

Support services

The Pines Training Centre provides the following support services:

- Assistance in finding suitable accommodation, if possible, alongside someone who has lived in a parallel culture or experience of other cultures.
- Student orientation during the first week of the course that provides an interface between the student and The Pines Training Centre and its procedures and practices.
- A Dean whose role includes the monitoring of students for their personal and training welfare.
- A Course Development Co-coordinator to identify the training needs and methodology best suited to the student.
- Trainers who respond to the identified students training needs and methodology and who are trained to identify, assist and/or refer difficulties being experienced by students.
- An assigned Mentor for encouraging and assisting the student during the course period.
- An assigned Supervisor for monitoring and enabling external activities during the course period.
- Provision for Access and Equity Policy and Client Services can be found in the organization's handbook.

Personal information policy

The Pines Training Centre acknowledges its responsibility to use an individual's confidential and personal information according to contemporary privacy legislation.

What is confidential and personal information?

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

Why we need confidential and personal information

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

Who will use your confidential and personal information?

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

Will your confidential and personal information be disclosed to anyone else?

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

What do you do with my confidential and personal information?

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

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

Where will my confidential and personal information be kept?

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

How is my confidential and personal information protected?

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

Can I have a copy of my confidential and personal information?

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

Refund policy

Participants may cancel their participation in all or part of the training at any time. To avoid financial penalty the Director should be notified before 5pm on the Friday of the first week of the course. If notification is given within this time frame, or if the participant has not commenced study, a full refund of tuition fees will be made, less the Application Fee.

Any refunds will be made to the source/s of funding. The Management Committee will consider special cases notified beyond the end of the first week if warranted. In this case, the completed Units will be charged at part-time rates.

If for any reason The Pines finds it necessary to cancel a Unit a full refund of fees paid for that Unit will be given. To ensure that a refund is available, participants' fees will be kept in a separate account and only accessed by The Pines Training Centre when services have been rendered.

For overseas students: If for any reason The Pines Training Centre cannot or does not provide a course, the Centre will refund money in accordance with the provisions of the ESOS Act 2000 and the ESOS Regulations 2001. Qualifying overseas student refunds shall be fully paid in the same currency in which the fees were paid, unless payment in that currency is impracticable. This agreement does not remove the right of the student to take further action under Australia's consumer protection laws.

Refunds shall be made within 4 weeks of receiving a written claim from the participant/student.

Grievance procedures

In the case of a person associated with The Pines Training Centre being aggrieved by the actions of another person associated with the Centre, the following grievance procedures should be implemented.

Phase One

The aggrieved person should document the facts of the grievance, taking care to ensure that the grievance is neither frivolous nor based on personal prejudices. The aggrieved person should deliver the documented grievance to the perceived aggrievor using words e.g. I believe we have a situation, which is hurting me, and I have written it down so that you can see exactly what it is. Can we make a time to sort this out please? Neither the aggrieved person nor the perceived aggrievor should discuss the grievance with other people.

When two people meet to solve the grievance they should first read appropriate Scriptures together e.g.: John 13:34, Matthew 18: 15-17, Luke 17:3-4, and they should both pray for God's wisdom. They should then attempt to solve the grievance.

Phase Two

If phase one of the grievance procedures does not solve the grievance, then both the aggrieved person and the aggrievor, together, are to present the full details of the case to the Director of The Pines Training Centre. The Director should follow the procedures outlined above with both people being present together. No matters associated with the grievance should be discussed with other people.

The director shall determine any action which should be taken as a result of the grievance, and should make his findings known to both people in writing.

If the grievance is not resolved to the satisfaction of the aggrieved, and independent arbiter appointed to the role by The Pines Training Centre shall determine any action which should be taken. The student/s may nominate individual advocates to act on their behalf.

Phase Three

All substantiated complaints shall be acted upon by The Pines Training Centre.

