



RIVERVIEW LEADERSHIP COLLEGE

Academic and General

Policies & Procedures 2010

Updated 07/01/2010

RLC = Riverview Leadership College

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1 Academic

1.1 Target group

RLC courses are designed to provide general foundational theory, common use skills, and area specific training for those who desire to serve as leaders or staff within Riverview Church, other Christian churches or Para church organisations.

1.2 Competency Based Training and Assessment

RLC is a Vocational Education Training College and as such operates under Competency Based Assessment guidelines.

Details and descriptions of Competency Based Assessment are available by visiting <http://www.tac.wa.gov.au> – [Guidelines for assessing competence in VET - 2nd edition \(2008\)](#)

1.3 Competence of Staff

All training and assessment done through RLC is conducted by suitably qualified and experienced personnel or under the supervision of suitably qualified and experienced personnel.

For these purposes supervision is to be understood as stated in the AQTF Guidelines i.e. that the person delivering the training has regular guidance, support and direction from a person designated by RLC who holds suitable qualifications and that this person monitors and is accountable for the training delivery, and that it is not necessary for the supervising person to be present during all training delivery.

When supervision is required this will entail regular monitoring of the training delivery and assessment through sitting in on training sessions and one to one meetings with the trainer being supervised.

1.4 National Recognition

RLC recognises AQF qualifications and Statements of Attainment issued by other Registered Training Organisations.

Any applicant will be required to provide:

- The original AQF Qualification or Statement of Attainment or a certified true copy of AQF Qualification or Statement of Attainment or a duplicate of AQF Qualification or Statement of Attainment issued by the originating Registered Training Organisation.
- RLC may choose to contact the originating Registered Training Organisation in order to verify the AQF Qualification or Statement of Attainment. The results of any verification attempt will be documented and kept on file with the application.

1.5 Recognition of Prior Learning (RPL) Policy

REVISED DEFINITION

A revised definition for Recognition of Prior Learning (RPL) has been agreed to nationally. The revised AVETMISS (V.6) definition which will apply from 1 January 2007 is outlined below:

RPL involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. RPL is an assessment process that assesses the individual's non-formal and informal learning to determine the extent to which that individual has achieved the required learning outcomes or competency standards.

The outcome of this application is that RPL will be either granted or not granted, and will be reported against the relevant AVETMISS codes.

RLC offers competency-based training within Certificate and Diploma programs. However, we recognise that students can gain competency outside of such programmes, especially through experience, which could have been obtained in paid or voluntary employment, participation in various church programmes, or numerous other ways.

RLC policy is to fully recognise these competencies that an applicant may have gained, however, the onus is on the applicant to provide the evidence that RLC requires to show that recognition should be granted. This evidence will need to be in the form of a written portfolio that is directed towards the Competencies of the Certificate IV or Diploma course in which RPL is being sought. Each person's RPL claim will be highly individualised and it is possible that full recognition will be granted for some subjects, but only partial recognition granted for others and be required to undertake some further work in these areas before competency is recognised.

RPL steps:

- Discuss the RPL process with a Riverview Representative to gain an approximate indication of how your experience may match the required competencies. Obtain copies of the Subject outlines for the subjects so that you can
- Determine how many of the subjects you wish to apply for as RPL. There are a total of 14 subjects in a Riverview Certificate IV and a further 14 subjects for the Diploma.
- Assemble the Portfolio of evidence to support your claim. This Portfolio should contain a letter clearly detailing the Riverview subjects for which you wish to claim RPL.
- Return your Portfolio to Riverview along with \$100 for every subject for which you wish to claim RPL. Please note that it will take some time for your assessment to be completed.
- After evaluation, a Riverview Representative will contact you to make an appointment to discuss your claims. At this stage, you may be asked to provide further evidence if required.

Advantages of RPL

RPL is a way that you can take advantage of your previous experience to "fast-track" your acquisition of a competency-based qualification.

RPL will save you both time and money; you may get a qualification virtually straight away and for a fraction of the cost and effort it would otherwise have taken.

Possible Disadvantages of RPL

Your application may not be successful, or may be less successful than you hoped. Please be assured that the RPL process is not viewed as a moneymaking process by RLC. The purpose of the initial no-cost interview is to ascertain whether it is worthwhile for you to pursue the RPL process any further.

1.6 Credit Transfer

Students seeking credits for courses undertaken at other Bible Colleges or institutions are to provide all details of the course, the work, the Institution and results obtained to the Academic Dean. Any application for Credit Transfer costs \$40 with this fee non-refundable, whether granted or not.

1.7 Articulation

RLC recognises that students may wish to progress to further studies having completed our Certificate IV and Diploma. In most cases, these students will wish to pursue a Bachelors Degree in Theology or Ministry. To assist these students, RLC has an agreement with Harvest West Bible College (HWBC) in Belmont. HWBC offers RLC graduates a 50% transfer rate into its degree program.

1.8 Course/Session Content

Trainer/Assessors are expected to teach and assess subjects according to subject outline.

1.9 Session Notes

Trainers will be provided with a full set of training notes prior to commencement of semester. It is expected that Trainer/Assessors will submit any additional notes/comments to teaching notes along with original notes to the College Administrator at the end of semester.

Subject notes remain the property of RLC unless other arrangements have been previously made.

1.10 Session Times

Trainer/Assessors are expected to adhere to all lectures and break times so as not to intrude on other Trainer/Assessor's times or student breaks.

1.11 Textbooks and Subject Readers

Trainer/Assessors are responsible for choosing textbooks or subject readers for subjects.

Where possible we encourage Trainer/Assessors to provide a subject reader for the subject being taught. This is to provide the students with exposure to a variety of authors, opinions, and styles and expanding their capacity for critical thinking. Subject Readers are normally produced during the week before college starts. We ask that Trainers/Assessors advise RLC staff of any text chosen as soon as possible and also provide the originals of articles for inclusion in subject readers no later than a fortnight before college starts.

Where a particular book will provide for the achievement of the subject learning outcomes in a better manner than a reader, that book may be set as the subject text. RLC policy is to keep textbook prices to a minimum so when setting texts, please consider not only the price, but also availability and ongoing usefulness to students.

The college will ensure that the RLC library contains 2 copies of each subject reader or textbook for a subject being taught.

1.12 Session Attendance Rolls

Attendance and participation is an important aspect of each subject. Students are told clearly in the Student Handbook that they are allowed a maximum of 3 absences per subject per semester; a fourth absence will result in automatically being deemed Not Competent in that subject. For this reason, it is important that the class rolls are kept accurately.

We ask that Trainers/Assessors take responsibility for marking the roll personally and not delegate it to a student or allow students to mark the roll themselves. The college office reviews the rolls each week and will contact students who are absent two or three times. Please mark the roll at the beginning of class; students who arrive late (i.e. after the roll is marked) are asked to complete a late slip and give it to the trainer/assessor. Three "lates" equals one full absence.

Please also ensure that after a break that all students return to class is checked. Where a student is marked present at the commencement of class but fails to return after a break their attendance is to be recorded as a fraction i.e. $\frac{1}{2}$. Half.

1.13 Session Attendance Records

The Trainer/Assessor at the beginning of each class records students' attendance on the class roles. Attendance is marked with a tick and an "L" for late and "A" for absence.

1.14 Session Attendance Warning Notice

Once any student has been absent for 2 classes, a warning notice is sent, explaining the policy for absenteeism. A copy of the notice is placed in the student's post box. Following three absences the student is required to meet with the Academic Dean.

1.15 Assessment Records

Assessments are to be given to the Administrator no later than Mondays 9.30 pm and Wednesday 5pm on the due date. They will be stamped with "today's" date and entered onto database as receipted. Assessments are then given to the Assessor to mark. Assessor will return the marked Assessments to the Administrator, who records the mark on the database and returns the Assessments to the student's post box.

1.16 Graded Assessment

RLC is a Vocational Educational Training College and as such operates under Competency Based Assessment guidelines. Therefore the main task of the Trainer/Assessors is to determine whether a student is competent at the required level. Strictly speaking therefore, all we need to do is grade students as either Competent or Not Yet Competent.

However, there are several reasons why RLC also retains a more detailed grading system based on the WA Graded Assessment Policy. One of the main reasons is so that the student can better assess their own academic progress and potential. For example, if a Certificate IV student is consistently achieving a grade of C, but not much better, the chances are it will be difficult for that student to cope with Diploma level studies. Also, with the articulation policy discussed earlier, Harvest West Bible College is keenly focused on the grades of any incoming RLC graduates as an indication of capacity to handle further studies.

When students hand in assessments, they will have a cover sheet attached. This cover sheet displays our grading system as follows:

PD	81-100	Performance with Distinction
PM	60-80	Performance with Merit
PC	Below 60	Performance graded as Competent
C		Competent
NC		Not yet Competent

Students are given a score of 4, 8, 12, 16, or 20 for each of the five criteria listed below. The scores are added to become a mark out of 100.

The criteria are:

- Breadth of Knowledge as shown in the assessment task
- Communication and interpersonal skills
- Techniques and process
- Work organization
- Level of independence and performance of tasks

1.17 Assessment Marking Times

Trainers/Assessors are asked to make every endeavour to mark and return all student assessments within two weeks of having received them. This is important. The feedback that students receive will be of vital assistance in helping them with other assessments they are completing.

1.18 Feedback on Marked Assessments

We believe the assessments in RLC subjects are learning activities and therefore that Trainer/Assessor's feedback on assessments is a vital part of the learning process for students. The criteria grid will describe the grade received and is a helpful tool for improvement if necessary on that particular assessment. However the grade alone gives the student no indication of their academic performance. This requires some further comment from the Trainer/Assessor.

We encourage Trainer/Assessors to make clear comments on each paper noting both the thing(s) that were done well, and also the areas that need improving. It really gives students both encouragement and direction. This small amount of extra effort is greatly appreciated by students; the absence

of this extra effort means that the students do not gain as much as they should from the experience of doing the assessment.

1.19 Late Assessments

The subject outlines specify the week the assessments are due:

Monday night taught subjects are due at 9.30pm

Wednesday taught subjects are due at 5pm

These assessments are to be dropped into the assessment box of the RLC office. The receipt date will be stamped on the assessment and forwarded to the Assessor.

Penalties are:

1 day late – The student is penalized one Grade level. A PD becomes a PM; a PM becomes a PC.

More than one day late – The student will be assessed as Competent or Not Yet Competent only.

The only exception to lateness penalties is when a student has an official extension. All assessments handed in more than 2 weeks late will receive a grade of NC. This is non-negotiable unless an extension has been granted.

When marking assessments it is vital to take note of comments on the coversheet such as lateness or resubmission for proper grading .

It is important to show the original grade (under grade) on the assessment and the penalised grade (final grade), this allows the student to see at a glance what the paper is really worth and how much their lateness has cost them.

1.20 Assessment extensions

The only person able to grant assessment extensions is the Academic Dean. Extension requests must be submitted on the extension request form and submitted as soon as the student knows the situation requiring extension.

Students are instructed not to ask individual Trainer/Assessors for an extension. If an extension has been granted, the appropriate form will be attached to the student's assessment, signed by the Academic Dean, specifying the new due date for that assessment and whether any penalty is to be applied when marking.

This system is to ensure that RLC is consistent in its practice of granting extensions. Under no circumstances do we grant extensions simply because of "busyness". We believe that as students are advised of all assessment due dates at the beginning of semester, it is their responsibility to arrange their other commitments accordingly. Extensions are usually only granted due to unforeseen circumstances over which the student had no control.

1.21 Not Competent assessments and Resubmitted papers

Students can be assessed as Not Competent for various reasons: not submitting the assessment at all; failing to demonstrate competence in the question asked; or for reasons of lateness.

If the Assessor/Trainer has determined that a student has not demonstrated competency in an assessment, then a NC grade applies. Students failing to demonstrate competency will have the right to resubmit this assessment. There are three important facts to note about resubmitted assessments:

Students have 7 days to resubmit from the day they are notified. The Trainer/Assessor invites the student to resubmit on the assessment paper and the Academic Dean will write the due date for resubmission on the assessment paper.

A resubmitted paper can only obtain a maximum grade of C (Competent). It is very important that when assessment is returned to student for resubmission that he/she is told what they need to demonstrate to obtain competency.

Students have the choice whether or not to resubmit. This is their choice. If a student does not re-submit the paper, original grade is the final result.

If a student receives a grade of Not Competent for reasons of not submitting assessments; or submitting it 2 weeks late or more; they are not eligible to resubmit the assessment. To give such a student the right to resubmit amounts to an abrogation of the lateness penalty system.

1.22 Samples of Evidence

Samples of evidence of student Assessments for each subject are kept for accreditation purposes.

Each time the marked Assessments are returned from the Trainer/Assessor two (2) Assessments are scanned. One (1) with the highest grade and one (1) with the lowest grade.

These are saved in the Samples of Evidence file.

1.23 Plagiarism

RLC takes the issue of plagiarism very seriously, regarding it as intellectual theft. We are very blunt in both the student handbook and our communication during Orientations about plagiarism and its penalties. Despite this, plagiarism still occurs fairly regularly. It is an important part of the Trainer/Assessor's role to be alert to possible plagiarism. Two key indicators of plagiarism are:

- Use of language that is beyond that of the student's own ability, but is not referenced to another source.
- An assessment that contains a high level of academic English, but does not quite answer the question set.

Increasingly, students are plagiarising from the Internet. This is often easy to spot. An unusual phrase can be identified by keying it into an Internet search engine, it will often show immediately the article they have plagiarised.

However, we do not want Trainers/Assessors to waste a lot of time trying to spot the original sources of plagiarism. If it is suspected and the source cannot be immediately identified it should be brought to the attention of the RLC Academic Dean who will follow through on it. A copy of the signed Plagiarism Notice is kept in the student's file and scanned onto the database.

Penalties for plagiarism are:

First year student, first offence: the plagiarised assessment is graded Not Competent, but they get to resubmit it for a maximum grade of Competent.

First year student, second offence: The student receives a Not Competent grade for the entire subject in which the subsequent offence occurred.

Second year student, first offence: The student receives a Not Competent grade for the entire subject concerned.

Second year student, second offence: Possible expulsion from college.

1.24 Receiving Assessments and Returning Marked Assessments

Assessments are not to be taken from students directly. Assessments need to be placed in the Assessment box next to the Administrator's desk.

Assessments are not to be returned to students directly either. All marked assessments need to go directly to the Administrator who will record the marks and then puts assessments in students' post boxes.

1.25 Emailing Assessments

Online Assignment submission is also available on our web site under Additional Information . Same rules apply as 1.24 and 1.15.

1.26 Queries on Assessments

Assessment tasks are provided to students on the first day of training.

Queries of Assessments should be directed to the Trainer who may refer student to Academic Dean if needed.

1.27 Changing Assessments and Subject Outlines

Assessments and other key parts of your subject outline are not to be changed.

1.28 Moderation and Validation

The Academic Dean will moderate the assessment process, and ensure validation.

1.29 Withdrawal from Class

RLC take the matter of a student withdrawing from class as a serious matter. A student should consider this before submitting a "Request to withdraw" form. The following procedures must be adhered to:

- Discuss thoughts of withdrawal with Director
- Secure a "request to withdraw" form from RLC staff
- Complete the form providing all required details

- Arrange for an EXIT interview with the Academic Dean

No withdrawal is considered effective until all the above steps have been completed. Students who withdraw from a unit before the end of week 2 of the semester receive a W on their Academic Record. Any withdrawal after this time will result in a W/NC (Withdraw/Not Competent) grade for that subject appearing on the student's academic record.

Students will be billed up to the time of the exit interview.

A **\$200.00 withdrawal fee** will be charged for full-time students. Part-time students are charged a withdrawal fee of \$15 per subject.

1.30 Transfer to another Education Provider (International Students)

RLC will provide a Letter of Release upon receipt of

- Offer of enrolment from another institution
- Any outstanding finances
- Completed and signed Withdrawal form
- Withdrawal fee

RLC will assess any application for transfer if an offer has been received after 6 months of study with RLC.

Prior to 6 months a transfer may be granted if it can be demonstrated that it is in the student's or college's best interests. Such situation may include an occurrence of a critical incident, see 2.5 below.

Prior to 6 months a transfer may be refused if RLC is not satisfied that a transfer is in the genuine best interest of the student.

Transfer requests will be reviewed and a decision provided within 14 working days of receipt.

1.31 Internships

Historically, Internships were offered to people who could provide valuable assistance in the everyday operation of a Riverview Department. Over time Internships became more about finding a person who could fill a vacant or required position (usually when there was no money to pay for additional staff), rather than about identifying outstanding current Leaders/Volunteers and providing them a more intensive training program. This Policy and Process Document seeks to provide the guidelines to ensure that our approach to Internships focuses back on Leadership Development rather than Staffing requirements.

Criteria

- Currently serving Leader or Team member or recommended from a partner church.
- Currently displaying a high level of capacity within the role.
- Evidence of greater capacity if given the opportunity and training.

Job Requirements for Full Time

- Employment Contract
- Job Description
- 15.2 Hours (2 days) per week
- Volunteer (Unpaid) staff
- General staff expectations and requirements

Part-Time A student needs to do a minimum of 3 units, and calculated pro rata, i.e.:

- 7 subjects (full time) = 15.2 hours
- 6 subjects = 13.0 hours
- 5 subjects = 10.9 hours
- 4 subjects = 8.7 hours
- 3 subjects = 6.5 hours
- 2 subjects = not available
- 1 subject = not available

RLC Requirements

- Application to study
- Minister's Recommendation
- Satisfactory ongoing academic performance or effort
- Fees Waived

Process

1. DL identifies potential Intern(s) as per criteria.
2. DL forwards name(s) of identified potential intern(s) to RLC Director for pre-approval as possible student.
3. DL contacts potential Intern(s) to outline job requirements and invite to apply.
4. Potential Intern contacts RLC Director to discuss RLC requirements. (If this is not a concern for the applicant this can be left until later in the RLC application process).
5. DL complies with all processes related to the application of a potential volunteer staff member.
6. Applicant complies with all processes related to a student application for study with RLC.

Successful Application

An invitation to apply does not guarantee acceptance. Provision of an Internship will take into account the suitability of the applicant, the availability of places within RLC, or any other circumstance that may have the potential to be detrimental to the applicant, RLC or Riverview Church.

Ongoing Provision

Ongoing provision of an Internship is contingent on the student maintaining acceptable academic performance and job related performance,

adherence to the expectations outlined in the RLC Student Handbook and Riverview Staff Manual.

In addition Riverview or RLC reserves the right to discontinue an Internship if its continuation is likely to discredit either the Church or the College in any way.

Employment Guarantees

Whilst it is evident that a student who successfully completes RLC Training and Internship is well positioned to apply for situations vacant, an Internship is in no way a commitment to provide or guarantee future employment within the Riverview Group.

1.32 Fees Assistance

RLC offers fee assistance in four categories

1. Professional Development Fee Exemption (PDFE)
2. Riverview Leaders' Discount (staff)
3. Spouse Discount

Professional Development Fee Exemption (PDFE)

Staff who wish to study a course or subject with RLC that relates to their performance in their current role or ministry pathway can apply to have a PDFE. This simply means if the study qualifies as PDFE, then fees relating to that study can be waived.

Fulltime staff are eligible for PDFE of up to fulltime study fees. Part-time staff (up to and including 3 days/week) are eligible for PDFE up to a maximum of 50% of fulltime study fees.

Process for Professional Development Fee Exemption Application

Staff member discusses with DL and SAM the possibility of studying a RLC course or subject in terms of work roster and whether it fits the criteria of PDFE.

If approved by DL and SAM, staff member commences and complies with RLC application procedures with an attached letter/email from SAM requesting PDFE.

Leader's Discount

Staff, for whom study may not qualify as PDFE, the Spouse of a staff member and any current leader within the life of Riverview is eligible for a 30% discount on tuition fees.

Process for Leader's Discount Application

Staff, Spouse of Staff, Leader submits an Application for study with Riverview with an attached letter/email requesting Leader's Discount. The Letter will indicate in which area they are a leader, who their supervisor/Leader is, and how long they have been a Riverview Leader.

RLC will assess the application including confirming the validity of leadership status.

RLC will contact the applicant regarding acceptance of application and provision of leader's discount.

Spouse Discount

If a person enrolls or is currently enrolled as a Fulltime student, their spouse can enroll as a Fulltime student and receive a 50% discount on tuition fees.

Process for Spouse Discount Application

Applicant indicates on their application that their spouse is a current fulltime student or currently enrolling fulltime student with RLC.

RLC will then automatically apply the spouse discount to the applicant's enrolment.

Successful Application

An application for PDFE or Riverview leader's discount does not automatically ensure acceptance. Provision of a PDFE or Riverview leader's discount will take into account whether the applicant meets the criteria, the availability of places within RLC, or any other circumstance that may have the potential to be detrimental to the applicant, RLC or Riverview Church.

Ongoing Provision

Ongoing provision of a PDFE, Riverview leader's discount is contingent on the student maintaining acceptable academic performance and staff/leadership position related performance, adherence to the expectations outlined in the RLC Student Handbook and Riverview staff manual (for Staff).

In addition Riverview or RLC reserves the right to discontinue any enrolment and/or associated discount if its continuation is likely to discredit either the church or the college in any way.

1.33 Exams

Most subjects have exams at the end of the semester and the Trainer/Assessor formulates these; and an exam timetable set out by the Academic Dean. A copy is placed on the student notice board 2 weeks before the exams are due. The Administrator formats the exams and prints them out along with exam booklets the day before the exams. These are kept in a secure place before the exam.

1.34 Final Graduation Certificates

Graduation certificates are provided with the student academic reports during the Graduation Ceremony at the beginning of each year. The Administrator places both in an appropriate folder with the student name on the front.

2 General

2.1 Review of Compliance and Risk Management

The RLC Director will ensure that an internal Audit of Compliance to AQTF Standards is completed at least annually.

The RLC Director assumes responsibility to ensure the College maintains currency and scope of all relevant registrations of the Registered Training Organisation and Courses.

Policies & Procedures are reviewed 6-monthly, in preparation for the new semester. Changes taking immediate effect are to be communicated to staff and students via post box or email.

In addition please refer to policy on Review, Development and Management Meetings.

2.2 Feedback and Improvement

Feedback on Courses, Policies & Procedures is obtained, as a minimum, through:

- Mid-semester and end semester subject evaluations by the students
- Trainer/Assessors review sheets of subject evaluations
- Director's meetings with Senior Associate Minister
- Student Leadership Group
- Trainer/Assessors Meetings
- Department Meetings
- Financial Administration Meetings
- Practical Service Stream Supervisors
- Student Contact

All Feedback received is reviewed by the college against policies, procedures and standards, and where appropriate used in the review and Professional Development of Policies & Procedures.

2.3 Review, Development and Management Meetings

Department Meetings

The College Administration Faculty will meet once a week to discuss:

- Feedback received
- Concerns arising
- Students at risk – financially, academically or other reasons
- Review of goals and objectives
- Review of courses and of Policies & Procedures
- Opportunities for development and improvements
- Promotional opportunities and strategies
- Maintenance and adherence to Policies, Procedures and AQTF standards.
- Day-to-Day management issues

Director's Meetings

The RLC Director will meet at least monthly with the appropriate Senior Associate Minister to discuss:

- Maintenance of alignment of college with the key stakeholder's requirements
- Concerns arising
- Review of courses and of Policies & Procedures
- Opportunities for development and improvements

Financial Administration Meetings

The College Administrator will meet at least monthly with the Financial Controller to:

- Monitor compliance with financial Policies & Procedures
- Discuss and monitor financial issues

Trainer/Assessors Meetings

The Administration and teaching faculty will meet at least once per semester to:

- Provide feedback to the RLC Director
- Ensure awareness and adherence by all faculty to the Policies & Procedures and Standards of the Registered Training Organisation
- Provide Professional Development opportunities

Student Leadership Group

The Student Leadership Group will meet at least once per term with the Director to:

- Monitor student concerns
- Discuss responses and strategies to meet student concerns
- Develop skills in recognising and responding to student concerns.

The Administrator is responsible for taking and typing the minutes of meetings, And notify staff in writing of responsibilities that were allocated to them to follow up from the meeting. Maintain currency of communications file.

2.4 Access and Equity

All RLC courses are open to all qualified applicants regardless of gender, age, physical disability or race.

RLC may discuss with an applicant at the time of application any factors that may affect participation in the course with the view of providing the applicant every chance to successfully complete any course undertaken.

Please note that none of the above issues excuse any student from the overall requirements for study and assessment procedures.

2.5 Harassment

Harassment, bullying, or intimidation will not be tolerated in any form, whether from staff or clients.

2.6 Critical Incident Policy

A Critical Incident is defined in the National Code as:

A traumatic event or threat of such (within or outside Australia) which causes extreme stress, fear or injury.

This includes but is not limited to:

- Missing students
- Severe verbal or physical aggression
- Death, serious injury or any threat of such
- Natural disasters
- Domestic violence
- Sexual abuse
- Drug or alcohol abuse

In the event that RLC becomes aware of a Critical Incident in the life of a RLC student, the following procedure is to be followed:

1. Director to be informed
2. Faculty Point Person allocated
3. FPP to contact source to ascertain necessity and extent of response by RLC
4. FPP to attempt to contact affected student
5. FPP to assist affected student in contacting relevant people, organisations and accessing appropriate assistance
6. FPP to retain regular contact with affected student until resolution of Incident or relevant termination of helping relationship

Relevant people and organisations may include:

- Student
- Student's family
- Student's residence
- Police/Ambulance/Fire
- DIMA
- Riverview Pastoral Response Department
- Riverview Community Services Inc
- Independent Conciliator
- Embassy
- Practical Service Supervisor

2.7 Duty of Care

RLC staff will take all reasonable measures to ensure the safety and welfare of those who attend or visit the College during College hours.

2.8 Confidentiality

"Confidentiality has been defined by the International Organization for Standardization (ISO) as "ensuring that information is accessible only to those authorized to have access"

RLC makes every effort to ensure Student's confidentiality at all times. Student files are not permitted to be handled by any other than staff members or assigned and approved Volunteers who are instructed in confidentiality of files and information.

2.9 Staff Recruitment and Induction

Staff are recruited on the basis of expertise, suitability for vacancy or referral. Full-time and part-time academic or administrative staff are required to be appointed through the application and induction processes established for Riverview Church staff.

Casual Trainers/Assessors may be appointed by the RLC Director.

RLC fulltime, part-time and casual staff will in addition to Riverview Church induction processes given a RLC induction which includes reading the RLC Policies & Procedures and interview with RLC Director.

In all cases acceptance onto staff is open to all qualified applicants regardless of gender, age, physical disability or race.

2.10 Professional Development

All RLC staff are expected to undertake ongoing PD. This can include: Riverview Church staff meetings; conferences and seminars; further academic studies; Trainer/Assessors meetings. Other programs negotiated with and approved by the RLC Director.

In addition to opportunities provided by the RLC Director, RLC staff have access to all PD opportunities promoted or made available to Riverview Church staff.

Staff are expected to provide evidence of PD qualifications completed to the RLC Administrator. The College will keep a register of ongoing PD completed and a copy of qualifications.

RLC wishes to encourage all faculty members to develop their skills further. This will have obvious benefits both for the faculty member personally, but also for the students they lecture.

There are various opportunities to take advantage of this:

The Vose Seminary regularly hosts open seminars during which post-graduate students present chapters of their work in progress. These chapters are circulated in advance and any interested person is encouraged to join these seminars that usually last for about 1.5 hours. There is no charge to attend these seminars. RLC will advise faculty members of these seminars.

Harvest West Bible College has a close relationship with RLC and offers faculty members the opportunity to study at a discounted price. Harvest offers fully accredited Bachelor degrees and study can be done either internally or externally through audio-visual means.

Professional Development Days for Trainer/Assessors

The Director of RLC will arrange for Trainer/Assessor PD days and notify the Administrator who will contact the Trainer/Assessors and make all required arrangements including room booking, catering materials and resources required.

2.11 Staff Awareness of Policies & Procedures

It is expected that Trainer/Assessors will familiarise themselves with the current Riverview Church staff manual, Riverview Church policies, RLC policies &

procedures and student handbook, and both adhere to and enforce all requirements contained therein.

2.12 Complaints and Appeals Procedure

In all instances it is the intention of the college to address any complaint and/or appeal in a manner that seeks to find a resolution that is acceptable to both the student/faculty and the college, wherever possible, and to do so within the shortest time possible.

Student -Discuss complaint and/or appeal with Student Rep Councillor. If the complaint and/or appeal is unable to be satisfied it is to be brought to the Student Dean for discussion and resolution.

If after these steps the student is still unsatisfied or the complaint and/or appeal was unable to be satisfied they may request a meeting with the RLC Director.

If after meeting with the RLC Director the student is still unsatisfied, the college can arrange for the student to meet with an independent person. As part of the larger Riverview Group, the college has access to a variety of personnel for this role such as the Executive Minister of Riverview Church, and an independent Pastoral Supervisor.

For International Students if a complaint and/or appeal is still unreconciled after all these steps, the student may contact the Conciliator at The Department of Education Services.

All complaints and/or appeals presented to the college and the outcome of any discussions will be documented and recorded in writing, and made available to the student initiating the complaint and/or appeal. A register of complaint and/or appeal and the resultant outcomes will be kept by the Administrator to assist in continuous improvement.

If a complaint and/or appeal is in relation to a grading or academic concern the student presents their complaint and/or appeal initially directly to the relevant Trainer/Assessor, after which the above procedure should then be followed.

Faculty -If a member of the faculty has a complaint and/or appeal they are to present the complaint and/or appeal directly to the RLC Director for discussion and resolution.

If after this step the faculty member is still unsatisfied or the complaint and/or appeal was unable to be satisfied the complaint and/or appeal may be referred to the appropriate Senior Associate Minister of Riverview Church.

2.13 Version Control

As a minimum all documents of RLC will be dated to indicate currency. On occasion further details may be included in version control information if required or helpful.

Learning & Assessment strategies and methods are to be reviewed for currency prior to the commencement of each semester with appropriate adjustments made before delivery.

Administration Policies & Procedures are to be reviewed six monthly or as needs require, with any adjustments made accordingly.

2.14 Insurances

The Riverview Church Group will ensure that all professional indemnity, public liability, workers compensation, and general property insurance policies are kept up to date. The related certificates of currency can be sighted by contacting the Riverview Church finance department.

2.15 Legislation

RLC, as part of Riverview Church, adheres to the following legislations:

Occupational Health and Safety Act (1985)

Racial Discrimination Act (1975)

Sex Discrimination Act (1984)

Disability Discrimination Act (1992)

Copyright Act (1968)

ESOS Act (2007)

Equal Opportunities Act (1984)

Freedom of Information Act (1992)

Australian National Training Authority Act (1992)

Vocational Education and Training Funding Act (1992)

Workplace Relations Act (1996)

Policies & Procedures relevant to legal compliances are found on the Riverview Church Intranet and staff manual both of which are accessible to all staff.

It is expected that all RLC staff are familiar with and adhere to all Policies & Procedures of Riverview Church.

Policies & Procedures relevant to RLC specifically are located in the RLC Policies & Procedures manual available on the Internet or through the college Administrator.

Legislation can be downloaded from the Australasian Legal Information Institute website.

The RLC Director assumes responsibility to ensure legislation related communication is made available to all Faculty through direct distribution, direction to relevant websites or professional development.

2.16 Marketing and Promotion

Marketing & Promotional strategies for RLC are discussed in department meetings and Director's meetings. Any strategies are also discussed with the Marketing and Promotion Manager for the Riverview Group, to ensure quality, professionalism and legal compliances. The RLC Director approves all Promotional and Marketing materials developed. In addition all such materials are also approved according to Riverview Church's Publications Policies & Procedures.

2.17 Financial Management

The financial management of RLC is provided by the Riverview Church accounts department. Operation of RLC finances is administered by the College Administrator under the direction of the Riverview Group Financial Controller.

Timesheets - Casual Trainer/Assessor

Casual Trainer/Assessors are to submit a timesheet each semester with a living expenses invoice or as arranged with the accounts department. The Administrator will check the timesheet and hand it to the Director for signing. Once signed it is taken to the accounts department for payment.

Collection of monies

All student fees and miscellaneous monies are to be paid to the college Administrator. A receipt is given. Administrator reconciles monies and gives it to accounts for banking.

Tuition Fee Payment Options:

Fees are due each semester, by orientation day

Local students may make arrangements to pay over 5 months by direct debit. On the first day of each month the accounts department will deduct the amount.

Purchase Orders

Accounts to be paid must have a purchase order form completed with the appropriate account number and signatures by requesting RLC staff and the Director. One copy needs to be filed in the purchase order file the other copies with the invoice submitted to accounts.

ESOS Assurance Fund: <http://www.aei.dest.gov.au/esos>

E.S.O.S. – Education Services for Overseas Students

The provision of education and training services to overseas students in Australia is regulated by the Department of Education, Training and Youth Affairs through the ESOS Act.

All CRICOS registered providers must contribute to the **Assurance fund**. The fund's purpose is to protect the interest of overseas students and intending students of registered providers by ensuring that the students are provided with suitable alternative courses, or have their course money refunded, if the provider cannot provide the courses that the students have paid for.

There is an **annual registration fee** and CRICOS will email the invoice, which is sent to accounts with a purchase order for payment. The amount is determined by the number of students RLC has studying. It is important for the Administrator to keep students' enrolment status current on PRISMS database to avoid extra contribution.

CRICOS – Is a Commonwealth Register of Registered Providers that offer courses to Overseas Students studying in Australia on Student Visas.

TAS - CRICOS registered providers are required to belong to a Tuition Assurance Scheme or gain exemption from this requirement. RLC has been **granted exemption** from this requirement. See ESOS file.

2.18 Copyright

RLC is required to pay a copyright fee to cover the copying of documents by students and staff each year. This is an annual payment and notification will be sent by mail. A form will need to be completed and the amount of payment depends on the number of students. See copyright file..

2.19 Soliciting, Borrowing or Lending Money

RLC strongly discourages the practice of students attempting to borrow significant sums of money from other students. We believe that this places the student being asked in a very difficult position. If you are having difficulty paying your fees, you should discuss this with the college faculty.

If another student does approach you in this manner, please bring it to the attention of a college faculty member before lending them any money. This is because there may well be other relevant issues that need to be taken into consideration in the decision.

2.20 Academic Reports

Students will be issued with a statement of Academic Record each semester. Every effort will be made to issue these within 5 weeks of the final exam date. The charge for a replacement record is \$10.

2.21 Archiving

All files are archived in the RLC archive room at the end of each college year.

2.22 Formatting of Forms

The Administrator formats and creates relevant forms for office use, saved in the "Forms" file on the computer. All forms should include formatting in the footers and a review date inserted.

2.23 General and Student Application Enquires

Answer all queries with regard to RLC as received from reception, by phone or email. Enquiries and requests should be completed within 48 hours of the request.

2.24 Internet/ E-mail Services

I.T. Issues are submitted to riverview@evolveit.com.au

2.25 Liaison between staff, students, Trainer/Assessors

The Administrator is responsible for ensuring that staff, Trainer/Assessors and students are kept up to date with relevant information, changes and events through conversation, notices and emails. All communications to students are entered onto the database under Interactions. Some hardcopies kept in

student files. All communications to staff are to be saved in the 'Ongoing' communications file.

2.26 Maintenance of files, records, correspondence

All files are maintained orderly and in alphabetical order. All files are named and set out in drawers in the filing cabinets.

Most documents and files are saved on the computer; however some hard copies may also be required.

2.27 Publications

Forms are available on the Intranet. Once the form is completed Publication requests are scanned into X/Marketing and Promotion for RLC records.

2.28 Room Bookings

Room bookings are required for classes, functions, and meetings. Check availability on the Intranet and download the form. Complete and have the appropriate RLC staff sign it, then scan and save it under Event Bookings on the computer. Lastly hand it to Facilities.

2.29 Event Organisation

Same as Room Bookings.

2.30 Processing Applications

Local Students

- Send information pack / Refer to website. Obtain the following:
- Application form completed
- 1 scanned photo (fulltime students only)
- Collect application fee (do not start process until application fee has been paid)
- Minister's Recommendation form
- Enrolment Details Form
- Submit complete application to RLC Director for review and approval
- Enter student on database
- Make up student file and place in filing cabinet – keep copies of all correspondence
- Make up folder for post box
- On approval determine payment option and receive payment
- Arrange for ID card
- Arrange Centrelink form if required. *See Local Student*

International Students

- Refer to website. Obtain the following:
- Application form completed
- Minister's Recommendation form
- IELTS test result, minimum 6.0, do not accept money until test result is received
- Passport number

- Application fee (do not start process until application fee has been paid)
- Submit complete application to RLC Director for review and approval
- Once approved enter student on database
- Issue Confirmation of Enrolment Letter save as pdf.file
- Issue "Electronic Confirmation of Enrolment" form (ECOE) and process through PRISMS save as pdf.file
- Email both documents with an 'Attached Documents Letter' to the student, they will take it to the Department of Immigration.
- Once visa is approved student should notify Administrator via email
- Notify student of orientation day via email
- On orientation day the student needs to pay for the semester upfront and Medibank Private fee (Overseas health cover)
- Scans passport/visa, (OSHC receipt if not bought through RLC) details onto database
- Log on to Medibank Private and register new membership (one year's fee minus our commission)
- Make up student file and place in filing cabinet – keep copies of all correspondence
- Make up folder for post box
- Arrange for ID card
- Click commenced studies on PRISMS database
- Once students have commenced studies forward name, address, phone numbers and email address to "your details" on email for the Intranet.

Website applications

The RLC website for application should be checked every 48 hours for new applications. The website is accessed through the Internet and the password. Applications should be answered immediately.

2.31 ESOS Student Contact Officer Responsibilities

<http://aei.dest.gov.au/AEI/ESOS/NationalCodeExplanatoryGuide/PartD/default.htm>

ESOS officer need to report to PRISMS the following:

- Students who "commenced" studies automatically receive a work permit. If the ESOS officer does not report "commenced" the student cannot start work;
- An accepted student who did not begin his or her course when expected;
- Any termination of studies by an accepted student before the student's course is completed
- Any change in the identity or duration of an accepted student's course;
- Any other change to the enrolment status.

An International Student requires an ECOE (Electronic Confirmation of Enrolment) to apply for a student visa. If any of the details on the ECOE change the ESOS Student Officer must report these alterations via PRISMS.

Department of Education, Science and Training - <http://www.dest.gov.au/>

For Student working permits <http://www.immi.gov.au/immigration.htm>

For visa enquires email: eVisa.Students.Helpdesk@immi.gov.au

Orientation / Information Sessions

For orientation the Administrator organises for Medibank Private to come at an appointed time to meet separately with the International students and provide necessary information. The Administrator also hands out booklets on "Living in Australia" and Transperth Forms.

Support and Meetings

The Student Dean and Student Leadership Group meet with the International Students on a regular basis, to ensure that they are settling in well, understand the college processes and feel free to discuss any queries and concerns.

Failure to meet requirements:

International students who fail to meet the student study visa requirements must be reported to Immigration via PRISMS with the directions from the RLC Director. <https://prisms.dest.gov.au/>

2.32 Application Packs

Application packs are sent to local enquiring prospective students; however, all students are encouraged to visit the website for all their information.

The packs include: Application form, Minister's Recommendation form, Calendar and Fees brochure, College brochure, Covering letter.

2.33 Centrelink –Acceptance Advice Forms

Students eligible for Centrelink payments require an acceptance advice form from RLC . This form includes all the relevant details and course codes required.

Centrelink also sends a form twice a year to verify with RLC enrolment of local students who receive Centrelink payments. This form needs to be completed, signed and sent back.

2.34 CISWA – Council for International Students Western Australia

CISWA publishes a booklet "Everyday Living in WA" for overseas students each year. This booklet is very informative and RLC purchases a number of these each year to give to the International students.

2.35 Class Rolls

The database generates class rolls for each class to ensure attendance. They are to be printed on coloured paper and placed in the Lecturer's post box to collect and return for assessing late and absent students.

2.36 Computers

The college provides 3 computers situated in the student library for the use of the students.

2.37 Intranet - Database

The Administrator is responsible to keep student contact details current on the Intranet via email "Your Details" and click archive once students have left RLC.

2.38 Fundraising

When it is decided to do fundraising it is decided during a departmental meeting at the beginning of the year. The Administrator assists with promotions, advertising, follow-up and recording of documentation etc.

2.39 ID Cards

RLC will issue students with an ID Card that includes their photo. Only full time students are entitled to discounted fares on public transport. Students will ask the Administrator to stamp Transperth forms and verify their student status for the application of Public Transport Concession. RLC Students are required to produce ID at reception when entering into main office areas.

2.40 Keys

The Director will have keys to: main doors, full internal, RLC offices.
The Administrator will have keys to: main doors, standard internal, RLC offices.
The Student Dean will have keys to: RLC main Office and standard Internal
Some Lecturers have a key to the main RLC office. The Library key is kept in main RLC office. A keys register is kept with Facilities.

2.41 Libraries

The student library is available for students to use as long as a RLC staff member is present. The key is located in RLC office and staff member is to open and close library.

Students are also welcome to use the
Vose Seminary Library at 20 Hayman Road, Bentley,
Harvest West Bible College Library at 79A Robinson Ave Belmont.

2.42 Maintaining Database

All student information is kept on database and kept current by RLC staff.

2.43 Messages for students

Messages for students can be written down and given during the breaks or placed in post boxes. Urgent messages only, can be taken into class by the Administrator.

2.44 Printing and Photocopying

The library computers are connected to the RLC printer /photocopier. Paper for the printer is available from main Riverview supply. Students are required to pay 10 cents per sheet; money to be placed in cup on top of printer.

2.45 Student Notices

Staff contributes to student notices. The Director drafts the monthly newsletter and Administrator emails the newsletter to the students and faculty; and arranges to have it put on the website.

2.46 Tea and Coffee

Students are allocated to be responsible for setting up the tea and coffee trolley for students. Students are to pay for their drinks. An honour box is placed on the table for payment. Supplies are purchased with petty cash or acquired from the Riverview Church Cafe Manager.

2.47 Timetables

Class timetables are formulated by the Director. A copy is placed on the noticeboards and on the website.

2.48 Casual Teacher's Policy

The RLC Director can use casual RLC lecturers as required and in line with the casual teaching budget. Their pay is processed through Non Reportable Fringe Benefit payments, not normal payroll, as they are not employed by Riverview Inc.

Procedure: Process of Payment of Casual Riverview Lecturers

1. Complete and sign a casual timesheet for the lecturers
2. Fill out a purchase order and collect receipts from the lecturers for the value of payment
3. Submit the purchase order to the accounts department (Budget code 36263)
4. Payment to all casual lecturers will be made by cheque

Casual Timesheets can be found on the Intranet.

2.49 Personal Hygiene of Students

Students and staff are expected to maintain a high level of personal hygiene (cleanliness, body odour, breath freshness, etc), in deference towards others.

2.50 Use of English Language

It is expected that students of RLC and their friends and family will communicate using English language whilst on college premises or at college events/functions.