CODE OF PRACTICE

Policy Number :1.0 NVR 1.7, 1.8, 3.5, 5.1, 5.2, 5.3, 5.4,6.1,6.6	Approved by David Martin
Version: 9	Date: 23/1/2020

CODE OF PRACTICE

Western Riverina Community College has developed this Code of Practice to address its commitment to maintaining high standards in the provision of vocational education and training. This Code of Practice pervades all policies and procedures, and all staff members are required to abide by the Code as a requirement of employment.

1.0   Legislation

Information about current legislative and regulatory requirements impacting on participants in training can be found as follows:

- The National Vocational Educator and Training Regulator Act 2011 provides for the administration of a vocational education and training system in Australia.
- The NSW Work Health and Safety Act 2011 provides for duties and obligations related to workplace health and safety.
- The NSW Anti-Discrimination Act prohibits discrimination and other specified conduct and provides for the investigation of complaints in relation to discrimination. This Act also covers legislation against workplace harassment, bullying or victimisation.
- The Privacy Act governs the collection, use and storage of personal data.

The legislation outlined above is available online.

2.0   Access, equity, client selection and admission

Every client who meets the entry requirements (if applicable) as prescribed by the appropriate Training Package will be accepted into any training/assessment program. Western Riverina Community College incorporates the principles of equity into all programs, and staff members have been inducted and instructed in their responsibilities with regards to access and equity principles. Such practices ensure all Clients have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability.

CODE OF PRACTICE

Policy Number :1.0 NVR 1.7, 1.8, 3.5, 5.1, 5.2, 5.3, 5.4,6.1,6.6	Approved by David Martin
Version: 9	Date: 23/1/2020

Some programs may have a limited number of vacancies, and these will be filled in order of numerical order of on receipt of an application for enrolment. Admission procedures will, therefore, be free of discrimination, and if an individual does not meet entry requirements, all attempts are made to assist them in developing alternative courses of action which enable a student, individual achieve their intended learning outcome.

3.0   Recognition of credentials

Western Riverina Community College recognises the AQF qualifications and statements of attainment issued by other Australian Registered Training Organisations. To this end, all students with current appropriately verified AQF – certification, VET transcripts issued by any other RTO or AQF issuing agency will be made aware of RPL opportunities. Additionally, such opportunities for full qualifications will occur in consultation within the college's application for enrolment work practices.

Please see WRCC Student Handbook

4.0   Credit transfer

Western Riverina Community College may provide credit transfer for any formal learning that a client has undertaken.

5.0   Enrolment, induction and orientation and complaints

Western Riverina Community College conducts an Application for Enrolment, induction and orientation program for all clients. This program reviews the Code of Practice and includes the completion of an Application for Enrolment Form and any specific needs of the individual client with regard to:
- language, literacy and numeracy support;
- venue safety and facility arrangements;
- relevant legislative requirements and accessibility;

CODE OF PRACTICE

- review of the training and assessment program and flexible learning and assessment;
- client support, welfare and guidance services arrangements;
- appeals and complaints procedures;
- disciplinary procedures; and
- Recognition arrangements and credit transfer.
- Maintain appropriate systems to enable timely direct contact through various communications tool to inform students of changes to and or alterations to agreed service provision.
- Maintain systems to accept and manage complaints received by the organisation. Please see 5.4 Grievance and complaints policy.

6.0   Marketing

Western Riverina Community College will market its products and services in an ethical manner, following the national protocol for marketing and advertising. Western Riverina Community College will market its products and services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course.

Specific course information, including content and vocational outcomes, is available prior to enrolment. Please see WRCC 9.0 Marketing Policy

6.1   Ethical Marketing Practices

Western Riverina Community College will adopt policies and management practices maintaining professional standards in the marketing and delivery of its products and services and safeguard the interests and welfare of all clients.

Western Riverina Community College will maintain an educational environment that is conducive for all clients to achieve the pre-determined competencies.

CODE OF PRACTICE

Policy Number :1.0 NVR 1.7, 1.8, 3.5, 5.1, 5.2, 5.3, 5.4,6.1,6.6	Approved by David Martin
Version: 9	Date: 23/1/2020

Western Riverina Community College will always gain a client's written permission before using information about that individual in any marketing materials and will respect any conditions of permission imposed by the client. See WRCC 1.8 Privacy Policy.

Western Riverina Community College will always accurately represent training products and services to prospective clients.

Western Riverina Community College ensures that clients are provided with full details of conditions in any contractual arrangements with the organisation.

6.2   Accurate and clear marketing

Where advertisements and/or advertising materials refer to Western Riverina Community College's RTO status, the products and services covered by the organisation's scope of registration are clearly identified. Western Riverina Community College only advertises those AQF qualifications it is registered to issue.

Advertisements and advertising materials utilised by Western Riverina Community College identify nationally recognised products separately from courses recognised by other bodies or without recognised status.

The names of training packages, qualifications and/or accredited courses listed in advertising materials utilised by Western Riverina Community College comply with the names/titles recognised by the National and State Registration Authority.

Full information on specific courses is available from Western Riverina Community College prior to beginning the process aligned to the application for enrolment.

Please see WRCC 9.0 Marketing Policy

CODE OF PRACTICE

Policy Number :1.0 NVR 1.7, 1.8, 3.5, 5.1, 5.2, 5.3, 5.4,6.1,6.6	Approved by David Martin
Version: 9	Date: 23/1/2020

7.0 Language, literacy and numeracy

Western Riverina Community College recognises that all vocational training includes language, literacy and numeracy tasks. All Western Riverina Community College trainers and assessors provide:

- materials, resources and assessment tools and tasks that do not require clients to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed;
- clear models of the language/literacy/numeracy task;
- Opportunities for repeated and supported practice; and
- Opportunities for independent practice.

Where clients require additional practice and training Western Riverina Community College arranges appropriate language, literacy and numeracy support.

8.0 Delivery

Western Riverina Community College ensures that all resources meet the requirements of the relevant endorsed training package(s) and/or accredited course(s), for the delivery, assessment and issuing of qualifications.

Western Riverina Community College affirms that it has in place and applies the following resources:

- delivery personnel with appropriate qualifications, and experience, including assessor requirements as identified in the relevant Training Package assessment guidelines;
- delivery and assessment resources appropriate to the methods of delivery and assessment requirements; and
- Relevant Training Package and/or accredited course documents and support materials, with necessary copyright authorisations.

CODE OF PRACTICE

Policy Number :1.0 NVR 1.7, 1.8, 3.5, 5.1, 5.2, 5.3, 5.4,6.1,6.6	Approved by David Martin
Version: 9	Date: 23/1/2020

Delivery strategies utilised by Western Riverina Community College are selected to best achieve the required elements of competence while giving full consideration to the learning style of the participant. The provision of training **may** include a flexible combination of off and on-the-job delivery and assessment.

9.0   Assessment

Western Riverina Community College has demonstrable experience and skill in providing or facilitating assessments that meet the endorsed components of the relevant training package(s) and/or accredited courses in the areas of recognition sought.

Western Riverina Community College is committed to ensuring valid and reliable assessment of achievements against industry competency standards. All assessment undertaken by Western Riverina Community College remained consistent with the National Assessment Principles and the requirements of Training Packages and Accredited Courses.
See WRCC 10.2 Assessment, Assessment Appeal Policy.

9.1   Assessment principles

Western Riverina Community College ensures that all assessment conducted within the organisation is reliable, flexible, fair and valid.

- **Reliable**
  All assessment methods and procedures will ensure that units of competency or modules related to accredited courses are assessed consistently and that there is always consistency in the interpretation of evidence.
- **Flexible**
  Assessment will be offered on-the-job, in the training environment (off-the-job), in a combination of both or via recognition of prior learning/recognition of current competence. Western Riverina Community College will ensure that all

CODE OF PRACTICE

assessment methods and practices allow for diversity with regard to how, where, and when competence has been/will be acquired.

- **Fair**
  Assessment methods and procedures will not, under any circumstance, disadvantage any client.
- **Valid**
  Assessment activities will always meet the requirements as specified in the unit of competency or accredited modules. Sufficient evidence will always be collected and will be relevant to the standard/module being assessed.

.2   Assessment pathways

Western Riverina Community College offers clients a number of assessment pathways appropriate to the qualification outcome. An assessment conducted for the purposes of national recognition may lead to a completion of a Unit of Competency (UoC), a part qualification (a number of UoC grouped together but not a full qualification), a skillset or a full qualification, identified within the *Australian Qualifications Framework*. The main assessment pathways to qualification can be listed as follows:

- On or off-the-job training and assessment
- workplace assessment
- recognition of prior learning/recognition of current competence
- credit transfer

9.3   Assessor qualifications

Western Riverina Community College ensures employees involved in assessment have appropriate skills and qualifications which address the Trainer Assessor requirements as set by either the assessment guidelines of training packages and/or the assessment requirements of accredited courses and ASQA.

CODE OF PRACTICE

Policy Number :1.0 NVR 1.7, 1.8, 3.5, 5.1, 5.2, 5.3, 5.4,6.1,6.6	Approved by David Martin
Version: 9	Date: 23/1/2020

9.4   Assessment resources

Western Riverina Community College, when designing assessment resources, ensures that all aspects of competence are covered, including:

- task skills (performance of individual tasks);
- task management skills (managing a number of different tasks within the job);
- contingency management skills (responding to problems, breakdowns and changes in routine); and
- Job/role environment skills (dealing with the responsibilities and expectations of the workplace).

All assessment reporting systems will indicate the units of competency (UoC) title, and associated codes each student, an individual has attained.

9.5   Conducting assessment

When conducting the assessment, Western Riverina Community College ensures it has personnel with appropriate qualifications and adheres to the requirements of the Training Package and the *Australian Qualifications Training Framework Standards for Registered Training Organisations*.

Western Riverina Community College ensures that the person conducting assessment utilise appropriate methods for recording, storing and accessing assessment outcomes.

Assessment activities are undertaken by Western Riverina Community College always follow the methodology outlined below:

1. Assessment procedures are fully explained to clients. Throughout all training, clients are regularly reminded of the ongoing availability of assessment.
2. Opportunities for Recognition (recognition of prior learning/recognition of current competence and credit transfer) are also discussed, as are any available flexible methods of assessment. The appeals and reassessment process is also outlined.

CODE OF PRACTICE

3. The assessment requirements of the unit(s) of competency/module(s) are outlined, and any particular arrangements for the workplace/training environment are arranged.
4. All evidence-gathering methods remain reliable, flexible, fair and valid.
5. As assessments are undertaken, Western Riverina Community College trainers/assessors record individual client assessment results. Sample copies of the assessment instrument are kept by the trainer/assessor.
6. Post-assessment guidance is always available to clients.
7. A fair and impartial appeals process is always available.
8. Evaluation of assessment processes and procedures is gathered on an on-going (informal) basis.

Evidence gathering methods commonly utilised by Western Riverina Community College include, but are in no way limited to:

- demonstration,
- questioning
- workplace performance
- role-play
- simulation
- oral presentation
- graphic presentation
- projects/assignments
- audio/visual display
- written tests
- skills portfolio

CODE OF PRACTICE

Policy Number :1.0 NVR 1.7, 1.8, 3.5, 5.1, 5.2, 5.3, 5.4,6.1,6.6	Approved by David Martin
Version: 9	Date: 23/1/2020

10.   Appeals process

An appeals and reassessment process is an integral part of all training and assessment pathways leading to a nationally recognised qualification or Statement of Attainment under the *Australian Recognition Framework*.

A fair and impartial appeals process is available to clients of Western Riverina Community College. If a client wishes to appeal his/her assessment result, he/she may first discuss the issue with the trainer/assessor. If the client would like to proceed further with the request after discussions with the trainer/assessor a formal request is made verbally or in writing outlining the reason(s) for the appeal. Western Riverina Community College will accept appeals up to 28 days after the client has been issued with results of their assessment.

Every effort is made to settle the appeal to the satisfaction of both the client and Western Riverina Community College. Each appeal may be heard by an independent person or panel. Each appellant has an opportunity to formally present his or her case and is given a written statement of the appeal outcomes, including reasons for the decision. Should the outcome not be acceptable to the client, they will be informed in writing of the opportunity to lodge a complaint with the State Registration Authority.

11.   Fees, charges and refunds

Courses offered/delivered through the Western Riverina Community College are charged at the advertised rate. Whilst Western Riverina Community College endeavours to maintain advertised course fees, these fees may be subject to change without notice.

11.1   Refunds

Fees will be fully refunded within fourteen (14) days should Western Riverina Community College cancel a course.

CODE OF PRACTICE

Policy Number :1.0 NVR 1.7, 1.8, 3.5, 5.1, 5.2, 5.3, 5.4,6.1,6.6	Approved by David Martin
Version: 9	Date: 23/1/2020

Course fees will be refunded if the advice of withdrawal is received seven (7) days before commencement of a course. A $25.00 administration charge will apply. Western Riverina Community College cannot accept responsibility for changes to a participant's personal circumstances. There will be no refund if withdrawal is less than seven days before commencement of a course, as funds are committed.

Western Riverina Community College is not responsible for any outlays made by students for books or materials for courses.

12. Client welfare, guidance and support services

All clients of Western Riverina Community College are treated as individuals and are offered advice and support services free of additional charge. These are services which assist clients in achieving their identified learning outcomes. The college embeds student support structures within all of its activities. To this end, such structures evolve to ensure students are guided and supported through the application for enrolment into WRCC training activities. These processes have evolved to allow the college to identify areas where a student may require additional support or lack foundational knowledge to successfully complete anticipated training. In such situations where barriers to learning are illuminated, the college will implement additional support structures. Such additional support structures may include the provision of additional tutorials, and or supply of services, supporting actions designed for a student to achieve their intended learning goal/s.

While the college maintains, reviews and continues to develop its services in the area of student support, there are limitations to services the college can supply. In this sense, the college will make reasonable adjustments (such as the provision of additional resources and or IT equipment) to cater for students who experience barriers to participation in college activities. However, where such barriers grow to be outside of the college's financial and or human resource capability the organisation will continue to work with the student to identify alternate pathways and or service providers who may better address an individual's needs.

CODE OF PRACTICE

Additionally, The College does not offer formal welfare or guidance services. However, WRCC every effort will be made to assist clients in accessing appropriate alternate support agencies.

13.   Disciplinary Procedures

All Western Riverina Community College clients are expected to take responsibility for their own learning and behaviour during both on- and off-the-job training and assessment in line with all current workplace practices and legislation. Any breaches of discipline will result in the client being given a verbal warning. Further breaches will result in the client having to "show cause" as to why they should not be excluded from further participation in the program.

14.   Access to clients' records

Each client's records are available to them on request. Other people are not allowed to access client records unless Western Riverina Community College receives a written request allowing such access.

15.   Recognition of prior learning/recognition of current competence

Recognition of prior learning/current competency assessment is available to all clients. Clients wishing to be assessed in this mode can either provide sufficient evidence of competence or undertake the required assessment tasks. Clients wishing to apply for Recognition should contact their trainer/assessor.

Please see; WRCC Student handbook, Fees policy,