

Code of Practice

Surf Life Saving Western Australia Inc. (SLSWA) has developed a Code of Practice to address and establish its commitment to the maintenance of high standards and compliance 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.

LEGISLATION

SLSWA) will ensure compliance with all Commonwealth, State/Territory legislation and regulatory requirements relevant to its operations and ensures this is integrated into its policies and procedures. In particular, it complies with the requirements and standards set down in the Standards for RTO's 2015, Educational Services for Overseas Students Act 2000 and it's National Code 2007, and the Australian Qualifications Framework.

SLSWA complies with all Federal and State legislation relating to the following:

- Complaints and Consumer Rights
- Discrimination and Human Rights equal opportunity, racial vilification, disability discrimination
- Employment Rights, including Occupational Health and Safety and Workers Compensation
- Ethics, Freedom of Information and Privacy

SLSWA ensures that all:

- Staff are provided with information about legislation that significantly affects their duties; and
- Students are provided with information about legislation that significantly affects their participation in their study program.

Students are advised of and are able to access SLSWA's RTO Policies.

The legislative and regulatory requirements that governs the compliance operations for SLSWA as a registered provider of education and training may include but not limited to:

VET Legislation and Regulations

- [ARC Guidelines](#)
- [Australian Qualifications Framework 2013, 2nd Edition](#)
- [Data Provision Requirements 2012](#)
- [Financial Viability Risk Assessment Requirements 2011](#)
- [Fit and Proper Person Requirements 2011](#)
- [National Vocational Education and Training Regulator Act 2011](#)
- [Standards for Registered Training Organisations \(RTOs\) 2015](#)
- [Standards for Training Packages](#)
- [Student Identifiers Act 2014](#)
- [Student Identifiers Regulation 2014](#)

Workplace Health and Safety (WA)

- [Occupational Safety and Health Act 1984](#)
- [Occupational Safety and Health Regulations 1996](#)
- [Workers' Compensation and Injury Management Act 1981](#)
- [Workers' Compensation and Injury Management Regulations 1982](#)
- [Dangerous Goods Safety Act 2004](#)
- [Dangerous Goods Safety \(General\) Regulations 2007](#)
- [Code of practice - First aid facilities and services; Workplace amenities and facilities; Personal protectiveclothing](#)

Consumer Protection

- [13 Australian Privacy Principles](#)
- [Copyright Act 1968](#)
- [Copyright Regulations 1969](#)
- [Privacy Act 1988](#)
- [Privacy Amendment \(Enhancing Privacy Protection\) Act 2012](#)
- [Privacy Regulation 2013](#)
- [WA Fair Trading \(Infringement Notices\) Regulations 2012](#)
- [WA Fair Trading Act 2010](#)

Human Rights (WA)

- [WA Civil Liability Act 2002](#)
- [WA Disability Services Act 1993](#)
- [WA Disability Services Regulations 2004](#)
- [WA Equal Opportunity Act 1984](#)
- [WA Equal Opportunity Regulations 1986](#)
- [WA Working with Children \(Criminal Record Checking\) Act 2004](#)
- [WA Working with Children \(Criminal Record Checking\) Regulations 2005](#)

Discussion of the above-mentioned legislation occurs at staff meetings and students are informed of their obligations during Induction and from time to time throughout their program.

Whilst links have been provided above, SLSWA checks its policies and procedures as is practical and reasonable – or as advised by relevant authorities, industry or organisations, as such the links may not work, a broader access of the above should be accessible via:

WA Legislation - http://www.austlii.edu.au/au/legis/wa/consol_act/

Commonwealth legislation – http://www.austlii.edu.au/au/legis/cth/consol_act/

Federal legislation – www.comlaw.gov.au/

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 have been instructed in their responsibilities with regards to access and equity principles and SLSWA incorporates the principles of equity into all inductions and 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.

(See Access and Equity Policy for further information)

WORKING WITH CHILDREN

SLSWA accepts people under the age of 18 into various first aid and aquatic-based training programs. As such, SLSWA has ensured that all appropriate background checks have been completed on Surf Life Saving Western Australia personnel, including Trainer/Assessors.

RECOGNITION OF CREDENTIALS

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

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

(Refer to the Training and Assessment Policy for more information)

CREDIT TRANSFER

SLSWA may provide credit transfer for any formal learning that a client has undertaken. Statement of Attainment must be supplied by the individual candidate for this to occur.

ENROLMENT, INDUCTION AND ORIENTATION

SLSWA has 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;
- Appeals and complaints procedures;
- Student behaviour; 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.

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 to 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.

SLSWA ensures all marketing or promotional literature and general media advertising will not:

- Encourage unrealistic expectations about the level of qualifications attainable and the facilities and equipment provided; or
- Make any claim to approval or recognition that is inaccurate or use misleading or false comparisons of courses with others provided by competitors; or
- Make any misleading statements concerning the qualifications or experience of its staff; or
- Make misleading or false statements about the prospects of employment following the completion of training.

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.

Only using the Nationally Recognised Training logos on relevant qualifications when the candidates have satisfactorily completed all requirements and/or achieved the stated competencies.

Adhering to the guidelines and specifications of use in marketing and advertising materials of the Nationally Recognised Training logos through the Standards for RTO's 2015.

Ensuring that SLSWA's national training register (www.training.gov.au) provider number is displayed on all appropriate marketing and advertising materials.

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 assessments conducted within the organisation are 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 meets 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 engaged 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 assessments, 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 assessments 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 available to clients, as are 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.
- 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
- audio/visual display
- written tests
- skills portfolio

(Refer to the Training and Assessment Policy for more information)

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.

(Refer to the Complaints and Appeals Policy for further information)

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 Complaints and Appeals 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.

(Refer to the Complaints and Appeals Policy for further information)

FEES, CHARGES & REFUNDS

Clients of SLSWA pay an agreed fee for the program in which they are enrolled. These fees will be accounted for in accordance with the Fees and Refund Procedure. All course fees are listed on the SLSWA website.

SLSWA does not accept payments of more than \$1,000 from an individual student prior to the commencement of the course.

Cancellation

- Cancellation more than 7 days from the commencement of a course will result in a full refund. Must be made in writing to training@sllwa.com.au by the candidate.
- Cancellation less than 48 hours from the start date may result in a loss of 50% of the enrolment fee.
- Cancellation requests after the commencement of the course will result in no refund.

Transfers (course date change)

- Up to two transfers of enrolments can be made at no charge (subsequent changes to enrolment date may incur a \$20 fee).
- Transfer of enrolment less than 48 hours from the start date may incur at \$20 fee.
- Transfer requests after the commencement of the course will result in no refund.

(Refer to the Cancellation and Refund of Course Fees Policy)

CLIENT WELFARE, GUIDANCE AND SUPPORT SERVICES

All clients of 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.

STUDENT BEHAVIOUR

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.

(For further information please see Student Behaviour Expectations Policy)

ACCESS TO CLIENTS' RECORDS

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

FINANCIAL MANAGEMENT

A Certified Practising Accountant (CPA) certifies the accounts of SLSWA annually. The CEO is responsible for the effective management of SLSWA finances. There are two signatories for the organisation. (Please note second (2nd) signatories must be by the senior management team).

SLSWA is a member of VELG and the RTO Regulator is Training Accreditation Council (TAC).

The Accounts person uses financial management software (attaché') and reports monthly on SLSWA's financial position. Where necessary, meetings are held to review the financial position of SLSWA. Any changes to financial management policy are documented.

CHANGE OF OWNERSHIP OR MANAGEMENT

The CEO of SLSWA is responsible for ensuring compliance with Standard 7 and Standard 8 of the RTO Standards 2015.

SLSWA shall at all times be proactive in reporting to the registering body the following:

- Any extension to scope of registration;
- Details, at the request of the registering body, of all operations within its scope of registration, including operations in other States or Territories and outside Australia;
- Commencement of operations in any other State or Territory (within 21 days of commencement);
- Accurate and timely information regarding registration and compliance (including major changes to the RTO system, relocation of the RTO, financial difficulties and transfer of client records);
- Notification to the registering authority and all students of changes in location (at least 20 days' notice must be given);
- Changes in contact details for the RTO and Changes in key personnel;
- Any prospective changes to the ownership of the RTO as soon as practicable prior to the change taking effect.