integrity in both the process and the outcome of work is essential to personal growth and ministry preparation.

Plagiarism is defined as using another person's ideas, words, images, or data without giving proper credit or acknowledgement. This includes, but is not limited to:

- Using phrases or content from another source without citation.
- Presenting someone else's ideas as your own.
- Copying data, images, or creative work into your own work without permission or acknowledgement.
- Paraphrasing someone else's content without proper attribution.

Plagiarism applies to written work, visual art, music, research, and other creative assignments.

Where referencing is required, students should consult with their Course Leader for the appropriate method of citation. If plagiarism is suspected, the student will be consulted, and the affected work will not be accepted. The student may be required to revise and resubmit the work. Ongoing concerns will be reviewed by the Course Leader and Training Director and may result in further disciplinary action, including impact on course progression.

7.6.2 Use of AI

YWAM Training Perth discourages the use of generative AI services where a student would submit coursework intended to be assessed as a product of their own work, such as assessments, projects, or any other course related submissions.

YWAM Training Perth believes that a students' work should be inspired by their own creativity and in relationship with God, which will further develop their Christian character. The use of these services could lead students in issues relating to but not limited to plagiarism or copyright infringement. YWAM Training Perth cannot guarantee that students will not use these services but will take best effort measures in monitoring and detection in the attempt to ensure students are not breaching these rights.

This will be accomplished by training assessors with relevant skills and knowledge, the use of detection tools, as well as through the existing assessment measures of moderation practised at YWAM Training Perth.

Products considered in this category include but are not limited to ChatGPT, OpenAI, Grammarly Go, or any other AI features, services, or assistance software that would produce data such as, but limited to, text, images, audio, video, or music. This does not include or extend to grammar or spelling related tools such as Spell Checker, or Grammarly.

Where it is believed that a student is using these services, they will be consulted with appropriate evidence and given opportunity to confirm or deny the allegation.

- If the student **confirms** they have been using the services, the initial affected coursework will be invalidated, and student will be requested to redo the work and reassessed.
- If the student **denies** they have been using the services, the matter may be referred to the Course Leader and Training Director or QPL for assessment, any further action will be at their discretion through a prayer process.
- Should **repeated** events occur throughout duration of the course, the matter will be escalated to the Training Director and Directors Team for further investigation and action. After appropriate investigation, possible outcomes could include but not limited to:
 - An unsatisfactory outcome for the unit(s)
 - Mediation
 - Removal from the course

If an international student is involved, appropriate action will be taken with PRISMS if needed.

Any exceptions to this will be done in consultation with the Course Leader, QPL, and/or the Training Director, where AI use would be a course requirement. Students will be informed by the

Course Leader where these exceptions apply in writing. When AI is used, the students will need to cite the source, share chat logs or screenshots demonstrating how the work was produced.

7.7 Validation and Moderation

YWAM Training Perth will validate each training product at least once every five years, validating at least 50% of the training products on scope within the first three years of each five-year cycle. This process applies primarily to accredited training. Non-accredited courses may undergo a modified process to ensure quality improvement, ministry impact, and continual improvement.

Validation of training products may occur more frequently if risk indicators demonstrate that more frequent validation is required. Indicators of risk might include:

- The use of new assessment tools.
- Delivery of training products where safety is a concern.
- The level and experience of the assessor.
- Changes in technology, workplace processes, legislation, and licensing requirements.
- Qualifications identified as 'high-risk'.
- Increased number of students.
- The mode of assessment such as RPL or online.
- Feedback from clients, trainers and assessors.
- Audit and validation history.

The TST is responsible for appointing a lead validator and gathering a validation team. Where required, this will be done in consultation with the QPL. The TST will review Volunteer Trainer qualifications, and Volunteer Trainer profiles (professional development and qualifications) to select a lead validator.

The TST will select an assessment validation team with the relevant skills to be able to determine that assessment process is compliant with the VET Training Product. The lead validator will be independent of the assessment of the training product being validated and the assessment judgments being considered. This selection process helps to maintain objectivity and integrity. The validation team must collectively hold:

- Vocational competencies and current industry skills relevant to the assessments being validated.
- Current knowledge and skills in vocational learning and teaching.
- TAE40116 Certificate IV in Training and Assessment (or successor) or TAESS00011 Assessor Skill Set (or successor) or a higher-level adult education qualification.

The lead validator is responsible to record the outcomes of the validation and any recommendations for future improvements to the assessment tools and practices in the validation report. This report should be submitted to the TST Leader by the lead validator as soon as practicable.

The Training Director in consultation with the TST Leader is responsible to implement the recommendations resulting from the validation process. Recommendations include:

- Rectifications, improvements and updates to assessment strategies, tools and practices across relevant training products.
- Professional development needs for trainers and assessors.

In the case of the delivery of a qualification or skill set from the Training and Education Training Package (or its successor), YWAM Training Perth will ensure that external independent validation is conducted on the assessment system, tools, processes and outcomes.

This validation will be carried out by an independent validator who is not employed by, subcontracted to, or otherwise connected to YWAM Training Perth to provide training and assessment, and has no other involvement or interest in the operations of the organisation. The validator's qualifications will meet the requirements of the Standards for RTOs 2025.

For more details on validation and moderation, please refer to the "YWAM Training Perth Validation Policy".

7.8 Trainer and Assessor Qualifications

YWAM Training Perth ensures that all training and assessment is delivered by appropriately credentialled, competent, and supported Volunteer Trainers in accordance with the Standards for RTOs 2025 – Credential Policy.

All trainers and assessors are appointed by the Training Director. The Training Director delegates reporting responsibilities and course supervision to the QPL(s), and the TST Leader for trainers and assessors.

7.8.1 Trainer and Assessor Credentials

All Volunteer Trainers and Assessors must hold or be actively working towards recognised training and assessment credentials as specified under the RTO 2025 Credential Policy. Credential categories are as follows:

A. Full Credentials – Deliver and Assess Independently

To deliver training and make assessment judgements, trainers and assessors must hold one of:

- TAE40122 Certificate IV in Training and Assessment (or successor)
- TAE40116 Certificate IV in Training and Assessment
- A Diploma or higher-level qualification in adult or vocational education and training
- A secondary teaching qualification plus one of:
 - TAESS00011, TAESS00019, or TAESS00024 Assessor Skill Sets (or successor)

B. Assessment-Only Roles

For assessment-only positions, one of the above or the TAESS00011, TAESS00019, or TAESS00001 Assessor Skill Set (or successor) is required.

C. Under Direction or Actively Working Towards a Credential

A person delivering or contributing to training under supervision may do so provided that:

- They are enrolled in an approved qualification (e.g. TAE40122, TAE50122).

- They make satisfactory progress toward completion within two years. Satisfactory progress will be determined by the Training Director or appointed representative.
- They work under the direction and oversight of a fully qualified trainer or assessor (see 7.8.2).

D. Providing Direction on Training and Assessment

A person providing direction to others must hold:

- TAE40122 or TAE40116 Certificate IV in Training and Assessment, or
- A Diploma or higher qualification in adult or vocational education, or
- A secondary teaching qualification and one of the above Assessor Skill Sets.

E. TAE Package Delivery

For the delivery or assessment of TAE qualifications or skill sets, the trainer must hold:

- TAE50122 or TAE50116 Diploma of Vocational Education and Training, or
- TAE50216 Diploma of Training Design and Development, or
- A higher-level qualification in adult or vocational education.

F. Validation of Assessment

Validation must involve at least one person who holds one of the above training and assessment credentials and possesses current industry skills relevant to the training product.

7.8.2 Supervision

Where a Volunteer Trainer is conducting training or contributing to assessment under direction, supervision is provided by a fully credentialed trainer or assessor approved by the Training Director (or the TST Leader in consultation with the Training Director).

The level of supervision required is determined based on the trainer's experience, conditions or restrictions, and role requirements.

The ratio of supervisors to supervised trainers will not exceed 1:10 per training course.

Supervised trainers may deliver training but cannot make final assessment judgements.

Supervisors are accountable for the quality of all training and for ensuring assessment evidence meets required standards.

Supervision includes:

- Guiding trainers in lesson planning and assessment preparation.
- Discussing strategies to support learner engagement and wellbeing.
- Observing delivery sessions and providing developmental feedback.
- Reviewing assessment evidence and moderating results.
- Participating in validation and professional development discussions.

A minimum of three supervision meetings per study period is required, and each must be documented using the Supervision Review Form, capturing feedback, actions, and follow-up.

7.8.3 Ongoing Professional Development and Compliance

All Volunteer Trainers are kept up to date with changes to regulatory standards, compliance expectations, and legislative requirements through:

Regular staff meetings, quarterly intake staff training, and updates from the TST.

Written summaries, video briefings, and online notes shared via the intranet.

Each Volunteer Trainer completes a minimum of 20 hours of annual professional development, including:

- Vocational training knowledge and practice.
- Competency-based training and assessment.
- Character and leadership development.
- Updates on training and assessment practice at YWAM Perth.

Selection of Volunteer Trainers is based on:

- Character and leadership experience.
- Confirmation of calling and commitment to YWAM values.
- Competency and vocational background.
- Current responsibilities, finances, and staff development course progress.

All Volunteer Trainers must demonstrate vocational competency to the level they deliver and assess, either by:

- Holding the relevant qualification, or
- Mapping prior industry experience against units of competency, verified by the Training Director.

7.8.4 Maintaining Industry Currency

YWAM Perth operates a diverse range of ministries that reflect the industries its training prepares students for. Volunteer Trainers maintain industry currency by participating in these ministries when not engaged in formal training delivery.

The TST maintains a Volunteer Trainer Profile for each staff member, updated annually to include:

- Current vocational competencies.
- Industry skills and relevant ministry engagement.
- Record of professional development (courses, seminars, conferences, etc.).

7.8.5 Resource Speakers

YWAM Training Perth draws on global missions' leaders and practitioners to deliver specialised lectures and workshops as Resource Speakers. These speakers are selected by the Course Leader and QPL based on:

- Relevant industry or ministry experience.
- Current engagement in missions or field leadership.

- Demonstrated character consistent with YWAM values.

Resource speakers operate under the supervision of the Course Leader, who ensures that all teaching aligns with course outcomes and training standards.

7.9 Superseded and Non-Current Training Products

Unless otherwise approved by the VET Regulator, or a training package qualification or accredited course requires the delivery of a superseded unit of competency, the TST ensures that:

- The Training Director, QPL, the Registrar, and the relevant Course Leaders are up to date on the currency of all training products on the scope of registration.
- Where a **training product on its scope of registration is superseded**, all learners' training and assessment is completed and the relevant AQF certification documentation is issued or learners are transferred into its replacement, within a period of one year from the date the replacement training product was released on the National Register.
- Where an **AQF qualification is no longer current and has not been superseded**, all learners' training and assessment is completed and the relevant AQF certification documentation issued within a period of two years from the date the AQF qualification was removed or deleted from the National Register.
- Where a **skill set, unit of competency, accredited short course or module is no longer current and has not been superseded**, all learners' training and assessment is completed and the relevant AQF certification documentation issued within a period of one year from the date the skill set, unit of competency, accredited short course or module was removed or deleted from the National Register; and
- A new learner does not commence training and assessment in a training product that has been removed or deleted from the National Register.

The requirements specified above do not apply where a training package requires the delivery of a superseded unit of competency.

8. Graduation & Certification

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8.1 Certification and Issuance

The Registrar is responsible for issuing qualifications and VET Statements of Attainment that meet the requirements of the 'Application of the AQF Qualifications Issuance Policy within the VET Sector' and the requirements of relevant training packages and VET-accredited course standards.

YWAM Training Perth only issues AQF qualifications and Statements of Attainments that fall within its scope of registration. AQF certification is issued only when a student has been assessed as competent in all required units of competency and has satisfactorily fulfilled course requirements.

Each qualification document includes:

- The AQF level, course code, and course title.
- A unique issue number and the date of issuance.
- The name and national provider number of the issuing body (as listed on the National Training Register).

Statements of Attainment list the specific units in which the student has demonstrated competency.

All training is delivered in English unless otherwise stated. If a course is delivered and assessed entirely in a language other than English, this will be clearly noted on the certification documentation, including for both accredited and non-accredited training, in accordance with the Credential Policy.

To preserve the integrity of issued documentation:

- AQF Qualifications and Statements of Attainment issued for nationally recognised training will only include content aligned to accredited training packages or courses within YWAM Training Perth's scope of registration. These documents will not contain third-party logos or references to non-accredited content.
- Certificates of Completion are issued for non-accredited courses. These certificates are not nationally recognised and do not display the AQF or NRT logos.

Students who withdraw from a course early may be eligible for a Statement of Attainment based on the units they have completed. (See Chapter 11 – Variations and Exit for more.)

All students are required to supply a Unique Student Identifier (USI), which must be verified by the Registrar before issuance of certification documentation.

8.1.1 Certification Issuance Process

The certification process involves the following steps:

1. **Assessment Record completion or Participation**
 - For **accredited training**, the Course Leader collects and confirms that all assessment evidence demonstrates the student has met the required criteria for each unit of competency.

- For **non-accredited training**, the Course Leader confirms the student has met the expected participation and engagement requirements for the course.

2. **Submission of Certificate Request**

The Course Leader submits a Certificate Request Form (non-accredited course) or Assessment Record (accredited course), confirming whether the student is to receive:

- a full Qualification (accredited), or
- a Statement of Attainment (accredited), or
- a Certificate of Completion (non-accredited), or
- no certificate, where the student did not meet the necessary requirements for any form of certification – Refer to Chapter 11.

3. **Verification**

- For **accredited** training, a Training Representative who was not involved in the student's assessment reviews the Assessment Record to ensure it reflects the assessment records accurately.
- For **non-accredited** training, the Certificate Issue Request form is checked for completeness and alignment with the course delivery record.

4. **Final Authorisation**

- For **accredited** training, the proofed Assessment Record is sent to the TST for secure storing and the Registrar for issuance.
- For **non-accredited** training, for non-accredited training, the request is signed by the Training Director, the TST Leader, or the QPL, to authorise the Registrar to issue certification.

5. **Issuance of Certification**

The Registrar issues the documentation within **30 calendar days** of the final assessment, provided all requirements are met.

6. **Assessment Retention**

- **Completed assessment items** are kept by Course Leaders for a minimum of 6 months from the date of the decision. Students may request any copies of their assessment records during this time.
- **Assessment records** are kept for a minimum of **2 years** by the TST after a student ceases enrolment.

7. **Certification Recordkeeping**

The Registrar retains records of issued certification documentation for **30 years**.

Copies of all certificates are stored indefinitely to allow for replacement upon request, and to ensure accurate reproduction. Students may request replacement certificates at any time, where a digital copy will be provided.

8.2 Records Management

YWAM Training Perth maintains accurate and secure records to meet its legal and regulatory obligations. All information is handled in accordance with our Privacy Policy, with key measures including:

- Regular electronic backups of critical information stored securely.
- Temporary storage on authorised personal devices is permitted only for limited, approved purposes.
- Password protected and access-controlled networks.
- Physical records stored in locked, restricted-access locations.

When records reach the end of their retention period:

- Paper records are securely destroyed.
- Electronic records are permanently deleted.

YWAM Training Perth does not disclose personal information to third parties without the student's written consent, except where required by Australian law.

Students may request to view their records at any time. While the records remain the property of YWAM Training Perth, they may be shared with third parties at the student's request.

For further details on how personal data is used, managed, or how to raise a concern, please refer to the *YWAM Perth Privacy Policy*.

8.2.1 Responsibilities for Student Records

During enrolment, students complete a *Release of Information* section to confirm how their information can be used. This supports:

- Administration and compliance with Australian law, including the Education Services for Overseas Students (ESOS) Act, the National Code, and visa requirements.
- Communication and promotional purposes where permitted.

YWAM Training Perth is required by law to notify PRISMS of any changes to an international student's enrolment or any visa condition breaches.

Responsibility for records is as follows:

- **Registrar:** All enrolment and personal records.
- **Financial Manager:** Student payment and financial records.
- **Course Leaders:** Student assessment evidence.
- **Training Serving Team:** Volunteer Trainer profiles, professional development records, and student assessment outcomes.

9. Feedback & Complaints

9.1 Complaints and Appeals

YWAM Training Perth is committed to handling all complaints and appeals fairly, efficiently, and respectfully. Students will have access to a just and equitable process at all times. Information on this process is made available before enrolment and outlined during orientation.

This policy applies to:

- Concerns about the conduct of YWAM Training Perth, its volunteer staff members, trainers, assessors, Course Staff, or students.
- Appeals of assessment outcomes, including RPL and course credit decisions.

Students must follow YWAM Perth's internal resolution process before lodging a complaint with an external regulator such as ASQA or the Ombudsman.

All complaints and appeals — whether related to conduct, administration, or academic outcomes — may be reviewed to support improvements in policies, processes, or staff development.

9.1.1 Informal Resolution (Step 1)

Students are encouraged to raise concerns early and informally:

- Most issues can be resolved by speaking with the Course Leader or supervisor.
- If uncomfortable in doing so, they may approach the QPL.
- Informal mediation will be offered where appropriate.
- A support person may accompany any party at any stage.
- Independent conciliators may be consulted at any time.

If the issue cannot be resolved informally with the Course Leader and QPL, they may refer the matter to the Training Director. If the student is not satisfied with the outcome, they may proceed to submit a formal complaint or appeal.

9.1.2 Formal Complaint or Appeal (Step 2)

Formal complaints or appeals must be submitted in writing to the Training Director, who will:

- Send a written acknowledgement of receipt; and
- Inform the Directors Team and the Training Team.

YWAM Training Perth will:

- Aim to resolve the issue within 14 working days.
- Provide all parties the opportunity to make a written or verbal submission.
- Make every effort to finalise the process before an international student departs the country, if applicable.
- Provide regular updates during the process — at intervals no greater than 20 days — if it cannot be resolved within 60 calendar days.
- Assign a member of the Training Team to act as a case manager in some instances, to support clear communication.

The Directors Team and Training Team may also be consulted depending on the situation. A written outcome will be provided to the student when the complaint or appeal is finalised.

All procedures, agreements, and actions will be recorded by the Training Team, held in confidence, and stored securely in accordance with the Records Management Policy.

Timeframe exceptions may apply for compassionate or compelling reasons (e.g., serious illness, bereavement, or major political upheaval or natural disaster in the student's home country).

9.2 Assessment Appeals

Where a student wishes to appeal an assessment decision, Recognition of Prior Learning (RPL), or course credit:

- The appeal must be submitted in writing within 20 working days of the assessment outcome.
- Appeals are submitted to the Course Leader, who will escalate it to the QPL and inform the TWT.
- A qualified assessor not involved in the original assessment or any related training delivery will be appointed by the TWT to review the appeal.
- The appeal will be processed within 14 working days. The student will be given access to all relevant assessment evidence.

If the student remains dissatisfied, the appeal will be referred to the Training Director. A review panel — including at least one individual who was not associated with the student or the original decision — may be established if further review is required.

Timeframe exceptions may apply for compassionate or compelling reasons (e.g., serious illness, bereavement, or major political upheaval or natural disaster in the student's home country).

9.3 External Appeal

If the student is not satisfied with the internal outcome, they may lodge an external appeal with:

- Ombudsman WA for domestic and international students (www.ombudsman.wa.gov.au).
- Commonwealth Ombudsman for international students (<https://www.ombudsman.gov.au/complaints/international-student-complaints>)

During the external review:

- The student will continue to attend class normally, unless the TWT and/or Directors Team deem there is a health or wellbeing risk to themselves or others.
- The Ombudsman will determine the review process and guide the next steps.
- YWAM Training Perth will prepare and provide all relevant documentation for review, awaiting further instruction or outcome from the Ombudsman.

The Ombudsman's review may:

- Affirm YWAM Training Perth's original decision.
- Remit (reverse) the provider's decision — to be actioned immediately.
- Recommend YWAM Training Perth follow its own or proper policies and procedures.
- Request that the student be allowed to submit additional information or show cause.
- Recommend the student be permitted further internal review.

The Ombudsman's decision is final and binding and must be followed.

9.4 Brief Summary and Timeframes

Stage	Brief Description	Expected Timeframe
Informal Resolution	Raise concern with Course Leader or QPL → informal discussion or mediation. Referral to Training Director if unresolved.	As early as possible
Formal Complaint or Appeal	Submit written complaint to Training Director → Acknowledgement sent, and resolution process begins.	14 working days to resolve
Assessment Appeal	Submit written appeal to Course Leader → escalated to QPL → reviewed by independent assessor not involved in original assessment.	14 working days to resolve
Escalation (if needed)	Training Director may convene an independent review panel.	Case-by-case
External Appeal	Lodge with an Ombudsman. Enrolment generally maintained unless risk is identified. Decision is final.	Dependent on the ombudsman

10. Special Processes

10.1 Prior Learning and Course Credit

YWAM Training Perth offers Recognition of Prior Learning (RPL), Credit Transfer (CT), and Recognition of Current Competency (RCC) in accordance with the Standards for RTOs. Students are informed of these options during the enrolment process.

All prior learning requests must be submitted at the commencement of the course to allow any necessary adjustments to the training and assessment plan.

Application Process

- The student completes the RPL/RCC Application Kit, attach supporting evidence, and pays the \$100 non-refundable application fee.
- The application will be assessed within 14 working days, and students will be notified in writing of the outcome and their right to appeal.
- RPL or RCC is only granted for **complete units of competency**. Students must provide sufficient evidence that they meet all performance criteria and learning outcomes for each unit.
- **Credit Transfer** is granted where the student presents verified AQF certification documentation issued by an RTO for an equivalent unit.

Decision and Documentation

- The final decision will be made jointly by the Course Leader and the TST Leader.
- Where RPL is used to meet entry requirements, the Training Team ensures that the decision and evidence are clearly documented and retained for compliance and audit purposes.
- All documentation related to RPL, RCC, or Credit Transfer is stored securely in line with Records Management and privacy requirements.

Relevance and Integration

- Where prior learning is used to meet course requirements, it must clearly align with the context and learning environment of the course being delivered.
- Students may be asked to demonstrate their skills or knowledge within the training environment to verify contextual application.
- Due to the integrated nature of YWAM Training Perth's training and assessment model, receiving RPL for some units may not reduce overall course duration or cost. Any change to course duration will be reflected in the Confirmation of Enrolment (CoE) and reported through PRISMS, where applicable.

Appeals

- Students who wish to appeal an RPL, RCC, or CT decision may do so under the Complaints and Appeals process (see Chapter 9).
- Appeals are managed by the Course Leader in consultation with the TST.

10.2 University of the Nations

YWAM Training Perth is affiliated with YWAM's international network of tertiary-level education and training known as the University of the Nations (U of N). The University of the Nations is not a registered or accredited university in Australia.

YWAM Training Perth recognises equivalent courses conducted within YWAM's international network of training as meeting relevant pre-requisites. Likewise, all YWAM Training Perth courses are eligible for transfer credit with the University of the Nations.

U of N Grading and Withdrawals

- If a student withdraws from a lecture phase or field assignment within the first week, they will not receive a U of N grade.
- If a student withdraws after the first week but before the final two weeks, they will receive a U of N grade of "Withdrawn".
- If a student withdraws during the final two weeks, they will receive a grade of "Unsatisfactory" for a DTS or "Fail" for other courses.
- In all these cases, no credit will be granted with the U of N.

Compassionate and Compelling Circumstances

Exceptions may be made in situations beyond the student's control (e.g., serious illness, bereavement, or major political upheaval or natural disaster in the student's home country).

In such cases the student will receive a grade of "Incomplete". This grade may then be replaced with a credit grade if the student completes the course requirements within two calendar years. If not completed within that time, the grade will be changed to "Fail" by the U of N Records Director.

Students may apply for an extension by writing to both the Course Leader and the relevant International Dean or Centre Director.

11. Variations and Exit

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11.1 Course Cancellations

If a course is cancelled prior to commencement:

- The QPL in consultation with the Training Director will notify the Registrar immediately once the decision is confirmed.
- The Course Leader will inform all enrolled students and refer them to the Registrar for next steps.

The Registrar will support students in exploring suitable options, which may include:

- Deferring to a future intake of the same course.
- Transferring to a different course offered by YWAM Training Perth.
- Withdrawal with consideration for any fees paid (refer to *Refund Policy*).

Students will be advised of the implications for their enrolment and supported through any necessary changes. International students will be advised to contact Immigration regarding any possible visa implications.

11.2 Course Transfers

YWAM Training Perth does not accept transfers from another provider unless the student has completed at least six months of their principal course with their original provider, in accordance with the National Code. Exceptions may be considered under compassionate or compelling circumstances and must comply with all government requirements.

Transfers will only proceed with the full consent of the student and the original provider. Where applicable, students must provide a valid Letter of Release from their current provider before the transfer can be approved.

11.2.1 Transfer Process

To request a transfer:

- The student must submit a written request to the Registrar.
- Incoming transfer requests must include a valid enrolment offer from the original provider, and any other requested information.
- Where necessary, a Letter of Release from the original provider must be provided.
- Underage students must include written consent from their parent(s) or guardian(s).

Transfer requests are reviewed by the Registrar and the Training Director, considering:

- Compassionate or compelling circumstances.
- Inability of the original provider to deliver the course.
- Mismatch between the student's needs and the original course.
- The relationship between the student and the original provider
- The student's engagement with current support services.
- Likelihood of successful course completion.
- Reasonable expectation that the student will fulfil the requirements of the course.
- Alignment of course content, outstanding units, and delivery schedules.

- YWAM Training Perth's capacity to meet accommodation and support needs.

The Registrar will inform the student in writing of the decision within 20 working days. If approved, the student will complete the standard enrolment process. If refused, the student will be informed of the reason(s) and advised of their right to appeal.

All transfer records requests will be retained for a minimum of two years by the Registrar.

Transfers will be refused if the Training Director and the Registrar determine that the transfer is not in the student's best interest – for example, if it may compromise academic progress or if the student has not accessed available support services.

For outgoing transfers, the Registrar will update the student's status in PRISMS and provide a Letter of Release upon request.

11.3 Deferment

Students may request to defer their course by submitting a written request to both the Course Leader and the Registrar. The Course Leader and Registrar will assess the request and respond within 5 working days.

Requests for deferment will only be considered on compassionate grounds or because of compelling circumstances beyond the control of the student (e.g., serious illness, bereavement, or major political upheaval or natural disaster in the student's home country).

The Registrar will inform the student in writing of the decision and will advise them to contact Immigration regarding any visa implications.

All deferments are recorded in the student's file and reported to PRISMS where required.

If a student cannot arrive within one week of the course start date and requests deferment to a later intake, the Registrar will make the necessary adjustments in PRISMS.

Due to the integrated nature of assessment, it is not possible to make up missed weeks while continuing in the current course.

11.4 Intervention Strategy Procedure

Students identified as at risk of not meeting course requirements will be informed by the Course Leader. An **Individual Learning Plan** will be developed to help the student meet the required course progress standard.

Regular reviews will ensure the student is engaging with the learning plan.

If progress does not improve, a **Letter of Intent to Report Unsatisfactory Course Progress** will be issued. This letter will:

- Outline the reasons for concern.
- Inform the student of their right to appeal within 20 working days.

If no appeal is received, a **Final Notification** will be issued, including a deadline for accessing external appeal options.

For international students, the Department of Education will be notified through PRISMS of the student not achieving satisfactory course progress.

Exceptions to the above-mentioned time frames will only be made on compassionate grounds or because of compelling circumstances beyond the control of the student (e.g., serious illness, bereavement, or major political upheaval or natural disaster in the student's home country).

11.5 Voluntary Withdrawal

If a student chooses to withdraw early, they must notify the Registrar in writing.

The student will be assessed based on all submitted evidence up to the withdrawal date. Where applicable, and if the course is nationally recognised, a Statement of Attainment will be issued for any units in which the student has been assessed as competent.

11.6 Involuntary Withdrawal (Suspension or Cancellation)

A student's enrolment may be suspended or cancelled for reasons including:

- Breach of the **Code of Conduct**.
- Unsatisfactory course progression (after an Intervention Strategy).
- Failure to meet financial obligations.

Where YWAM Training Perth initiates a suspension or cancellation:

- The Registrar will inform the student in writing, outlining the reasons and process.
- The student will be advised of their right to appeal and their need to contact Immigration for visa-related concerns and implications.

Appeals will follow the standard **Complaints and Appeals** process as outlined in Chapter 9.

If there is a risk to the student's wellbeing or that of others, the decision may take immediate effect. In all other cases, it will take effect after 20 working days, or once the internal appeals process concludes.

Students will be assessed based on all evidence submitted up to the date of withdrawal. If applicable, a Statement of Attainment will be issued for completed units.

11.7 Transition Arrangements

When a training course transitions to a new version:

- Students due to complete within six months of the superseded course's release will continue in the existing version.
- Students with more than six months remaining will be offered a transfer to the updated version.

The transition period (generally 6–12 months) depends on unit equivalence, validity, and any additional assignments or coursework required. Decisions are made by the Course Leader and a member of the TWT.

The Registrar will notify students in writing with the following details:

- The new training product and transition timeframe.
- Unit equivalence and credit mapping.
- Validity of previous assessment evidence.
- Requirements for any upgrade or bridging work.

12. Governance & Compliance

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12.1 Organisational Structure

YWAM Training Perth maintains a clear governance and accountability structure to ensure compliance, quality training delivery, and responsible leadership. Oversight flows from the Chief Executive Officer through the Training Director, with delegated responsibility shared between the QPLs — who provide course oversight and daily operational support — and the TST Leader, who provides oversight for compliance and quality assurance across all training activities. Together, they support Course Leaders and Course Staff in maintaining effective, compliant, and high-quality training delivery.

The Chief Executive Officer (CEO) and Training Director are accountable to the YWAM Perth Board.

The **CEO** is responsible for the overall leadership and legal responsibilities of YWAM Training Perth.

The **Training Director** provides oversight for all training and assessment operations, student progression, and regulatory compliance, and advises the CEO on all training matters. The Training Director oversees and ensures:

- The CEO receives advice and reporting on all operations.
- Career guidance and academic progression support.
- Implementation of the Complaints and Appeals process.
- Continuous improvement of training and assessment.
- Critical incident management and response.
- Processing of deferral and transfer requests.
- Development and appointment of Course Leaders and Course Staff.
- Development and delivery of courses.
- Student enrolments.
- Internal audits and annual declarations of compliance.
- Issuance of qualifications and statements of attainment.
- Processing refund requests.
- Risk assessment of field assignments.
- Recognition of Prior Learning (RPL) requests.
- Student support and course progression monitoring.
- Supervision of Course Leaders and Course Staff.
- Training work placements.

The Training Director appoints a QPL to assist with oversight of courses on a quarterly rotation, ensuring continuous leadership and quality outcomes.

The TST acts as the bridge between TWT and Course Leaders, providing consistency, guidance, and compliance oversight. The TST is responsible for:

- Advising and assisting in the development of policies, procedures, and manuals.
- Providing guidance to the Training Director, QPL, and Course Leaders on compliance matters.

- Monitoring compliance and recommending improvements.
- Preparing, submitting, and processing applications to government agencies.
- Maintaining Volunteer Trainer staff profiles.

Course Leaders of Staff Development courses are accountable to the Training Director, whereas all other Course Leaders are accountable to the QPL, and ultimately the Training Director. They are responsible for:

- Providing overall leadership of the course.
- Developing strategies and resources to ensure quality training and assessments.
- Following organisational policies and procedures that ensure compliance.
- Recruitment of Course Staff, overseeing them in the delivery of training and assessment.

The Registrar, assisted by the Gateway Working Team, reports to the Training Director and CEO. Responsibilities include:

- Managing applications and enrolments.
- Verifying marketing information and logo use in conjunction with the Gateway Working Team.
- Maintain course information and student records (including student USI).
- Providing accurate information and advice to prospective students.
- Processing welfare arrangements and liaising with Immigration.
- Communicating changes that affect students.
- Assisting with RPL, refunds, deferrals, transfers, withdrawals, and cancellations.
- Issuing qualifications and statements of attainment.

The Financial Manager, assisted by the Finance Working Team, reports directly to the CEO or their representative. Responsibilities include:

- Ensuring compliance with financial management policies.
- Monitoring and reporting on financial compliance for review and improvement.
- Providing government agencies with certified accounts upon request.
- Preparing and presenting audit and financial reports.
- Preparing, in conjunction with the CEO, an annual budget and business plan.

It is essential for effective governance that operations be led by Fit and Proper Persons who ensure compliance with all Acts, Regulations, Codes of Practice and Standards appropriate to Vocational Education and Training (VET), the Corporations Act 2001, and other applicable laws.

Fit and Proper Persons Declarations are submitted to ASQA on:

- Renewal of RTO registration.
- Engagement of a new CEO, Training Director, or Board Member.
- Appointment of any other person who has a significant influence on the management, direction, or compliance of YWAM Training Perth, including but not limited to; TWT Members, TST Leader, QPL, and Financial Manager.

12.2 Financial Management and Viability

YWAM Training Perth maintains sound financial management and reporting practices to ensure ongoing viability and compliance. Procedures include:

- A fair and reasonable refund policy.
- Accounts certified annually by a qualified accountant to Australian Accounting Standards.
- Provision of certificate of accounts to the regulator on request.

Upon request from government agencies, YWAM Perth will provide a full independent audit report of its financial accounts.

12.2.1 Financial Policy

All fees must be paid according to the Financial Agreement received in the application process. The balance of fees is due on or before commencing involvement with YWAM Perth. Students will not be able to begin involvement unless they are able to make these payments. However, if the Course Leader is contacted prior to arrival at YWAM Perth and the financial situation is explained, an alternative payment schedule may be arranged.

Students and Volunteer Staff will not be considered eligible for involvement in field assignments (outreach) until all required fees are paid.

12.2.2 Student Fees

Fees and payment methods are clearly stated in pre-enrolment information, and the YWAM Perth website (<https://www.ywamperth.org.au>).

Should students make payments before course commencement, funds are held in a trust account until the course starts, or the payment deadline is reached. This protects student fees if a course is cancelled or a student withdraws. Funds are then transferred to the working account as required.

All financial matters for international students comply with the Education Services for Overseas Students (ESOS) Act and associated regulations.

Fees for each course are outlined in the enrolment information. The standard payment schedule is:

- AUD \$30 non-refundable application fee upon application.
- AUD \$100 enrolment deposit and health cover fee upon acceptance of place.
- Balance of lecture phase fees due by end of week one.
- Full payment for field assignments (outreach) due three weeks before departure By accepting an Offer of a Place, the student enters into an agreement as stipulated in the Letter of Offer. Payment of tuition fees in full or in part indicates that such an agreement exists between the student and the school. Should circumstances change after receiving an offer, fees will only be refunded in accordance with the Refund Policy.

By accepting an Offer of Place, the student enters into an agreement as outlined in the Letter of Offer. Payment of fees indicates acceptance of these terms. Should circumstances change after acceptance, refunds will be processed in accordance with the Refund Policy.

Students must meet payment requirements before participating in training or field assignments. Qualifications and statements of attainment will not be issued until fees are paid in full.

12.3 Compliance and Reporting

12.3.1 ESOS Framework

YWAM Training Perth operates in accordance with the Education Services for Overseas Students (ESOS) Act 2020 and the National Code 2018. A copy of the ESOS Framework and guide for students is available through links provided at <https://internationaleducation.gov.au>.

12.3.2 Unique Student Identifier (USI)

All students must provide a verified USI before certification can be issued. Where a student does not have a USI, the Registrar will assist them in creating one during orientation.

Students who object to participating in the USI scheme may apply for an exemption using the official process outlined at:

- Individuals
 - <https://www.usi.gov.au/exemptions>
- Providers
 - <https://www.usi.gov.au/providers>
 - <https://www.usi.gov.au/providers/vet-exemptions-reporting-usi>

12.3.3 AVETMISS Reporting

YWAM Training Perth collects AVETMISS data during enrolment. This data is entered into the Student Management System, validated using AVETMISS Validation Software, and submitted to NCVET by 28th of February each year. The TST oversees the process and supports the Registrar, who manages data collection and submission.

12.3.4 Quality Indicators

YWAM Training Perth collects and reports Quality Indicator data annually by 30 June for the previous year.

- Students complete a **Learner Feedback Form** to measure engagement and satisfaction.
- Volunteer Trainers complete a **Course Staff Feedback Form** to measure trainer engagement.

12.3.5 Information Provided to ASQA

The TST notifies ASQA within 90 days of any significant changes, including:

- Executive officers or high managerial agents.

- Financial administration status (e.g. liquidators appointed).
- Legal name or entity type.
- Ownership or control changes.
- Mergers or associations with other RTOs.
- Registration (or application) with other education regulators.
- Matters affecting Fit and Proper Person status.
- Changes to funding sources or business strategy.
- Changes to the RTO's business strategy (e.g. more to online delivery, assessment-only delivery, offshore delivery).
- Delivery to apprentices or trainees.
- Any other significant event impacting registration.

12.3.6 Internal Audit

The TST coordinates an annual internal audit to ensure compliance with RTO and CRICOS requirements. Findings are reviewed by the Training Director and CEO to inform continuous improvement. An annual Declaration of Compliance is submitted to ASQA. Regular validation of training and assessment tools and outcomes is also conducted in line with the YWAM Training Perth Validation Policy.

12.3.7 Legislative requirements

YWAM Training Perth ensures compliance with all relevant Commonwealth and State legislation and regulation, including:

- Work Health & Safety.
- Equal Opportunity and Anti-Discrimination.
- Workplace Harassment, Victimisation and Bullying.
- Vocational Education and Training legislation.
- Disability Services Act and Disability Discrimination Act.
- Privacy Act.
- Official Information Act.
- Resource Management, Building Regulations, Fire Safety.
- Education Services for Overseas Students Act.
- Child Protection.
- Access and Equity.

Volunteer staff are regularly informed of legislative and regulatory requirements through training forums and the YWAM Perth intranet (SharePoint). Course Leaders must ensure students receive updates during orientation or as needed through email or class announcements.

12.4 Third-Party Arrangements

YWAM Training Perth does not currently engage any third parties to deliver or assess nationally recognised training.

If a third-party arrangement is entered in the future, a formal written agreement will be established outlining procedures, monitoring strategies, and responsibilities to ensure quality

and compliance with the Standards. The arrangement will be reported to the Regulator within 30 days of commencement and termination.

12.5 Insurance

YWAM Training Perth maintains the following insurance coverage:

- Public Liability.
- Professional Indemnity.
- Volunteer Workers Compensation.
- Building and Contents.
- Tuition Protection Scheme.

12.6 Workplace Health & Safety (WHS)

YWAM Training Perth recognises the responsibility to provide a safe and healthy work environment. This includes:

- Providing a safe workplace (including first aid facilities).
- Ensuring compliance with WHS legislation and standards.
- Implementing and reviewing WHS policies and procedures.
- Providing information and resources to staff and students to meet safety responsibilities.

In accordance with Western Australian law, risks are managed and reduced as far as reasonably practicable.

All volunteer staff and students are responsible to:

- Adhere to the WHS policies and procedures.
- Report hazards via a WHS Hazard Report or to a relevant volunteer staff member.
- Follow lawful instructions.
- Refrain from behaviour that endangers themselves or others.

The WHS Hazard Report form is available on the YWAM Perth intranet (SharePoint).

Evacuation and Fire Safety

All volunteer staff and students are required to participate in a fire drill as part of course orientation and at least once every three months thereafter. A designated WHS Officer is responsible for organising and conducting these drills. Course Leaders ensure that students are familiar with evacuation procedures. All emergency exits are clearly marked with signage, and evacuation plans and reports are displayed in prominent locations throughout YWAM Perth facilities.

First Aid

First Aid-certified volunteer staff are available for treatment. The Healthcare ministry maintains first aid kits positioned across the premises.

Smoking, Alcohol, and Drugs

- There is a no smoking policy for all YWAM Perth's facilities.
- Storage and consumption of alcohol (food or beverages) is prohibited in all YWAM Perth's facilities.
- Use, possession, or dealing with illegal drugs will result in the immediate enrolment cancellation and referral to appropriate authorities.

13. Document Change Log

Version	Date	Description of Changes	Prepared / Submitted By	Approved By and Date
1222	December 2022	Updated Release (history unknown)	Petra Zuidema	<i>Unknown</i> December 2022
2503	March 2025	<p>Updated YWAM and UofN relationship.</p> <p>Added Generative AI clause.</p> <p>Updated Training Team organisational structure.</p> <p>Updated Critical Incident Events and process handling.</p> <p>General grammar and formatting changes</p> <p>Updated Refund Policy with information for Seminars and Short Courses</p>	Christopher Whitby	Unapproved Standards for RTO's 2015 repealed
2510	October 2025	Restructured and updated to include the 2025 Standards for RTO's (Outcomes, Compliance, and Credentials for NVR's)	Christopher Whitby	Board of Directors, November 2025

14. Appendices

Appendix A – Who we are as Youth With A Mission

YWAM Perth's Statement of Purpose

Youth With A Mission (YWAM) is an international movement of Christians from many denominations dedicated to presenting Jesus personally to this and future generations, to mobilizing as many as possible to help in this task, and to the training and equipping of believers for their part in fulfilling the Great Commission. As citizens of God's kingdom, we are called to love, worship, and obey our Lord, to love and serve His body, the Church, and to love all peoples everywhere, which includes presenting the whole Gospel for the whole person throughout the whole world.

We of Youth With A Mission believe in God—Father, Son, and Holy Spirit – and that the Bible is God's inspired and authoritative Word, revealing that Jesus Christ is God's Son, fully God and fully human; that people are created in God's image; that He created us to have eternal life through Jesus Christ; that although all people have sinned and come short of God's glory, God has made salvation possible through the incarnation, life, death, resurrection and ascension of Jesus Christ; that repentance, faith, love and obedience are fitting responses to God's initiative of grace toward us through the active ministry of the Holy Spirit; that God desires all people to be saved and to come to the knowledge of the truth; and that the Holy Spirit's power is demonstrated in and through us for the accomplishment of Christ's last commandments, "Go into all the world and preach the Good News to everyone" (Mark 16:15 NLT) and "Go and make disciples of all the nations..." (Matthew 28:19 NLT).

YWAM's Core Beliefs and Foundational Values

A. YWAM's Core Beliefs

Youth With A Mission (YWAM) affirms the Bible as the inspired and authoritative Word of God and the absolute reference point for every aspect of life and ministry. Based upon God's Word, who He is, and His initiative of salvation through the atoning work of Jesus (His death, burial, and resurrection), the following responses are strongly emphasized in YWAM:

Worship: We are called to praise and worship God alone (Exo 20:2-3; Deu 6:4-5; 2Ki 17:35-39; 1Ch 16:28-30; Neh 8:2-10; Mar 12:29-30; Rom 15:5-13; Jud 24-25; Rev 5:6-14; Rev 19:5-8).

Holiness: We are called to lead holy and righteous lives that exemplify the nature and character of God (Lev 19:1-2; Psa 51:7-11; Jer 18:1-11; Eze 20:10-12; Zec 13:9; Luk 1:68 75; Eph 4:21-32; Tit 2:11-14; 1Pe 2:9,21-25; 1Jo 3:1-3).

Witness: We are called to share the Gospel of Jesus Christ with those who do not know Him (Psa 78:1-7; Isa 40:3-11; Mic 4:1-2; Hab 2:14; Luk 24:44-48; Act 2:32-26; Act 10:39-43; 1Co 9:19-23; 2Co 2:12-17; 1Pe 3:15-18).

Prayer: We are called to engage in intercessory prayer for the people and causes on God's heart, including standing against evil in every form (Gen 18:20-33; Exo 32:1-16; Jdg 3:9,15; 1Ki 8:22-61; Eze 22:30-31; Eze 33:1-11; Mat 6:5-15; Mat 9:36-38; Eph 3:14 21; 2Th 3:1-5).

Fellowship: We are called to commit to the Church in both its local nurturing expression and its mobile multiplying expression (2Ch 29:20-30; Psa 22:25-28; Psa 122:1-4; Joe 2:15-17; Mat 18:19-20; Act 2:44-47; Act 4:32-35; 1Co 14:26-40; Eph 2:11-18; Heb 10:23-25).

Service: We are called to contribute toward God's Kingdom purposes in every sphere of life (Deu 15:7-11; Deu 24:17-22; Psa 112:4-9; Pro 11:10-11; Zec 7:8-10; Mat 5:14-16; 2Th 3:13; Tit 3:4-8; Heb 13:15-16; Jam 2:14-26).

B. YWAM's Foundational Values

1. *Know God*

YWAM is committed to know God, His nature, His character and His ways as revealed in the Bible, the inspired and authoritative Word of God. We seek to reflect who He is in every aspect of our lives and ministry. The automatic overflow of knowing and enjoying fellowship with God is a desire to share Him with others. (2Ki 19:19; Job 42:5; Psa 46:10; Psa 103:7-13; Jer 9:23-24; Hos 6:3; Joh 17:3; Eph 1:16-17; Php 3:7-11; 1Jo 2:4-6.)

2. *Make God known*

YWAM is called to make God known throughout the whole world, and into every arena of society through evangelism, training and mercy ministries. We believe that salvation of souls should result in transformation of societies thus obeying Jesus' command to make disciples of all nations. (1Ch 16:24-27; Psa 68:11; Psa 71:15-16; Psa 145:4-7; Mat 28:18-20; Mar 16:15; Act 1:8; Act 13:1-4a; Rom 10:8-15; Rom 15:18-21.)

3. *Hear God's voice*

YWAM is committed to creating with God through listening to Him, praying His prayers and obeying His commands in matters great and small. We are dependent upon hearing His voice as individuals, together in team contexts and in larger gatherings, as an integral part of our process for decision making. (1Sa 3:7-10; 2Ch 15:2-4; Psa 25:14; Isa 6:8; Amo 3:7; Luk 9:35; Joh 10:1-5; Joh 16:13-15; Heb 3:7-8,15; Rev 2:7,11,17,27; 3:6,13,22.)

4. *Practice worship and intercessory prayer*

YWAM is dedicated to worship God and engage in intercessory prayer as integral aspects of daily life. We also recognize the intent of Satan to destroy the work of God, and we rely upon God's empowering presence, the Holy Spirit, to overcome Satan's strategies in the lives of individuals and in the affairs of nations. (1Sa 7:5; 2Ch 7:4; Psa 84:1-8; Psa 95:6-7; Psa 100:1-5; Mar 11:24-25; Act 1:14; Eph 6:13-20; 1Th 5:16-19; 1Ti 2:1-4.)

5. *Be visionary*

YWAM is called to be visionary, continually receiving, nurturing and releasing fresh vision from God. We support the pioneering of new ministries and methods, always willing to be radical in order to be relevant to every generation, people group, and sphere of society. We believe that the apostolic call of YWAM requires the integration of spiritual eldership, freedom in the Spirit and relationship, centered on the Word of God. (Num

12:6; 1Sa 12:16; Pro 29:18; Eze 1:1; Hab 2:2 3; Mar 1:35-39; Luk 9:1-6; Act 16:9-10; Act 26:19; 2Pe 3:9-13.)

6. Champion young people

YWAM is called to champion youth. We believe God has gifted and called young people to spearhead vision and ministry. We are committed to value them, trust them, train them, support them, make space for them and release them. They are not only the Church of the future; they are the Church of today. We commit to follow where they lead, in the will of God. (1Sa 17:32-50; Ecc 4:13-14; Ecc 12:1-7; Jer 1:5-10; Dan 1:17-20; Joe 2:28; Joh 6:9; Act 16:1-5; 1Ti 4:12-16; 1Jo 2:12-14.)

7. Be decentralized

YWAM is a Christ-centred, faith-based global volunteer movement, united by shared vision, core beliefs, foundational values and relationships. We do not have a centralized structure. Every YWAM ministry has the privilege and spiritual responsibility to develop and maintain healthy relationships with appropriate authorities and circles of elders. (Exo 18:13-26; Num 1:16-19; Num 11:16-17,24-30; Deu 29:10-13; Jos 23:1-24:28; Act 14:23; Act 15:1-31; 1Co 3:4-11; Tit 1:5-9; Heb 13:7,17.)

8. Be international and interdenominational

YWAM is international and interdenominational in its global scope as well as its local constituency. We believe that ethnic, linguistic and denominational diversity, along with redeemed aspects of culture, are positive factors that contribute to the health and growth of the Mission. (Gen 12:1-4; Gen 26:2-5; Psa 57:9-10; Jer 32:27; Dan 7:13-14; Act 20:4; 1Co 12:12-31; Eph 4:1-16; Col 3:11; Rev 7:9.)

9. Have a biblical Christian worldview

YWAM is called to a biblical Christian worldview. We believe that the Bible—the textbook for all of life—makes a clear division between good and evil; right and wrong. The practical dimensions of life are no less spiritual than the ministry expressions. Everything done in obedience to God is spiritual. We seek to honour God with all that we do, equipping and mobilizing men and women of God to take roles of service and influence in every arena of society. (Deu 8:1-3; Deu 32:45-47; 2Ki 22:8; Psa 19:7-11; Luk 8:21; Joh 8:31-32; Php 4:8-9; 2Ti 3:16 17; Heb 4:12-13; Jam 4:17.)

10. Function in teams

YWAM is called to function in teams in all aspects of ministry and leadership. We believe that a combination of complementary gifts, callings, perspectives, ministries and generations working together in unity at all levels of our Mission provides wisdom and safety. Seeking God's will and making decisions in a team context allows accountability and contributes to greater relationship, motivation, responsibility and ownership of the vision. (Deu 32:30-31; 2Ch 17:7-9; Pro 15:22; Ecc 4:9-12; Mar 6:7-13; Rom 12:3-10; 2Co 1:24; Eph 5:21; Php 2:1-2; 1Pe 4:8.)

11. Exhibit servant leadership

YWAM is called to servant leadership as a lifestyle, rather than a leadership hierarchy. A servant leader is one who honours the gifts and callings of those under his/her care and

guards their rights and privileges. Just as Jesus served His disciples, we stress the importance of those with leadership responsibilities serving those whom they lead. (Deu 10:12-13; Psa 84:10; Isa 42:1-4; Mic 6:8; Mar 10:42-45; Joh 13:3-17; Rom 16:1-2; Gal 5:13-14; Php 2:3-11; 1Pe 4:10-11.)

12. Do first, then teach

YWAM is committed to doing first, then teaching. We believe that firsthand experience gives authority to our words. Godly character and a call from God are more important than an individual's gifts, abilities and expertise. (Deu 4:5-8; Ezr 7:10; Psa 51:12-13; Psa 119:17-18; Pro 1:1-4; Mat 7:28-29; Act 1:1-2; Col 3:12-17; 2Ti 4:1-5; 2Pe 1:5-10.)

13. Be relationship-oriented

YWAM is dedicated to being relationship-oriented in our living and working together. We desire to be united through lives of holiness, mutual support, transparency, humility, and open communication, rather than a dependence on structures or rules. (Lev 19:18; Psa 133:1-3; Pro 17:17; Pro 27:10; Joh 13:34-35; Joh 15:13-17; Joh 17:20-23; Rom 13:8-10; 1Jo 1:7; 1Jo 4:7-12.)

14. Value the individual

YWAM is called to value each individual. We believe in equal opportunity and justice for all. Created in the image of God, people of all nationalities, ages and functions have distinctive contributions and callings. We are committed to honouring God-given leadership and ministry gifts in both men and women. (Gen 1:27; Lev 19:13-16; Deu 16:18-20; Psa 139:13-16; Mar 8:34-37; Act 10:34-35; Gal 3:28; Eph 6:5-9; Heb 2:11-12; Jam 2:1-9.)

15. Value families

YWAM affirms the importance of families serving God together in missions, not just the father and/or mother. We also embrace the inclusion of single-parent families. We encourage the development of strong and healthy family units, with each member sharing the call to missions and contributing their gifts in unique and complementary ways. We uphold and celebrate the biblical view that God's intent for holy matrimony is between one man and one woman. (Gen 2:21-24; Gen 18:17-19; Deu 6:6-7; Pro 5:15-23; Pro 31:10-31; Mal 2:14-16; Mat 19:3-9; 1Co 7:1-16; 1Ti 3:2-5; Heb 13:4.)

16. Practice dependence on God

YWAM is called to practice a life of dependence upon God for financial provision. For individuals and for any YWAM team or community, this comes primarily through His people. As God has been generous toward us, so we desire to be generous, giving ourselves, our time and talents to God with no expectation of remuneration. (Gen 22:12-14; Exo 36:2-7; Num 18:25-29; Mal 3:8-12; Mat 6:25-33; Luk 19:8-9; 2Co 8:1-9:15; Php 4:10-20; Tit 3:14; 3 Jo 5-8.)

17. Practice hospitality

YWAM affirms the ministry of hospitality as an expression of God's character and the value of people. We believe it is important to open our hearts, homes, YWAM locations and campuses to serve and honour one another, our guests and the poor and needy, not

as acts of social protocol, but as expressions of generosity. (Gen 18:1-8; 2Sa 9:1-11; Psa 68:5-6; Pro 22:9; Isa 58:7; Mat 25:31-46; Act 28:7-8; Rom 12:13; Heb 13:1-3; 1Pe 4:9.)

18. Communicate with integrity

YWAM affirms that everything exists because God communicates. Therefore, YWAM is committed to truthful, accurate, timely and relevant communication. We believe good communication is essential for strong relationships, healthy families and communities, and effective ministry. (Gen 1:3-5; Num 23:19; Pro 10:19; Pro 25:9-14; Zec 8:16-17; Mat 5:33-37; Luk 4:16-22; Joh 1:1-5; Col 4:6; Jam 3:1-18.)

Foundational Documents

The “Core Beliefs and Foundational Values” (shown above) plus the following six covenantal documents form the foundational documents of Youth With A Mission:

- 1988: The Manila Covenant,
- 1992: The Red Sea Covenant,
- 2002: The Nanning Covenant,
- 2010: The Jubilee Covenant,
- 2014: The Singapore Covenant, and
- 2014: The Covenant to End Bible Poverty.

YWAM’s identity and mission is further clarified by what we know as the “Four Legacy Words” given by God to Loren Cunningham through the years regarding the “alls” and the “everys” of our call. These are the major words of the Lord, which over our history have guided us and shaped our inheritance as a mission. They include:

1. The Covenantal Vision of the Waves, which Loren received in June of 1956 in the Bahamas shortly before his 21st birthday.
2. The Call to Disciple Nations through the Seven Spheres of Society (1975),
3. The Christian Magna Carta (1981), and
4. The Commitment to End Bible Poverty Now (1967 & 2014).

All of these are rooted in the early days of the mission’s story, and we continue to grow in our understanding and application of these Four Legacy Words.

Appendix B – Standards Reference Guide

ASQA Standards for NVR Registered Training Organisations 2025 Reference Guide

Outcome Standards

Standard	Code of Practice Chapter	Page No.
1.1 – Training	3.1, 5.1, 6.1, 6.3, 7.1–7.5, 11.4	12, 25, 28, 31-35, 57
1.2 – Industry engagement	7, 11.4	31, 57
1.3 – Assessment system fit-for-purpose	3.1, 7, 8.1.1, 10.1	12, 31, 45, 53
1.4 – Assessment principles and rules of evidence	3.1, 6.2, 7, 9.2	12, 28, 31, 50
1.5 – Validation of Assessment	7, 12.3.6	31, 65
1.6 – Recognition of Prior Learning (RPL)	4.3, 10.1	18, 53
1.7 – Credit Transfer	3.1, 4.3, 10.1	12, 18, 53
1.8 – Facilities, resources, and equipment	3.1, 5.1, 12.6	12, 25, 66
2.1 – Information to students	2, 3.1, 3.5, 4.4-4.6, 4.9, 11.7	9, 12, 15, 18-21, 23, 58
2.2 – Suitability advice prior to enrolment	3.1, 4.1-4.2, 6.1-6.2	12, 17, 28
2.3 – Training support access	5.1, 6.1, 6.3, 6.4, 11.4	25, 28, 57
2.4 – Reasonable adjustments	3.2, 6.2, 6.3	13, 28
2.5 – Diversity and inclusion	3.2, 3.3, 12.6	13, 66
2.6 – Wellbeing	4.8, 5.1, 6.3, 12.6	21, 25, 28, 66
2.7 – Feedback and complaints	2.6, 9.1-9.4, 12.3.4	10, 49-51, 65
2.8 – Appeals	9	49
03.1 – Workforce management	6.4, 7, 12.1	28, 31, 61
3.2 – Trainer/Assessor credentials and training delivery	7, 8.1	61, 45
3.3 – Industry currency and use of experts	7	61
4.1 – Integrity and accountability	9, 12.1, 12.3	49, 61, 64
4.2 – Roles, responsibilities, and third parties	2.4, 12.1, 12.4	10, 61, 65
4.3 – Risk management	4.8, 11.4, 12.2, 12.3.6, 12.6	21, 57, 63, 65, 66
4.4 – Continuous improvement	5.2, 9.1, 12.3.4, 12.3.6	25, 49, 64, 65

Compliance Requirements

Clause / Standard	Code of Practice Chapter	Page No.
7 – Marketing and advertising	2.1-2.6, 3.1	9-10, 12
8 – Guarantees and inducements	2.3	9
9 – Issuance of AQF certification documentation	8.1	45
10 – Records of AQF certification and assessment	8.2	47
11 – Issue of VET qualifications and statements	8.1	45
12 – Student identifier requirements	8.1, 12.3.2	45, 64
13 – Nationally Recognised Training (NRT) logo	2.2, 8.1	9, 45

14 – Transition of training products	11.7	58
15 – Annual declaration of compliance	12.3.6	65
16 – Notification of material changes	3.5, 12.3.5	15, 65
17 – Third-party arrangements	2.4, 12.4	10, 65
18 – Prepaid fee protection measures	4.6, 12.2.2	21, 63
19 – Public liability insurance	12.5	66
20 – Compliance with laws	8.2, 12.3.2, 12.3.7	47, 64, 65
Schedule 1 – Fit and Proper Person Requirements	12.1, 12.3.5	61, 64
Schedule 2 – NRT Logo Conditions of Use Policy	2.2, 2.3, 2.5, 8.1	9-10, 45

Credential Policy

Section	Code of Practice Chapter	Page No.
1 – Credentials for the delivery of Training and Assessment	7.8 Trainer and Assessor Requirements	40
2 – Credential requirement for the delivery of Training and Assessment for training products from the TAE Training Package	7.8 Trainer and Assessor Requirements	40
3 – Credentials for Validation of Assessment	7.8 Trainer and Assessor Requirements	40

National Code of Practice for Providers of Education and Training to Overseas Students 2018 (ESOS Standards Reference Guide)

Standard	Code of Practice Chapter	Page No.
1 – Marketing information and practices	2.1-2.5, 2.7	9-10
2 – Recruitment of overseas students	3.1, 4.1-4.6, 4.9, 10.1	12, 17-21, 23, 53
3 – Formalisation of enrolment and written agreements	3.5, 4.1, 4.4, 4.5, 8.2, 9	15, 17-19, 47, 49
4 – Education agents	2.4	10
5 – Younger overseas students	4.8	21
6 – Overseas student support services	5.1-5.2, 6.1-6.4, 12.6	25, 28, 66
7 – Overseas student transfers	11.2	56
8 – Overseas student visa requirements	3.1, 4.4, 5.1, 11.3-11.4, 11.6	12, 18, 25, 57, 58
9 – Deferring, suspension, or cancelling enrolment	9, 11.3, 11.6	49, 57, 58
10 – Complaints and appeals	9	49
11 – Additional registration requirements	3.1, 4.6, 12.3.1, 12.3.5, 12.3.6, 12.6	12, 21, 64-65, 66

15. Definitions

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Assessment Tool

The set of resources used to help Volunteer Trainers gather and review student evidence for competency. This includes task instructions, marking guides, checklists, and other documents used in the training and assessment process.

Chief Executive Officer (CEO)

Provides overall legal, financial, and organisational leadership for YWAM Training Perth. The CEO is responsible for governance, compliance with legislation, financial accountability, and strategic oversight, and reports to the YWAM Perth Board.

Competency-Based Training (CBT)

A practical learning approach where students grow in knowledge and skill through real-life application. Students are trained and assessed on their ability to meet nationally recognised standards and demonstrate readiness for service and ministry.

Course Cancellation

When a course is unable to proceed, typically due to low enrolments or operational needs. Students will be supported in exploring other training options or receiving a refund in line with our Refund Policy.

Course Staff

Volunteer staff who assist in the delivery of training and assessments under the leadership of a Course Leader. Their responsibilities may include facilitating discussions, mentoring students, providing administrative support, and ensuring that training aligns with organisational policies and accreditation requirements where applicable. Course Staff operate under supervision where required and contribute to the overall success of the course.

Course Leader

An appointed volunteer staff responsible for the overall leadership and management of a specific course. Their duties include developing and implementing training strategies, ensuring compliance with organisational policies, accreditation requirements where applicable, recruiting and overseeing Course Staff, and maintaining the quality of training and assessment. Course Leaders are accountable to the Training Director for staff development courses and to the Quarter Point Person for all other training.

Critical Incident

A serious or unexpected event (such as injury, threat to safety, or natural disaster) that affects student wellbeing. In these moments, we follow our Critical Incident Policy to care for those involved and ensure appropriate action is taken.

Finance Team (Accounts)

Works alongside the Financial Manager to manage student payments, accounts, and financial records. This team ensures fees are handled according to the Refund Policy and maintains transparent financial systems.

Intervention Strategy

A support plan developed for students who are at risk of not completing their course. This personalised plan includes clear steps, ongoing encouragement, and regular reviews to help students move forward in their training.

Moderation

A process used by our training team to make sure assessment decisions are fair, consistent, and in line with national standards. Moderation is part of our commitment to quality and continual improvement.

Outreach Leader

An individual responsible for leading and overseeing a team during an outreach phase. Their role includes providing spiritual leadership, logistical coordination, and pastoral care while ensuring the outreach aligns with the objectives of the course or ministry. Outreach Leaders facilitate team preparation, manage on-field challenges, and support participants in applying their training through practical service and ministry.

Plagiarism

Using another person's ideas, words, or creative work without proper acknowledgement. This includes copying text or data, paraphrasing without credit, or submitting work created using AI tools as if it were your own. Integrity is key to personal and spiritual growth.

PRISMS

The government reporting system we use to update enrolment and course information for international students. This keeps Immigration and the Department of Education informed of any changes.

Quarter Point Leader (QPL)

A designated individual appointed by the Training Director to provide oversight for courses on a quarterly basis. This role involves monitoring course quality, ensuring compliance with organisational policies, and supporting Course Leaders in maintaining training standards. The QPL serves as a key link between Course Leaders and the TST and the Training Director.

Recognition of Prior Learning (RPL)

A formal process where students can have previous learning, experience or qualifications recognised toward their course. This helps us honour past learning while ensuring it aligns with the current course requirements.

Registrar

The staff team responsible for guiding students through their enrolment journey. The Registrar looks after applications, student records, compliance systems (like PRISMS and USI), and helps students with important updates.

Staff Training

A mandatory professional development programme for Volunteer Trainers, consisting of a minimum of 20 hours of training. This includes a one to two-week focused training sessions

before quarterly courses begin. The training covers vocational training, competency-based assessment, leadership development, student support services, cross-cultural issues, ethical and legal obligations, and updates to YWAM Training Perth's practices and policies.

Statement of Attainment

A formal certificate given to students who complete one or more units of competency but not a full qualification. This recognises the learning and effort achieved.

Superseded Training Product

A course or unit that has been officially replaced with an updated version. When this happens, we support students through a smooth transition to the new version.

Training and Assessment Strategy (TAS)

A document created by the Course Leader that outlines how a course will run — including who it's for, how long it goes for, how it's taught and assessed, and what resources are used.

Training Director

The Training Director provides oversight for all training at YWAM Training Perth, including both nationally accredited (registered) and non-accredited (non-registered) courses. This includes leadership of training strategy, staff development, course quality, and compliance with relevant regulatory bodies where applicable.

Training Team

The Training Team refers collectively to those directly involved in the leadership, coordination, and delivery of training within YWAM Training Perth. It includes the Training Director, Training Serving Team (TST), Quarter Point Leaders (QPLs), as well as others delegated to assist in training and assessment functions.

Training Product

Any accredited course, qualification, skill set, or unit listed on training.gov.au that YWAM Training Perth is approved to deliver.

Training Serving Team (TST)

A specialised ministry team within YWAM Perth that supports both accredited (registered) and non-accredited (non-registered) training. The TST provides oversight and practical assistance in areas such as course development, compliance, validation, audits, trainer profiles, and national reporting (including AVETMISS and ASQA submissions). The team works closely with Course Leaders and QPLs to uphold quality standards across all training, ensuring consistency with YWAM Training Perth's mission and values, and maintaining alignment with regulatory requirements where applicable.

Training Working Team (TWT)

A group of experienced leaders who guide the development, delivery, and continuous improvement of training courses. This team assists in course review, responds to feedback, supports staff development, and upholds training standards across all offerings.

Tuition Protection Service (TPS)

The TPS is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study.

Underage Student

Underage student refers to a person who will be under the age of 18 at the time of enrolment.

University of the Nations (UofN)

A global Christian training institution established to equip individuals for missions and service in various spheres of society. The UofN operates through decentralised campuses worldwide, offering modular courses, degree programmes, and training in areas such as discipleship, leadership, and practical skills. UofN courses are designed to integrate spiritual growth with academic and vocational training, preparing students for local and global impact.

Volunteer Trainer

Refers collectively to Course Leaders and Course Staff who serve in a voluntary capacity to deliver training and assessments. Volunteer Trainers are responsible for facilitating learning, ensuring compliance with organisational and accreditation standards, and supporting students in their development. Course Leaders provide overall leadership, while Course Staff assist in training delivery under their guidance.

YWAM

Youth With A Mission. A global, interdenominational Christian movement dedicated to knowing God and making Him known. This is achieved by equipping and sending volunteers into missions through evangelism, training, and mercy ministries. YWAM offers a variety of training programmes, including Discipleship Training Schools (DTS) and specialised courses, empowering individuals to serve in diverse cultural and professional contexts.