

# Code of Practice

## PREAMBLE

WEA 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. It is available on WEA Sydney website. Copies of this code and WEA Sydney's Quality manual and Procedure manual are also available for inspection in the WEA Library.

## 2. REGISTRATION

WEA Sydney is a Registered Training Organisation (RTO) registered with the National VET Regulator (NVR) and is required to comply with the conditions of its registration.

## 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

In line with the Standard for NVR Registered Training Organisation (SNR), WEA Sydney practises the principles of accessibility and equity. WEA Sydney does not discriminate against any person on any grounds whatsoever. Language used by WEA Sydney staff, volunteers, trainers and tutors will always be in a way which supports inclusivity and 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.com.au](http://www.weasydney.com.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.
- 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 Manager 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 (see section 14).
- 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 Australian Qualification Framework (AQF) accredited courses carry the Nationally Recognised Training (NRT) logo.
- 7.3 Accredited courses are delivered and assessed according to WEA Sydney's registered scope, and the requirements of NVR.
- 7.4 WEA Sydney's registered scope is available on [www.training.gov.au](http://www.training.gov.au)

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

### 8.1 Assessments

Accredited courses will be assessed using a competency based assessment approach.

Candidates will be assessed as COMPETENT or NOT YET COMPETENT in their ability to perform ALL of the operations/skills as set out in the unit of competency.

### 8.2 Appeals against Assessment

If a candidate is not satisfied with an assessment outcome, he/she may appeal against the assessment decision and may request to be re-assessed. The appeal should be addressed to the Education Manager no later than 14 working days after the assessment has been made.

### 8.3 Recognition of Prior Learning (RPL)

RPL may be awarded to certain units of competency in accredited courses if a candidate can provide evidence to map competency to units of competency and/or qualifications according to AQF levels.

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

## 9. ASSESSMENT SUPPORT SERVICES

Candidates who experiencing difficulty in achieving competency in accredited courses may, upon request, be offered support. An appropriate fee will be applicable in these circumstances and will be established, on a case by case basis, in consultation between the candidate and the assessor.

## 10. STUDENT RECORDS

- 10.1 In line with Australian Privacy Principles, confidentiality shall be maintained in respect of all student information and records.
- 10.2 Records of candidates in accredited courses and student records are maintained according to requirements of the NVR. Non-accredited course and student records are maintained for three years. A student may access his/her own personal records by arrangement with the Executive Director, who is the Public Officer of WEA Sydney

## **11. CERTIFICATES**

### **11.1 Accredited Certificates**

Successful candidates will be awarded an electronic Statement of Attainment for units of competency or a Certificate for a qualification issued by WEA Sydney as part of the enrolment fee as authorised by NVR and according to AQF requirements.

Replacement for lost Statements or Certificates will only be issued upon the receipt of a Statutory Declaration and payment of fees. The replacement fee for a transcript shall be \$110 and is inclusive of GST.

### **11.2 Authentication of Qualification**

WEA Sydney will provide confirmation to a student or any person with authorisation from a student seeking authentication of VET records of qualifications.

### **11.3 Certificates of Attendance**

Certificates of Attendance for non-accredited courses are only issued to students who attended at least 75% of the course.

## **12. GRIEVANCES AND COMPLAINTS**

Any grievance or complaint brought to the attention of the Course Tutor, VET Manager, Education Manager or the Executive Director will be investigated and determined in consultation with the aggrieved person within fourteen days. A formal complaints procedure is part of WEA's Procedure Manual.

## **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 or the course is not due to start within 14 days. A Credit Voucher may be issued if no replacement student can be found prior to the course commencing, or in the case of serious illness if a written request is made. WEA does not accept responsibility for changes in personal circumstances or work commitments, or for books or materials purchased for a course. No refunds are issued in courses offered with other institutions. WEA Sydney is not responsible for any personal costs incurred for attending 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. STUDENT CODE OF CONDUCT**

By enrolling into a WEA Sydney course, students agree to abide by a series of basic rights and responsibilities, as detailed in the Student Code of Conduct (see website). These include the right for all students to learn in a supportive environment, and the responsibility for students to behave in an acceptable and appropriate manner towards other students, WEA staff and tutors.

## **15. QUALITY ASSURANCE**

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.

## **16. PRIVACY STATEMENT**

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.