



## Code of Practice

### **PREAMBLE**

Workers' Educational Association Sydney is an adult education organisation and was established in 1913. It is committed to achieving and maintaining excellence in the objective study of arts, humanities and sciences. The Association has no party-political or sectarian ties and welcomes all those who wish to join its activities or assist in the pursuit of its objectives. This Code of Practice sets out the guidelines for the ethical conduct of the Association.

### **1. ACCESSIBILITY**

This Code of Practice is drawn to the attention of all prospective students and shall be openly available in the library for all who wish to see it. Copies of the WEA Sydney's Quality manual and Procedure manual are also available for inspection in the WEA Library.

### **2. REGISTRATION**

WEA, Sydney will comply with the conditions of its registration as a Registered Training Organisation under the terms of the AQTF (Australian Quality Training Framework).

### **3. GOVERNANCE**

WEA Sydney is a democratic, not-for-profit organisation, governed by a Board of Directors supported by a Council and Committees, membership of which is open to all students and members.

### **4. ANTI-DISCRIMINATION**

WEA Sydney does not discriminate against the admission of any person on the grounds of disability, gender, language, racial or ethnic origin, cultural or religious background, sexual orientation, dependants, political affiliations, employment status or other specific needs. Language used by WEA Sydney staff, volunteers and tutors will always be used in a way which supports mutual respect.

### **5. ACCESS AND EQUITY**

Recognising that access and equity in adult education involves the removal of obstacles to learning and the active encouragement of those who may have benefited little from education in the past, WEA Sydney undertakes the following:

- 5.1** Assistance will be provided on request for people with disabilities through the provision of access for wheelchairs and otherwise within our capacity to assist under the terms of the Commonwealth Disability Standards for Education 2005.
- 5.2** Enrolments are made on a first come first served basis determined by the payment of the appropriate advertised fee.
- 5.3** Enrolment staff shall assist prospective students in selecting appropriate courses on request at the time of enrolment.
- 5.4** Course fees are graded to take account of people entitled to concessions and seniors' card holders.
- 5.5** Courses are scheduled as far as possible, at times which take into account the needs of students in meeting their work, family and other commitments.
- 5.6** Course and program information is made available to the community by means of the widest possible distribution of brochures through public libraries, TAFE Information Services, government and commercial agencies, the Sydney metropolitan press and the WEA website: [www.weasydney.nsw.edu.au](http://www.weasydney.nsw.edu.au)

## **6. STANDARDS OF SERVICE**

- 6.1** WEA Sydney maintains high professional standards in the delivery of education and training which safeguards the interests and welfare of our students.
- 6.2** WEA Sydney strives to provide a learning environment and facilities which are conducive to the comfort and needs of our students and tutors. Tutors are screened in accordance with the requirements of the Child Protection (Prohibited Employment) Act 1998 through the NSW Department of Education & Training Screening Agency – see: [www.kids.nsw.gov.au](http://www.kids.nsw.gov.au)
- 6.3** Courses are presented by appropriately qualified and experienced tutors.
- 6.4** Student feedback is welcomed to help in maintaining and improving our standards of service. In addition to course evaluations students are invited to talk to or write to Tutors and/or the Education Managers about their feelings - good or bad.
- 6.5** WEA Sydney reserves the right to remove from class, students who do not behave in an acceptable and appropriate manner towards tutors, staff and other students, or who do not respect the property of the association or other students.
- 6.6** WEA Sydney reserves the right to refuse enrolment as permitted by law.
- 6.7** WEA Sydney has the right to charge fees for its courses.

## **7. ETHICAL MARKETING**

- 7.1** WEA follows ethical marketing processes and seeks to avoid ambiguity, inaccuracy and inconsistency in advertising its courses.
- 7.2** Only VETAB accredited courses carry the VETAB logo.
- 7.3** Accredited courses are offered under the terms of our registration as a Training Organisation with VETAB, the NSW state accrediting body – see: [www.vetab.nsw.gov.au](http://www.vetab.nsw.gov.au)
- 7.4** WEA Sydney's scope of recognition may be checked through the National Training Information Service – see: [www.ntis.gov.au](http://www.ntis.gov.au)

## **8. ASSESSMENTS AND RECOGNITION OF PRIOR LEARNING (RPL)**

### **8.1 Assessments**

All accredited courses will be assessed by competency-based assessment. Students will be assessed as COMPETENT or NOT YET COMPETENT in their ability to perform ALL of the operations/skills as set out in the learning outcomes of the course. On successful completion of an accredited course a VETAB Statement of Attainment or Certificate will be issued. The Tutor will discuss at the commencement of the course the assessment methods to be used. In accordance with National Assessment Standards, a variety of assessment methods may be used such as: observation, role-play (where applicable), practical hands-on assignments, workplace projects and oral question and answer.

### **8.2 Appeals against Assessment**

If a student is not happy with an assessment outcome, they may appeal and be re-assessed. The appeal should be addressed to the Education Manager no later than seven working days after the assessment has been made. A re-assessment fee comprising the tutor's fee, plus a \$25 administrative fee will be charged.

### **8.3 Recognition of Prior Learning (RPL)**

RPL can be obtained for all modules in accredited courses if students can provide evidence of skills, activities and aptitudes acquired through past experience that match the competencies to be achieved through the course. A fee applies for assessing prior learning.

### **8.4 Accredited qualifications issued by other Registered Training Organisations** will be recognised subject to a validity check.

## **9. STUDENT SUPPORT SERVICES**

Students who have difficulty in achieving the required level of competency in accredited courses may be counselled and offered opportunities for remedial study, additional coursework, or coaching. An appropriate fee may be applicable in these circumstances and will be established, on a case by case basis, in consultation between the student and the tutor.

## **10. STUDENT RECORDS**

- 10.1** In line with National Privacy Principles, confidentiality shall be maintained in respect of all student information and records.

- 10.2** Accredited course and student records are maintained for thirty years. Non-accredited course and student records are maintained for three years. They are accessible by arrangement to students or people duly authorised by the student.

## **11. CERTIFICATES**

### **11.1 Accredited Certificates**

Accredited Certificates are issued to students who are assessed as competent. Certificates are handed out to students and certificate numbers recorded on the Evaluation/Assessment Record Sheets. Certificates are mailed out to students in the case of assignment based assessments, once tutors have advised that a student has successfully completed the assignment.

### **11.2 Certificates of Attendance**

Certificates of Attendance are issued to students who complete non-accredited computer or training courses.

### **11.3 Certificates of Attendance**

Certificates of Attendance will be issued on payment of a fee to students who have attended at least 80% of any other WEA sessional or full day course. Requests must be received within 12 months of the completion of the course.

## **12. GRIEVANCES AND COMPLAINTS**

Any grievance or complaint brought to the attention of the Course Tutor, Education Managers or the Executive Director will be investigated and determined in consultation with the aggrieved person within fourteen days.

## **13. FEES, REFUNDS AND CANCELLATIONS**

### **13.1 Student Fees**

Student fees are set down in WEA Sydney's quarterly course guides. Concessionary fees are available to students in receipt of health or disability benefits, aged pensioners, full-time students and seniors' card holders

### **13.2 Refund Policy**

Once an enrolment has been processed refunds are not made except when WEA cancels a course. A Credit Note may be issued if a replacement student can be found prior to the course commencing, or in the case of serious illness if a written request is accompanied by a medical certificate. An administrative charge of \$25 applies. WEA does not accept responsibility for changes in personal circumstances, or for books or materials purchased for a course.

### **13.3 Changes to Published Arrangements**

WEA Sydney reserves the right to alter any of the published arrangements, either before or during a course, or to terminate a course.

## **14. QUALITY ASSURANCE**

**14.1** WEA maintains a Quality System comprising a Quality Manual, a Procedure Manual, Standard Forms and Records. WEA has adopted a process for periodic self-assessment and is committed to continual improvement of our educational and administrative processes. Copies of the Quality Manual and Procedure Manual may be inspected in the WEA Library.

**14.2** WEA Sydney's accredited vocational courses are offered under the standards laid down in the Australian Quality Training Framework (AQTF) 2007.  
Please see <http://www.training.com.au/aqtf2007/>

## **15. PRIVACY STATEMENT**

Information concerning students, including information submitted on the Registration form will be used by WEA or other authorised organisations for the purposes of general student administration, communication, state and national reporting, program monitoring and evaluation. The information may be disclosed to the National Centre for Vocational Education Research (NCVER) and/or an agency authorised to undertake surveys. The provision of this information is necessary for both registration and re-registration. Information provided will be held securely and disposed of securely when no longer needed.