

## CODE OF PRACTICE

Surf Life Saving Western Australia (SLSWA) has developed a Code of Practice to address and establish its commitment to the maintenance of high standards in the provision of vocational education and training. This Code of Practice pervades all policies and procedures and it is a requirement of employment that all staff abide by it.

### LEGISLATION

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

- Disability Discrimination Act (1992)
- Sex Discrimination Act (1984)
- Racial Discrimination Act (1975)
- Anti-Discrimination Act
- National Strategy for the Education of Aboriginal and Torres Strait Islanders 1996-2002

All of the above are available at:

WA Legislation - [http://www.austlii.edu.au/au/legis/wa/consol\\_act/](http://www.austlii.edu.au/au/legis/wa/consol_act/)

Commonwealth legislation - [http://www.austlii.edu.au/au/legis/cth/consol\\_act/](http://www.austlii.edu.au/au/legis/cth/consol_act/)

Federal Privacy Act: Relating to the collection, use and storage of personal data is available at:

<http://www.privacy.gov.au>

### 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.

SLSWA staff has been instructed in their responsibilities with regards to access and equity principles and SLSWA incorporates the principles of equity into all programs.

Clients have equitable access to all programs irrespective of their gender, culture, linguistic background, race, location, socio-economic background or disability.

Some programs may have a limited number of vacancies and these will be filled in a chronological order upon completion of enrolment.

Some programs require certain physical attributes to complete the practical components of the qualification. Any reasonable adjustment will be made, however SLSWA must comply with Assessment Guidelines related to the qualification or unit of competency.

Admission procedures will be free of discrimination and, if an individual does not meet entry requirements, all attempts are made to assist them to identify alternative courses of action.

### RECOGNITION OF CREDENTIALS

SLSWA recognises the Australian Qualification Framework (AQF) qualifications and statements of attainment issued by any other Registered Training Organisation (RTO).

### CREDIT TRANSFER

SLSWA may provide credit transfer for any formal learning that a client has undertaken.

### ENROLMENT, INDUCTION AND ORIENTATION

SLSWA conducts an enrolment, induction and orientation program for all clients. This program reviews the Code of Practice and also includes:

The completion of an 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;

- 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.

## MARKETING

Should SLSWA market or advertise its products and services, it will do so in an ethical manner following the national protocol for marketing and advertising. SLSWA will market its products and services with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of this 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.

### *Ethical Marketing Practices*

SLSWA will adopt policies and management practices which maintain highly professional standards in the marketing and delivery of its products and services and which safeguard the interests and welfare of all clients.

SLSWA will maintain an educational environment that is conducive for all clients for the achievement of the pre-determined competencies.

SLSWA will always gain a client's permission before using information about that individual in any marketing materials and will respect any conditions of permission imposed by the client.

SLSWA will always accurately represent training products and services to prospective clients.

SLSWA ensures that clients are provided with full details of conditions in any contractual arrangements with the organisation.

### *Accurate and Clear Marketing*

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

Advertisements and advertising materials utilised by SLSWA 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 SLSWA comply with the names/titles recognised by the Training Accreditation Council.

Full information on specific courses is available from SLSWA prior to enrolment.

## LANGUAGE, LITERACY AND NUMERACY

SLSWA recognises that all vocational education and training includes language, literacy and numeracy tasks and so all SLSWA 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 SLSWA may arrange appropriate language, literacy and numeracy support or adapt training to the client's needs.

## DELIVERY

SLSWA 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.

SLSWA affirms that it has in place and applies the following resources:

- delivery personnel with appropriate qualifications and experience 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.

Delivery strategies utilised by SLSWA are always 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.

## ASSESSMENT

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

SLSWA is committed to ensuring valid and reliable assessment of achievements against industry competency standards and all assessment undertaken by SLSWA remains consistent with the National Assessment Principles and the requirements of Training Packages.

### *Assessment Principles*

SLSWA 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 are assessed consistently and that there is always consistency in the interpretation of evidence.
- **Flexible** - assessment will be offered in the workplace (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. SLSWA will ensure that all 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. Sufficient evidence will always be collected and will be relevant to the standard/module being assessed.

### *Assessment Pathways*

SLSWA offers clients a number of assessment pathways appropriate to the qualification outcome. Assessment conducted for the purposes of national recognition may lead to a part or a full qualification under the AQF. The main assessment pathways to a qualification can be listed as follows:

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

### *Assessor Qualifications*

SLSWA ensures that staff involved in assessment activities meet the assessor requirements as set by either:

- the assessment guidelines of training packages; and/or
- the assessment requirements of accredited courses;

If staff members of SLSWA do not have the vocational competence to assess identified areas, appropriately qualified personnel will be employed to provide this expertise within the assessment process. SLSWA may also utilise auspice assessment arrangements in situations where an individual staff member alone does not meet the total assessor requirements. Such auspice arrangements may involve SLSWA staff members in assessing in conjunction with workplace supervisors, industry specialists and/or qualified external assessors.

### *Assessment Resources*

When designing assessment resources SLSWA 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 that the individual has attained.

### *Conducting Assessment*

When conducting assessment SLSWA ensures it has personnel with appropriate qualifications and adheres to the requirements of the Training Package and the *AQTF Essential Conditions and Standards for Continuing Registration of RTOs*.

SLSWA ensures that the personnel conducting assessment utilise appropriate methods for recording, storing and accessing assessment outcomes.

Assessment activities undertaken by SLSWA always follow the methodology outlined below:

- assessment procedures are fully explained to clients. Throughout all training clients are regularly reminded of the ongoing availability of assessment.
- 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.
- the assessment requirements of the unit(s) of competence are outlined, and any particular arrangements for the workplace/training environment are arranged.
- all evidence-gathering methods remain reliable, flexible, fair and valid.
- as assessments are undertaken SLSWA trainers/assessors record individual client assessment results. Sample copies of the assessment instrument are kept by the trainer/assessor.
- post-assessment guidance is always available to clients.
- a fair and impartial appeals process is always available.
- evaluation of assessment processes and procedures is gathered on an on-going (informal) basis.

Evidence gathering methods commonly utilised by SLSWA include, but are not limited to;

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

### **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.

A fair and impartial appeals process is available to clients of SLSWA. If a client wishes to appeal their assessment result, they 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 in writing outlining the reason(s) for the appeal. SLSWA's time period for the acceptance of appeals is 21 days after the client has been issued with the results of their assessment.

Every effort is made to settle the appeal to both the client's and SLSWA's satisfaction. Each appeal may be heard by an independent person or panel. Each appellant has an opportunity to formally present their 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 Training Accreditation Council.

## **COMPLAINTS PROCESS**

A complaints process is available to clients of SLSWA. If a client wishes to make a complaint about a course/training they may first discuss with a SLSWA representative. If the client would like to proceed further with the complaint after discussions, a formal request is to be made in writing to SLSWA outlining the complaint. The complaint will be addressed as per the SLSWA Complaint Policy. SLSWA Complaint Procedure is available upon request. Every effort is made to settle the complaint to both the client's and SLSWA's satisfaction.

## **FEES, CHARGES & REFUNDS**

Clients of SLSWA pay an agreed fee prior to the commencement of the program in which they are enrolled. SLSWA does not accept payments of more than \$1000 from each individual student prior to the commencement of the course. This fee shall be levied at least seven days prior to the contracted service. These fees will be accounted separately and, in accordance with the Fees and Refund Procedure, not accessed until the course is completed.

Cancellation more than 7 days from the commencement of a course will result in a full refund. Transfer of enrolment can be made at no charge (subsequent changes to enrolment date will incur a \$20 fee). Cancellation less than 7 days from the start date will result in a loss of 50% of the enrolment fee. Transfer of enrolment less than 7 days from the start date will incur at \$20 fee. Cancellation less than 48 hours before the commencement of the course will result in no refund or transfer of enrolment.

## **CLIENT WELFARE, GUIDANCE AND SUPPORT SERVICES**

All clients of the SLSWA are treated as individuals and are offered advice and support services which assist clients in achieving their identified outcomes.

SLSWA does not offer formal welfare or guidance services but every effort will be made to assist clients to access appropriate support agencies.

## **DISCIPLINARY PROCEDURES**

All SLSWA clients are expected to take responsibility, in line with all current workplace practices and legislation, for their own learning and behaviour during both on- and off-the-job training and assessment. 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.

## **ACCESS TO CLIENTS' RECORDS**

Each client's records are available to them on request. Clients' records are not available to other people unless SLSWA is requested in writing by the client to allow such access.

## **RECOGNITION OF PRIOR LEARNING/RECOGNITION OF CURRENT COMPETENCE**

Recognition of prior learning/current competence assessment is available to all clients. Clients wishing to apply for Recognition should contact SLSWA.