

Youth With A Mission

Discipleship Training School

(Certificate III in Discipleship 10802NAT)

Course Handbook

This handbook/information is to be provided to students prior to confirmed enrolment and again referred to during the orientation of the course. This may be electronically or in hard copy.

The DISCIPLESHIP TRAINING SCHOOL (DTS) is a prerequisite for all other YWAM courses, and is a requirement for joining staff anywhere in YWAM.

DISCIPLESHIP TRAINING SCHOOL COURSE DESCRIPTIONS

The Discipleship Training School (DTS) is an intensive Christian training course encompassing 11-12 week lecture/teaching with about 8-12 weeks practical field assignment. The DTS is designed to encourage students in personal character development, cultivating a living relationship with God and identifying their unique individual gifts and callings in God. Cross-cultural exposure and global awareness are special emphases throughout the course, preparing the students to reach current and future generations and answer the call to "Go into all the world and disciple all nations" Matthew 28:19.

DISCIPLESHIP TRAINING SCHOOL FIELD ASSIGNMENT

As a second phase of the DTS, specially organized teams are sent out typically for twelve weeks (minimum eight) of evangelism in cross-cultural situations. The emphasis is on the application of principles taught in the DTS lecture phase coupled with teaching on evangelism concepts and practices equipping students to share their faith using a variety of means. Special assignments are given during this course.

THE PURPOSE OF THE DTS IS

- 1. To GATHER and CHALLENGE** people to worship, listen to and obey God, releasing them (in the context of the DTS) to serve through evangelism, intercession, acts of compassion and other expressions of God's heart for the world, possibly even pioneering new ministries.
- 2. To INSPIRE and CULTIVATE** growth in one's relationship with God resulting in Christ like character, which is based on a solid Biblical foundation, the work of the Holy Spirit and the personal application of Biblical truth, especially concerning God's Character, the Cross and empowering Grace.
- 3. To SHARPEN** one's ability to relate to, learn from and work with people, including those of different cultures, personalities and perspectives.
- 4. To further EQUIP** each one to serve God's purposes either in or outside of YWAM Family of Ministries, strengthening a commitment to reach the lost, especially the unreached, to care for the poor, and to influence all areas of society.
- 5. To IMPART** the vision and foundational values of Youth With A Mission International as well as that of the host operating location and to provide information regarding a variety of opportunities for service.

THE DTS AIMS TO GRADUATE STUDENTS

- with a growing understanding of the breadth and depth of God's character and ways
- who are becoming more like Jesus in the way they relate to God and people
- who increasingly cooperate with the empowering presence of the indwelling Holy Spirit
- who listen to and obey God as the result of God's enabling Grace
- who search the Scripture in such a way that transforms beliefs, values and behaviours
- with strengthened lifestyles of worship, intercession and spiritual warfare
- with a greater ability to work with others, especially those different to themselves
- who can share the Gospel with the lost and have a life long commitment to do so
- with a commitment to continue to be involved in some way with God's work among the nations,
- including unreached people, the poor and needy and in spheres of society
- who understand the calling and values of YWAM and are aware of a variety of opportunities available to them throughout YWAM
- with a clearer understanding of God's purposes for their life and a sense of their life direction

→ who either:

1. go on to serve God in either a context familiar or foreign to them
2. pursue further training (in or outside of YWAM) to equip them for further service.

DISCIPLESHIP TRAINING SCHOOL- COURSE OUTCOMES

Deepen relationship with God

- Prioritize seeking God
- Respond to God through a range of methods
- Adjust behaviour in response to God

Develop Christian character

- Prioritise holy living
- Recognise Jesus as Lord
- Practice the Fear of the Lord
- Practice dependence on God

Contribute to a Youth With A Mission community

- Orientate to Youth With A Mission
- Relate well with others
- Participate in community
- Relate well to authority

Practice spiritual authority

- Develop personal spiritual authority
- Participate in intercession
- Participate in worship
- Participate in strategic prayer

Contribute to evangelism

- Communicate truth
- Demonstrate compassion

Participate in a Christian missions outreach team

- Prepare for team activities
- Contribute to team activities
- Adjust to another culture
- Review outreach

DELIVERY OF TRAINING

The DTS will be delivered in a variety of ways to suit a variety of learning styles. There will be classroom lectures, guided group discussions, Bible studies and research projects, video, workshops and field training (which incorporates local and overseas ministry and outreach).

Besides lectures throughout the week, there will also be intercession and prayer, worship, devotions, small group discussion groups, individual mentoring times, general housekeeping responsibilities, personal studies and possibly some local outreach in the community. There will be some free time off every week. Weekends are normally free except for some minor duties and possible local ministry. All scheduled activities are a part of the DTS training so all participants are expected to be a part of all activities.

WHO ARE THE TEACHERS?

Resident staff, local pastors and ministers and visiting lecturers from different parts of the world, will provide teaching. Training videos of reputable, international speakers are used as well. All our visiting lecturers are experienced in their field of ministry.

WHAT HAPPENS ON OUTREACH?

The outreach phase will be 8-12 weeks in total and will involve teams working in Australia and also abroad. It provides a practical follow-through of the teachings given during the lecture phase, and it is an opportunity for students to experience first-hand God working through them and giving them a glimpse of missions. Not everyone is called to be an evangelist, but we are all called to do the work of an evangelist,

which essentially means sharing our faith with someone else. Some examples of outreach opportunities are: drama, music, church work, work with children or the elderly, Bible distribution, open air and friendship evangelism, house/prayer/hospital visitation, youth work, practical helps, etc.

ASSESSMENT METHODS

Assessment takes place throughout the duration of the course. The Course staff will evaluate your growth in the various outcomes of the course. Assessment methods and assignments may include the following. You may contact the YWAM Base for specifics for your Course.

- Question and answer Worksheets
- Reflective Journals
- Evaluations
- Book report
- Guided group discussions

Further details of actual assignments will be given during orientation. Study and homework will take around 2-5 hours per week, depending on the individual's learning characteristics and which assignments are due that week.

RECOGNITION AND ACCREDITATION

At the successful completion of the course students will obtain a Certificate III in Discipleship which is a recognized qualification within Australia with YWAM Training (Registered Training Organization #0449). YWAM's International training body, the University of the Nations (UofN), recognizes this course as a pre-requisite to all other training courses within the UofN. You may be awarded 19-24 credits towards a degree with the University of the Nations. Graduates may then go on to any other course within YWAM Training or the UofN or may apply for a staff position with YWAM worldwide.

The DTS is run in a number of locations around Australia and around the world. The accredited Certificate III in Discipleship (10802NAT) is a course offered by YWAM Training and delivered through partnerships in most Youth With Mission centres across Australia. These courses are seen with mutual recognition, meaning if you take the course in one location, it is also recognized in another YWAM base as the same course.

RESOURCES

Resources you will be required to bring yourself include a notebook and a Bible for study and assignments. Check with the YWAM Course Leader if you are required to bring a computer. We will provide you with the necessary books for book reports, access to the internet (if necessary for assignments) and other reference books. Classrooms, study rooms and equipment will vary depending on the week and topic of teaching. For example, there may be use of class rooms, study rooms, data projectors and video machines, white boards, overhead projectors, teaching tools provided by the resources trainers, etc. Please speak with the Registrar for any other specific things you must bring for the course or for your living arrangements.

COURSE EXPECTATIONS

It is expected that students will uphold the requirements of the course, including the following expectations. If any issues arise we would prefer to address them casually and relationally. Under some circumstances, for international students, it is a requirement that we notify the department of Immigration if any behaviour goes uncorrected. Students will:

- finish with at least 11 weeks of lectures and 8 weeks of outreach
- meet academic course requirements (including all assignments)
- maintain Godly conduct in character and behaviour (see Code of Conduct)
- meet attendance requirements- The DTS is a full-time, live in course. One week is made up of up to 50 hours of activities. Full attendance is required for the completion of this course. This includes all scheduled activities during lecture phase, as well as local and overseas outreach.
- Meet at least 80% attendance
- Meet participation requirements- We expect that each student will participate in all activities, not just with their presence but by contributing to the learning experience. This includes being a part of group discussions, completing assignments, discussing what God is doing in their life with their staff, etc. This is to take full advantage of the training and the learning environment.



Student Handbook

Youth With A Mission

In training partnership with YWAM Training

Please read this handbook prior to enrolment with
any course with YWAM Training.

CONTENTS

WELCOME	4
UNIVERSITY OF THE NATIONS	4
COMPETENCY BASED TRAINING	4
LIVE-LEARN CONCEPT	5
APPLICATION PROCESS	5
Applications from Minors	6
VISA PROCESS	6
DO YOU SPEAK ENGLISH?	6
COURSE FEES	7
STUDENT IDENTIFICATION	7
STUDENT SUPPORT STRUCTURES	8
Overseas, under age students	8
Confidentiality	8
Specialist assistance available	9
Department of Education	9
IF SOMEONE HAS A COMPLAINT OR PROBLEM	9
APPEALS REGARDING SUBMITTED COURSE WORK	10
STUDENT PERFORMANCE AND CONDUCT	10
MAINTAINING ENROLMENT	11
Course Participation	11
Tracking your Development	11
Deferring or Cancellation of Enrolment	12
DISCIPLINARY PROCEDURES	13
ALL ARE VALUABLE AND UNIQUE	14
Harassment and Discrimination	14
RECOGNITION OF PREVIOUS STUDIES	15
Recognition of Course Credits	15
RPL Process	15
STUDENT TRANSFERS	15
GAINING ACCESS TO YOUR RECORDS	16
FAMILIES WITH CHILDREN	16
CHILD PROTECTION	16
INSURANCE	16

WELCOME

Welcome to Youth With A Mission and YWAM Training. We are pleased that you have taken time to find out the opportunities we have to offer you. Here in YWAM Australia we are dedicated to giving you quality training that will equip you in whatever area God has called you in. Our goal in training is not to give you more academic knowledge, but rather to give you wisdom with your knowledge so that you can go out and make a difference in the world you live in. All of our courses are designed with missions in mind, our call to the Great Commission.

Following in these pages is a bit of a guide to how we run our training. These are things that you need to be aware of if you are to enrol in a course with us. This is not the only document that is available, but should be read with the Course Information. We also have a Policy and Procedure Manual which details our training systems further. If you have any questions about any of these things, or about anything else, feel free to contact the School Leader or the Registrar at the YWAM Centre you're most interested in.

Those of us in Youth With A Mission tend to use a number of acronyms in our communication. So here are some definitions that you may come across that might help you:

YWAM- Youth With A Mission

YWAMers- staff and students of Youth With A Mission

YWAM Training- Youth With A Mission's training organization in Australia. YWAM Training is a Registered Training Organization within Australia.

UofN- University of the Nations- The UofN is YWAM's training internationally. The UofN offers degree courses, however they are not necessarily recognized.

DTS- Discipleship Training School- The initial training course run by YWAM.

Base – A YWAM operating location, usually where the Course is being delivered from.

Second-level School – A YWAM Course that can be taken after the completion of a YWAM Discipleship Training School.

UNIVERSITY OF THE NATIONS

YWAM Training is affiliated with YWAM's international training network of tertiary level education/training usually known as the University of the Nations (UofN). The UofN offers many courses, seminars and degree programs around the world. Some YWAM Training courses will may earn you credit with the UofN. The UofN is not registered for recognized accredited training in Australia.

For more information about the UofN and degree programs offered check out their website at www.uofn.edu.

COMPETENCY BASED TRAINING

Ever since its formation Youth With A Mission has adopted an educational model which focuses on training toward competence in specific tasks rather than training to deliver specified content. The desired learning outcomes become the guidelines for choosing curriculum and content. Assessment of all aspects of a student's achievement and competency reflect that model.

Assessment is undertaken continuously and consists of a range of approaches that are relevant to the learning outcomes sought. For instance, assessment may be a combination of written assignments coupled with a demonstration of skills and knowledge in a practical setting. Observation of the student's application of learning in field work is an essential element of assessment.

As these training programmes are preparing trainees for future involvement in Christian missions, an equally important component of both training and assessment is demonstration of appropriate Christian character.

LIVE-LEARN CONCEPT

The live-learn concept means establishing community for the purposes of learning. Following Jesus' example and others from the Bible and throughout history, we work to establish a community of common values and to learn together. We believe that learning takes place best in the context of relationships. The strong emphasis placed on relationships between students and staff and on small groups and student activities provides a secure atmosphere that optimises the learning experience.

The 'classroom' becomes a lot more than the place where students sit down and take notes. Practical workshops and interaction; working together on a project; small group activities; communal worship, prayer, meals and social activities are extensions of the classroom experience. Students find themselves learning from staff in the classroom, in the streets, in the kitchen, in the workshops and in many other situations that promote learning and personal development.

It is a community learning experience, based on the scriptural principle of a body of believers who are one in spirit, working together as a team toward the same objectives. Teamwork implies a sharing of resources, ideas, talents and working together in unity. The great variety of course related activities provide a rich medium for the development of deeper relationships.

Students live in accommodation arranged and supervised by Youth With A Mission. Staff also share similar accommodation during the classroom phase and, during the field assignment phase, usually the same accommodation as students. Living and learning together provides staff with unique opportunities for assessing students in terms of achievement, character and attendance.

APPLICATION PROCESS

When a person inquires they are sent an application form. When submitted, this information provides the basis for selection of students. Should we require any more information we will contact you.

When making application, applicants will have opportunity to read and assess the mission's vision, values, policies and procedures before joining.

Applicants to the course must supply the following information as per the application form:

- Experience, qualifications and aspirations
- Personal statements relevant to the particular course
- Christian character and calling
- References as specified in the application forms
- For "second-level schools" a copy of the UofN DTS completion certificate or transcript

Once the YWAM Base has received the above information from the applicant, the information will be reviewed and prayed over by qualified staff in reference to your readiness for training and suitability for the mission field for which the course prepares people. In addition the staff will be seeking a sense of where God may be leading you in relation to this specific training course or programme. It is important both for you as a student and for us a training location to be in agreement concerning God's leading for you in this course.

Where an applicant has done previous YWAM training (particularly for the DTS), he/she will send in a copy of that YWAM or UofN certification or transcript as a part of their application process. As part of the application process, the YWAM Base Registrar or Course Leader may contact the YWAM Training Records Office or a University of the Nations Registrar to verify the certification.

Prior to enrolment, students will be given further opportunity to review the policies and procedures which are written in this document.

Prior to enrolment, a member of the training team will phone the applicant, to discuss further the course and the applicant's expectations and their suitability for the Course, including their English-language suitability.

It is a requirement of Youth With A Mission that a Discipleship Training School be completed prior to enrolment into another YWAM course as well as any place on YWAM staff. The DTS can be done either in Australia or overseas and is equivalent to the Certificate III in Discipleship.

“The DTS is the foundational building block of YWAM, the cornerstone of the mission. It is our DNA, our genetic code. The DTS/CDTS gives vision, it gives understanding, it gives people something to hang on to so that they will know what YWAM is and what YWAM isn't.” *(excerpt taken from UofN Reference Guide 2005: “The DTS/CDTS is YWAM’s Foundation”)*

In most cases we cannot enrol international students who are currently studying in Australia and have not yet completed 6 months of their initial course. Also, in most cases, except due to exceptional circumstances, we will not grant transfer requests to another Training Provider.

After scrutiny and prayer of your application you will be informed of either your acceptance for the course or reasons for non-acceptance. Should you be accepted you will be sent a **Letter of Offer**. Upon your receipt of our Letter of Offer we need the applicant to read the conditions of enrolment stated in the **Acceptance of Place**. This form needs to be signed and submitted to the Registrar with the deposit and Overseas Student Health Cover fee (if applicable). For overseas students, where Student Visas apply - When the Registrar receives this, within 2 weeks the applicant will be issued a **Confirmation of Enrolment** with which the student will use to apply for the Student Visa as directed by the Registrar. We have the right to not accept a student.

Applications from Minors

In Australia a minor is anyone who has not yet turned 18. Please check with the YWAM Base you are interested in to see if they will accept minors into their Course. You can request information regarding the application process, and welfare and housing arrangements provided for minors.

VISA PROCESS

Non-Australian or New Zealand students require a visa to enter Australia. Many of our courses are eligible for a Student Visa. Speak with the Registrar at the YWAM base of your interest to find out the specifics for your Course.

Once you've been accepted, your next step will then be to sign the '**Acceptance of Place**' form and return it to the Registrar indicating that you have contracted to attend the course and agree to the conditions stated, and send the deposit required to hold your place in the Course. We cannot receive any monies for the Course until the Acceptance of Place is signed.

If applying for a Course which is eligible for student visas, you will need to obtain **Overseas Student Health Cover** (OSHC) (where applicable, see specific details for costs). It is a condition of the student visa that you have OSHC with an Australian health insurance company. The Registrar will give you further details regarding this. In some cases, YWAM will arrange this for you, or if you will need to arrange it yourself. Further information about the Overseas Student Health Cover is available on:

<https://www.homeaffairs.gov.au/Trav/Stud/More/Health-Insurance-for-Students>

If you are not using a student visa, you will need to arrange your own travel health insurance prior to coming to the Course.

We will be available for advice at all stages of this process. Further information about the visa process will be sent to you upon acceptance.

DO YOU SPEAK ENGLISH?

(For students whose first language is not English)

Most courses run by the YWAM Training are conducted in English. However, there are a few accredited and non-accredited courses run in other languages. Please check with each YWAM Base for specifics of their courses.

To obtain a student visa and to enroll in a Course, students will require a sufficient standard of oral and written English proficiency in order to benefit from the training they are undertaking. The Australian Immigration Authorities may require people from specific nations to pass the International English Language Testing System (IELTS) test at 5.5 or higher in order to get a student visa to study one of our courses

With your School application form you **must** evidence of your English proficiency for your comprehension and expression of spoken and written English. Acceptable forms of documentary proof may be any one of the following:

- Successful completion of a Youth With A Mission course, at any of our locations world-wide, where English is the primary language of instruction
 - Please submit copy of UofN Course certificate in English
- International English Language Testing System (IELTS) test of 5.5 or higher taken in the last 12 months
 - Please submit a copy of score results in English
- Phone interview - If you cannot produce one of the above, you will be contacted by the YWAM Base to have a phone conversation to assess your English proficiency.

COURSE FEES

(The following information is taken from the University of the Nations Catalog 2005-2007)

All UofN [YWAM] personnel are responsible to raise their own support, they receive no salary for their service. Volunteer staff, efficient housing and dining and student work assignments are factors which contribute to low costs. Students serve up to ten hours per week in student work assignments, assisting staff in maintaining facilities and related operations. This practice aids in maintaining the facilities, promotes teamwork and student/staff interaction, and provides students with an opportunity to serve.

God's provision for individuals comes in different ways. A student's family may assist in paying for the student's tuition. If students have committed themselves to mission work and have taken a Discipleship Training School, support often comes from home churches. Some students earn money in advance while others see their need met through gifts from supportive friends. Many times, students sense God's leading to give to one another. Responsible stewardship and generosity are foundational values of the mission.

Payment of Fees – YWAM Training as a Registered Training Organization delegates responsibility to the YWAM Base that is running the Course to receive funds for the running of the Course from the student. These funds are fully managed by the YWAM Base. The YWAM Base cannot receive any payment of fees (except for the Application Fee) prior to entering into written agreement with the student.

Course Fees: Student fees are to be paid as per the payment plan determined by the Course. Any exception must be documented in the written agreement approved by the specific school leader before the student arrives. Students enrolled in a course are expected to continue through the entire course.

Expenses vary widely according to the courses and the cost of living where a course or a field assignment may be taken. Contact each location directly for current fees.

Refund Policy: Policies for termination or early student withdrawal due to extenuating circumstances, such as death in the family, will differ at various locations.

Ask the Registrar for current refund policies for your course of interest.

When a refund is given to a student, a written statement describing the refund must be given to the student and a copy kept in the student's file. If the Course does not run, is delayed, or is cancelled during the Course, the refund must be given to the student(s) within 2 weeks. A student may request a refund by submitting a written request to the Registrar or Accountant and the refund must be given within 4 weeks of receiving a written claim from the student. Refunds will be given as per the refund schedule.

This refund policy is covered by the legislation under the ESOS Act 2000 and ESOS Regulations 2007. This policy does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies

STUDENT IDENTIFICATION

As of 1 January 2015 all students undertaking nationally recognized training in Australia must have a Unique Student Identifier (USI). This USI is a number generated by the Australian Government USI Registrar. The USI system records results of all training you have undertaken in Australia. You are able to access it anytime, give access to training organizations to update your details, or print off transcripts of your training details.

The USI is free to obtain, it can be created online, and can be accessed at any time, online. If you do not already have a USI Youth With A Mission will assist you in creating one for yourself upon arrival to the Course. This will require any Australian government generated ID document (such as driver's license, passport, medicare card), or for overseas students, your passport which holds your Australian visa. You will need to give your USI number to the Registrar at your Base in order for YWAM to link your training outcomes with your USI. For more information go to www.usi.gov.au or request the [Student USI Information Sheet](#) from the Registrar.

STUDENT SUPPORT STRUCTURES

A student experiencing any difficulty with a course will be offered immediate assistance by the Course Staff.

A support service is offered to students with problems directly related to study as well as with general personal concerns. These may include stress due to study and assessment, a grievance, familiarising to new surroundings, financial matters, or personal issues. These services include orientation, academic progress, further study and accommodation support.

All students have regular meetings with a group leader, which provide an opportunity for support guidance and prayer. The Group Leader is the first point of contact for support. Where matters arise beyond the scope of authority of the staff, the student will be referred to suitable qualified personnel such as the Course Leader. Discussion groups happen at least once a week, and individual meetings with the group leader are regular and available upon request. These activities will help the student in areas of their study and personal development.

Guidance on further training after the Course is provided by the Training Coordinator in conjunction with course leaders.

Overseas, under age students

Not all YWAM Bases will accept students under the age of 18. Please check with the individual YWAM Base for their policy on this matter.

The course leader and staff will be sensitive to cross-cultural issues and meet the special needs of international students, especially those under eighteen years of age. Applications for underage students must be discussed with the parents prior to enrolment. All under-age students must stay in approved accommodation. YWAM training includes accommodation therefore, we will arrange accommodation for the student, and note this to the Department of Home Affairs. The length of our responsibility for the under-age student will be stated in the Student Visa Conditions. Underage students must stay in YWAM provided accommodation, or risk being in breach of their student visa. In most cases, underage students will not be able to holiday or take trips away during or after their course. Underage students will receive additional orientation upon arrival regarding expectations concerning their welfare.

Confidentiality

All personal information disclosed by a student to staff in personal discussions or in written form remains confidential between the student and the staff persons responsible for that student's welfare. Such staff persons will be limited to those who 'need to know' in order to provide appropriate care to the student

The following limitations apply:

- where the information disclosed relates to behaviour which contravenes the values and principles of Youth With A Mission and the YWAM Training, persons responsible for responding to behavioural breaches may become involved
- where information disclosed relates to a criminal offence, YWAM Training may be obliged to report that information to the relevant authorities
- when required by due process of law, YWAM Training will provide such specific information as falls within the bounds of the legal requirement

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

For a full view of our [Privacy Policy](#) please request this from the Registrar of the YWAM Base you're in contact with.

Specialist assistance available

Student Health Advice – For international students holding Overseas Student Health Cover – Most of the Insurance Providers (such as Medibank Private) provide general advice, assistance and health support services to overseas students as a part of their service to you. See your insurance membership for details.

Counseling services – If a student is in need of counseling services, the Course Leader can assist in finding someone with such services.

Legal Aid – Check with the Training Coordinator for assistance in finding Student Legal Aid options in the area.

Appeals or complaints regarding course work – Australian Skills Quality Authority for Australian students or the Overseas Student Ombudsman for overseas students.

Department of Education

The Department of Education in Australia wants all overseas students to know your rights and responsibilities. Please read a description of the ESOS department at <https://docs.education.gov.au/node/39586>. For more information see www.studyinaustralia.gov.au

IF SOMEONE HAS A COMPLAINT OR PROBLEM

Access to a just and equitable process for dealing with grievances will be provided at all times.

The Word of God says, "If it is possible, as far as it depends on you, live at peace with everyone" (Rom. 12:18). When conflicts arise, often there is an accuser and an accused. We need to remember to hold each in equal esteem before the Lord. We must not prejudge either side but be open to each "striving to maintain the bonds of peace" Ephesians 4:1-3. In the vast majority of situations, no one has acted with malice. Rather, one or more believers have acted unintentionally or foolishly and brought hurt to one or more people.

In the YWAM family, we are called to live and work together in humility and harmony. When conflicts arise, our goal is to bring reconciliation and release for both parties for further service in God's kingdom. We should not enter into conflict resolution seeking someone to blame or punish. We should seek restoration.

YWAM's procedure in handling grievances includes the following Biblical principles as outlined in the policy:

- We all need to forgive- if an offence has taken place, the offended must forgive in order to experience healing and restoration.
- Biblical principles regarding justice- Our justice must reflect the justice of God which is shown through his character throughout the Bible.
- Reconciliation is always a goal of God's justice.

Any complaints brought forward should follow the Matthew 18 principle. The process for bringing forth grievances and complaints are:

- If the complaint is about another person, the individual should approach that person they have a complaint against before involving others.
- If no reconciliation can be made, the offended individual can then bring the complaint to their group leader or their Course Leader.
- Should this fail to bring resolution, the matter may be taken to the course leader, or for staff complaints with a Base Leader.
- At this point, if the individual chooses that this be a formal complaint, a [Complaint Form](#) will be filled out as a record of the meeting. Should this still not see resolution, the issue will be taken to the appropriate Centre Director. As a final point of resolution, the situation may be taken to the YWAM Base Leadership team. If the individual is still unsatisfied with the results of the complaint/appeal they may involve an independent party,

which the organization will arrange at little or no cost to the student. After the decision has been made after one external complaints process, the situation will be considered closed.

- The individual has 20 days after an event to make a complaint
- The individual making the complaint will receive a copy of the [Complaint Form](#) with the processes and decisions record.

At all stages these meetings are informal and conciliatory. The individual's views will be heard and respected. YWAM's position and policy will be clearly communicated without prejudice.

The process for hearing the case will begin within 10 working days of receiving the formal complaint/appeal. If a Student is making the complaint, they must stay enrolled during the processing of the complaint or appeal. Decisions to allow the student to attend class are at the discretion of the Base Leadership, if it is safe for them and others to do so. A record of the complaint should be given to the individual.

All procedures, agreements and action steps will be recorded and held in confidence. The Individual will receive a copy of the [Complaint Form](#) which will include the outcome and reasons for the outcome. If the decision is in favour of the student, the School will immediately implement any corrective measures, decisions made or preventative measures as per the outcome.

At any stage a support person may accompany the complainant.

For more information about an external complaints process you may contact ACPET services:

<http://www.acpet.edu.au/members/quality-and-ethics/complaints/>. A student may also make any complaint about the conduct of the YWAM Base or YWAM Training to the Australian Skills Quality Authority (ASQA- <http://www.asqa.gov.au/complaints/complaints.html>) or by contacting the ESOS helpline at 02 6240 5069. External bodies will look at YWAM's policies and procedures to see that YWAM followed these in making the decision. However, external complaints systems are not in the position to make a decision on the subject of the complaint. Overseas students will be reported to the Department of Education after just 1 external appeals process.

This policy does not dismiss the student's or staff member's rights to pursue other legal action.

For further information see *UofN Reference Guide 2017: YWAM Guidelines for Justice and Reconciliation*.

APPEALS REGARDING SUBMITTED COURSE WORK

If a student at any point feels they have been assessed on their assignments and work unjustly the student has a right to appeal, up to 20 working days after the assessment decision. The response must begin within 10 days of the appeal. Any appeal against assessment (including RPL) will be heard in the first place by the course leader. Appropriate evidence of assessment will be made available to students who appeal against decisions.

Should the student still remain unsatisfied, the Centre Director or other appropriate Leadership at that location will become involved. If the decision still cannot be resolved, the YWAM Training – Australia Board may also be called in to adjudicate.

A panel involving at least one person not associated with the student or YWAM Training may be set up if required. This would only occur in cases where no resolution was possible through the means described above.

All procedures, agreements and action steps will be recorded and held in confidence. The student will receive a copy of the Complaint Form.

All other procedures for dealing with appeals of course work follow the same policies as the Complaints Policies.

STUDENT PERFORMANCE AND CONDUCT

The following is an excerpt of what we require of the students' behaviour while attending the YWAM Training course. More information can be found in the *UofN Reference Guide 2005*.

“All students enrolling in the U of N are expected to be committed Christians who aim to further glorify God in their lives. As a result, faculty and staff have high expectations for each student.

“The U of N modular education system demands concentrated study and continuous diligence, because the academic content of each course or school is equivalent to several secular university courses. Since the expectations and demands are high, student performance is monitored carefully.

“The U of N believes that the development of Christian character is an integral part of our training and a central ongoing goal of the U of N. Consequently, we expect that the conduct of U of N students will be in keeping with Biblical standards. Any verified moral violation (including but not limited to sexual immorality, lying, dishonesty, theft, substance abuse, physical abuse or sexual abuse) will be considered grounds for disciplinary action including probation and possible dismissal from a course or degree programme.”

All staff and students are to be living out the principles of God with regards to their behaviour and actions, to themselves and to those around them. If an incident occurs, then the **Disciplinary Procedure** is put into effect. Please see the **Code of Conduct** available from the YWAM Centre for more details.

The Disciplinary Procedure will begin as soon as seen fit by the Course Leader or any other members of the Leadership Team of the Base. Unresolved issues or ongoing issues may end in cancelling the student’s enrolment. If this is the case, the student may be issued with a **Notice of Intention to Report**, detailing our intention to report their change in enrolment to the immigration authorities. The student has a right to appeal using the **Appeals Process**.

MAINTAINING ENROLMENT

Our heart is to disciple and equip each participant in their destiny and purpose. We will work alongside every student individually to see their competency at the end of the course. Our training encompasses not only academic learning, but also character growth, spiritual development and learning of new skills. The training process includes formal and informal learning opportunities, while living in a YWAM community to further enhance the process. As such, the schedules include not only teaching lectures, but also discussion groups, individual coaching or mentoring, application of skills and local ministry opportunities, team building, life skills, workshops, worship and prayer.

Course Participation

All scheduled activities require attendance, unless otherwise stated. If a student is not able to attend a session they should let one of their staff know directly. Lack of participation in the course can be grounds for cancellation of enrolment. Lack of participation can include:

- consistently not submitting course assignments on time
- submitting insufficient course assignments even after having discussions with the Staff or a having undergone an intervention strategy
- frequently not attending class or coming late
- frequently not attending other scheduled activities such as group discussions, work duties, ministry/outreach, etc
- refusing to participate in any ministry which is a part of the course requirements, either locally or on outreach

Unexcused non-attendance will be monitored and recorded. If a student nears dropping below 80% attendance, an informal discussion will be had and support given. If a student has dropped below 80% after that point we will notify the student of our intention to dismiss them from the Course. If an overseas student, they will be notified of our **intention to report** them to the authorities through written form, for non-participation (see “Disciplinary Procedures”). This may be emailed to them, handed to them in person, or put in their mail box / pigeon hole at the YWAM Base. A lack of participation will risk the student being reported to the Immigration authorities for disciplinary reasons, which may result in a cancellation of the student’s visa.

Tracking your Development

To help each student learn and grow in knowledge, skills and character related to the course outcomes, students will be monitored to ensure they’re meeting course requirements throughout the course, and that they will finish the course in the expected time. Satisfactory progress is also a requirement to maintain a student visa.

On most Courses, a decision of competency in that course is only able to be assessed at the end, due to the fact that most of the assessment is ongoing, integrated and, holistic. Students will be monitored each week through reviewing

their assignments and one-on-one and small group discussions with their small group leader or Course Leader and other specific assessment points. Through frequent and daily contact with the students, staff are able to continually give feedback to the students of their development and are able to monitor their progress, to ensure they will finish the course within the time specified for the course.

Students are required to maintain and meet at least 80% of the course assignments for each phase of training (study period, module or unit) by the end of that Phase of the training. If at the end of that phase they have not met this, the Course Leader will speak with the student directly and will come up with an 'Action Plan' (also known as an Intervention Strategy), a way to support the student to see them meet the requirements through the next phase. The Action Plan may be implemented at any time during the Course.

At the end of the second phase of training, and the implementation of the Action Plan, if the student has still not met the minimum course requirements they will not be able to graduate the Course. This policy differs for the SBS, C4CM, C4TAE and Diploma CML - see the Course Handbooks for these courses for more detail.

If a student is not upholding character or behavioural standards this may result in the student not being permitted to attend the field assignment due to cultural, ministry and team dynamics required for that assignment and location.

If a student is not yet ready (spiritually, emotionally or in their maturity) for the cultural sensitivity of the field assignment this could result in the student not being permitted to attend the field assignment, or suspended until a later time. This may be due to the cultural, ministry and team dynamics required for that assignment and location.

A full view of our [Course Progress Policy](#) is available upon request from the Registrar at the YWAM Base.

Extensions of study dates are only available in very limited circumstances. In most instances, we will expect that a student will finish the Course in the time frames laid out in the CoE. These circumstances include:

- compassionate reasons such as serious illness or injury (in which case there should be a medical certificate issued) or death of a close family member, disaster in their home country, etc
- the Course Leader conducted a [Course Progress Action Plan](#) with the student previously which the student successfully completed
- an approved suspension or deferment of study (*see below*)
- if the Base is not able to provide a particular pre-requisite which the student initially enrolled in and will have to do at a later time
- or any other type of compassionate and compelling reason deemed as such by the Course Leader *and* Training Coordinator

An approval to extend a course for one of the above reasons requires application for a new student visa (if an overseas student).

Deferring or Cancellation of Enrolment

Some scenarios may arise which require us to defer, suspend or cancel a student's enrolment. We must look at areas of academic performance, attendance to activities and conduct and behaviour. The staff of the Course will follow the **Disciplinary Procedures** with regards to issues of conduct and behaviour as expected for the individual YWAM Centre. Please see the Course Information and further information from the Base about these requirements.

Due to the intensity and the length of our courses, under normal circumstances it is not possible for a student to defer or suspend a course. Students enrolled in the Discipleship Training School will not be able to defer or suspend their studies. For other courses, a deferment of studies by request of the student will only be allowable in exceptional cases, as deemed such by the Course Leader and Regional YWAM Training Board Member. If it is granted, the student will have to make up any missed weeks/units for full credit after the course as they cannot 'make up' weeks of study during the course, as per the UofN requirements.

The Course Leader may decide to defer or suspend a student's enrolment, either by request of the student or imposed by the Course Leader for reasons such as:

- If the student has been sick or has been absent and unable to participate fully in the Course, suspension may be available to continue the Course after the incident
- If the student has not adhered to the Codes of Conduct and the Course Leader would like to support the student to complete the Course at a later date
- The student is not yet ready (spiritually or emotionally) for the cultural sensitivity or the intensity of the field assignment

- If the student does not arrive on time due to visa delays, they may defer the start of their course, to start on the next course.

In these cases, the Course Leader can defer the enrolment until the start of the next Course, if no more than 3 months away.

If approval to suspend or defer a Course is given, advice must be sought if the change affects the student's visa (if an overseas student) end dates. In some cases, overseas students may need to apply for a new visa.

The Course Leader may decide to cancel a student's enrolment for the following reasons:

- Continual breach of the Code of Conduct or Base Guidelines (available from the YWAM Centre) even after verbal discussions and warnings
- Or any concerns as mentioned in the "Course Performance and Conduct"

In any case, the student will be notified of our [Intent to Report](#), verbally and in writing. Overseas students will need to note that the Registrar is then required to report the change in their studies to the immigration department.

DISCIPLINARY PROCEDURES

All actions taken for disciplinary measures, including dismissal, require justifiable reason and fair procedure. Students and staff are made aware of all policies prior to enrolment and have understood and accepted the purposes and values of the school in which they are enrolled. This is verified by their signature on the Acceptance of Place form. Should the behaviour of an individual consistently conflict with these purposes and values, leadership should re-evaluate with the individual their continued involvement with the school or ministry. A normal process would begin with seeking understanding whether or not the individual is prepared to accept the conditions of continued involvement in the school. A review of the guidelines of the campus and the expectations of the Course will be made. The matter will then be discussed between the student and the Course Leader with a view to reconciliation, and if necessary a verbal warning will be given to the student or written communication if deemed necessary.

If the verbal warning is unheeded, the course leader will approach the student again, giving a second warning. If the unacceptable behaviour continues, the Centre Director will be consulted for final discussion and an attempt at reconciliation. If the individual is not prepared at this stage to accept the conditions of continued involvement, this amounts to a decision on their part to leave. A decision will be confirmed in writing using the [Disciplinary Action Record](#). The decision may be to suspend the student's enrolment or cancel it. If this is the case, the student will also be given written decisions on this. And if the student is an international student, a notice of intention to report to the Department of Education will be given as well.

Misbehaviour may include:

- consistent lack of participation or attendance in required activities within the Course
- harming or bringing injury to self or others
- not adhering to the Base guidelines, rules, code of conduct as communicated
- harassment or discrimination of others
- cheating or plagiarism

Any refunds given will follow the course refund policies as outlined.

Immediate, unilateral dismissal is rare and will only happen in exceptional circumstances, for instance, where misbehaviour is of criminal nature or bringing harm to themselves or others.

General thoughts for handling "sticky situations":

- In hearing a rumour or report of another's sin, always approach the need to deal with it through the grid of grace.
- Remember that restoration is always the end goal of correction. Humility on the part of the leader is a key ingredient.
- Always believe the best in others.
- Guard your tongue. Be careful about who you share your thoughts of offences with.

How to avoid the need for someone to confront you:

1. Make yourself vulnerable and approachable. Create an environment that encourages people to feel free to give input and ask questions. This will also allow many opportunities for you to teach principles.

2. Be humble. Freely admit, "I don't have it all together. I need you and your input." Recognize that you have areas where you need to learn. A threatened [person] carries a heavy burden, always trying to cover over weaknesses to make himself look good.

Note: Unacceptable Behaviour is determined by the course / base leader. See UofN Reference Guide 2005: YWAM Guidelines for Justice and Reconciliation and Guidelines for Giving and Receiving Correction for more information.

ALL ARE VALUABLE AND UNIQUE

Access to training with YWAM Training is not restricted by age, gender, nationality, cultural, social or educational background.

All training offered by YWAM Training is for the purpose of equipping participants for work in Christian missions or ministry. As such it is important that they truly represent Christ, not only in word but also in lifestyle. Therefore, adherence to Christian beliefs and practices, and membership of a Christian body of believers, is an essential requirement of participants.

Youth With A Mission is itself a multicultural community consisting of staff from many nations, cultures and social backgrounds. As part an international missions agency, YWAM not only caters to but also encourages cross-cultural interaction. It is an essential component of missions training.

No training offered by YWAM Training is gender specific. The only exception is in regard to working in other nations and cultures where fulfilment of certain roles by members of a particular gender is not acceptable to that culture.

Where appropriate (e.g. Certificate III in Discipleship) specific variations of courses may be offered to cater for differing age requirements of participants.

Fees for all courses will be kept to a minimum. The purpose of this policy is to encourage participation by students from as wide a range of socio-economic backgrounds as possible within the provision of quality training.

The objective of each training course and program is the achievement of competency in the learning outcomes. As a result, training staff are committed to working alongside trainees to assist them in whatever way necessary to maximise their learning potential. Staff are trained in an appreciation of differing learning styles and will structure training in such a way as to provide an equitable and fair training environment and assessment procedures.

Where it is apparent, after the commencement of the course, that a student's educational level may be inconsistent with the level of training for which they are studying, every effort will be made to assist in their training and alternative assessment procedures may be offered.

Where a student may have special disability needs, YWAM Training will seek to accommodate those needs, on an 'as needed' basis.

Harassment and Discrimination

YWAM Training, maintains and observes high standards of behaviour and character among staff and students. As a Christian organisation, high standards of character and behaviour are promoted and expected, in adherence to Christian beliefs and practice within a Biblical framework.

Harassment (sexual, bullying, intolerance, etc) of one individual or group by another individual or group is unacceptable – whether this is on the basis of gender, race or any other cause.

Any such behaviour that is brought to the attention of staff will be addressed immediately by the appropriate leadership. The primary aim will be reconciliation between the parties and the promotion of character growth.

If harassment is carried out by a student or group of students it will be addressed by the course leader. The Centre Director may get involved if there is no reconciliation.

If harassment is carried out by a staff member it will be addressed first by the Centre Director, and then by the YWAM Centre Leadership team, should necessity require it.

If harassment or other unacceptable behaviour persists, the individual will be requested to discontinue their course or involvement as staff.

RECOGNITION OF PREVIOUS STUDIES

Recognition of Course Credits

YWAM Training recognizes Qualifications and Statements of Attainment which are issued by other Registered Training Organizations (RTO) within Australia

If a student can present an official certified transcript that shows he/she has completed accredited competencies at another RTO in any course or competency which the YWAM Training offers, course credit will be given to that student, and they will not have to be further assessed. A copy of the original qualification or statement of attainment will be held in the student's file, or a file received from the USI service.

YWAM Training recognizes the UofN DTS certification from any YWAM Base and accepts completion of such a DTS as equating to the Cert III in Discipleship as the prerequisite for other qualifications. However, students who wish to attain the Cert III in Discipleship Qualification will be required to go through a RPL process, as described below.

Where a student or staff applicant has done previous YWAM Training, he/she will send in a copy of that YWAM or UofN certification or transcript as a part of their application process. As part of the application process, the YWAM Base Registrar or Course Leader may contact the YWAM Training Records Office or a University of the Nations Registrar to verify the certification. If training was completed at another training organization, the Registrar or Course Leader will verify the applicant's qualifications by contacting the organization.

RPL Process

YWAM Training offers formal Recognition of Prior Learning (RPL) in only a few instances. Through RPL YWAM Training can formally acknowledge previous training that someone may have received and award that with a qualification. It would be necessary to show evidence of these and their relevance to the course.

RPL is available for the following circumstances:

- 1) Where an individual did a YWAM/UofN Course outside of Australia and would like to gain recognition for it through YWAM Training.
- 2) Where an individual did a YWAM Course within Australia prior to that Course being accredited or registered and they would like to gain recognition for it through YWAM Training.
- 3) For TAA trainees or BLS/C4CM/DipCML trainees who have had recent experience in the YWAM ministry/school environment and would like to fast-track their assessment processes. However, in this case, the trainee will still need to participate in all formal learning and team activities.

An RPL application and evidence kit is available on request.

RPL will only be granted for complete Units. Competence in all learning outcomes/competency standards for that unit and Course must be demonstrated before RPL will be granted. Students who wish to apply for RPL must provide details of prior experience or training that may be relevant and/or demonstrate competency in outcomes of the course. Any prior learning through training or experience must be transferable to the context for which the course is designed. Students will need to demonstrate the application of knowledge and skill within the prescribed context. The final decision regarding RPL will be made jointly by the course leader and training director. For an overseas student, if the granting of competencies through RPL leads a shortened course duration the student will be notified by the Registrar regarding the Confirmation of Enrolment reporting and visa expectations.

STUDENT TRANSFERS

If an overseas student is interested in transferring to another course or training provider (YWAM or non-YWAM) please speak to the Training Coordinator or Registrar at the YWAM Base for details. Transfers are acceptable with limitations when transferring prior to completing 6 months of the principle Course. If transferring after 6 months no limitations apply. Transfer will be granted through a 'letter of release' where:

- The course which the student is transferring to is more suitable for them and their career/ministry direction

- They arrived late to the course or has missed significant amounts of the course due to circumstances which were out of the students control (such as illness or traumatic incidents, etc) and would like to start the course from the beginning elsewhere.

GAINING ACCESS TO YOUR RECORDS

Trainee records are kept confidential with only authorized staff having access. Trainees may have access to their records through the following procedure. To access any of your personal files or assessment files, please request a [Personal Information Disclosure](#) form from your Course Leader or the Registrar. They will set a time appropriate for both you and them to allow you to view your records.

If you would like to give access to any portion of your records to another person or organization you may also request the [Personal Information Disclosure](#) form and mention what part of your records you would like released. The Registrar can only send a copy of the records and keep the originals here (unless in the case of applying for a school at another base, prior to enrolment for that course, then the original application may be sent).

FAMILIES WITH CHILDREN

Dependent children of international students (entering Australia on student visas) do not receive free education. Families must plan for their child's education, and costs thereof while living in Australia. Student visa requirements are that all dependent school-aged children must be attending school, if their stay in Australia is more than 3 months. To attend government schools, fees range between \$4000 for primary education up to \$15,000 for secondary education. Private/Christian schools, that are registered to admit the dependents of international students, do consider enrolment of children, depending on availability. In some instances, discounts are available. Homeschooling may also be an alternative. Contact us to find out about both Christian/private and Government schools nearby. Whilst it is the responsibility of the parents to make enquiries to the individual school, some information is available upon request from our Registrar.

Visa conditions are listed here:

<https://www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students>

Contact the Registrar for any other child services we can offer.

CHILD PROTECTION

YWAM Australia has in place Child Protection Policies to protect children (those aged under 18 years) in our training courses as well as those we minister to. All staff, students and volunteers will require background and/or reference checks, as appropriate to the position they're filling. Please check the child protection policies at the specific YWAM Centre that affect you.

INSURANCE

Each YWAM Base holds insurance relevant to the needs of the ministry. This includes Volunteers insurance and Public Liability. However, it is a requirement of YWAM Australia that all staff and student hold their own personal health cover.

For students arriving on Student visas, you will obtain Overseas Student Health Cover. You can obtain more information about this from the respective YWAM bases. Students traveling on another type of visa for short-course must hold their own travel health insurance. You can obtain suggestions for cover from the Registrar at the YWAM Base.

YWAM is not liable nor does our insurance cover lost, stolen or damaged personal items. If this is a concern for you, ensure you come with suitable insurance to cover your personal belongings, particularly electronics.