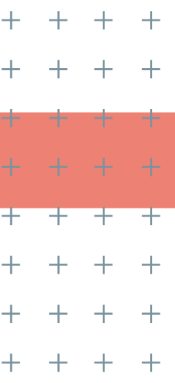




Training Champions



PROSPECTUS



PERTH, WESTERN AUSTRALIA

vlibtc.wa.edu.au



The Spirit of the Lord is upon Me, Because

He has anointed Me To preach the gospel

to the poor; He has sent Me to heal the

brokenhearted, To proclaim liberty to the

captives And recovery of sight to the blind, To

set at liberty those who are oppressed.

Luke 4:18



TABLE OF CONTENTS

About VLIBTC	1
President's Message	2
Deputy Principal's Message	3
About Victory Life Centre	4
College Life	5-6
Registration & Recognition	6
Study Options	7-8
Course Overviews & Units	9-13
Enrolment	14
Fees	15
Contact Us	



About VLIBTC

Victory Life International Bible Training Centre is a place that will inspire and equip you to live a victorious life in Jesus.

The vision of VLIBTC is to train and equip men and women to reach their full potential in Christ; in life, the workplace and ministry and to take this city, nation and world for Jesus.

VLIBTC is a Pentecostal Word of Faith Bible Training Centre. Our students are empowered and equipped to develop the strong foundation of both hearing and doing God's word. A place where real people, living real lives learn to reach a real world with the power of the Gospel and the Holy Spirit.

At VLIBTC we believe that the natural and the supernatural coming together form an unstoppable force in God. Here you will get practical information for your personal life and ministry and at the same time you will receive spiritual deposits that will strengthen you for the years to come.

VLIBTC was established in 1997 by Reverend Margaret Court. Margaret Court is Australia's most successful and celebrated tennis player of all time. No player in tennis history has ever surpassed her incredible record of 64 grand slam titles, in both singles and doubles. Margaret became a Christian while she was still the world's best, and when she finally retired from the game in 1976 she settled down to a life as a wife and mother, but could not resist the call of God that was on her life.

In 1991 Margaret was officially ordained to ministry and a year later established her own outreach ministry Margaret Court Ministries Inc. Her vision was to see the lost, lonely, sick and defeated triumph in life by receiving Jesus Christ as Lord and Saviour, and to teach them how to implement the faith principles by which they too could live a successful life.



Come and see what college life is all about and join us for Open Week in the first week of each semester.

President's Message

Victory Life International Bible Training Centre (VLIBTC) is a place where students are taught to be victorious overcomers in every area of their life; spirit, soul and body.

I see VLIBTC teaching men and women to realise their full potential and stature in Christ, by becoming:

KNOWLEDGEABLE - rightly discerning the Word of God as the truth and grounded in the word of faith, love and compassion for the ministry of reconciliation.

AUTHORITATIVE - taking up our rightful position as believers who have been given all authority and power over the enemy.

RIGHTEOUS - having full understanding of the importance of knowing who we are and what we have in Christ; this righteousness being the foundation of our faith and the key to our future success in life and ministry.

COMMITTED AND FAITHFUL - by recognising that servanthood and leadership are attained by diligently studying and applying the Word of God.

PRAYERFUL - first recognising that success in life and ministry is totally dependent on an intimate prayer life with Christ.

POWERFUL AND ANOINTED - learning how to move in the Holy Spirit and His gifts, building up a relationship of total dependency on Him.



VLIBTC is a training ground for those called to the workplace, five-fold ministry and the ministry of helps - where God can raise up an army of strong believers fully prepared and adequately equipped to take this nation and the nations for Jesus.

By the Word of God and the help and guidance of the Holy Spirit, students will develop the foundational life skills necessary for a successful life and effective work in the Kingdom of God.

I see students developing their vision to be broad enough to always see the big picture of God's plan for themselves and their nation, to enable them to be builders of God's Kingdom with a servant heart.

A handwritten signature in black ink, which appears to read 'Margaret Court'. The signature is stylized and cursive.

Reverend Margaret Court
President/Principal AO, MBE
Founder & Senior Pastor Victory Life Centre

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Bible college changed my life and it can change yours.

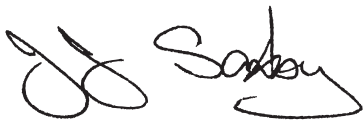
Deputy Principal's Message

The Spirit of a Champion

Over thirty years ago I enrolled in Bible School where I learned that God is good and the truth of His Word sets you free. Understanding and applying the Word transformed every area of my life and it will do the same for anyone seeking to know the truth.

I am passionate about VLIBTC because I continually see student's lives being transformed into nation changers. I see students being trained and equipped into faithful and committed people who are strong in prayer and the Word of God, full of the Spirit and have a passion for building and supporting their local church and reaching their community.

VLIBTC is more than a training centre, it is a safe place for you personally to come and learn how to minister in love and how to walk in power. Join us and train to be a Champion; let your life be transformed.



Ps Judy Saxby

Deputy Principal and CEO of VLIBTC
Pastoral Leadership at VLC

“

His Word will reveal His Godly plan & purpose and develop your gifting and talents to fulfil what compassion He has called you to do.



About Victory Life Centre

Victory Life Centre is the fulfilment of a vision God gave to Ps Margaret Court that a mighty work of mercy, love & compassion be established in this great city of Perth.

Ps Margaret sees this work as her greatest challenge yet; far surpassing her days in pro-tennis which saw her extraordinary vision, talent and determination take her to the top in that sport.

The Vision

- To be a centre of mercy, love and compassion; a mercy ship providing refuge and shelter to those in need.
- To be a centre of teaching, training and discipling; providing many diverse ways for people to come and receive from the Spirit of God and to grow strong in faith and the Word of God.
- To have a team of faithful committed people who are strong in love, prayer, the Word, the Spirit and faith.

Victory Life Centre has been blessed with leaders who know the call of God on their lives and that He has called them to serve at this Church. As a result, a number of the areas of ministry, which God had shown Ps Margaret to establish, are now in place.

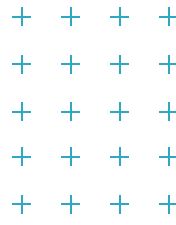
These areas include:

- Victory Life International Bible Training Centre
- Victory Life Church
- Margaret Court Community Outreach
- Victory Life International
- Victory Life Missions
- Perth Prayer Tower
- City Wide Kidz
- City Wide Youth
- STAND Young Adults
- Prayer and Healing Workshops
- Connect Groups
- Street Evangelism

Victory Life Centre is a hive of activity so there are plenty of training opportunities throughout the week.



The Perth Prayer Tower is located at VLIBTC and students are able to use it at anytime.



Life at COLLEGE

Chapel

The day starts with Chapel - a time of worship and prayer, where students and teachers are encouraged to participate in the gifts and ministry of the Holy Spirit.

Teaching

As a student at VLIBTC you become an integral part of church life where learning is more than just attending classes. Each Semester there are two seminar weeks where students hear from outstanding International and National speakers. Students also attend and participate in practical ministry in their home church and a weekly team outreach into the local community.

Annual Retreat & Missions Trip

In July students may undertake a mission outreach which will involve an overseas trip to one of the Victory Life International churches. VLIBTC hosts an annual retreat where both teachers and students can enjoy fellowship, fun and the Holy Spirit.

Events

There are a number of events during the year in which students participate in, all of which are life changing. This includes the annual Victory Life Conference with delegates from around the world.

Perth Prayer Tower

VLIBTC is home to the first Prayer Tower in Perth. The Perth Prayer Tower is available to students at any time. A major part of the practical training at VLIBTC is in the area of prayer. Students are required to take a turn in the 24/7 hour prayer schedule. We also hold one of our chapel sessions in the tower each week.

College Location

VLIBTC is located in the Perth suburb of Osborne Park, Western Australia. It is approximately a 10-minute drive north of the Perth central business district on the Mitchell Freeway or a 5-minute walk from the Glendalough train station. There is easy access from the freeway and ample free parking available on-site.

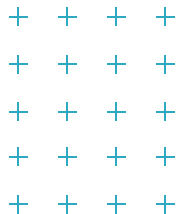
Lecture Rooms

Lecture rooms are air-conditioned and heated and provide a pleasant atmosphere for learning. There is a large open foyer with coffee and tea facilities for breaks and fellowship.

Library Facilities

Library facilities are continually being expanded and computers are available for use by students to facilitate assignment preparation and extra studies. An onsite bookshop provides students with all required textbooks.





About Perth

If you want to experience the real Australia, then Perth WA is the place for you to be! Perth boasts amazing beaches at your doorstep, the Swan River, lots of social activities plus great restaurants and cafés. Perth offers one of the highest standards of living in the world. You will receive up to a 20% discount on all public transport as a full time student

The city enjoys a Mediterranean climate with perfect blue skies and a pollution-free environment. Whilst you are on your study break in Perth, don't miss the opportunity to travel out of the city and experience the breathtaking natural phenomena that Western Australia has to offer.

Connect With Us

Students can keep up to date with college life on Facebook (@VictoryLifeInternationalBibleTrainingCentre RTO: 50514 CRISCOS: 02200j) and Instagram (@victorylifebiblecollege)

International Students

If you are an International Student, an Overseas Student Pack is available and can be posted to you or you can obtain all the information by visiting our website: www.vlibtc.wa.edu.au.

Registration & Recognition

- VLIBTC is approved as a Registered Training Organisation with the Australian Skills Quality Authority (RTO 50514).
- VLIBTC is a registered provider on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). Registered Provider (02200J).
- Australian students undertaking the 10996NAT-Certificate IV in Christian Ministry are eligible for Austudy and Abstudy. Apply at Centrelink Offices.
- VLIBTC also recognises AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations.



Study

OPTIONS

On-Site Studies

Full-time study

Monday - Friday 8:30am - 12:30pm
There are variations to days and times for each stream (set of electives).

Part-time study

All units may be taken individually. Each course and some streams are available to part-time day students. The Cert IV units and some of the streams are available at night school.

Non-accredited study

All units are available for non-accredited study. Attendance is required, but no assessments are necessary. A certificate of attendance is awarded (Diploma and Cert IV certificates do not apply). There is a 20% discount for non-accredited students.

Individual units or streams (set of electives)

These are available on an accredited or non-accredited basis (dependent on enrolment numbers).

Delivery Site

1 Neil Street, Osborne Park, Perth Western Australia.

International students are only accepted on-site full time study.

Online Study

This is a great way to study the Word of God with anointed teachers if you are unable to attend classes on-site. You will be able to listen to the same lectures that the on-site students receive. Teachers will be available to answer questions by phone, appointment or email.

A fortnightly tutorial is held that students may access for assistance or fellowship with other students and a trainer. Assignments are uploaded, emailed or mailed in to teachers. Some practical components will require a supervisor who will provide feedback to the college on your participation.

Online courses available are:

- 10996NAT-Certificate IV in Christian Ministry (some elective streams are only available on-site)

In order to qualify for Austudy an online student is required to complete at least 75% of the course units in one study year. This requires a workload of approximately twelve 50-minute lessons per week plus participation in practical ministry.

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Study Information

Competency Achievement

Assessments undertaken are competency based. Assessments are usually in the form of written assignments and observation. Students will be given at least two re-assessment opportunities to gain competency if needed. Where a student has still not gained competency a repeat of the training and assessment will be required as an additional cost. A Statement of Attainment will be issued where competency is attained for a unit.

Non-Accredited Students

Studies may be taken for personal development (at a reduced fee) without the requirement of assignments. “Non-Accredited” students will receive a ‘Certificate of Attendance’ on completion of the full course. International and Austudy students may not attend as “Non-Accredited” students.

Learner Support

VLIBTC provides appropriate learning support to all student through its training and assessment delivery, applying reasonable adjustments to training and assessment where learning difficulties are experienced by the student. Students with special learning needs should discuss this with the interviewing staff member.

Following enrolment, training staff are available after class, during tutorials or by appointment. Students may be required to attend specially convened Learner Support sessions; a schedule will be provided. Students may also be referred to support agencies; attend college with a reduced study load and/or request Reasonable Adjustment to assessments at the commencement of each subject. Suitability of the course may be discussed.

Calendars and Timetables

Terms run for 9 weeks. There are 4 terms in a year. The July semester break is four weeks. All Australian public holidays are observed. Calendars and timetables are available on request.

Materials and Equipment

Students will need a hard copy Bible (preferably the New King James Version) and to buy required reading. Assessments are to be submitted electronically. Classroom computers are available. No other materials or equipment are required to complete the courses.





Courses

FIRST YEAR

10996NAT Certificate IV in Christian Ministry

Certificate IV students will complete all 12 core units which are foundational for developing a Christian lifestyle and living a victorious Christian life.

Students will also need to complete all of the units in their one chosen stream. This course takes 12 months full-time; 720 hours to complete along with approximately 280 hours of unsupervised study.

SECOND YEAR

10997NAT Diploma of Christian Leadership & Ministry

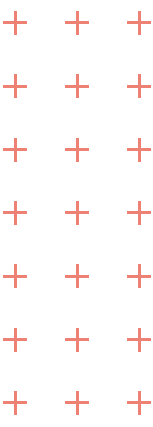
The Diploma is built on the foundation of the 10996NAT-Certificate IV in Christian Ministry. The Diploma has an emphasis on the knowledge, skills and personal attitudes required to function in leadership roles in Christian Ministry activities in the church and community.

Entry level for the Diploma is the 10996NAT-Certificate IV in Christian Ministry or an AQF 4 level Christian ministry course. All 14 units must be completed. The course runs for 12 months for full time students. It takes 720 hours to complete along with approximately 500 unsupervised hours.



10996NAT Certificate IV in Christian Ministry

CORE UNITS	COURSE DESCRIPTION
NAT10996001 Apply knowledge of the character of God to one's own authority	Develop knowledge of the character of God and the impact of this on your Biblical authority and faith. (Part A - Character of God) (Part B - Power of Your Words) (Part C - Authority of the Believer)
NAT10996002 Plan for personal character development	Develop knowledge of principles for Christian moral character and behaviour and relate them to your own life for personal development. Identify scriptural concepts of wisdom to improve quality of life. (Part A - Developing Christian Character) (Part B - Book of James) (Part C - Biblical Sexuality)
NAT10996003 Explore motivational gifting and personal potential	Recognise the significance of the motivational gifts and gain knowledge of factors relating to the development of your own potential. (Part A - Reaching Your Full Potential) (Part B - Discovery of Your Gifts)
NAT10996004 Develop knowledge of the Holy Spirit	Understand the person and work of the Holy Spirit and the application of His gifts, and develop sensitivity to the leading of the Holy Spirit. (Part A - Ministry and the Holy Spirit) (Part B - Leadership of the Holy Spirit) (Part C - Holy Spirit & His Gifts)
NAT10996005 Apply knowledge of the life of Christ	Recognise the significance of the life of Christ and God's covenant with man in the present day and apply this knowledge to yourself and others. (Part A - Christ the Healer) (Part B - The Life of Christ) (Part C - The Atonement)
NAT10996006 Implement worship and prayer principles	Implement the Biblical principles of thanksgiving, praise, worship, and prayer. (Prayer and Praise)
NAT10996007 Prepare to evangelise	Develop in evangelism and communication of a personal testimony. (Part A - Sharing Your Faith) (Part B - Practical Preaching)
NAT10996008 Develop knowledge of one's identity in Christ	Develop knowledge of basic Biblical doctrines including the concepts of the new birth and the right standing of all believers. (Part A - New Creation Realities) (Part B - Righteousness) (Part C - Bible Doctrines)
NAT10996009 Develop strategies for spiritual growth	Develop knowledge of the spiritual growth process and relate concepts for spiritual development to one's own life. (Part A - Growing Up Spiritually) (Part B - Walking in Love)
NAT10996010 Apply people skills for effective teamwork	Communicate and work effectively within a team, building and maintaining relationships based on respect and trust. (People Skills)
NAT10996011 Apply knowledge of grace and faith	Develop knowledge of grace and faith and apply to one's own life. (Part A - Faith Lifestyle) (Part B - Understanding Grace)
NAT10996012 Apply scriptural principles for financial prosperity	Apply scriptural principles with the goal of achieving financial prosperity. (Financial Principles)



MINISTRY STREAM: Specialization units

NAT10996018 Participate in pastoral care and practical ministries	Develop knowledge required to undertake pastoral care and practical ministries within the church community with a servant-hearted attitude. (Pastoral Care + Practical Ministry)
NAT10996019 Survey the Books of the Bible	Gain an overview of the Bible and the history, literary style, human authorship and themes of its individual books, and identify the contemporary application of selected New Testament books. (Part A - Old Test. Survey) (Part B - New Testament Survey) (Part C - Books of John) (Part D - Book of Ephesians)
NAT10996020 Reflect on the lives of faith heroes for personal development	Reflect on the lives of faith heroes for personal development. Identify principles demonstrated in the lives of heroes of faith and apply to personal life. (Heroes of Faith)

CHAPLAINCY STREAM: Specialization units

NAT10996013 Provide pastoral care within an organisation	Provide pastoral care within an organisation. Develop the skills and knowledge required to function in a pastoral care or chaplaincy role within an organisation. (Provide Pastoral Care)
CHCCCS016 Respond to client needs	Develop the skills and knowledge required to respond holistically to client needs.(Respond to Client Needs)
CHCCSL002 Apply specialist interpersonal and counselling interview skills	Apply specialist interpersonal and counselling interview skills. Develop the skills and knowledge required to use advanced and specialised communication skills in the client-counsellor relationship. (Counselling Skills)
CHCMHS001 Work with people with mental health issues	Develop the skills and knowledge required to establish relationships, clarify needs, and then work collaboratively with people who are living with mental health issues. (Mental Health)

YOUTH STREAM: Specialization units

NAT10996014 Prepare for leadership in youth ministry	Gain the skills and knowledge required to develop as a leader with vision within a youth ministry. (Youth Leadership)
NAT10996015 Conduct a church youth group event	Develop the skills and knowledge required to plan and implement a youth ministry event within a church. (Youth Programs)
NAT10996016 Coordinate an evangelistic outreach to youth	Gain skills and knowledge required to coordinate an evangelistic youth ministry outreach. (Youth Outreach)
NAT10996017 Undertake youth ministry in schools	Develop skills and knowledge required to support and lead youth ministry and outreach programs within a school community. (Youth in Schools)

Visit our website www.vlibtc.wa.edu.au or request the student handbook for more detail on the unit description and course requirements.



INFLUENCER STREAM: Specialization units

NAT10996021 Explore the role of godly leadership in influencing a nation	Identify the impact of Biblical heritage and Christian leadership on the formation and development of Australia as a nation. (Role of Godly Leadership)
NAT10996022 Develop knowledge of government structure and democratic processes	Develop knowledge in basic government structure and of democratic processes in Australia. (Understanding Government)
NAT10996023 Develop skills and strategies to be a voice of influence	Gain the skills and knowledge required to develop skills and strategies to bring change in a moral or social issue. (Voice of Influence)

WORSHIP STREAM: Specialization units

NAT10996024 Develop and apply knowledge of worship team ministry	Develop knowledge of praise and of worship and apply worship principles to personal lifestyle and worship ministry. (Worship)
NAT10996025 Deliver spontaneous songs in worship	Gain skills and knowledge required to create and deliver spontaneous songs for ministry in worship. (Spontaneous Song)
CUASOU306 Operate sound reinforcement systems	Develop the skills and knowledge required to operate sound reinforcement systems for live performances. (Sound Reinforcement)
CUAMPF411 Rehearse music for group performances	Develop the skills and knowledge required to rehearse for a group performance to the required standard. (Group Rehearsal)



And the things that you have heard from me among many witnesses, commit these to faithful men who will be able to teach others also.

2 Timothy 2:2

10997NAT Diploma of Christian Leadership & Ministry

CORE UNITS	COURSE DESCRIPTION
NAT10997001 Examine church development from its inception to the present day	Gain the skills and knowledge required to examine the foundation and development of the church and its commission to reach the world and identify principles for growth for application to the present day church. (Church History) (Book of Acts)
NAT10997002 Apply principles of prayer and intercession	Develop the skills and knowledge required to lead in team prayer applying Biblical principles. Gain doctrinal truth concerning angelic and demonic beings in relation to prayer. (Intercession) (Angels & Demons)
NAT10997003 Establish Biblical interpretation procedures for homiletics and apologetics	Develop the skills and knowledge required to prepare Biblical studies and to communicate in the areas of interpretation, preaching and apologetics. (Biblical Interpretation) (Apologetics) (Homiletics)
NAT10997004 Prepare for in-service pastoral care	Gain the skills and knowledge required to develop communication skills and sensitivity to those needing in-service pastoral care on personal matters. (Communication in Pastoral Care)
NAT10997005 Undertake an exegetical study of selected scripture	Analyse the scriptures and identify applications from specific Old and New Testament books. Gain a foundation and pattern for future study for one's own life and for teaching and discipling others. (Book of Romans) (Book of Proverbs) (Letter to the Colossians) (Sermon on the Mount)
NAT10997006 Develop knowledge of Biblical eschatology	Develop the skills and knowledge required to interpret the various prophetic scriptures on eschatology and place them in chronological sequence. (Eschatology)
NAT10997007 Develop effective evangelism strategies	Gain the skills and knowledge required to develop strategies to reach others effectively with the gospel using different styles of evangelism. (Effective Evangelism)
NAT10997008 Apply faith building concepts	This unit describes the performance outcomes, skills and knowledge required to apply scriptural concepts for building one's own faith and to equip others. (Faith Strategies)
NAT10997009 Develop knowledge of global mission concepts	This unit describes the performance outcomes, skills and knowledge required to contribute to Christian mission efforts with a focus on cross-cultural evangelism. (Global Missions)
NAT10997010 Develop and apply knowledge of the anointing	This unit describes the performance outcomes, skills and knowledge required to recognise the anointing of the Holy Spirit and to develop sensitivity to the promptings and flow of the Holy Spirit. (Understanding the Anointing) (Ministry and the Holy Spirit)
NAT10997011 Develop and apply knowledge of ministry leadership	This unit describes the performance outcomes, skills and knowledge required to develop knowledge of the authority structure of the church and to provide leadership in a church ministry setting. (Christian Ethics) (Church Governance) (Christian Leadership)
NAT10997012 Develop knowledge for quality family relationships	This unit describes the performance outcomes, skills and knowledge required to develop knowledge of Biblical principles that promote quality relationships within the family. (Marriage & Family)
NAT10997013 Apply strategies for advancing the kingdom of God	This unit describes the performance outcomes, skills and knowledge required to foster a Biblical culture and develop personal vision and gifting to advance the kingdom of God in the earth. (Vision and Gifting)
NAT10997014 Apply Biblical healing methods	This unit describes the performance outcomes, skills and knowledge required to pray for the sick applying the methods of Biblical healing. (Practical Healing)



Enrolment

Admission Requirements

Applicants to VLIBTC are required to:

- Know Jesus Christ as Lord and Saviour and live a consistent Christian lifestyle to the best of their ability.
- Be a minimum age of 16 or have completed year 10 or equivalent of secondary schooling (International students must be 18).
- Be competent in both spoken and written English.
- Attend a local church and be able to submit a pastoral reference from their pastor.

Students must make adequate course progress in their assessments, have a minimum 80% attendance, and pay fees on time to continue studies.

How to apply

1. Read the information provided in this prospectus, the application form, the fee schedule and the calendar. Further information can be found on the website (www.vlibtc.wa.edu.au).
2. Fill out the application form and submit with the required attachments and the \$75 application fee. A face-to-face, phone or online interview will be arranged with you and a short language, literacy and numeracy test conducted to identify whether you require learner support. An additional interview may be required for your stream preference.
3. Acceptance of your enrolment will be given along with the student handbook.
4. An orientation meeting will be scheduled during Open Week.
5. You will then receive a link to complete a further online registration for recognition of your accredited study.

National Recognition, Credit Transfer and Recognition of Prior Learning

VLIBTC recognises qualifications and statements of attainment issued by any other Registered Training Organisation under the Australian Qualifications Framework. Where sufficient documentation is provided VLIBTC will provide credit transfer to enrolling students.

Recognition of Prior Learning (RPL) is offered to all students enrolling in VLIBTC. RPL is a form of assessment that acknowledges skills and knowledge gained through formal training conducted by industry or education and or work experience and life experience.

The main principle of RPL focuses on the outcomes of learning rather than when or where the learning occurred. Evidence of competency is collected by the student and submitted to the nominated assessor and assessment is made based on the required industry standard within the relevant unit of competency.

If you believe this may apply to you for any part of the course, then you should request an application kit during the enrolment process.



Fees

AUS/NZ Students (On-site)

10996NAT-Certificate IV in Christian Ministry - **Full-time \$4,600**

10997NAT-Diploma of Christian Leadership and Ministry - **Full-time \$4,800**

AUS/NZ Students (Online)

10996NAT-Certificate IV in Christian Ministry - **Approx. \$288 per unit**

(Coming Soon) 10997NAT-Diploma of Christian Leadership and Ministry - **Approx. \$320 per unit**

A non-refundable application Fee of \$75 is required with your application. A non-refundable Activity Fee of \$380 is required for each year of study for on-site full-time students. Textbooks and required readings are not included in the yearly fees. Term fees may be paid at the commencement of each term, or on a weekly basis. Online fees must be paid prior to the commencement of each unit. See Fee schedule for full details.

VLIBTC accepts a maximum of \$1000 for students fees in advance of course commencement. Following course commencement fees required to be paid will not exceed \$1500 for any part of course that is yet to be delivered.

Refund Policy

Any full-time student withdrawing from the course may apply for a refund of excess tuition paid. This request must be submitted to VLIBTC in writing, within at least 14 days notice.

The following percentage of refund will apply:

- Where 20% or less of the course has been provided to the student a 100% refund less \$200 administration fee will apply.
- Where less than 50% of the course has been provided to the student a 50% refund less \$200 administration fee will apply.
- Where 50% or more of the course has been provided to the student no refund will apply.
- No refund will apply to online units once access is given to the materials unless cessation of access occurs prior to completion due to technical failure.

Complaints and Appeals

Address complaints and appeals to VLIBTC Management and have them dealt with in a constructive and timely manner.

Informal process: Approach the VLIBTC staff member involved with a view to resolving the complaint through discussion and mutual agreement or make an appointment through Reception. Students may have a third party present to support them in the discussion process. If no resolution or mutual agreement is reached the complaint will then be processed through the formal complaints process.

Formal process: Submit complaint by lodging the "Student Complaint Form". The receipt of this document will be acknowledged by VLIBTC management within 5 days. If more than 60 calendar days are required to process the matter, the student will be notified accordingly. VLIBTC management will respond to the student's complaint in writing proposing a resolution.

Appeals Process: If dissatisfied by the proposed solution, students may lodge an External Appeal. Details are fully set out in the student handbook. International students refer to the International Supplement.



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We believe that *every person* has an important role to play in *building* the Kingdom of God.

You may be called to *serve* in the marketplace, in the church, in the home or on the mission field.

God created YOU to live an *abundant life*, reign over negative circumstances and help set others *free*.





Street Address and Delivery Site

1 Neil Street, Osborne Park, Perth, Western Australia 6017

Postal Address

PO Box 20, Osborne Park, Perth, Western Australia 6917

Phone

+61 8 9202 7111

Email

admin@vlibtc.wa.edu.au

Socials

Instagram @victorylifebiblecollege

Facebook Victory Life International Bible Training Centre

RTO: 50514 CRICOS: 02200J

www.vlibtc.wa.edu.au

