

CODE OF PRACTICE

Policy Number:1.0	Approved by David Martin
ASQA: All Standards RTO:1252	Date: 23/3/2021 Review: July 2027

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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 covers 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:

- ASQA 2025 Standards for RTOs Enabled by,
- 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 with 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 concerning 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.

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Some programs may have a limited number of vacancies, and these will be filled in order of numerical 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 that enable the student to achieve their intended learning outcome.

3.0 Recognition of credentials

Western Riverina Community College recognise qualifications and statements of attainment issued by other Australian Registered Training Organisations. To this end, all students with current, appropriately verified certification, VET transcripts issued by any other RTO or 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.

Definition of appropriately verified – Certification.

For WRCC to recognise a Learner's credentials, the learner to supply either,

A declaration supplied to WRCC by the Learner to support the release of information from the RTO from whom the certification was issued. The request by the learner will delegate to the issuing RTO the ability to release certification details to WRCC, thereby enabling WRCC with the ability to verify AQF qualifications held by the Learner.

Or

provide a verified copy of certification to the RTO. A verified copy will be a copy of the certification complete with an original affixed statement provided by a Justice of the Peace (JP) to attest that (JP) sighted the original document and the copy is an exact verified copy of the original AQF qualification.

4.0 Credit transfer

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

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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 regarding:

- language, literacy, and numeracy support.
- venue safety and facility arrangements.
- relevant legislative requirements and accessibility.
- 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 tools 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 ethically market its products and services, 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 before enrolment. Please see WRCC 9.0 Marketing Policy

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

Please see WRCC 9.0 Marketing Policy

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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 circumstances, 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 several 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.

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3. The assessment requirements of the unit(s) of competency/module(s) are outlined, and any 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

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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 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 around 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.

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Additionally, The College does not offer formal welfare or guidance services. However, WRCC will invest in processes to allow every effort 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 any learning activity, course or program facilitated by the college.

14. Access to clients’ records

Each client’s records are available on request by the student. Other people, support workers etc. are not allowed to access client records unless Western Riverina Community College receives a written request from the student providing authority by the student to pass such records to a third party. However, WRCC will provide personal details of students and participated learning activities at the college in line with legislative requirements.

Legislative requirements attached to sharing of Student data **by WRCC** align to reporting to government agencies aligned to NSW Government or Federally funded VET training aligned to Vocational Educational Training (VET) activities. Additionally, WRCC will supply the National Centre for Vocational Education Research (NCVER) with total VET activity data annually. Such Total VET data forwarded to the NCVER relate to educational years. Educational years are encapsulated by the dates of the first of January to the thirty first of December in a calendar year.

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

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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,