



Malyon
VOCATIONAL TRAINING



www.malyonvet.edu.au

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CALAM Training trading as Malyon Vocational Training is an NVR Registered Training Organisation Code 30002

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Welcome to Malyon Vocational Training

Thanks for investigating training with Malyon Vocational Training (MVT). MVT is an NVR Registered Training Organisation (RTO Code 30002) and has been equipping people for ministry for over 20 years. We are a training division of Queensland Baptists and work alongside our sister Higher Education college, Malyon Theological College.

Our desire is to see individuals and communities transformed by God as people are equipped to lead and minister effectively. People who have graduated from our courses are serving as pastors, church planters, community development workers, missionaries and pastoral carers in Queensland, across Australia, and around the world.

In the pages of this handbook, you can read more about who we are, our approach to training and the courses we offer as well as the practical issues of fees, financial assistance and policies that relate to learner engagement with us.

If you are a person who is keen to grow in your leadership and ministry capacity and have a passion to apply your gifts and talents to extending God's kingdom in your locality, then we'd love to have you train with us.

Christine Thomas

CEO - Malyon Vocational Training

Malyon Vocational Training

Building 3 53 Prospect Road

Gaythorne Qld 4051

ABN 26 140 175 668

About Malyon Vocational Training

Our Purpose

MVT seeks to work with churches and like-minded people (particularly within Queensland Baptist networks) to co-ordinate and facilitate training so that people can grow as leaders and advance in their Christian ministry capabilities and capacity. Our desire is to see people trained and equipped to lead and minister effectively so that people will come to a personal faith in Jesus Christ, grow in Christian maturity, exercise leadership in a local church or other ministry setting and serve our world in need.

Our Approach to Training

We believe that learning should be an active experience, based in real life situations. We seek to integrate theory and practice in learning experiences that relate to real life ministry. Our goal is to apply sound learning principles in real life contexts involving action and reflection, so that people learn through practice and evaluation. As a Registered Training Organisation (RTO) we offer a variety of accredited ministry courses as well as an extended range of complimentary programs. The RTO operates under the regulations of the Australian Skills Quality Authority (ASQA) and we are responsible for delivering and assessing training according to these standards. MVT issues qualifications in line with the Australian Qualifications Framework (AQF).

We offer our courses in distance mode, usually via our online training platform. In addition, and where possible we like to offer a blended approach to learning where some modules are taught in face-to-face settings. These module offerings are promoted on our website. We encourage (and for some courses require) learners to engage a more experienced mentor who can support and advise them in their training. Where possible we want to promote group learning, because we believe people learn best when they are experiencing learning together.

Our Movement

MVT is an initiative of Queensland Baptists (QB). QB is movement that exists to bring the collective strength of the Queensland Baptist network together so as to assist local churches to develop and achieve their own vision under God and bring about transformation in the lives of people within their communities.

Our beliefs

As a training division of QB we subscribe to the statement of beliefs of QB. You can read these on the QB website, www.qb.org.au. Learners training with us do not need to be members or attendees of Baptist churches in Qld, but this is our primary constituency. So we do require learners to be respectful of the beliefs and practices of QB.

Our Team

CEO and Manager – The CEO and Manager of MVT, Christine Thomas, responsible for the Management and compliance of the training organisation and ensuring that it remains aligned with its purpose and mission. She is responsible for the policies and practices of the training organisation meeting the standards that are required by the government regulator of Vocational Education and Training. Christine is also involved in the development of curriculum in her areas of speciality and training and assessing in these.

Course Co-ordinators – Course Co-ordinators are responsible for the shaping of the training programs that they oversee and ensuring that they comply with the required standards. They also oversee the trainers and assessors who train and assess in these courses. MVT’s course co-ordinators are Christine Thomas and Andrew McCafferty (Ministry and Theology), Christine Thomas (Training and Assessment), Greg Peckman (Ethnic Ministry Leaders), Chris Erb (Outdoor Leadership) and Janelle Tidey (Chaplaincy and Pastoral Care).

Student Support Officer – The Student Support Officer assists in the assessment of new students to ascertain who may require additional support or referral to external support in order to engage successfully in training. She also has a particular focus on supporting students in our Ethnic cohort for whom English is not their first language. The Student Support Officer at MVT is Ruth Peckman.

Trainers and Assessors – Trainers and Assessors are responsible for the delivery and assessment of modules and units offered by MVT. Some trainers and assessors are staff members (all of the people listed above) and others are contracted in for particular areas of training.

Administrators – The administrators at MVT are responsible for enrolment of learners, learner records, course records and finances. The administrator at MVT is Paula Tobin.

Who to Contact

General Inquiries – mvt@malyon.edu.au

General Information – www.malyonvet.edu.au

Office Hours

Our office hours are 9.00am – 4.00pm Monday to Thursday and 9.00am – 12.00pm Friday. We have a shared reception with Malyon Theological College. You can contact us on 07 3354 5656 or mvt@malyon.edu.au

Our Accredited courses and Training Packages

Certificate III in Christian Ministry and Theology 10741NAT

The Cert III program is delivered in distance mode and is designed for those seeking to grow and develop in their understanding of Scripture and practical ministry applications. It is ideally suited for Senior School students and people who may not have done any tertiary study, or who are not looking for a “heavier” program. It is a self-paced program and people can commence at any time. However, if the Cert III is studied as part of Year 11 and 12 schooling, study dates align with Queensland state school terms. The Cert III is a comfortable entry point for busy people who are looking to carve out some intentional time for their personal spiritual development. Recognition of prior learning is available in part or full and assessed on prior training and experience. People are welcome to enrol in individual modules without completing the full qualification if there are specific areas of interest to them.

Course Detail

Duration of Course: The full qualification will nominally take 490 structured/supervised study plus additional unsupervised hours (approximately 800) to complete (depending on electives chosen). Of these hours, 420 hours are in core units of the study, with the remainder being in elective units.

Entry Requirements: There are no entry requirements for this qualification. Learners will need a satisfactory grasp of English skills (reading and writing), which will be assessed at the time of applying for enrolment.

Core Skills Acquired: The subjects engaged in will equip people to:

- Identify how the Bible, Christian life and practice are understood today
- Identify theological information within themes and issues
- Relate this theological information to a Christian way of life
- Communicate theology in everyday language.

Modules, Course Fees and Start Dates: There are no specified start dates for this course, unless the learner is a Senior school student, in which case Queensland school term dates apply. As it is a distance program, learners can commence on confirmation of their enrolment when provided with access to our online learning platform.

Course Cost: \$2310 (minimum depending on electives chosen) Tuition Fees + resources (texts and source material) for each unit.

Module of study	Hours	Tuition fee
Communication & Admin	70	\$330
God's Big Picture	70	\$330
Personal Discipleship	70	\$330
Jesus – the man, the mission, the King	70	\$330
Disciple making & personal evangelism	70	\$330
Developing Christian Community	70	\$330

Making sense of the world	70	\$330
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Fees for RPL commence at 50% of tuition fee but may be charged at a higher rate for more involved assessment up to, but not more than the course tuition fees.

Certificate IV in Christian Ministry and Theology 10742NAT

The Cert IV course is the entry level program for people looking to exercise leadership in Christian ministry in either a voluntary or paid capacity. It is an ideal program for anyone who is looking to ground themselves in a solid understanding of Scripture and grow and develop in the ministry stream in which they are gifted. The Cert IV program has been designed so that it can sit within a church internship program. Recognition of prior learning is also available in part or full and will be assessed on prior training and experience. People are welcome to enrol in individual modules without completing the full qualification if there are specific areas of interest to them.

Course Detail

Duration of Course: The full qualification will nominally take 530 hours of structured/supervised study plus additional unsupervised hours to complete (depending on the stream and electives chosen).

Entry Requirements: There are no entry requirements for this qualification. Learners will need a satisfactory grasp of English skills (reading, writing and speaking), which will be assessed at the time of applying for enrolment. Learners are also advised to have a mentor who can guide and support them in their study. This will usually be a ministry leader within the learner's local church.

Core Skills Acquired: The subjects engaged in will equip people to:

- Discuss the nature of the Bible and how Christian life and practice is understood today
- Interpret and investigate theological information within themes and issues
- Relate this theological information to a Christian way of life
- Gain new personal understandings about God and people
- Communicate theology in everyday language.

Modules, Course Fees and Start Dates:

This course will usually though not exclusively take place in a church internship context. So start dates will vary according to church programs and other factors. People undertaking this qualification outside of a church internship program can negotiate a start date with MVT

Cost: \$ 3110 (minimum depending on electives chosen) Tuition Fees + resources (texts and source material) for each unit.

Module	Hours	Tuition Fee
Communication & Administration	55	\$325
Field Training	100	\$580
Personal Spiritual Growth	55	\$325
Biblical Foundations	55	\$325
Disciple making & Personal Evangelism	55	\$325

Leading Effective Teams	55	\$325
Caring for People	55	\$325
Electives (<i>only 1 required</i>)		
Ministry with Children (+ church safe practices)	100	\$580
Ministry with Youth (+ church safe practices)	100	\$580
Ministry with Small Groups (+ church safe practices)	100	\$580

Diploma of Christian Ministry and Theology 10743NAT

The Diploma is the entry point for people who are committed to a training track that may lead to vocational ministry, or who are looking for a more in-depth engagement with Biblical and theological issues, and more advanced skills in ministry practice. Our program is designed with modules shaped by the ministry context addressed by each stream of training. These ministry contexts include:

- **Ethnic and multicultural church leadership**
- **Pastoral leadership**
- **Church planting and pioneering ministries**

Modules are offered in various modes – distance, project based and face to face. Recognition of prior learning is also available in part or full and is assessed on prior training and experience. Successful completion of this qualification satisfies the training requirements for people seeking registration as Queensland Baptist Pastors.

Course Detail

Duration of Course: The full qualification will take between nominally take between 750 and 925 hours of structured/supervised study plus additional unsupervised hours to complete (depending on the stream chosen). Of these hours, 510 hours are in core units of the study, with the remainder being in other nominated units.

Training Tracks: As this qualification is our launch pad for people either exploring or already involved in vocational ministry, we are developing a range of streams within this qualification to address different needs and contexts (with the QB environment in mind). These streams will involve a combination of face to face teaching in regular sessions or intensives, online modules and projects. As mentioned above these streams will include training for:

- Ethnic church leaders
- Pastoral leadership

Entry Requirements: There are no entry requirements for this qualification. Learners however will need a competent grasp of English skills (reading, writing and speaking) which will be assessed at the time of applying for enrolment. Learners will also be required to have a mentor who can guide and support them in their study. This will usually be a ministry leader within the learner's local church.

Core Skills Acquired: The subjects are designed to equip people to:

- Analyse and interpret theological beliefs and information
- Research and investigate theological information within themes and issues
- Identify new theological information and relate this to a Christian way of life
- Gain new personal understandings about God and people
- Communicate theology in an effective way.

Modules, Course Fees and Start Dates: There are two formal intakes a year for our Diploma courses (February and July).

Stream A: General Pastoral and Church Planting

Course Cost: \$6355 Tuition Fees + resources (texts and source material) for each unit

Module of study	Hours	Tuition fee
God's Story	100	\$670
My Story	75	\$500
Engaging with the Bible	75	\$500
Leading People	75	\$500
Communication	100	\$670
Growing Disciples	75	\$500
Caring for People	75	\$500
Leading Change	75	\$500
Managing a Ministry*	75	\$500
Soul Care	50	\$340
Services and Ceremonies*	25	\$175
Engaging with the World	75	\$500
Engaging through the Church	75	\$500

*This module is for people who are seeking to be registered as QB Pastors

Stream B: Ethnic Ministries

Course Cost: \$3960 Tuition Fees + resources (texts and source material) for each unit.

NB: Entry into this stream is for people who are either refugees or ministering in a QB Ethnic church, or other like Ethnic church from another movement or denomination.

Unit of study	Hours	Tuition fee
Bible Overview 1 OT	70	\$330
Bible Overview 2 NT	70	\$330
Theology 1	70	\$330
Theology 2	70	\$330
Personal Spiritual formation	70	\$330
Cross cultural church leadership	70	\$330

Cross-cultural competency and communication	70	\$330
Cross-cultural caring	70	\$330
Project A Leadership in the Church	70	\$330
Project B Bible and Theology	70	\$330
Project C Evangelism	70	\$330
Project D Discipleship	70	\$330

Fees for RPL commence at 50% of tuition fee but may be charged at a higher rate for more involved assessment up to, but not more than the course tuition fees.

Certificate IV in Chaplaincy and Pastoral Care CHC42315

The Cert IV in Chaplaincy and Pastoral Care is a course designed for those looking to develop their understanding and skills in people-helping. This is an entry level qualification for people involved in an intentional way in chaplaincy and pastoral care. There are 2 streams of training in this qualification. The first is for those engaged through Carinity (QB's Care Arm) who are involved in chaplaincy or training for chaplaincy with Carinity. The second is for those who are doing chaplaincy work in areas such as their local church or a community setting.

This qualification prepares chaplaincy and pastoral care workers to:

- Provide pastoral care, advice and support
- Identify and assess client well-being and needs
- Provide basic direction and pastoral counselling with referral to appropriate professionals
- Provide pastoral care information.

This qualification aims to develop foundational skills that can underpin growth and development as a chaplain or pastoral care worker. Note that this is not a counselling qualification and will not be sufficient for those seeking to go into professional practice. It is, however, an excellent entry point for those looking to develop the basic foundational people-helping skills and gain an understanding of contemporary social issues.

Course Requirements

Learners undertaking this qualification will be required to have a mentor who is more experienced and preferably qualified in the area of chaplaincy or pastoral care, as well as meet the practical hour's element of this qualification, which involves a minimum of 100 hours of supervised practice of skills relevant to the training.

This qualification is offered via distance mode, with key modules being supported by regular online tutorials. Some units may be offered as an option in face-to-face mode from time to time if there are sufficient learner numbers to facilitate this. Recognition of prior learning is also available in part or full depending on prior training and experience.

The Practical Element

To attain this qualification the learner is required to complete a *minimum* 100 hours of work (either paid or volunteer) in the area of study, as well as engage in further practical work as is required within the units and modules. It is **highly** recommended that the learner arranges a practical placement prior to commencing the course and receive written consent from the workplace. The 200-hour practical requirement can be done in one workplace or in many workplaces.

Learners are required to have an experienced practitioner as a mentor/supervisor who is willing to observe and sign off on demonstrated skills. It is essential that the learner understands that, before they can be deemed competent in any unit, s/he must have demonstrated the appropriate skills to a satisfactory standard and by signed off by a supervisor. Learners are to keep this in mind, especially when choosing electives.

The Course Structure

This qualification consists of nine (9) core units and four (4) elective units, thirteen (13) units in total. The core units are delivered in a clustered module format for those studying the course with no RPL. These can be done in two different ways – Module learning OR Individual Units:

Modules:

There are four modules in this form of delivery:

Self-Development	Key Contemporary Issues
Best Practice	Pastoral Care

These modules cover all nine (9) of the core units and two electives. A further two electives are to be chosen from a wider list of offerings.

Individual Units:

This is where the learner studies the required units (13) as individual units. Those doing any part of their qualification through RPL will study areas not covered in RPL through this format. These units are delivered online through a written and interactive format. Areas that are covered in this form of study are the core units and electives.

We also offer the two compulsory School Chaplaincy Units, CHCCS016 Respond to client needs and CHCMHS001 Work with people with mental health issues, as a separate study. Please state these units upon your enrolment.

Course Details

Duration of the course: 760 - 980 hours depending on electives chosen.

Entry Requirements: There are no entry requirements for this qualification. Learners will need a satisfactory grasp of English skills (reading, writing and speaking) and basic digital literacy, which may be assessed on application. Learners are also advised to have a mentor who can guide and support them in their studies.

Course Cost: \$3640 Tuition Fees + resources (texts and source material) for each unit.

Individual Unit Cost: As per schedule below.

RPL Cost: as per the unit costs (there is no reduction in fees for RPL for the Cert IV C&PC units).

Module	Title	Core/Elective	Cost
	Self-Development (1 unit)	C	\$280
	Pastoral Care (3 units)	C	\$840
	Key contemporary issues (4 Units)	C	\$1120
	Best Practice (3 units)	C	\$840
		C	\$810
	TOTAL CORES:		\$3080
Units	NB: Learners are to select 2 electives from below		
CHCAGE001	Facilitate the empowerment of older people	E	\$280
CHCAOD001	Work in an alcohol and/or other drugs context	E	\$280
CHCCCS001	Address the needs of people with chronic disease	E	\$280
CHCCCS003	Increase the safety of individuals at risk of suicide	E	\$280
CHCCSL007	Support clients in decision-making processes	E	\$280
CHCDIS007	Facilitate the empowerment of people with disability	E	\$280
CHCGRP002	Plan and conduct group activities	E	\$280
CHCPAL001	Deliver care services using a palliative approach	E	\$280
CHCPRT001	Identify and respond to children and young people at risk	E	\$280
CHCVOL002	Lead volunteer teams	E	\$280
CHCYTH003	Support young people to create opportunities in their lives	E	\$280
	TOTAL ELECTIVES (2)		\$560

Certificate IV in Training and Assessment TAE40116

MVT also offers the Cert IV in Training and Assessment. This is the minimum qualification required for people who are involved in training and assessing through the VET sector.

Course Details

Brisbane Campus

Duration of the course: 380 hours

Entry Requirements: There are no entry requirements for this qualification. Learners will need a satisfactory grasp of English skills (reading, writing and speaking). However, those entering this

program must be able to demonstrate vocational competency in their proposed teaching and assessing area.

Modules, Course Fees and Start Dates: There are no specified start dates for this course. As it is a distance program, learners can commence on confirmation of their enrolment.

There are 9 core units and 1 electives

Course Cost: \$2695

Unit Code	Unit Name	Core/ Elective	Hours	Tuition fee
TAEDES401	Design and develop learning programs	C	50	\$390
TAEDES402	Use training packages and accredited courses to meet client needs	C	25	\$200
TAEDEL301*	Provide work skill instruction (elective)	E	40	\$320
TAEDEL401	Plan, organise and deliver group-based learning	C	30	\$235
TAEDEL402	Plan, organise and facilitate learning in the workplace	C	25	\$200
TAEASS401	Plan assessment activities and processes	C	40	\$320
TAEASS402	Assess Competence	C	25	\$200
TAEASS403	Participate in assessment validation	C	35	\$275
TAEASS502	Design and develop assessment tools	C	40	\$320
TAEELN411	Address adult language literacy and numeracy skills	C	30	\$235
TOTAL			335	\$2695

* alternatively, the elective BSBCMM411 Make Presentations can be undertaken.

Fees for RPL commence at 50% of tuition fee but may be charged at a higher rate for more involved assessment up to, but not more than the course tuition fees.

Adelaide Campus

Duration of the course: 330 hours

Entry Requirements: There are no entry requirements for this qualification. Learners will need a satisfactory grasp of English skills (reading, writing and speaking). However, those entering this program must be able to demonstrate vocational competency in their proposed teaching and assessing area.

Modules, Course Fees and Start Dates:

This course is taught in a face to face mode at our Adelaide Campus. There are scheduled dates of delivery and these can be obtained by contacting our office.

There are 9 core units and 1 electives

Course Fees: \$2495

Unit Code	Unit Name	Core/ Elective	Hours
TAEDES401	Design and develop learning programs	C	50
TAEDES402	Use training packages and accredited courses to meet client needs	C	25
BSBCMM411	Make presentations	E	30
TAEDEL401	Plan, organise and deliver group-based learning	C	30
TAEDEL402	Plan, organise and facilitate learning in the workplace	C	25
TAEASS401	Plan assessment activities and processes	C	40
TAEASS402	Assess Competence	C	25
TAEASS403	Participate in assessment validation	C	35
TAEASS502	Design and develop assessment tools	C	40
TAELLN411	Address adult language literacy and numeracy skills	C	30
TOTAL			330

Other Fees for Adelaide Campus learners

Fees for RPL commence at 50% of tuition fee but may be charged at a higher rate for more involved assessment up to, but not more than the course tuition fees.

Credit Transfer - \$150 per unit

Upgrade from TAE40110 to TAE40116 starts at \$695 for applicants who already hold TAELLN411 and TAEASS502

3 month Extension Fee or Workshop II Extensions Fee - \$350 (once Off)

Resubmission Fee - minimum \$150 per submission

Change of Program Fee - \$350

USI Administration Fee – to access and print \$15

Other accredited courses and training packages offered through Malyon Vocational Training.

We deliver the SIS30619 Certificate III in Outdoor Leadership at our Mapleton Campus located on the Queensland Camping and Conference Centres site. You can read more about this course at www.qccc.com.au

NB: These courses are not for open enrolment; they are in-house qualifications for Queensland Baptists' QCCC staff and personnel.

Fees, charges and resources

Course Fees

Course fees include your access to our online learning system. **The fees do not include any printed textbooks, online textbooks or workbooks or other resources that may be required by you for individual modules. These will need to be purchased at your own cost and vary from module to**

module. You will also need a reliable computer and access to the internet with a connection that is able to download/stream audio and video. A recent version of Microsoft Word or compatible program is also required to interact with material and for submission of some assessment

The cost of modules or units is detailed in the fee schedules which are contained in this handbook in the section on accredited courses and training packages. Please check the website, www.malyonvet.edu.au for the most up to date module fees and any other fees charged as these may change through the year. Please note that fees are reviewed on an annual basis and there will normally be an increase of at least the rise in the CPI.

Learners are required to pay for each module or unit up front at the time of enrolling in the module or unit. Not more than \$1500 will be charged for fees prior to the commencement of the qualification. A qualification commences at either a published date, or at the time a cohort of learners is informed of a commencement date. Learners will not be issued with their qualification until all fees have been paid in full.

There are some additional fees for administrative services including:

- Provision of replacement Statements of Attainment Statements of Completion

Details about MVT's refund policy can be found in the policy section of this handbook.

Recognition of Prior Learning (RPL) Fees

The fees for RPL for a unit/module commence at 50% of the tuition fee for the module where applicable. More complex RPLs could cost up to but not more than the published course fees. RPL for the Certificate IV in Chaplaincy and Pastoral Care are the same as the published tuition fees. Learners need to apply for RPL as outlined in the RPL policy in the policy section of this handbook.

Enrolment Procedure

Following are the steps involved in enrolling in training with MVT:

1. Contact mvt@malyon.edu.au and request an enrolment form for the qualification you are seeking to enrol in. Complete the details and check and sign as indicated. If enrolling at the Adelaide campus additional information may be requested.
2. If you do not already have a USI, obtain this as per instructions given to you by MVT.
3. Return all the forms with attachments as required to the address at the top of the application form. Please also include your USI.
4. Staff from MVT will contact your referees and be in contact with you to discuss any matters arising through your enrolment application that may impact on your study.
5. Staff will contact you to discuss your enrolment and any particular learning support you may require (ascertained through interview and for some a diagnostic test).
6. Your suitability will be determined and if your application is accepted your enrolment will be confirmed and you will be contacted by a trainer from MVT to determine your training plan and an administrative staff member to arrange payment.
7. Upon receiving payment learners will be issued with ID information and a log on for the online platform, Moodle (where the course is delivered on Moodle).

NB: Learners wishing to withdraw from a module may do so and need to be aware of the policy in relation to refunds which is outlined in the policy section of this handbook.

Financial Assistance

VET Student Loans

MVT is not an approved provider for VET student loans. There are no government loans available to assist learners with their tuition fees through MVT.

Centrelink

As we are not a VET Student Loan provider our Diploma students are not eligible for study assistance through Centrelink. However, if you study a Certificate III or IV course full-time you may be eligible. Please check with Centrelink.

Policies and Practices relevant to learners at Malyon Vocational Training

1. Access and Equity

MVT will provide equitable access to its programs and services to ensure that they are fair and inclusive for all learners who support the beliefs and philosophy of MVT, as described in the Queensland Baptist Statement of Beliefs and Practices, so that none are disadvantaged. This is achieved through:

- Ensuring that prospective learners are well informed through pre-enrolment information of the options available to meet their individual training needs;
- Ensuring both men and women, people with disabilities, those from varying age groups, from culturally and linguistically diverse backgrounds including Aboriginal and Torres Strait Islander peoples and people with differing language and literacy skills are able to gain access to the training;
- Promoting our courses in such a way that is inclusive of the diversity within the Christian and wider community;
- Making reasonable adjustments to assessment practices and tools for particular learners to ensure that they are not disadvantaged based on any of the factors described in point two above. Reasonable adjustment may include but not be limited to the use of adaptive technology, alternate methods of assessment such as oral instead of written assessment, referral to outside support agencies (at the learner's own expense), additional time to complete tasks and assessment.
- Additional support where extra expense is involved either for a human or material resource will not as a general rule be provided by MVT but will need to be at the learner's own expense. MVT will make the learner aware if it is providing any additional support or equipment; otherwise, the learner will bear this cost.

Procedures and Practices

- MVT's enrolment process will provide prospective learners with the opportunity to document any personal circumstances or situations that may potentially place them at a disadvantage in the normal practice of training and assessment.
- MVT and its Associates will through the enrolment process assess any prospective learners who present with issues related to access and equity and recommend any reasonable adjustments that will assist them in their training and assessment. Reasonable adjustments will need to be approved by either the Manager (or Director when the Manager is not available) or the Lead Trainer/Assessor of the Associate organisation.
- Resources for assessing cases concerning access and equity are available and MVT's Manager can assist in providing or directing to their location.

2. Assessment

In the VET sector learners are assessed against stated elements, performance criteria, essential knowledge and skills that are outlined in the relevant training packages or accredited courses.

Assessment in a VET course is guided by four principles. These are that the assessment is:

- Valid
- Reliable
- Flexible
- Fair

Assessment tasks are set so that learners can apply their learning and demonstrate their knowledge and/or skills to a standard that is appropriate for the qualification level.

A range of assessment strategies are adopted so that learners are able to demonstrate that they acquired the appropriate knowledge and/or skill level. They include a range of strategies such as oral and written tasks, third party reports, presentations, practical demonstrations, projects and case studies.

Learners are provided with direction as to assessment tasks so that they clearly understand what is expected of them. They will be required to complete a cover sheet with all assessment tasks that will ask them to verify that it is the learner's own work.

Assessors will provide learners with feedback on each item of assessment and deem their efforts to be competent or not yet competent. If a piece of assessment is deemed not yet competent, then learners will have another opportunity to resubmit the assessment within an agreed timeframe to be re-assessed.

Assessment Deadlines and non-submitted assessment

It is expected that learners will meet prescribed assessment deadlines. However, if the learners have made every effort to complete the assessment and due to unforeseen circumstances* have not been able to do so, then an extension may be granted. Learners need to request an extension from their assessor in writing. If an extension is granted it will usually be for a period of no more than two weeks and will be granted by MVT's Director or the Lead Trainer/Assessor for the course being undertaken.

If the learner does not submit assessment within the extension period (or within the standard period for a learner who has not requested an extension) then the learner will be issued with a not yet

competent grade and will usually need to apply to re-enrol in the unit (and pay the full module fee) if they still wish to obtain competency.

*Unforeseen circumstances include:

- Medical illness (certified by a medical practitioner)
- Extreme hardship (major adverse life event that could not have been reasonably anticipated or avoided)
- Compassionate or health issues (that are of a significant nature that have arisen during the course of study).

Unforeseen circumstances do not include:

- Work related demands
- Minor domestic concerns
- A lack of self-discipline on the part of the learner
- Social or travel activities.

Assessment judgements and appeals

A learner has a right to appeal an assessment judgement if s/he feels that the judgement is not accurate. In the first instance learners are to address their concern with the assessor who has made the judgement. If not satisfied with the outcome from the assessor, the learner is to put his/her request for a review of an assessment judgement in writing and submit this to the lead trainer/assessor for the course being undertaken. If the lead trainer/assessor is also the assessor, then the request should be forwarded to MVT's CEO/Training Manager (mvt@malyon.edu.au). The assessment piece will be reassessed by two other assessors. If the learner is still dissatisfied with the judgement at this point, then s/he may submit a formal complaint as outlined in the grievance and complaints process detailed in the policies and practices section of this handbook.

3. Complaints and Grievances

Learners have a right to a learning environment that is free from harassment, discrimination and intimidation by anyone formally associated with MVT, including staff, contracted trainers/assessors, other learners and any other party formally engaged by MVT.

MVT will not condone any behaviour or practice from an associated person who acts in a way that could reasonably be considered as harassment, discrimination or intimidation.

Learners have a right to expect that their educational experience with MVT will be conducted according to the Standards outlined by the National VET Regulator. Further, the conduct of learners will be established through agreement with the MVT Learner's Code of Conduct.

If a learner considers that they are receiving unfair treatment, then s/he has a right to appeal and expect a just outcome should the allegation be proven to breach MVT's stated standards. The outcome may include, but not be limited to:

- Disciplinary action including the termination of employment or cancellation of a contract of a staff member; suspension of enrolment of a learner.
- A process of mediation that the complainant and alleged offender will be encouraged to participate in (MVT may require a staff member/contractor to engage in mediation, but a learner will need to opt into to this process voluntarily).

MVT will conduct all investigations based on the principle of natural justice to ensure that a complainant and alleged offender have the opportunity to defend his/her behaviour and actions.

Any complaint will be dealt with in a timely manner. This will normally mean within 60 days of receiving the complaint. If the matter is complex and requires more time to be resolved, then the complainant will be informed by MVT before the expiration of this 60-day period.

The appeal process is outlined below.

Procedures and Practices

Should a learner enrolled with MVT believe s/he is a victim, or an observer of harassment, discrimination or intimidation carried out by someone associated with MVT (including other learners) or receiving unfair treatment in consideration of MVT's stated standards, then s/he should be encouraged to pursue the following course.

- Should s/he feel confident s/he should approach the offender and address the offensive behaviour or action and request that the person cease behaving in the offensive way or address the unfair action. This may resolve the issue without a need to make a formal complaint.
- All people associated with MVT have a right to make a formal complaint against another person associated with MVT and this needs to be done in writing and forwarded to either the CEO of MVT or the Lead Trainer/Assessor of the course.
- Should the complaint be directed against the CEO of MVT then the complaint should be directed to the Director of Services of Queensland Baptists.
- The complaint will be dealt with and concluded within 60 days of receiving the complaint. If the matter requires more time than this to be resolved, then the complainant will be informed before the 60-day period expires.
- On receiving the complaint MVT's CEO will acknowledge to the complainant that they have received the complaint in writing and seek any clarification that may be helpful in ascertaining the validity of the complaint. This clarification will include reference to either the Learners or Staff Code of Conduct (whichever is relevant). The CEO will then assign an appropriate person to investigate the complaint. This will usually be the CEO him/herself if the allegation is made against an MVT staff member or learner, or the Lead Trainer/Assessor (unless the allegation is made against the Lead Trainer/Assessor).
- If the complaint involves any alleged criminal behaviour (e.g., sexual assault) then MVT's CEO will encourage the complainant to make a report to Police. If the complaint involves alleged criminal behaviour against a minor, then the Manager of MVT will report the matter to the Department of Child Safety (or equivalent in states outside of Qld).
- If the complaint is not of a criminal nature, then the CEO of MVT or his/her delegate will investigate the complaint through interviewing witnesses and gathering information.
- Once the circumstances of the complaint have been investigated, the CEO of MVT/delegate will contact the alleged offender whom the complaint has been made against and outline the details of the complaint, and following the principle of natural justice, provide the alleged offender the opportunity to respond to the complaint.
- On receiving the response, the CEO of MVT/delegate will consider a suitable course of action to pursue. This may involve, but not be limited to: –
 - Determining an appropriate disciplinary response if the behaviour is proven to be of a discriminatory or intimidatory nature.
 - Suggest a process of mediation between the complainant and the alleged offender to resolve the issue.
 - Not taking any action if it is proven that the alleged behaviour has not taken place.

- If it is a delegated person investigating the complaint, then he/she will provide a report along with his/her recommended course of action to the MVT CEO and together they will agree on the course of action to be taken.
- If the complaint is made against a learner (either by another learner or MVT staff member) then the CEO of MVT reserves the right to terminate the enrolment of the learner if it is considered that the learner's continued participation in the program will be detrimental to other participants in the program. MVT's CEO will determine if a portion or all of the learner's fees will be refunded. Where the learner has completed units of competency successfully then it would not be usual for a refund of fees to be given for completed units. A Statement of Attainment will be issued for completed units of competency.
- The determined course of action will be communicated by the CEO to the complainant. If the complainant is not satisfied with the course of action, then the complainant can request an independent adjudicator be engaged. This independent person will need to be acceptable to the complainant and MVT's CEO.
- The independent adjudicator will conduct an investigation and deliver a finding to the complainant and MVT's CEO.
- Should the complainant still be dissatisfied then the matter can be taken to the Director of Services of Queensland Baptists for final resolution.
The complaint process is to be documented on the complaint Form in detail by the CEO or delegate and stored securely, not available for access by anyone other than the CEO.

4. Codes of Conduct for Learners at Malyon Vocational Training

As stated in the Complaints and Grievance policy, learners at MVT have a right to a learning environment that is free from harassment, discrimination and intimidation. As such MVT requires all learners and staff, as part of the enrolment agreement for learners and employment arrangements for staff, to agree to abide by the relevant Code of Conduct. The Learners Code of Conduct is outlined below:

Malyon Vocational Training Code of Conduct for Learners

Introduction

Learners at MVT have a right to a learning environment that is free from harassment, discrimination and intimidation by anyone formally associated with MVT including staff, contracted trainers/assessors, other learners and any other party formally engaged by MVT. As such learners are required to agree to act according to this Code of Conduct which follows as part of the condition of their ongoing enrolment with MVT. A proven breach of this Code by a learner may result in action that impacts on the learner's ongoing enrolment with MVT. MVT reserves the right to cancel a learner's enrolment (without any financial penalty to the learner) should a serious breach of this Code be proven.

A. Beliefs of MVT

- As part of enrolment learners are required to agree to support the beliefs of MVT (Queensland Baptists). This does not mean that the learner must personally subscribe to all of these beliefs, but the learner must not publicly and intentionally undermine any of these beliefs through their words or actions while participating in the training activities of MVT.

B. Personal behaviour

- Learners are expected to treat all persons with dignity and respect regardless of age, sex, religious affiliation, sexual orientation or personal circumstances.
- Learners are not to engage in any behaviour that could be construed as sexual harassment or sexual misconduct. Sexual harassment broadly includes any unwelcomed verbal, written, or physical contact by another person that could be reasonably considered to be of a sexual nature.
- Learners are not to engage in any verbal, emotional, physical or sexual abuse of other learners or people associated with MVT during their period of training. Any reports of this behaviour will be treated seriously and sensitively.

C. Integrity

- Learners are expected to follow MVT's policies, procedures and practices while engaged in their course of study.
- Learners are expected to engage appropriately with the authority structures of the organisation and act in a way that respects due process.
- Learners are to act with appropriate stewardship over the resources that have been provided/allocated to them by MVT. Misuse or abuse of equipment and/or property will result in learners being billed for repair or replacement.
- Learners are to present assessment that is a demonstration of their own work, or group work where appropriate, and not copy or plagiarise from another learner or another source and claim it as their own.

D. Health and Safety

- Learners are required to comply with MVT's workplace health and safety policy.
- When responsible for the supervision of others, particularly minors in the course of training, Learners must act with high regard to the duty of care they have over these other people. Learners are expected to assess risks and act appropriately to ensure the safety of all people in their care.

5. Health and Safety

MVT values the health and safety of learners who are engaged in a course of training with us. We will look to ensure that safe practices are employed in all our activities and that learner's wellbeing is catered for. Trainers and Assessors who are involved in working with learners under the age of 18 will meet the child protection requirements under legislation.

6. Language, Literacy and Numeracy

As a VET provider MVT will assist learners whose engagement with training may be limited by language, literacy and numeracy skills. We will endeavour to adopt a range of approaches that values the individual needs of learners, while recognising that some language, literacy and numeracy skills are an occupational requirement and form part of the assessment standards.

MVT will engage with learners to identify and determine language, literacy and numeracy needs of individual learners and employ strategies that take these needs into consideration. These strategies may include:

- Using clear and simple language to explain information and tasks
- Encouraging learner interaction through forums and encouraging learner questions
- Checking on understanding of learners before moving onto new topics
- Highlighting key concepts and words in texts
- Using audio and visual aids where practical and possible
- Illustrating concepts through case studies and scenarios
- Posting conversations and notes in electronic form for revision
- Giving learners formative feedback throughout the course.

MVT may determine through the enrolment process, that the potential learner's language, literacy and numeracy will not permit him or her to engage in the course successfully (even with support described above). In these cases, MVT reserves the right on this basis to refer the potential learner to a more suitable qualification or decline the enrolment. In some situations, language, literacy and numeracy challenges may not be entirely evident at the time of enrolment and MVT may in some situations advise or refer learners to an alternative course (inside or outside of MVT's offerings) and choose not to enrol them in future units if it becomes clear they will not be able to achieve competence due to LLN issues. In these situations, refunds of fees will be offered for units/modules that have not been completed.

7. Privacy and Personal Information

MVT collects personal information in order to assist in the provision of its services. Personal information is not collected unless for a purpose directly related to a function or activity of MVT. VET personal information is defined in clause 72 of Schedule 1A of the Higher Education Support Act 2003 as:

- (a) information or an opinion (including information or an opinion forming part of a database), whether true or not, and whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from the information or opinion; and obtained or created by a *VET officer for the purposes of Part 2 of this Schedule and Chapter 4.

Use and Disclosure

MVT uses personal information in order to provide a service, to communicate with learners and staff and to communicate with nominated people in the event of an accident or emergency.

MVT does not provide or sell personal information to external companies for marketing purposes. MVT also collects statistical information in order to improve the level of service it provides; however, this information is not directly attributed to any individual. MVT may be required to provide personal information to external organisations and/or government departments in order to provide specific services as required by law. MVT may also disclose information if it is reasonably believed to be necessary to prevent or lessen a serious threat to life or health of any person.

Personal information will not be disclosed to a third party without the prior written consent of the Individual concerned. Where health-related information is provided to MVT during a consultation with a health practitioner, the information may be accessed by MVT staff and other practitioners for the purpose of providing further services.

MVT relies on learners and clients to advise changes in personal information in order to maintain complete, accurate and up-to-date records.

MVT ensures that all reasonable safeguards are in place to protect the information it holds against misuse or loss from unauthorised access, use, modification or disclosure. As a Registered Training Organisation (RTO) under the Standards for Registered Training Organisations 2015, MVT is obligated to store information on learner enrolments, qualifications and Statements of Attainment issued for a period of 30 years.

Personal information will only be accessible by MVT staff and staff of its sister organisation Malyon Theological College, and only those staff for whom the information is relevant or at their level of access. Not all staff will have access to all personal information, only those for whom it is required in their duties.

Procedures and Practices

Access to Records

- All learners, clients and employees have the right to inspect their own personal information held by MVT. Disclosure to a third party will only be granted after receiving written permission from the person whose information is held. In particular a learner enrolled with MVT may apply for, and receive from the Administrator, a copy of VET personal information that MVT holds in relation to that learner.
- MVT is committed to managing learner and staff information in accordance with the relevant legislation and to ensure high standards of confidentiality and security are maintained.
- Learner details are collected for the purposes of processing learner enrolments and enquiries, communicating effectively with learners and staff, dispatching course information, dispatching enrolment information, delivering course materials, managing records, dispatching learner accounts.
- A learner enrolled with MVT may apply for, and receive, a copy of VET personal information that The MVT holds in relation to that learner.
- All requests for information regarding learner records should be directed to MVT's Manager.
- Learner information will not be released to parents, fee-payers or any third party without the prior written consent of the learner.
- If the learner provides written consent to release particular information, a record of consent will be kept on the learners file.

Complaints

Complaints regarding a privacy matter will be handled in accordance with MVT's Complaints and Appeals Policy. Alternatively, complaints may be addressed to:

Office of the Federal Privacy Commissioner
GPO Box 5218
SYDNEY NSW 1042
Telephone: 1300 363 992 Email: privacy@privacy.gov.au
Website: www.privacy.gov.au

8. Recognition of Prior Learning and Credit Transfer

MVT and its staff consider applications for recognition of prior learning and grant such recognition where that is warranted and supported by adequate evidence of prior learning of a competency or

competencies. Normally a fee of 50% of the cost of the project/module or unit of competency is charged for assessment of an RPL application. More complex RPLs may be charged at a higher fee but no more than the published course fees.

- a) The availability of recognition of prior learning (RPL) under prescribed conditions is made known to all prospective learners through communication from MVT staff and coordinators to enquirers and participants.
- b) An application for RPL can be obtained from the MVT CEO/Manager at mvt@malyon.edu.au or from the campus lead trainer where the course is delivered on campus .
- c) Applicants for RPL will be instructed to contact their Assessor before and after completing their written application. This is in order that the Assessor can negotiate with the applicant for the possible use of recorded performance (audio or video tape) and/or telephone conferencing (to include managers and others who can present evidence) in addition to the written application and accompanying documents.
- d) Applicants for RPL are instructed to send only copies of awards, certificates of service, testimonial letters etc., (certified by a Justice of the Peace/Commissioner of Declarations in the case of awards) to the assessor. MVT fully recognises all ATQF qualifications and Statements of Attainment issued by other RTOs, but participants must justify claims to meet details of performance criteria, etc., involved in their application.
- e) Assessment of RPL applications is made by means of careful examination of all documentary evidence submitted, and/or by telephone conversations with managers or others qualified to give evidence of the applicant's skills or knowledge, and/or by attention to an audio or video tape recording in which the applicant demonstrates the competency.

Applicants for RPL must be careful to address all the performance criteria in the unit of Competency for which they are seeking RPL.

MVT, under its Regulator's guidelines will transfer credit from learners who have completed Units of Competency successfully through another RTO upon presentation of a Statement of Completion or Statement of Attainment. MVT will verify the authenticity of this statement before transferring credit.

9. Learner Records

Records of learner competency are kept as per regulatory requirements by MVT (formerly The Training Collaborative and CALAM Training). Learners can access their records by submitting a request to mvt@malyon.edu.au. A small fee may apply if learners are seeking a re-issuing of their Statement of Attainment or Statement of Completion. This cost will be made known on application for re-issue.

10. Learner Fees and Refunds

Fees

Learner fees (i.e. the tuition cost for learners to engage in the study of a unit or module) for modules/units and qualifications are published in the MVT Learner Handbook and on MVT's website (www.malyonvet.edu.au). Fees are reviewed on an annual basis, and it is usual that fees will increase at least in line with the Consumer Price Index and potentially higher if there are additional

costs being incurred by MVT for the provision of educational services. The fees on MVT's website are the most up to date and current fees

Learners are required to pay for each module/unit at the time of enrolment, prior to commencement of study. No student will be required to pay more than \$1500 upfront (ASQA Standard 7, clause 7.3).

Learners will not be issued with any certification while there is an outstanding fee debt.

Refunds

If a learner decides to withdraw from a module or unit of study after enrolment but before commencement of the module or unit, the following terms and conditions apply to a possible refund of learner tuition fees:

- A full refund will be provided to the learner in all courses excepting those undertaken at the Adelaide Campus
- Learners enrolled at the Adelaide campus who withdraw in writing at least 5 days prior to the commencement of the training will be provided a refund less a \$150 administration fee and \$75 fee for consumables
- Learners at the Adelaide Campus who withdraw 5 days or less from the commencement of the training will not be entitled to a refund of fees already paid. Some consideration may be given in the situation of extenuating circumstances of demonstrated hardship (including but not limited to serious illness/hospitalisation, bereavement, serious family crises).

If a learner decides to withdraw from a module or unit of study after commencement and before the unit has been completed, the following terms and conditions apply to a possible refund of learner tuition fees:

- Learner withdrawals MUST be made in writing to MVT or in the case of the Adelaide campus to the Lead Trainer.
- MVT will confirm (in writing) receipt of this notification within five working days of receipt of such notification. The date on which learners are deemed to have withdrawn from their Unit of Study, is the date that the Learner's letter of intention to withdraw is received by MVT.
- A refund of fees will be at discretion of MVT. Due consideration will be given in situations of extenuating circumstances of demonstrated hardship (including but not limited to serious illness/hospitalisation, bereavement, serious family crises). Evidence of extenuating circumstances will need to be provided. Extenuating circumstances do not include changes to learners work hours, inconvenience of travel, learner holiday arrangements or lifestyle changes.
- In the event a refund is provided it is standard for MVT to retain an administration fee plus any other costs which may have already been outlaid for the training (including but not limited to costs for consumables, catering and venue hire).
- It would not be normal for MVT to provide a refund after 30 days of commencement of training.

Payment of Refunds

Where refunds are provided according to this policy, they will be paid within 30 days of when notification is received from MVT of withdrawal (provided that evidence of reasons for withdrawal are provided within this timeframe)

Procedures and Practices

- As noted in the policy above learners may request in writing to withdraw from units/modules on or before the 30-day cut off period. S/he will receive a full refund of the tuition cost, less an administration fee for the unit/module payable to them within 28 days of giving written notice of withdrawal.
- Learners who miss the cut off deadlines above may apply for special consideration for a refund if exceptional circumstances exist (as described above). Learners must submit this request in writing as soon as practical and outline the circumstances that have led to third request. Submissions are to be sent to the CEO at mvt@malyon.edu.au

11. Sustainability

In the unlikely event of the cessation of Malyon Vocational Training Learners will be issued with a Statement of Attainment for any completed Units of Competency and advised of other providers through whom they can complete their course. Any fees paid for units that are not yet delivered or assessed will be refunded.