



Australian Institute of Family Counselling

RTO: 88037 CRICOS: 02400A

STUDENT HANDBOOK 2017

Contents

How to use this handbook	4
Handbook structure	4
Part A: An introduction to the aifc	5
Why aifc	5
A brief history	5
Our Purpose Statement	6
Our Mission statement	6
Our Vision	6
Our values	6
Course structure	7
10486NAT Diploma of Counselling (Christian)	7
10487NAT Advanced Diploma of Counselling and Family Therapy (Christian)	8
10134NAT Graduate Diploma of Counselling and Integrated Psychotherapy (Spiritual)	9
Your progress through the course	10
CHC51015 Diploma of Counselling	11
Australian Qualifications Framework Levels	12
Professional recognition of aifc's courses	12
Australian Counselling Association (ACA)	12
Psychotherapist and Counselling Federation of Australia (PACFA)	13
Australian Register of Counsellors and Psychotherapists (ARCAP)	13
Summary	13
Entry requirements	13
What the courses involve	14
Student orientation	14
Terms and seminars	14
Course delivery	14
Seminar based	14
Diploma and Advanced Diploma students:	15
Graduate Diploma students:	15
Distance Education Programs (DEP)	15

All courses	16
Flexible learning and assessment	16
Students' Portal	17
Learning Assessment Guides and Readers	17
How many hours a week are needed to do the assessment tasks?	17
Dealing with fear	17
Areas of controversy and tension	18
Processing	18
Time management	18
Perseverance (tenacity)	19
Learning and teaching resources	19
Learning skills	19
Competency-based training and assessment	19
Assessment of elements of competency and performance criteria	20
Assessment guidelines	20
Written assessment tasks	20
Assessment by video recording	21
Moderation of assessment tasks	21
Presentation of assessment tasks	21
Resubmission and reassessment of assessment tasks	21
Late submission of assessment tasks	21
Continuous late submission of assessment tasks	22
Referencing your assessment tasks	22
Required reading	22
Official aifc Online Bookstore	22
Other Book retailers	23
The Bible	23
ID cards and student discounts	23
Libraries	23
Fees	24

What the fees include	25
What the fees do not include	25
Recognition of prior learning	25
Audit fees	25
Fees to redo the course	26
Part C – Student services and policies	26
Student fee protection policy	26
Fee refund policy	26
Program Transfers	26
Withdrawal from the course	27
VET Student Loans	27
Austudy / Abstudy	28
Gaining access to your records	28
Student support	28
Language, literacy and numeracy support	29
Additional help	29
Student rights and responsibilities	30
Academic honesty and dishonesty	31
Disciplinary proceedings	31
Student appeals and complaints policy	32
Workplace health, safety and other governmental regulations	33
Incidents	33
Student feedback (evaluation)	34
Requirements to receive qualifications	34
Certificates and Record of Results	34
Graduation ceremony	34
After graduation—further study and vocational opportunities	35
Further training	35



Australian Institute of Family Counselling

RTO: 88037 CRICOS: 02400A

From the CEO

Welcome to aifc and thank you for choosing to study with us.

aifc began in response to a strong demand for counsellor training with a distinctly Christian focus. With over 20 years of history and experience, our passionate staff are here to support you achieve a rewarding career pathway. We want to produce qualified counsellor and family therapists, transforming lives to transform communities. aifc is an outstanding vocational education and training provider, offering flexible study options and currently three accredited courses from Diploma to Graduate Diploma level. We seek to offer education in both breadth and depth.

On behalf of the Board and staff at aifc, I wish you the best in your studies and congratulate you for taking the first step towards a new future.

- **Nicholas Marks**

How to use this handbook

This handbook is something that you should carefully study, use throughout your entire course of study and retain in your records for future use. It sets out full details of aifc and its policies, Code of Ethics, staff, fees, learning outcomes and student rights and responsibilities. There is a supplement to this handbook for the Graduate Diploma, please read this handbook in conjunction with supplement.

Handbook structure

The handbook is made up of three sections:

Part A is an introduction to and overview of aifc.

Part B covers everything you need to know about our courses, assessment, resources and fees.

Part C provides information on student services and policies.



Australian Institute of Family Counselling

RTO: 88037 CRICOS: 02400A

Part A: An introduction to the aifc

Why aifc

The Australian Institute of Family Counselling Limited (aifc) is one of the pioneers of counselling in Australia and is a professional training organisation engaged solely in counselling and family therapy training. Its primary objective is to transform lives to transform communities. One way we do this is by offering superior counselling training at reasonable cost to the Christian community. As a multi-denominational organisation, it is not connected with any specific Christian denominational structure. The organisation administration is operated through aifc National Office in Canberra, with training centres in Adelaide, Brisbane, Canberra, Melbourne, Perth, Sydney. In addition, we offer Distance Education (including overseas students), and an On-Campus Student Program based in Sydney. Intensive teaching seminars are conducted in well-equipped venues providing excellent professional services. Directors and their Assistant Directors have been trained and appointed to conduct the course in their respective local centres.

aifc is committed to multiplication and in late 2007 helped launch the Ugandan Institute of Family Counselling (UIFC) based on the aifc program. aifc continues to assist UIFC in running their courses.

aifc is an independent public company limited by guarantee registered under the Corporations Act 2001. It is also an RTO registered with ASQA (registered provided number 88037.) An advisory panel of industry experts advise the aifc Training Committee. aifc meets the Standards for Registered Training Organisations (RTO) 2015 established by the National VET Regulator (NRV), competency based training of the Australian Skills Quality Authority (ASQA) and the requirements of the VET Provider Guidelines of the Australian Department of Education and Training.

A brief history

Courses commenced in 1992 as a ministry of Bruce and Nellie Litchfield in response to requests by church leaders. They were birthed out of much personal toil, many years of intensive input both in Australia and USA, a deep God-given passion for the health and restoration of families of the world, and many years of professional marriage and family therapy practice.

In 1994 they were brought under the banner of Youth With A Mission (YWAM) and the courses became government accredited. In 2001 the courses were taken out of YWAM to be conducted by the newly formed Australian Institute of Family Counselling Ltd. The courses were reaccredited and the Diploma was upgraded to an Advanced Diploma of Counselling and Family Therapy (Christian). The Vocational Graduate Certificate was added in 2010. The name Vocational Graduate Certificate was changed to Graduate Certificate in 2013. In 2014 the Diploma and Advanced Diploma Courses were re-accredited for a further 5 years. Whilst these courses retain all the content and teaching of their earlier versions, additional material was added based on Industry advice and the courses were restructured to incorporate numerous units of competency from the Community Services Training Package. The upgraded industry Diploma (CHC51015) was integrated into aifc courses in 2016. In 2015, upon advice from industry, aifc chose not to re-accredit the Graduate Certificate but instead develop a Graduate Diploma in Counselling and Integrated Psychotherapy (Spiritual) for accreditation with ASQA. This accreditation was completed in November 2015 and the Graduate Diploma commenced in 2016.



Australian Institute of Family Counselling

RTO: 88037 CRICOS: 02400A

Our Purpose Statement

Transforming lives to transform communities.

Our Mission statement

Transformed lives, flourishing relationships and changed communities through Christian counselling and equipping people for life.

Our Vision

To be trusted leaders in Christian counselling. We provide life changing personal and professional education and training to individuals and organisation. We create vibrant learning communities and build effective partnerships to equip and grow people to be released into their vocation.

Our values

- **Transformational growth:**
We foster and embrace ongoing, life giving, restorative and transformational growth in ourselves, our students, our organisation and our communities
- **People and relationships:**
Healthy relationships are foundational for every aspect of life. Valuing people is intertwined into the fabric of our learning communities and is modelled through our broader partnerships.
- **Steward leadership:**
We have been greatly entrusted with the people, platform and resources in aifc. We seek to humbly and intentionally steward and grow our leadership capability and invest into the lives of our students and communities.
- **Authentic faith:**
Our Christian faith is the foundation of what we believe and how we live. Our courses are Bible-based and Christ-centred, and our teams and students are motivated by living out a genuine expression of our Christian faith, committed to the ongoing journey of discipleship.
- **Professional excellence:**
As a leading, accredited, national education provider we are committed to the highest level of professional excellence – demonstrated through the quality of our educators and the process, delivery and outcomes of everything we do.

Part B: Courses, assessment and resources

It can be safely said that aifc is the most accredited and popular Christian counselling training organisation in Australia. You will be trained to counsel both Christians and non-Christians. aifc meets the 2015 Standards for Registered Training Organisations (National VET Regulator): <http://www.comlaw.gov.au/Details/F2013200167> and competency based training (CBT) programs of the Australia Skills Quality Authority (ASQA): www.asqa.gov.au.

Course structure

The courses offered by aifc are:

10486NAT Diploma of Counselling (Christian)

CRICOS Code 085356B

10487NAT Advanced Diploma of Counselling and Family Therapy (Christian)

CRICOS Code 085357A

10134NAT Graduate Diploma in Counselling and Integrated Psychotherapy (Spiritual)

CRICOS Code 091740K

CHC51015 Diploma of Counselling

10486NAT Diploma of Counselling (Christian)

(Note: New part-time students in 2017 will undertake 'Year A' units only, while full-time students will undertake Year A + B units)

Term	Part Time Year	Unit of Competency	
Diploma of Counselling (Christian)			
1	A	COCCDF501A	Apply Christian discipleship foundations
1	A	COCALS595A	Apply active listening skills from a Christian perspective
1	B	COCTPS502A	Integrate theories of theology, psychology and spirituality relevant to counselling
1	B	CHCCSL508B	Apply legal and ethical responsibilities in counselling practice
2	A	CHCCSL501A	Work within a structured counselling framework
2	A	CHCCSL502A	Apply specialist interpersonal and counselling interview skills
2	B	COCRED530C	Apply redemptive truth in counselling
2	B	COCTMP505A	Evaluate theories and models of psychotherapy
3	A	CHCCSL507B	Support clients in decision-making processes
3	A	CHCCSL512A	Determine suitability of client for counselling services
3	B	CHCCSL514B	Recognise and respond to individuals at risk
3	B	COCCBT520A	Evaluate and apply Cognitive Behaviour Therapy
4	A	CHCCSL503B	Facilitate the counselling relationship
4	A	HLTHIR403C	Work effectively with culturally diverse clients and co-workers
4	B	HLTWHS300A	Contribute to WHS processes
4	B	COCGCM512A	Apply the aifc General Counselling Model

Upon completion students receive the 10486NAT Diploma of Counselling (Christian)

10487NAT Advanced Diploma of Counselling and Family Therapy (Christian)

(Note: New part-time students in 2017 will undertake 'Year A' units only, while full-time students will undertake Year A + B units)

Term	Part Time Year	Unit of Competency	
Advanced Diploma of Counselling and Family Therapy (Christian)			
1	A	CFTRFP610A	Evaluate and apply models of relationships, family and parenting to therapy
1	A	CFTMFT625A	Use a specific model of family therapy
1	B	CFTSMT645A	Apply stress management in therapy
1	B	CHCCSL504A	Apply personality and development theories
2	A	CFTATC604A	Apply theology in counselling
2	A	CFTCFT691A	Conduct family therapy with an individual
2	B	CHCCM503C	Develop, facilitate and monitor all aspects of case management
2	B	CHCCSL505A	Apply learning theories in counselling
3	A	CFTCFT692A	Conduct family therapy with families
3	A	Elective	
3	B	CHCFCS803B	Provide grief and loss counselling
3	B	Elective	
4	A	CFTADD655A	Provide therapy for clients with addiction issues
4	A	Elective	
4	B	Elective	
4	NA	CHCCSL506A	Apply counselling therapies to address a range of client issues

Upon completion students receive the 10487NAT Advanced Diploma of Counselling and Family Therapy (Christian)

2017 Advanced Diploma Electives include:

CHCFCS802B	Provide relationship counselling
CHCFCS804B	Provide therapy to children and young people
CFTMDS650A	Evaluate and apply therapy for mental disorders
CFTABS665A	Provide therapy for issues relating to abuse
CFTSEX675A	Provide therapy for clients presenting with sexual problems

10134NAT Graduate Diploma of Counselling and Integrated Psychotherapy (Spiritual)

(Note: New part-time students in 2017 will undertake 'Year A' units only, while full-time students will undertake Year A + B units)

Term	Part Time Year	Unit of Competency
Graduate Diploma of Counselling and Integrated Psychotherapy (Spiritual)		
1	A	MTMBUS702A Provide strategic leadership
1	A	IPSSCP803A Manage own self-care in professional practice
1	B	Elective
2	A	IPSCTM801A Evaluate, synthesise and apply a variety of counselling or psychotherapy modalities in counselling practice
2	B	BSBRES401 Analyse and present research information
2	B	Elective
3	A	IPSNMC802A Evaluate, synthesise and apply a new model of counselling or psychotherapy
3	A	IPSETH804A Work with complex contemporary and ethical issues in integrated psychotherapy IPSSUP805A Provide professional supervision to supervisees
3	B	Elective
4	B	BSBRES801A Initiate and lead applied research
4	B	IPSSUP805A Provide professional supervision to supervisees
4	A	Elective

Upon completion students receive the 10134NAT Graduate Diploma in Counselling and Integrated Psychotherapy (Spiritual)

2017 Graduate Diploma Electives include:	
CHCFC802B	Provide relationship counselling
CHCFC804B	Provide therapy to children and young people
CFTMDS650A	Evaluate and apply therapy for mental disorders
CFTABS665A	Provide therapy for issues relating to abuse
CFTSEX675A	Provide therapy for clients presenting with sexual problems
CHCGROUP807B	Implement group interventions
CHCCCS027	Visit client residence
IPSTRA806A	Provide counselling support in response to trauma reactions and critical incidents
IPSPTS807A	Determine client need and provide complex case management services
IPSPSY808A	Evaluate and apply common psychotherapeutic approaches and spirituality
IPSCSP809A	Apply Christian Counselling to common spiritual issues
IPSIST810A	Synthesise a relevant biblical theological perspective and integrate into the counselling process

The overall flow of the aifc courses is to teach a general model of Christian counselling in the Diploma, a model of Family Therapy in the Advanced Diploma (integrating theology, psychology and spirituality), and an intensive practical application with specialised leadership skills in the Graduate Diploma.

Your progress through the course

The aifc courses are designed to take you on a very intentional journey, comprising of 6 month blocks that we call 'seasons'.

Diploma of Counselling (Christian)

1) Cornerstone (months 1-6)

We lay the foundations with Jesus himself as the cornerstone.

We explore your personal discipleship journey, basic counselling skills, ethics and God's redemptive work in the life of the believer. Our guiding text is Ephesians 2:19-22.

2) Equip (months 7-12)

We introduce you to a specific model of counselling and the basics of Cognitive Behavioural

Therapy. We look at working with those who are suicidal, those from other cultures and some

introductory interventions around depression and anxiety. Our guiding text is Ephesians 4:11-13.

Advanced Diploma of Counselling and Family Therapy (Christian)

3) Plunder (months 13-18)

We dig deep into the world of psychology including learning and personality development theories.

We introduce you to stress management and a model of working with families. You start

counselling a Diploma student under close supervision and learn the basics of case management.

Our guiding text is Ex 12:35-36.

4) Sent (months 19-24)

Jesus had a season where He sent his disciples, so we have a transition season to prepare you for

vocational work as a counsellor. You engage with external clients under external supervision. In this

season you start to explore specialised topics of interest as well as covering foundational work with

addiction, grief, loss and with families. Our guiding text is John 20:21-23.

Graduate Diploma of Counselling and Integrated Psychotherapy (Spiritual)

5) Refined (months 25-30)

You are no longer a student in training but a colleague doing professional development. We go on

a journey of professional and personal refinement from counsellor to therapist - exploring new

clinical approaches, grappling with contemporary ethical issues and learning specific leadership

skills. Our guiding text is Daniel 11:33-35.

6) Lead (months 31-36)

Through elective choices, professional practice and a research project, you are becoming a subject

matter specialist in a particular therapy area. We take you through an externally accredited course

to teach you to be a supervisor. Our guiding text is Judges 5:6-9.

CHC51015 Diploma of Counselling

The industry standard, nationally accredited Diploma

(Note: The CHC51015 Diploma of Counselling is only available full-time for Distance Based Students. Part-time is available to Seminar and Distance-based students)

Term	Part Time Year	Unit of Competency	
Diploma of Counselling			
1	A	COCALS595A	Apply active listening skills from a Christian perspective
1	A	CHCLEG001	Work legally and ethically
1	B	CFTSMT645A	Apply stress management in therapy
1	B	CHCCSL004	Research and apply personality and development theories
2	A	CHCCSL001	Establish and confirm the counselling relationship
2	A	CHCCSL002	Apply specialist interpersonal and counselling interview skills
2	B	CHCCSM005	Develop, facilitate and review all aspects of case management
2	B	CHCCSL005	Apply learning theories in counselling
3	A	CHCCCS019	Recognise and respond to crisis situations
3	A	CHCCSL007	Support counselling clients in decision making processes
3	B	CHCPRP003	Reflect on and improve own professional practice
3	B	CHCFCS803B	Provide grief and loss counselling
4	A	CHCDIV001	Work with diverse people
4	A	CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety
4	A	CHCCSL003	Facilitate the counselling relationship and process
4	B	CFTADD655A	Provide therapy for clients with addiction issues
4	B	CHCCSL006	Select and use counselling therapies

Australian Qualifications Framework Levels

	VET	Higher Ed
AQF 10		Doctorate
AQF 9		Masters
AQF 8	G Cert / G Dip	Hons
AQF 7	Same Discipline	Bach
AQF 6	Adv Dip	Ass Deg
AQF 5	Diploma	
AQF 4	C IV	
AQF 3	C III	
AQF 2	C II	
AQF 1	C I	

Professional recognition of aifc's courses

aifc offers one of few Counselling courses that are recognised by the Australian Counselling Association (ACA) and the Psychotherapist and Counselling Federation of Australia (PACFA). Each of these organisations has different standards that must be met. Where these standards conflict, aifc meets the higher of the two:

Australian Counselling Association (ACA)

The ACA has 4 levels of membership:

- Level 1 membership recognises very basic skills and aifc's Diploma of Counselling (Christian) remains one of the few that are recognised by ACA for membership at this level.
- Level 2 membership can be attained by any Level 1 member who completes sufficient supervision and professional development.
- Level 3 membership requires completion of a higher education degree.
- Level 4 membership is attained by any Level 3 member who completes sufficient supervision and professional development.

Psychotherapist and Counselling Federation of Australia (PACFA)

Unlike ACA's 'multilevel' membership, PACFA membership is far more 'in' or 'out'. To be 'in', PACFA requires the completion of a three-year program of study. aifc students meet this requirement by completing an institute approved articulation made up of Diploma (1 year) + Advanced Diploma (1 year) + Graduate Diploma (1 year). Upon completion of the three-year pathway, students may become Interns with PACFA. Being an intern will enable you to be listed on the PACFA Register while working towards your 200 client hours, linked to 50 hours' supervision, required for provisional registration. After completion of required hours, you can become a 'Graduate' counsellor with PACFA. Further professional experience allows the Graduate Member to become a Clinical member. It should be noted that PACFA is a federation of numerous member bodies (including the Christian Counselling Association of Australia - CCAA). CCAA's website provides a "Find a Christian Counsellor" function. To be listed with them requires PACFA membership.

Australian Register of Counsellors and Psychotherapists (ARCAP)

ARCAP is a joint initiative of ACA and PACFA. Any clinician who is a member of either of these two bodies will automatically appear on the ARCAP register.

Summary

aifc's courses are recognised in the following way:

- Diploma of Counselling (Christian) attains Level 1 ACA membership
- Advanced Diploma of Counselling and Family Therapy (Christian) attains no additional external recognition
- Graduate Diploma of Counselling and Integrated Psychotherapy (Spiritual) attains ACA membership. It also attains PACFA recognition for students who have completed all of aifc's three-year training program.
- Students who complete the Graduate Diploma by direct entry with a prior undergraduate course, will only be able to achieve ACA Level 1.
- Students are strongly encouraged to become student members of ACA or CCAA during their Diploma studies. Advanced Diploma and Graduate Diploma students are required to become members in order to help attain relevant insurances for counselling practice.

Entry requirements

All students who wish to undertake an aifc training course must:

- obtain a Working with Children Check relevant to their State's legislative requirements.
- be over 18 or have completed a Senior Secondary Certificate, and be competent in aifc's Language, Literacy and Numeracy test.
- If you have not completed your Year 12 Certificate or a Cert IV and above (in Australia), you will also be required to take a government prescribed LLN Assessment, which will cost you \$20. For more information, please contact the National Office.
- Applicants to the Advanced Diploma and Graduate Diploma must also meet admission requirements outlined in the 2014 PACFA Training Standards. These state that students entering an accredited course of study need to demonstrate self-awareness, a relational capacity, ethical behaviour and an ability to reflect on and learn from experience and feedback.

With respect to the Graduate Diploma, there are two pathways for entry:

- Prior completion of an aifc Advanced Diploma. Students who have fully or partially completed the aifc Graduate Certificate will enter the Graduate Diploma on the basis of their Advanced Diploma and receive recognition of prior learning assessed on a case by case basis for their Graduate Certificate and other vocational experience.
- Holding another undergraduate (or higher) qualification in theology (e.g. Theology, Ministry, Christian Studies, Divinity) or mental health (e.g., Psychology, Counselling, Social Work) field demonstrating prior competence in counselling skills, grief and ethics.

What the courses involve

The aifc courses emphasise personal application and growth, as well as personal equipping - through training and activities. Being competency-based, you will be trained in counselling skills and to effectively use a counselling and family therapy model.

Student orientation

On the first day of the course you will be taken through an orientation procedure as set out on the student orientation checklist.

This may be done face-to-face or via video conference. Some of the points covered include:

- concerns raised in this handbook, including information on fees and refunds, recognition of prior learning, program orientation, student support, students' rights and responsibilities, etc.
- information on workplace health and safety, language and literacy support (see special form), emergency evacuation procedures, first aid procedures, injury and incident procedures and report, sexual harassment prevention (certain types of behaviour may constitute sexual harassment, sexual harassment is unlawful, who to go to for help if harassed, all complaints will be treated seriously), victimisation and bullying incidents will be investigated (see below for further details of WHS and other governmental regulations).

Terms and seminars

aifc operates on the basis of four terms each year of approximately ten weeks' duration.

Course delivery

aifc offers three delivery modes:

- Seminar-Based (5 intensives every ten weeks, ranging from 1 – 3 days)
- Distance-Based (no requirement to attend seminar or campus)
- On Campus (2 days a week, plus 5 hours of external online content)

Seminar based

Each term commences with an intensive training seminar or workshop. The academic year starts on the first day of the first term. This means term one starts on the first day of the first seminar, term two starts on the second seminar and so on. The seminars are held at slightly different times in different locations, the term dates are not identical around Australia. Where possible, term dates are designed to allow for a one or two week break in the middle of the year. See the aifc website for seminar, VET FEE-HELP Opt In and VET Student Loan census dates, and details regarding your study location.

Diploma and Advanced Diploma students:

- Intensive seminars: You will attend four intensive seminars at the start of each term consisting of 2-3 days duration. At the end of each year, you will attend a further day for final assessments.
- Tutorial groups: You will be allocated to staff-facilitated tutorial groups that meet during the intensive seminars for support and practical assessment.
- Small home groups: Two small home groups are held each term for skills practice and personal support.
- Learning partner: You will work with a learning partner for group work and peer support.

Graduate Diploma students:

- Workshops: Most units in the Graduate Diploma commence with a one-day workshop delivery of course content including role play and modelling through 'fish-bowl' demonstrations, as well as support and practical assessment and feedback. These workshops will coincide with Diploma and Advanced Diploma seminars at existing centres.
- Online: Each of the workshops will also be accessible online. You may live-stream the workshop over the internet in RealTime or you may access the content later via video. The post-workshop assessments will be the same as for the face-to-face workshop students; however, if you take units online you will need to do additional assessment to cover assessment undertaken during the workshop.
- Intensive: Intensives can be thought of as multi-day workshops, the key difference being that the majority of assessments are intended to be completed by the end of the intensive. Units offered by intensive will not be offered online which means that if you undertake the Graduate Diploma, you will need to travel to and participate in these intensives.
- Seminars: Seminars are delivered as part of aifc's Diploma and Advanced Diploma program. Students who wish to undertake any of these units as electives have the option of joining these seminar sessions by arrangement with the Regional Director.
- Action/reflection: These units involve that you find or create and participate in your own 'action-location' such as a homeless shelter, soup kitchen, women's refuge, or therapy group. Students reflect on their action location based on topic content with which they are provided to complete assessment tasks.

Distance Education Programs (DEP)

Distance education is an option available to all students. Due to the competency nature of the course, special conditions apply in the DEP.

It must be kept in mind that the training program is competency-based and not simply an academic exercise. It includes personal and professional (skills) development involving class interaction, sharing, tutorial groups, personal mentoring, demonstrations, videos, skills exercises and other activities which we manage to adapt to be able to attain within a distance program. Distance Education students are welcome to attend seminars on occasion with prior arrangement. Official commencement dates for DBP are in February and July.

If you apply for the DEP, you will be required to commit to the following:

- Detailed study of readers and other assigned textbooks
- Online live engagement with other aifc students and staff as directed by your trainer and assessor to enable you to complete your assigned tasks.
- Work with your assigned learning partner in order to complete assigned tasks and basic counselling skills exercises
- Watch any forwarded recordings which may be sent to you on processes and unit teaching
- Complete all distance education prescribed assessment tasks, which may be modified for individual learners as appropriate

Your assessor will provide the same level of support to you as they do to all their students, regardless of location. In addition to the formal support available from aifc, you can set up your own supportive local learning environment by co-opting family, friends, local professionals and aifc graduates and people from your church community. As well as enhancing the quality of your learning experience it will facilitate the learning of others involved.

On-Campus Program

aifc's On-Campus Program (OCP) will be available from 2017 for domestic as well as international students on student visas. This program will be offered in Sydney twice a week and attendance is required on both days (Tuesdays and Wednesdays).

Strict government regulations on immigration and training will govern the operation of this program for international students. International students who want to enrol into this program can obtain further information from our website www.aifc.com.au/international and learn more about their rights and responsibilities on the Department of Education and Training website: <https://docs.education.gov.au/node/39586>.

All courses

Mid-term study group: In various locations throughout Australia, aifc arranges and facilitates a study group in the middle of each term. Attendance at these is optional; however, hours will be recorded and added to the tally of 'person-to-person' training hours for each student who chooses to attend.

Assessment tasks: These tasks are completed between teaching segments. They include weekly journaling, written assessments, counselling skills assessments (often video recorded) and other assessment tasks.

Counselling practice: Throughout the courses, it will be necessary to apply the counselling skills you have been learning. In the Diploma you will practice counselling skills with your classmates. In the first half of the Advanced Diploma you will counsel a Diploma student. In the second half of the Advanced Diploma and throughout the Graduate Diploma you will counsel external clients. All counselling is done under supervision.

Flexible learning and assessment

Considerable flexibility is afforded to students through our three delivery modes. This provides for the course to be undertaken alongside one's employment. You can attend missed seminars, mid-term study groups and small home groups at locations other than the usual one. The introduction of a part

time course delivery option in 2015 provides additional flexible learning possibilities. Part-time options do not apply to the On-Campus program introduced in 2017.

Students' Portal

The aifc portal is a single logon location for you to interact with aifc's IT systems. This includes communication with your assessor (including accessing and submitting your assessment tasks) in aifc's Learning Management System (Moodle). Detailed instructions on how to use these systems will be provided during Orientation.

Learning Assessment Guides and Readers

As you undertake your selected course, you will be provided online, via Moodle, with a Learning and Assessment guide and Reader for each unit. The Learning and Assessment Guide outlines all the details of the unit including assessment tasks. These are also available in hard copy in a presentation binder for an additional charge.

How many hours a week are needed to do the assessment tasks?

The course has been accredited as a full-time course involving 20 hours of training a week for 40 weeks each year. This also applies to On-Campus students. You will need to spend at least this amount of time in course contact hours, written and other assessment tasks and supervised counselling and family therapy. Part-time students can expect approximately 50% of this time commitment, but is not available for On-Campus students.

The learning journey

Do not be concerned if you have not done any training or study for many years, as our staff members are highly committed to helping you. aifc courses are not simply comprised of academic exercises. A strong emphasis is also placed on personal application and competency in counselling skills. Learning and application, which lead to growth, are essential to the Kingdom of God. Jesus learned obedience (Hebrews 5:8) and Jesus grew (Luke 2:52).

Dealing with fear

If you, like some others, experience an emotional response of fear in relation to learning and assessment (the fear of failing an assignment) it is suggested you do the following:

- Thank God for the response: 'My brothers and sisters, whenever you face trials of any kind, consider it nothing but joy, because you know that the testing of your faith produces endurance; and let endurance have its full effect, so that you may be mature and complete, lacking in nothing.' (James 1:2-4 NRSV)
- Remember that fear can stimulate faith: 'O Most High, when I am afraid I will put my trust in you' (Psalm 56:3). Speak to the Lord about your fear and ask him for revelation about its origin and for wisdom about how to deal with it, and if necessary have some counselling.
- Seek the support of your assessor and others in your tutorial- and small support groups.

Areas of controversy and tension

The fields of counselling and theology can generate a good deal of controversy. The developers of the course have sought to present a middle-of-the-road approach to counselling as free of obvious controversy as possible. The course content has been very carefully compiled. Everyone has their own views on doctrine and practices based on their worldview. Carefully evaluate the material before God and be prepared to change your view if necessary. We want to avoid contention over doctrine (2 Timothy 2:23-26).

Processing

Like any worthwhile counselling course, this course is highly experiential. Matters may arise which you will find challenging. It is possible that deep unresolved issues will come to the surface, requiring some attention. It must be kept in mind that not every issue that arises has to be resolved immediately. Healing is a process and often a life-long journey. While you will be personally tutored, and coached by staff during the year, their guidance should not be confused with counselling. If you need further help you are encouraged to pursue the following avenues:

- Self-counselling (working through issues by following the counselling and therapy model taught).
- The skills training and support groups.
- Counselling by a fellow student as part of the counselling practicum.
- Diploma students are expected to receive counselling from an Advanced Diploma or Graduate Diploma student as part of their course.
- Individual counselling/therapy by a qualified outside therapist.

Time management

The academic team at aifc have spaced the assessment tasks throughout the terms to allow you adequate time to complete them all. But if you have problems in the area of time management and self-discipline, we suggest that you use a timetable and keep to it and make yourself accountable to somebody. If you are struggling with completing the assessment tasks in a satisfactory manner, your assessor will provide you with as much support as they reasonably can. If you are still not able to reach the standard of competence required, especially in the practical assessment tasks, you will need to discuss with your assessor whether you should continue the course. Ultimately, you are responsible for deciding whether or not you need to withdraw from your course.

Successful completion of a prior qualification does not automatically guarantee an offer of place into the Advanced Diploma or Graduate Diploma. In accordance with the entry requirements of the courses, you will need to demonstrate:

- self-directed application of knowledge,
- independent judgement and decision making,
- application of technical skills, and
- some fundamental human capacities (defined in PACFA Training Standards) such as:
 - self-awareness
 - relational capacity
 - ethical behaviour
 - maturity including the ability to receive challenging feedback

Perseverance (tenacity)

We believe that you have been divinely guided to come and complete this course. Even so, you will need to persevere and be tenacious (endure) - two special Christian qualities. We are available to encourage and help you achieve in this. The enemy will be very active to divert and discourage you. Who is going to win the day? (Luke 14:28-30).

If you believe that the Lord has called you to be trained (discipled) in a certain area and you have counted the cost and have stepped out in faith in obedience to him he will give you grace to complete it (Philippians 4:19).

Learning and teaching resources

The following learning and teaching resources are used by aifc in the training program:

- Learning Assessment Guides (LAG's)
- readers containing core knowledge and content
- relevant text books as directed
- class interactive teaching sessions by staff and visiting teachers
- class demonstrations and role plays
- tutorial groups, regular one-on-one mentoring and coaching of students by aifc staff
- written assessment tasks, various skills, counselling and therapy reports, triad skill exercises
- journaling
- small home group meeting during term for peer support and skills practice
- counselling and family therapy practice and supervision by a qualified supervisor
- attendance at three Twelve-Step Groups and reporting on them (Advanced Diploma)
- DVDs and/or videos on various topics

Learning skills

aifc's courses are designed to grow you as a learner as well as counsellor. The first term of the Diploma course is designed to accommodate learners who have limited study skills and/or have not been students for some time. Opportunities for further extension and exploration are provided if you commence with quite accomplished learning/study abilities. Each term the course material, delivery and assessment becomes increasingly challenging as your 'academic' ability progresses. Towards the end of the Advanced Diploma, you will have developed the independent learning skills expected of an AQF level 6 Student.

Competency-based training and assessment

aifc's competency-based training model of learning focuses on outcomes (the ability to actually do specific tasks according to an industry standard). Assessment is undertaken continuously and consists of a range of approaches relevant to the learning outcomes sought. Assessment of units will be either 'competent' (C) or 'not yet competent' (NYC). Competency is defined as having the knowledge, skills and attitude to perform a task.

Assessment of elements of competency and performance criteria

A minimum of two or more forms of evidence shall be gathered for each performance criteria within each unit - for example a written assignment, assessment by the assessor in tutorial groups and a journal. Telephone, video and other forms of evidence are occasionally used by assessors if you have specific learning needs or follow the Distance Education Program. Assessment of counselling skills is done by the assessor through triads, role plays, counselling exercises, during counselling of a fellow student in Diploma courses and external clients in Advanced Diploma and Graduate Diploma students through audio/video recordings. A specific Skills Assessment form is used for assessing skills. Other activities are also used such as peer feedback in small home groups and self-assessment, but these are not recognised as official assessments in competency-based training. They simply assist in the training and enable students to practice their skills prior to formal assessment.

Assessment guidelines

During the assessment process the following will be taken into consideration:

- Were instructions followed? All assessment tasks must be completed in accordance with the instructions provided.
- Have you thought through and understood your material (evaluation)?
- Is your work thorough and complete?
- Have you related the material to your life, where appropriate?
- Have you related the material to counselling and therapy, where appropriate?
- Is your work neat and presentable?
- Have you kept within the word limit?
- Have you correctly acknowledged (referenced) where you got your material?
- Was your assignment sent to the assessor on or before the due date?

If you have problems understanding any of the directions, do not hesitate to ask your assessor. Your assessment will be graded against your knowledge (facts), skills and application of the knowledge and skills relating to the topic and context.

Assessment will be in accord with the AQF level of the course (i.e. Level 5 for the Diploma, Level 6 for the Advanced Diploma and Level 8 for the Graduate Diploma). At the higher AQF levels a higher standard of evaluation of the topic by the student will be expected than in the lower levels.

Written assessment tasks

Written assessment tasks must be formatted correctly before submission. Use the following formatting, unless otherwise specified or requested:

- File type – Word Document
- Headings used where appropriate
- Written assessments within ten percent either side of the specified word count.
- Presentation in accordance with APA style.

Assessment by video recording

Aifc makes use of video for assessment purposes. In order to facilitate this, Distance Education students are assigned an online learning room where they can make their recording which is accessible only to their assessor and themselves.

Seminar based students must create a Vimeo account that they are responsible for.

- Vimeo videos are only to be shared between students and assessors and must be password protected.
- All recordings are to be deleted after assessment.

In order to ensure timely upload of files to Vimeo it is strongly recommended Seminar students purchase a Vimeo Plus license (approx.. \$70/year) to upload files.

To speed up the upload, it is recommended students purchase a video compression program to make the file size smaller. We recommend HandBrake - <https://handbrake.fr/>.

Moderation of assessment tasks

Your assessment tasks are moderated regularly by other aifc staff, to ensure accuracy and consistency. Copies of assignments are kept for moderation and audit purposes.

Presentation of assessment tasks

Assessment tasks will be submitted through the Learning Management System (Moodle), Student Recording upload or demonstrated in person to an accredited assessor.

Resubmission and reassessment of assessment tasks

If your first attempt at an assessment task is considered to be 'not yet competent' (NYC), or if you have exceeded any prescribed word limit in the assessment task you will be asked by your assessor to resubmit the assessment task or undertake an alternate assessment within a short specified period (maximum of one week). The first reassessment will be provided free of charge.

Any further reassessments will come with a reassessment fee. Please refer to Other Fees section in the aifc Fee Table for more details.

Late submission of assessment tasks

Assessment tasks are spaced evenly throughout the term, and must be submitted by the prescribed date. You cannot move on to the next term if the prerequisite unit is not satisfactorily completed. In cases of personal or family sickness, or other exceptional circumstances, a Moodle message must be submitted to your assessor prior to the due date and a medical certificate forwarded (if requested). As counsellors we are called to help others and we cannot do so if we are not well ourselves. Students with continuous long-term sickness that is impacting their ability to complete the coursework will be encouraged to reduce to a part-time load.

Requests for extensions, outside of emergency situations, should be directed to your assessor via a Moodle message with reason for request. The assessor will refer to the Assistant/Regional Director who will decide on an extension period – generally a maximum of one week.

Continuous late submission of assessment tasks

The following procedures have been put in place for repeated late submissions:

- A \$65 administration/marketing fee for each time an assessment task is late. Failure to pay this fee can ultimately lead to disconnection from aifc systems until the fee is paid.
- A meeting with the Regional Director to discuss continued enrolment in the course.
- Allocation of the student to a different assessor.
- Delayed course completion where units cannot be commenced as a result of pre-requisite units not yet being completed.
- Inability to continue into subsequent courses based on poor self-awareness and personal immaturity (PACFA standards 1.1.2 and 1.1.5 respectively).

Failure to meet assignment deadlines is a matter of self-discipline, which is an essential quality for any professional person.

Referencing your assessment tasks

If you use someone else's published ideas (citing) or their exact words (quoting) you must acknowledge that fact by stating where it came from - this is called referencing. Plagiarism, which is the use of another person's material and ideas and passing it off as if it was your own, will be viewed seriously and the assessment of the assignment affected accordingly – please refer to our Academic honesty and dishonesty section of this document.

For the Diploma and Advanced Diploma, you are free to choose your preferred referencing style, but you are expected to apply your chosen style with consistency. American Psychological Association (a variation of the Harvard style) is preferred for Diploma and Advanced Diploma, but required for Graduate Diploma.

The University of Melbourne 're:cite' website can be found at <http://www.lib.unimelb.edu.au/recite/index.html> and provides an excellent overview of referencing styles as well as a simple, three step process to help you reference just about any type of source. Students who require more information regarding the APA referencing style are encouraged to visit www.apastyle.org which includes an option to purchase a Publication Manual.

Required reading

Compulsory readings are part of the course, particularly in the latter stages. In fact, many of the assessment tasks are drawn from the content in the recommended texts.

The unit readers are provided to you as part of your resource and admin fee. The remaining required texts must be obtained by you and must be the latest editions. It is recommended that all reference texts be retained for further use after graduation.

Official aifc Online Bookstore

The aifc has teamed up with Koorong Books to create an Online Bookstore which caters for each of our courses. aifc's Online Bookstore can be accessed through our website, or you can visit directly through the following link: <http://www.aifc.com.au/reading-list-2016/>. Order your textbooks well in advance

because some are difficult to find or may not be in stock - especially with the numbers of students doing the course.

Other Book retailers

- Word Bookstores (Christian) - Books can be ordered at www.word.com.au/aifc.
- www.amazon.com
- www.bookdepository.com
- www.fishpond.com.au (most texts available at considerable discounts)
- Most university campuses have a Co-op Bookshop open to anyone. For a small fee become a member for life and access discounts.
- PSYCHOZ Publications and The Human Condition Bookshop, Level One, 288 High Street, KEW, VIC 3101, Ph: 03 9855 2220, www.psychotherapy.com.au
- The Written Word, 99 York St, Sydney, NSW 1230, Ph 1800 636 748

Both Christian and secular books may be ordered through internet bookstores. It is suggested that you shop around, prices and availability vary considerably.

The Bible

As you are doing a Christian counselling course it is necessary for you to use for assessment tasks and bring to all seminars a good study Bible, such as the:

- New King James Version (NKJV)
- New American Standard Version (NASV)
- New International Version (NIV)
- New Revised Standard Version (NRSV)
- New Living Translation (NLT)
- English Standard Version (ESV)

ID cards and student discounts

You will be issued with an ID card at the commencement of the course. Most bookshops will give a student discount if you present your student ID card. Your ID card may also entitle you to other discount benefits such as movies.

Libraries

To assist you in furthering your knowledge and in doing some assessment tasks, we recommend you use libraries available in your area (public, municipal, technological, university, etc.). Many theological libraries allow external members, which normally include access to worldwide catalogues of journals and other periodicals.

As an aifc student, you will be able to access a rich variety of periodicals via:

- ProQuest religion database
- ProQuest psychology database

Fees

Course Cost					
Course	No. of Dip, Adv Dip Core Units	No. of Elective Units	No. of Grad Dip Core Units	Total Units	Total Cost
CHC51015 Diploma	17	-	-	17	\$9,860.00
AIFC Diploma	16	-	-	16	\$6,820.00
AIFC Advanced Diploma	12	4	-	16	\$7,840.00
AIFC Graduate Diploma	-	4	8	12	\$11,200.00
<i>VET Student Loans are available for eligible students for CHC51015 and Industry units in aifc Diploma and Advanced Diploma courses</i>					
Unit Costs					
Description	Cost				
CHC51015 Diploma	\$580.00				
AIFC Diploma or Advanced Diploma Core	\$200.00				
AIFC Advanced Diploma and Graduate Diploma Elective	\$600.00				
AIFC Graduate Diploma Core	\$1,100.00				
RPL Fees					
Description	Cost				
CHC51015 Industry Unit	\$232.00				
AIFC Diploma or Advanced Diploma Core	\$100.00				
AIFC Advanced Diploma and Graduate Diploma Elective	\$240.00				
AIFC Graduate Diploma Core	\$440.00				
Initial RPL Processing Fee	\$150.00				
Audit Costs					
Description	Cost (DBP)		Cost (Seminar)		
Diploma or Advanced Diploma Core	\$180.00		\$200.00		
Advanced Diploma and Graduate Diploma Elective	\$180.00		\$250.00		
Graduate Diploma Core	\$180.00		\$300.00		
Other Fees					
Description (not covered by VET Student Loans)	Cost				
Resource Fee: Distance Based	\$400.00				
Resource Fee: Seminar Based	\$800.00				
Transfer Fee	\$200.00				
Assignment Reassessment Fee (after first free reassessment):	\$65.00				
Course Late payment fee: 10% of the total term fee (plus GST) for payments made after seminars have commenced (provided that aifc delivers invoices in a timely manner)	10%				
Students redoing a unit are required to pay the original unit fee again	TBC				

What the fees include

- Access online to over 1000 pages of reading material
- Assessor support
- Training lectures via Seminar, Workshop or Online

What the fees do not include

- Accommodation and travel costs
- Textbooks
- Computer software or Vimeo subscription
- Professional indemnity and public liability insurance and Association membership
- Counselling supervision
- Optional midterm study group attendance
- Hard copies of reading materials (hard copies of reading materials in binders and attendance at optional midterm study groups can be purchased separately)

Fees are reviewed and subject to change on an annual basis. This applies to both current and incoming students.

Recognition of prior learning

Australian Institute of Family Counselling acknowledges recognition of prior learning (RPL). Only whole units of competency (not portions) may be considered for RPL. Where there is a credit transfer a non-graded assessment result for that unit may appear on an aifc Statement of Attainment or Record of Results. RPL can be requested during enrolment. Please discuss with the Regional Director and refer to the RPL Student's Guide on the aifc website.

Please refer to the aifc Fee Table for RPL unit and initial assessment costs.

Audit fees

It is possible to audit aifc courses. Fees are \$180 for participants auditing by Distance or \$250 for Participants auditing at Seminar.

Audit includes:

- A copy of the course notes
- Attending the delivery of the course (either by Seminar, Workshop or Livestream for DBP)
- Involvement in the experiential elements of the course included in delivery (e.g., class discussion, triads etc.)

Audit explicitly excludes:

- Assessment of work or feedback
- Involvement in assessment components of the course.

Audit participants who choose to enrol in an aifc course of study within 12 months of auditing an aifc unit will receive a full refund of their audit fees.

Fees to redo the course

If you do not complete your studies by the end of the agreed timeframe, your enrolment status will lapse and you will need to apply for re-enrolment in the following year to resume studies. You are required to pay the applicable fees for the unit/s or apply for a VET Student Loan before census date.

Part C – Student services and policies

Student fee protection policy

Student fees paid in advance are placed in the aifc Student Fees Trust Fund Account for security in the unlikely event of sudden termination of the training program.

Fee refund policy

The fee refund policy for students who do not wish to continue with the course is, in brief:

- The withdrawal date is the date when the Change of Enrolment Form is received by Student Services (National Office).
- Your VET Student Loan balance will be re-credited or upfront payment refunded.
- If you withdraw after the Census date, you are not eligible for a refund. Only under special circumstances such as a serious illness, can you apply to have your VET Student Loan balance re-credited or have upfront payments refunded.
- If you withdraw before the course commences, you will communicate directly with the National Office, 02 6242 5111 or email studentservices@aifc.com.au with a completed Change of Enrolment form (available from the aifc website).
- If you withdraw during the course, please discuss your situation with your assessor and/or Regional Director and submit a Change of Enrolment form to the Regional Director.
- The above requirements do not remove your right to take further action under Australia's consumer protection laws or to seek independent legal advice and pursue other legal avenues. Attention is also drawn to the Student Complaints and Appeals policy.

Should a course offered by aifc be cancelled prior to or after commencement the following applies:

- All fees paid in advance will be refunded in full.
- Where a course is cancelled refunds will be provided within two weeks of cancellation.

Program Transfers

- As part of aifc's commitment to a flexible learning environment, you have the ability to transfer in any of the following ways:
- Permanently moving from one Seminar based location to another Seminar based location
- Moving from a Seminar based program to the English Distance Based Program (and vice versa):
 - A Change of Enrolment form needs to be submitted 8 weeks prior to movement
 - You can only move once in a single course enrolment
 - Mid-year DBP students cannot move into the Seminar based program

- Moving from full-time study to part-time study (after Seminar 1, a student cannot move from part-time to full-time)
- Each of these transfers comes with a \$200 (incl. GST) processing fee (not covered by VET Student Loans).

Withdrawal from the course

- Students considering withdrawing from the course should first refer to the fee refund policy in this handbook. To withdraw from the course, students are required to complete a Change of Enrolment form, available on our website, and follow carefully the process described. Student withdrawals may incur a financial penalty.
- The National Office will not process, or respond to, any forms that are sent in without a Regional Director's signature.
- Students are encouraged where possible to complete all assessment tasks for the current term before withdrawing. This will allow them to recommence the course in the future.

VET Student Loans

VET Student Loans, recently replacing VET FEE-HELP, is a loan scheme for the Vocational Education and Training (VET) sector that is part of the Higher Education Loan Program (HELP). VET Student Loans assist eligible students undertaking certain VET courses of study (incl. CHC51015 Diploma course units). It allows students to borrow funds up to their FEE-HELP limit to help pay for all or part of their tuition fees. Students who access VET Student Loans assistance will have a loan with the Australian Government who will, on the student's behalf, pay approved tuition fees to their VET provider. VET Student Loans are not repayable until a student's income reaches the threshold of approximately \$54,869 for the 2016-2017 income year.

There are eligibility requirements for VET Student Loans. These include the fact that it is only available to an Australian citizen; or a permanent humanitarian visa holder who will be resident in Australia for the duration of the unit of study in which they are seeking assistance. You will also need to provide evidence of a Year 12 Certificate or higher education, or complete an online Language, Literacy and Numeracy test.

If you are eligible for a VET Student Loan and wish to obtain information about or apply for a loan for your course, you should indicate this in your enrolment application, or contact the aifc Student Services team at studentservices@aifc.com.au. You will be required to supply documentation to prove eligibility. Students who are eligible for Austudy/Abstudy may also apply for a VET Student Loan. aifc will notify the Department of your intention to apply for a VET Student Loan and give the department your enrolment information, who in turn will send you an email allowing you to sign into the eCAF system with further instructions.

All other policies relating to VET Student Loans are available via the aifc website, or further information can be obtained by calling the study assist enquiry line 1800 020 108, or visit the Department of Education and Training website <https://docs.education.gov.au/node/42391>. All VET Student Loans reforms are determined by the Australian Government and not by aifc, however we will assist students as far as possible with all issues and enquiries.

Austudy / Abstudy

The courses are nationally accredited as full time courses (full-time enrolment involves 20 hours per week study) so eligible students can apply for Austudy/Abstudy through Centrelink. Applying for Austudy/Abstudy is the responsibility of the student. Information about this and application forms can be obtained from Centrelink. The Confirmation of Enrolment will need to be provided to Centrelink as proof of enrolment in an eligible course. Applicants need to advise Centrelink that ALL students are enrolled through the National Office in Canberra and supply the aifc provider number and the course code.

Use of personal information

You are advised that personal information supplied on your application for enrolment form may be:

- Made available to Commonwealth and State agencies where required by law and
- Made available to Commonwealth and State agencies, where there are changes to your enrolment, if required by law.

aifc will not use or divulge your personal information, without your permission, except to aifc staff, students and any government body or agency to which aifc is required by law to supply information.

Gaining access to your records

Student records are stored confidentially with only authorised staff having access. To gain access to your records you are required to complete a "Personal Information Disclosure" form available from the National Office. The National Office staff will then arrange a suitable time for you to view your records. If you wish to grant access of your records to another person or organisation you can do this by completing the 'Personal Information Disclosure' form. Staff at National Office will forward a copy of the information to those requesting it.

Student support

aifc staff are committed to working together with you to achieve course competency.

Students in the Diploma and Advanced Diploma will be supported by an allocated assessor throughout the training program - during interviews at seminars and by personal mentoring. aifc Assistant and Regional Directors are also available to assist in this. Furthermore, in the Advanced Diploma, you can discuss counselling issues with your counselling supervisor. Your assessor will inform you of the best time and manner to contact them. You are requested not to place unreasonable demands on your assessor or contact them at inappropriate times. Specifically, support in the Diploma and Advanced Diploma will include:

- mentoring sessions with the assessor at seminar
- optional attendance at mid-term study groups
- at least one mentoring session mid-term

Students in the Graduate Diploma will be supported by a course coach who is based in their region as well as a specialist assessor for each unit of the Graduate Diploma.

Below is a list of services that can be accessed should you require any further assistance. In order to give you the best possible service, it is important you direct any queries you have to the right place.

Question Type	Graduate Diploma	Diploma and Advanced Diploma
Administrative - for example: <ul style="list-style-type: none"> • Finances/Invoicing • VET Student Loans • CAN Notices 	National Office Ph 1300 721 397 or (02) 6242 5111 Email studentservices@aifc.com.au	
Course Content - for example: <ul style="list-style-type: none"> • Content queries • Assessment questions • Requests for extension • Supervision requirements • Course feedback 	Assessor for respective Unit (contact via Moodle Message)	Trainer/Assessor (contact via Moodle Message)
Student Journey - for example: <ul style="list-style-type: none"> • Personal difficulties • Withdrawal • Change of Personal Details • Working with Children check • RPL • Moodle • ACA/PACFA recognition 	Course Coach for your region (contact via Moodle Message or @aifc.com.au email)	

Language, literacy and numeracy support

All students undergo a Language, Literacy and Numeracy Student Support Assessment to assist in determining support needs. An additional assessment may be required if you are applying for a VET Student Loan. Students are required to reach a reasonable level of proficiency in these areas in order to complete the course.

Additional help

Students who may need additional help include, but are not limited to, those with disability, learning and language difficulties, those from other cultures, Aboriginal and Torres Straight Islanders and South Sea Islanders. aifc is highly committed to equity and access principles to provide additional help should you need it. If necessary, course delivery and assessing methods may be modified. If you have a disability that may affect your studies, you will be asked to indicate this on your application for enrolment form and to inform your assessor at the start of the course. During the course, you are expected to seek advice, help or assistance before, rather than after, submitting assessment tasks.

Student rights and responsibilities

As an aifc student, you have the rights and responsibilities detailed below. They are directly connected with your participation in your studies with aifc.

Students have the right to:

- a good learning environment
- receive from your assessor at the beginning of each term information on course structure, unit objectives and assessment requirements
- undergo consistent, continuous and objective forms of assessment
- receive an extension of time to submit work in the case of an emergency
- one free reassessment per unit
- receive a full explanation of a result from the teacher assessing work
- receive a regular progress report on overall performance
- appeal against a result to your assessor or Regional Director
- reasonable access to teachers and assessors to discuss course-related matters outside of class time
- be free from discrimination on the basis of gender, race, family status, disability, age and beliefs
- be free from harassment, bullying and victimisation
- contribute to the evaluation of institute policies, practices and the course
- learn without interference and interruption from other students
- be taught by high quality educators who have a sound knowledge of the subject
- learn in an environment of care, support and respect
- copyright protection of your own work

You are responsible for:

- ensuring that the work you submit for assessment is your own work
- demonstrating a high standard of Christian conduct
- following the guidelines in the Student Handbook
- working seriously at your studies and are to be familiar with the information available to your course of study
- observing attendance requirements and submit in writing explanations for all absences
- participating and cooperating in classes, tutorials and small groups
- completing all assessment requirements
- maintaining strict confidentiality in relation to personal matters shared in the classroom, tutorials, small groups and in counselling
- paying fees by the due-date
- actively seeking learning support from teachers and assessors
- treating fellow-students, institute staff and visiting speakers with respect
- help maintain aifc as a caring community
- behaving in a responsible manner which acknowledges the rights of others as well as your own
- wearing respectable, modest, clean and safe clothing at all times
- respecting the property of the institute, staff and of fellow students
- updating your personal contact details via the aifc portal
- accepting and responding to feedback
- applying aifc WHS policies and procedures
- self-evaluating your work before submission
- accepting a high degree of responsibility for the management of your online learning
- familiarising yourself with the assessment requirements, criteria and due dates.

Conduct

aifc is committed to maintaining a high standard of conduct with staff and students that is consistent with biblical and ethical standards. Misconduct includes (but is not limited to):

- disrupting the learning of others (in classroom, tutorial group, etc.)
- preventing institute staff or visiting speakers from performing their duties
- endangering the health and safety of staff or students
- any form of harassment and bullying, whether based on gender, race, age, or belief
- wilfully damaging the property of aifc staff and/or fellow students
- being under the influence of alcohol, prohibited drugs or substances
- cheating and plagiarism (see: academic honesty below)
- making a false representation as to a matter affecting student status
- breach of rules relating to assessment
- engaging in criminal activity

Academic honesty and dishonesty

During the online submission process, you make a declaration that the work you submit is your own and not that of any others except where acknowledged. Should you seek to gain an unfair advantage by copying other students' work, or allowing others to do their assessment tasks for them, you will be penalised. Plagiarism, this is using the work of other authors without giving credit to them, is viewed seriously in all educational organisations. Students who engage in this will be penalised. Students are encouraged to consider that an indicator of one qualified to be a leader in the Christian community is a person who "does not pursue dishonest gain" (1 Timothy 3:8 ESV).

Disciplinary proceedings

If there is a concern or a formal complaint is received about the conduct of a student (or staff-person), the matter will be followed up and addressed by the Regional Director. You will be given an opportunity to explain your behaviour and a decision will be made about what action will be taken at a meeting. The director may (at their discretion) escalate the matter to the Academic Manager. If you are involved in inappropriate behaviour such as breaching standards of conduct or academic dishonesty, you can expect consequences such as:

- a verbal warning
- a formal warning (including a note on student file)
- financial penalty as described in the incidental fees
- request to redo a particular unit or component of the course
- removal from seminar or termination of access to aifc's information systems
- given a 'not yet competent' grade in a unit
- reporting to relevant authorities
- expelled from the course (indefinitely)
- suspended from the course (for a period of time or until a pre-condition is met)

Examples of pre-conditions may include:

- Letter from relevant external source (e.g. therapist, government agency)
- Proof of access to external support such as Psychological help or IT support

Student appeals and complaints policy

Access to a just and equitable process for dealing with grievances will be provided at all times. Should you wish to make an appeal or complaint, you are required to proceed in the following manner within 20 working days of the incident.

- If the complaint is about another person, you should first approach that person to seek resolution before involving others.
- If no reconciliation can be made, you can bring the complaint to your course assessor or Assistant Director for resolution.
- At this point, if it is a formal complaint, a Complaint and Appeals Form will be filled out as a record of the meeting.
- Should a resolution not be met, the issue will be taken to the Academic Manager for a full investigation and resolution.
- If you are still unsatisfied with the results of the complaint/appeal they may request, in writing, a conversation with the aifc Chief Executive Officer and two external independent persons, arranged by the organisation, who will do everything possible to resolve the matter.

At all stages these meetings are informal and conciliatory. Your views will be heard and respected. aifc's position and policy will be clearly communicated without prejudice. The process for hearing the case will begin within 10 working days of receiving the formal complaint/appeal. You must stay enrolled during the processing of the complaint or appeal.

All procedures, agreements and action steps will be recorded and held in confidence. You will receive a copy of the Complaint and Appeals Form, which will include the outcome and reasons for the outcome. If the decision is in your favour, aifc will immediately implement any corrective measures, decisions made or preventative measures as per the outcome.

If you have a complaint about assessment you should in the first instance go to your course assessor and discuss it with them. The response must begin within 10 days of the appeal. Appropriate evidence of assessment will be made available to students who appeal against decisions. If this is unsuccessful you must go to the aifc Regional Director (or their assistant) to seek resolution. If the decision still cannot be resolved, the Academic Manager is brought into the matter in view of resolution. If this is unsatisfactory the Chief Executive Officer will need to be involved.

A panel involving at least one person not associated with you or aifc may be established if required. This would only occur in cases where no resolution was possible through the means described above. All procedures, agreements and action steps will be recorded and held in confidence and you are encouraged at any time during a complaints/appeals process to engage a support person.

Workplace health, safety and other governmental regulations

You need to be aware of Commonwealth and State governmental regulations in relation to:

- Workplace Health and Safety (Work Cover).
- <http://www.cgu.com.au/cgu/Pages/Home.aspx>
- QLD: <https://www.worksafe.qld.gov.au/laws-and-compliance/workplace-health-and-safety-laws>
- NSW: <http://www.legislation.nsw.gov.au/#/>
- VIC: <http://www.worksafe.vic.gov.au/laws-and-regulations>
- W.A:
https://www.slp.wa.gov.au/legislation/agency.nsf/docep_%20main_mrtitle_1853_homepage.html
- ACT: http://www.worksafe.act.gov.au/health_safety
- S.A: <https://www.legislation.sa.gov.au/index.aspx>
- Workers Compensation Insurance covers all staff
- QLD: <http://www.workcoverqld.com.au/>
- ACT: <http://www.cgu.com.au/insurance/Business/Workers-Compensation>
- WA + VIC: <https://www.qbe.com.au/business/insurance-for-businesses/people/workers-compensation/>
- SA: <http://www.rtwsa.com/>
- NSW: <http://www.workcover.nsw.gov.au>
- Professional indemnity insurance covers staff while engaged in aifc duties and all students while counselling during the course.
- <http://www.acsfinancial.com.au/>
- Workplace harassment, victimisation and bullying.
- <http://www.worksafety.act.gov.au>
- Anti-discrimination, including equal opportunity, racial vilification and disability discrimination.
<http://www.antidiscrimination.gov.au>
- Privacy: <http://www.privacy.gov.au/law/act>

Under the model legislation outlined by Safework Australia, you have a responsibility to:

- take reasonable care for your own health and safety
- take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons
- comply, so far as they are reasonably able, with any instruction that is given by aifc or its staff

Incidents

Should you be involved in an incident during an aifc related event (any traumatic event causing personal harm to themselves or other) such as an accident, injury, theft, damage to property, abuse, natural disaster and terrorism, you should report it to your assessor, who will complete an incident report together with you and inform the aifc Regional Director who will send a copy to the Business Manager. Any necessary actions/steps to be taken as a result of the incident will be recorded and followed up.

Student feedback (evaluation)

Feedback from students on the training program is important and taken seriously, in view of the continuous improvement of the training program. If you wish to make recommendations about course improvement is required to submit them to their Regional Director.

Various feedback forms are also used, such as:

- Visiting teacher evaluation form – this should be completed after all visiting teachers complete their teaching, assessed by the Assistant Director and copy sent to the Academic Manager for analysis (a copy of each form will also be sent to the speaker).
- Student staff evaluation form – this is completed by each student to assess staff teaching and assessing performance at Seminar 3 and checked, feedback given to the staff person by the Regional/Program Director, and then sent to the Academic Manager for processing.
- Program Review by Students – this should be completed by all students at seminar 5 to be checked by the Regional/Program Director and then sent to the Academic Manager for analysis.

Requirements to receive qualifications

- All course fees must be paid before graduation.
- To receive the Diploma of Counselling (Christian) students must satisfactorily complete all the Diploma units in no more than three years.
- To receive the Advanced Diploma of Counselling and Family Therapy (Christian) students must satisfactorily complete all the Advanced Diploma units in no more than three years.
- To receive the Graduate Diploma students must satisfactorily complete all the third year units in no more than three years.
- A Statement of Attainment will be issued to those who only complete portions of the course.
- A graduation ceremony will be held (usually the Friday or Saturday evening of the second seminar) the year after satisfactory completion of each of the relevant course.

Certificates and Record of Results

- Upon satisfactory completion of your course and full payment of all fees you will receive a certificate and a Record of Results listing the units that you have attained competence in.
- Additional copies of your Certificate and/or Record of Results may be obtained from the National Office at a cost of \$20 each.
- If you require any additional copies of your Certificate and/or Record of Results to be posted overseas, there will be an additional overseas postage fee applied.

Graduation ceremony

The graduation ceremony is generally held during the second seminar in the year following completion of the course, normally in a conference room at the course venue. Only students who have satisfactorily completed the Diploma, Advanced Diploma or Graduate Diploma will be awarded certificates at the ceremony. The ceremony is arranged and conducted by the Regional Director, who will give you further details as required.

After graduation—further study and vocational opportunities

If you wish to practice counselling and family therapy, you are advised to complete the whole three-year training program culminating in the Graduate Diploma of Counselling and Integrated Psychotherapy (Spiritual).

Following graduation, it is expected that if you wish to practice counselling you will:

- continue to be involved in on-going education
- continue to observe the ethical principles taught
- have ongoing counselling supervision
- continue membership of a recognised counselling association (CCAA, ACA, AARC, CAPA, PACFA etc.) and potentially work toward full clinical membership with these associations.

If these criteria are met, there should be no reason a graduate cannot immediately practice supervised counselling in private practice (preferably in a counselling clinic), in churches, missions, schools, hospitals and government departments. Graduates may also conduct seminars on family health issues as a service to the general community.

Vocational opportunities in secular and church organisations such as community services, schools and churches depend upon the requirements of those organisation and graduates are encouraged to approach and discuss opportunities with those organisations.

As aifc courses are accredited by the Psychotherapy and Counselling Federation of Australia (PACFA) and the Australian Counselling Association (ACA), it opens doors to many career opportunities in the counselling industry.

Once counsellors become a graduate/clinical member with ACA or with a PACFA member association by doing a course such as our Graduate Diploma and the necessary additional counselling hours, they are eligible to be included on the Australian Register of Counsellors and Psychotherapists (ARCAP). This register is available to the public.

Further training

Students who have received the aifc Graduate Diploma program may consider further post-graduate training by other training providers such the University of Western Sydney, LaTrobe University, Charles Sturt University, Queensland University of Technology, Catholic University, University of New England, Tabor College, Wesley College and Christian Heritage College (QLD) all who have accepted our students into their postgraduate programs.

aifc has structured learning pathways established with Tabor College (Victoria), Christian Heritage College (QLD) and Tabor College (WA).

In 2018, aifc anticipates offering a one-year Masters of Counselling program to successful graduates of the Graduate Diploma.