



# Students' Handbook

**11<sup>th</sup> Edition**  
**January 2019**

## MISSION STATEMENT

WEA Sydney is a voluntary, independent, not-for-profit adult education organisation. Our mission is to provide adults with stimulating and varied educational activities which develop their knowledge, understanding and skills.

Within our program we place special emphasis on providing opportunities for the serious and objective study of the arts, humanities and sciences.

We are committed to:

- maintaining excellence in all aspects of our work;
- encouraging students to participate in their own education and WEA's democratic management structure;
- facilitating access for all who seek to take part in our activities

We believe that WEA activities are of value to individuals both in their personal life and in their role as citizens in a democratic society.



**WEA Sydney**  
**72 Bathurst Street**  
**Sydney NSW 2000**

Tel: (02) 9264 2781 Fax: (02) 9267 6988  
Internet: [www.weasydney.com.au](http://www.weasydney.com.au)

## STUDENTS' HANDBOOK • INDEX

• Welcome .....	1
• About the Organisation .....	1
• WEA Sydney Library .....	1
• WEA Sydney's Organisation and Governance / Student Representatives .....	2
• WEA Sydney and rest of the Adult & Community Education Sector in NSW .....	4
• WEA Sydney's Educational Policy .....	5
• WEA Sydney's Commitment to Quality .....	5
• WEA Sydney Code of Practice .....	6
• WEA Sydney Student Code of Conduct.....	6
Student Rights.....	6
Student Responsibilities.....	6
• Access & Equity.....	7
• Continuous Improvement.....	7
• Donations, Gifts and Bequests.....	7
• Disability Action Plan/Services for Special Needs Students.....	7
• Insurance .....	8
• Copyright.....	8
• Legislative and Regulatory Requirements .....	8
• WEA Sydney Membership .....	8
• WHS and Property.....	9
• Evacuation Procedure .....	9
• Privacy Issues, Class Rolls and Student Information .....	10
• Student Evaluations and Feedback .....	10
• Students' Course Information .....	10
• Student Refunds and Transfers .....	10
• Student Concessions.....	11
• Student Exclusions .....	11
• Student Complaints and Disputes .....	11
• Vocational Education Courses.....	12
WEA Sydney – a Registered Training Organisation .....	12
Nationally Recognised Training .....	12
WEA Sydney and VET Qualifications.....	12
VET Training Packages and Accredited Courses .....	13
VET Competence and Competency Standards.....	13
VET Tutors' Standards and Preparation .....	13
VET Assessment Guidelines .....	14
VET - Students' Appeals against Assessment .....	14
VET - Recognition of Prior Learning (RPL) .....	14
VET – Recognition of Qualifications issued by other VET Providers.....	15
VET – Unique Student Identifier (USI).....	15
• APPENDICES.....	17
<i>APPENDIX 1 Code of Practice .....</i>	<i>18</i>
<i>APPENDIX 2 Equal Opportunities Statement of Principle.....</i>	<i>21</i>
<i>APPENDIX 3 Access and Equity Statement.....</i>	<i>22</i>
<i>APPENDIX 4 WHS Policy &amp; Procedure.....</i>	<i>23</i>
<i>APPENDIX 5 WEA Sydney Workplace Discrimination and Harassment Prevention Policy...27</i>	
<i>APPENDIX 6 WEA Sydney Workplace Bullying Prevention Policy.....</i>	<i>32</i>
<i>APPENDIX 7 WEA Sydney Sexual Harassment Prevention Policy .....</i>	<i>35</i>
<i>APPENDIX 8 WEA Sydney Privacy Policy.....</i>	<i>38</i>
<i>APPENDIX 9 WEA Sydney Procedure 5.6 – Complaint and Dispute Settlement.....</i>	<i>40</i>
<i>APPENDIX 10 Assessment Cover Sheet .....</i>	<i>42</i>
<i>APPENDIX 11 WEA Sydney Procedure: Issuance.....</i>	<i>44</i>
<i>APPENDIX 12 Appeal against Assessment decision form.....</i>	<i>45</i>
<i>APPENDIX 13 Recognition of Prior Learning for Accredited Courses.....</i>	<i>46</i>
<i>APPENDIX 14 Accredited courses.....</i>	<i>48</i>

## Welcome

Welcome to WEA Sydney. This handbook is designed to introduce students to WEA Sydney's policies and administration, as they affect students. The handbook covers some basic points about WEA Sydney, including how it is structured as an organisation and the role that students can play in this, and then introduces relevant policies. Each section is a brief summary of these policies – note that in several instances, a full document that relates to this summary can be found as an appendix.

## About the Organisation

WEA Sydney is one of Australia's oldest Adult and Community Education organisations. Founded in 1913, it has provided education for hundreds of thousands of adults in a great variety of subjects. It is now one of the larger non-government organisations of its kind in Sydney, offering on average over 1300 short courses each year, attracting some 15,000 students. Initially founded to provide access to a wide range of education opportunities from the humanities and social sciences, courses are now offered in the following subject areas:

- **History & Literature**
- **Philosophy & Psychology**
- **Social Sciences**
- **Culture & Society**
- **Visual Arts & Music**
- **Art, Craft & Photography**
- **Drama, Film Studies, Hobbies & Lifestyle**
- **Educational Tours**
- **IT and Computers**
- **Business and Management**
- **Training and assessment**
- **Corporate and workplace training**
- **Languages**
- **Communication Skills**
- **Writing & Study Skills**
- **University Preparation Courses (STAT)**

Most courses take place in WEA House, which is conveniently located in the heart of Sydney near Town Hall Station, but a range of other courses are offered elsewhere, mainly in conjunction with other organisations such as the National Maritime Museum.

WEA Sydney is accredited as a Registered Training Organisation under the Vocational Education and Training Act 2005, by the Australian Skills and Quality Authority (**ASQA** - [www.asqa.gov.au](http://www.asqa.gov.au))

WEA Sydney also operates the **Discussion Group Program**: a distance education scheme, delivering courses in history, literature, travel, philosophy, science and current affairs to some 900 home-based students throughout NSW and cross-border areas, all with expert tutor guidance.

## WEA Sydney Library

WEA Sydney provides a **lending library** with a holding of over 13,000 volumes catering for the needs of students. Foreign language tapes are available for short-term loan, as are a range of relevant journals and periodicals. Membership is free to students and tutors. **The Library is open from 10am to 6pm Mondays to Fridays (note that the Library is closed on weekends).** The library is now administered four days a week by volunteers, with the fifth day reserved for WEA's professional librarian. Benefits of using WEA's library include:

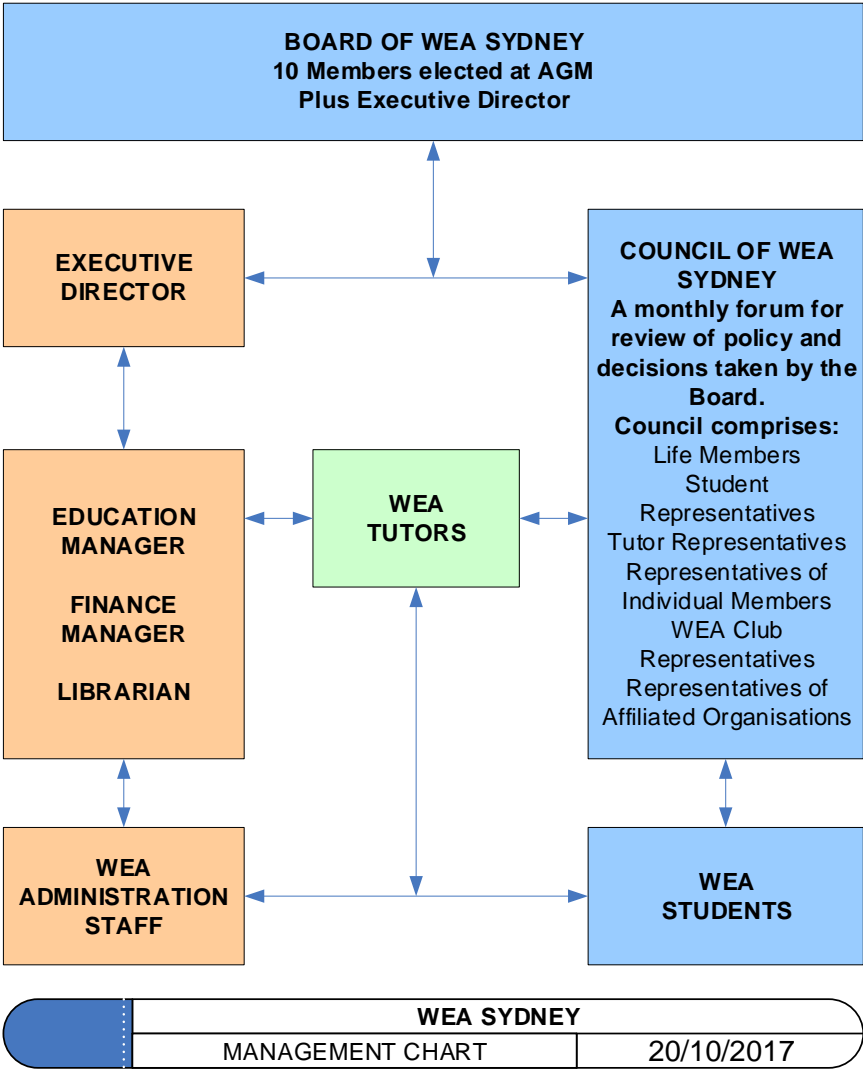
- Extensive history, biography and social sciences collections
- Liberal borrowing conditions
- Cheap and easy internet access
- Foreign language texts and CDs
- Wide and varied reference section
- Photocopy facility – only 20¢ a b&w copy!
- Colour photocopy available, \$1 a copy.
- New library database for easy look book search and links to magazine websites

Recent purchases by the library are listed on WEA Sydney’s website ([www.weasydney.com.au](http://www.weasydney.com.au)), under *News*. WEA library members can also borrow FREE from the Library of the Sydney Mechanics’ School of Arts, 280 Pitt Street, Sydney.

**WEA Sydney’s Organisation and Governance / Student Representatives**

WEA Sydney is a democratic organisation. Since its foundation, the WEA has been governed democratically by students and members through the WEA Council and Board. Every year at the Annual General Meeting, Council members elect a President and Vice-President and eight other Board members.

The WEA Council consists of representatives of students attending classes, tutors, members of the Association, and affiliated organisations. Council welcomes new members to its monthly meetings. Members of the Council and Board work closely with the professional Officers and staff in running the WEA and promoting its work. Council has a vital input into the courses offered. **Any students enrolled in a current WEA course may nominate themselves at any time during the year as a student representative on the WEA Council.** If you become a Student Representative and attend any three Council Meetings you will receive a Course Enrolment Voucher worth \$70. Council Meetings are held on the third Friday of each month, and Board meetings on the first Friday of each month, at 5.30pm in WEA House. Six tutors are also elected on to Council each year as tutor representatives. Staff may become members of the association and may also sit on the Board of WEA Sydney if elected. An overview of the Management Structure is summarised in the following diagram:



The democratic and voluntary traditions of the WEA have created an approach that is unique in adult education. The WEA believes that education can contribute to the creation of a more democratic and just society.

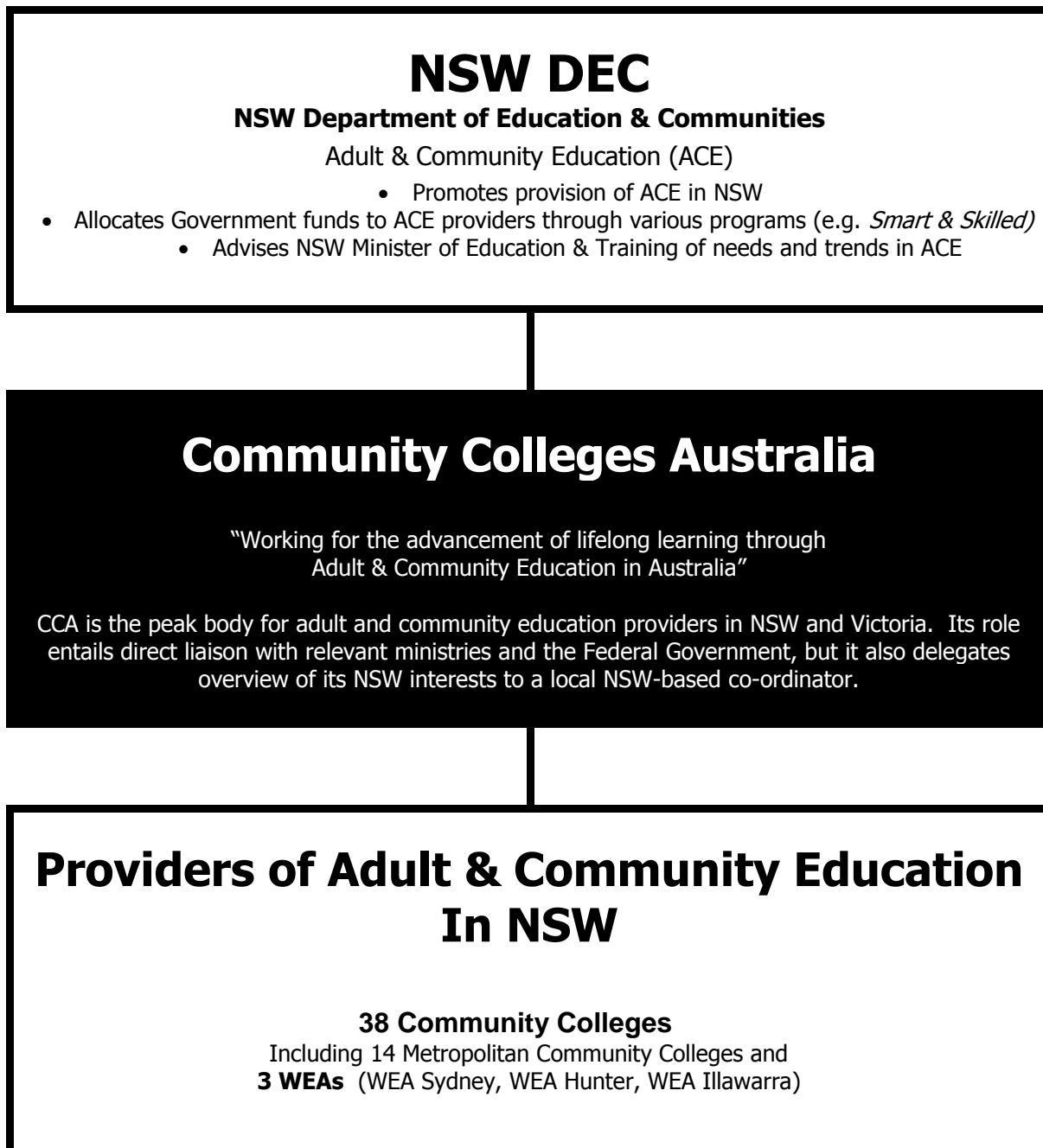
WEA Sydney is largely self-funding with most of its income coming from course and membership fees and rental income. WEA Sydney does not currently receive support funding from the NSW or Federal governments.

WEA Sydney has always been active in educational matters and has prepared numerous submissions to government bodies regarding the role and function of adult education.

## WEA Sydney and rest of the Adult & Community Education Sector in NSW

WEA Sydney has been part of the NSW Adult & Community Education scene since 1913. In conjunction with University of Sydney, it was the biggest player in the field until the 1980s. Today, WEA Sydney is a member of the peak body, Community Colleges Australia, and was part-funded by the NSW Department of Education & Communities through its Community and Migrant Directorate, up to the end of 2014. The following diagram gives an overview of the sector:

### WEA Sydney & The ACE Sector in NSW



## WEA Sydney's Educational Policy

WEA Sydney's educational activities are guided by an educational policy, summarised as follows:

### WEA Sydney Educational Policy Statement 1999

#### WEA Sydney is an Adult Education organisation

1. Our aim is to provide opportunities for adults to engage in the *serious* and *objective study of the arts, humanities and the sciences*. (These are what we call our central activities).
2. We also offer course *other* than our central activities as long as we consider that they contribute to the overall well-being of WEA Sydney. (For example, courses that may contribute financially, or introduce students to our central activities)
3. We are devoted to achieving excellence in all aspects of our educational work.
4. We encourage systematic work and wide-ranging reading and maintain our own library as part of this policy.
5. We believe that quality education involves competent and dedicated tutors, well-chosen material and open discussion. We consider the selection of tutors to be crucial to us achieving and maintaining our aims.
6. We are truly independent and impartial; we promote no particular point of view about politics, social or political movements, or religion.
7. All relevant views are welcome in our activities. We cherish and promote freedom of thought, discussion and expression.
8. All or our courses are open to the public. However, periodically we may offer activities to particular groups of people, or to target particular educational needs within the community.

**Note:** *WEA Sydney's Mission Statement is included in all WEA Sydney publications – each quarterly brochure, the Annual Report, the Volunteer Recruitment leaflet, the Code of Practice, Policy and Procedures Manual, etc., see page 1 of the handbook. A full copy of the Educational Policy Statement 1999, plus associated papers, can be obtained from the WEA Sydney office.*

## WEA Sydney's Commitment to Quality

WEA Sydney is committed to a process of continuous improvement, underpinned by a regular procedure of Self-Assessment and external monitoring, and to adherence with general Adult and Community Education principles and to its own policies and procedures.

WEA Sydney's Quality Policy reads:

WEA Sydney provides adults with stimulating and varied educational and training activities in the best possible learning environment. We will do this by:

- serving our students and customers with professionalism and efficiency whilst striving for excellence in all aspects of our work;
- ensuring that we remain the pre-eminent centre for adult education and training in Sydney by exceeding our student expectations;
- developing and enhancing the skills of our staff, tutors and members in a co-operative and productive environment;
- maintaining high standards in educational facilities and resources.

WEA Sydney has a comprehensive set of Policies and Procedures in accordance with the requirements of the NSW Department of Education and Communities and the VET Quality Framework implemented by Australian Skills Quality Authority (ASQA), designed to help ensure a consistently high quality of



service in all activities. They cover:

- Organisational Planning, Quality Management and Self-Assessment;
- Core Business, including program planning, development and delivery, learning and assessment, and student support for VET courses and our general courses program;
- Administrative Support, financial management and premises management;
- Marketing and Community Liaison, and
- Human Resources Management and Development.

The Quality Manual, Procedure Manual and related documents may be viewed in the WEA office during working hours, or in the WEA library.

## WEA Sydney Code of Practice

All staff and tutors employed by WEA Sydney are expected to observe the provisions of WEA Sydney's general Code of Practice. The Code of Practice also includes general information concerning standards of service, marketing, Recognition of Prior Learning, certificates, fees, refunds and cancellations.

### **Appendix 1: WEA Sydney Code of Practice**

#### **WEA Sydney Student Code of Conduct**

By enrolling into a WEA Sydney course, students agree to abide by a series of basic rights and responsibilities.

#### **Student Rights**

**All students have the right to learn in a supportive environment.**

- Fair and respectful treatment from WEA Sydney staff and tutors in line with equity and anti-discrimination legislation, and WEA Sydney policies,
- Access to WEA Sydney's management, through our grievances procedure, to assist in any matters of concern,
- Provision of and access to courses that recognise individual needs and learning styles,
- Protection from harassment,
- Procedure of appeal for a review of the results of a formal assessment,
- The right to learn in a safe, professional and clean environment,
- The presentation of courses, without additional or hidden costs, as advertised,
- Free availability of information concerning enrolments, policies and procedures as they relate to students, and the conduct of their course,
- Privacy and confidentiality.

#### **Student Responsibilities**

**WEA Sydney supports a standard of behaviour based on mutual respect for other people, their property and belief systems. No student has the right to disrupt the learning of another student.**

- Treat other WEA Sydney students, and staff, with respect and fairness, and not to exercise prejudice against any people with disability or special needs,
- Behave in an acceptable and appropriate manner towards other students, and staff,
- Provide notification to WEA Sydney of changes in their personal details,
- Follow required safety procedures, as directed by WEA Sydney staff and tutors,
- Read and abide by the information concerning enrolments/refunds/certificates contained within the WEA Sydney brochure and Code of Practice,
- Refrain from behaviour which could be defined as anti-social (e.g. swearing, abuse) or which could place at risk any other student or staff members,
- Submit all required course work (e.g. assessments) by the due date, or negotiate an extension (prior to the due date) if circumstances require,
- Not engage in plagiarism, collusion or other forms of illegal work assistance, in the completion of an assessment task.

**Note:** WEA Sydney reserves the right to exclude any course participant if it is deemed that the learning environment has been compromised.

**Review Date**

This policy will be periodically reviewed and revised if necessary. Revisions can also be made as and when required. The period between reviews must not exceed 5 years.

***Endorsed by the Board of WEA Sydney, 3 April 2009***

## Access & Equity

WEA Sydney encourages the employment of staff and tutors, and the enrolment of students, regardless of educational background, gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation. For full details, see

### ***Appendix 2: Access & Equity at WEA Sydney***

## Continuous Improvement

WEA Sydney is guided by the concept of continuous improvement in all of its activities. In addition to the formal evaluation process described above, it conducts regular surveys of its student body to learn how its administration, marketing and facilities are viewed. These surveys can involve the review of over 2,000 responses (normally taken over a term's courses), and involve both quantitative responses (bad to excellent ratings) and subjective contributions (individual students can suggest particular improvements). The results for such surveys are presented to WEA Sydney's Board of Directors, and to Council, along with recommended action to improve standards in the areas that have been identified as less than "excellent". All staff also receive copies of student survey reports

WEA Sydney's senior staff also undertake an annual review of its over-arching policies and procedures. The Procedure Manual is upgraded on a regular basis to accommodate both new government reporting or tutoring requirements, and appropriate compliances. A formal Risk Management procedure is identified as one of these major activities, involving the annual identification and review of major risk types, from Governance and finance to general operations. This Risk Management audit is presented to the Board for analysis and decision.

Tutors are also involved in a continuous improvement process, through invitations to participate in specific training courses that are directly relevant to their courses. VET tutors receive continual advice concerning the upgrading and/or revision of curricula, and general tutors can participate in PowerPoint or other presentation workshops at no charge. Board and Council members also participate regularly in governance workshops, either those organised and facilitated by external sources (e.g. Community Colleges Australia or DET) or through utilisation of specialist trainers from within WEA Sydney's body of tutors.

## Donations, Gifts and Bequests

WEA is able to accept gifts or donations from any of its students. WEA Sydney is registered as a Deductible Gift Recipient with the Australian Taxation Office, and this means that any gift or donation from \$2 upwards is classified as a tax deductible gift. Equally, WEA Sydney is able to accept bequests from those who would like to support its work into the future – even small amounts can help to build a fund that will protect WEA's interests and ability to maintain its current program, unique among other colleges.

## Disability Action Plan/Services for Special Needs Students

In line with the requirements of the Disability Discrimination Act 1992, and the Federal Disability Standards for Education (and as mandated by the NSW Dept of Education & Training) WEA Sydney developed a Disability Action Plan that was duly passed by its Board in October 2008. The plan covers the six areas of Policy and Planning; Enrolment; Participation; Curriculum Development, Accreditation

and Delivery; Student Facilities and Support Services; and Student Welfare – Harassment and Victimisation. The plan is available for all tutors to view, upon request.

The refurbishment of WEA House that was completed in August 2010 included the installation of a purpose built small lift for mobility-disadvantaged students at the front entrance of WEA House. Students with a disability however are asked to identify that disability to staff on enrolment if they require special assistance, and WEA Sydney will in most cases be able to accommodate their needs e.g. to enable a student with a severe disability to gain access to 72 Bathurst Street, Sydney, or to use the classroom. In such cases the tutor and relevant WEA staff will be advised of the special arrangements. However, should a tutor find that they have a student with a disability in the room, of whom they have received no prior notification, we ask that they should endeavour to accommodate the student, and then advise Education staff accordingly. WEA House also has a toilet for the disabled, located on the Ground Floor. Access for students in special vehicles for the disabled is via the car park gate. A car space for the disabled is located on basement 1. Several rooms in WEA House are equipped with a hearing loop.

## Insurance

WEA Sydney carries Property, Public Liability, Professional Indemnity and Worker's Compensation Insurance.

## Copyright

WEA Sydney is a fully paid up member of CAL (Copyright Agency Limited).

## Legislative and Regulatory Requirements

We draw the attention of all students to the various legislative and regulatory requirements that apply to WEA Sydney's activities, and particularly in the areas of access and equity, all forms of discrimination and harassment, and occupational health and safety. All WEA Sydney staff are required to be familiar with these requirements as they relate to their jobs, and to observe them at all times.

Students can also view the relevant legislation online from Government websites. Please note the following links:

### **NSW Work Health and Safety Act 2011**

<http://www.legislation.nsw.gov.au/maintop/view/inforce/act+10+2011+cd+0+N>

### **Workers Compensation Regulation 2010**

<http://www.legislation.nsw.gov.au/sessionalview/sessional/sr/2011-37.pdf>

### **National Vocational Education and Training Regulator Act 2011**

<http://www.comlaw.gov.au/Details/C2011A00012>

### **Disability Standards for Education (2005)**

<http://education.gov.au/disability-standards-education>

### **Anti Discrimination Act 1977**

<http://www.legislation.nsw.gov.au/viewtop/inforce/act+48+1977+FIRST+0+N/>

### **Privacy Regulation 2013**

<https://www.comlaw.gov.au/Details/F2015C00385>

## WEA Sydney Membership

Encourage students to become a Member of WEA Sydney. WEA Sydney has a growing membership, consisting of students, WEA club members, and individuals just keen to support what WEA does – provide the best short courses in Sydney. Membership only costs \$20 a year, and comes with several benefits:

- enrolment into two free members-only lectures, given by some of WEA's best tutors (refreshments included)
- priority mailing of term course catalogues

- quarterly newsletter, complete with members' offers
- mid-year members function, plus an invitation to our end-of-year tutor and staff Christmas drinks
- once a term entry into the members draw with a chance to win a \$250 voucher
- membership of WEA Sydney's library (and thus also of the library at the Sydney Mechanics' School of Arts, 280 Pitt St, Sydney).

At a time of declining government support for adult and community education, membership provides tangible support for the association and also entitles students to stand as a Representative of Individual Members on WEA Sydney Council, the association's monthly democratic forum (see pg 3).

## WHS and Property

WEA Sydney observes its legal responsibilities for Work Health and Safety (WHS), including the suitability of premises and equipment for staff, tutor and student use. A WHS committee meets quarterly and receives reports on WHS issues in WEA House. A review of the conditions of each room and the equipment used is undertaken prior to the commencement of each term, and a report on items requiring attention is provided to the Executive Officer for attention.

WEA Sydney ensures that, as far as possible staff, tutors and students are provided with comfortable and appropriate furniture and equipment in good condition, and effective lighting, heating and ventilation. Exits and fire escapes should be easily accessed and opened from the inside. Any hazard should be noted and the WEA Office should be promptly advised of any serious deficiency as it is identified.

WEA House is fitted with smoke detectors and an EWIS (Emergency Warning Information System) will automatically provide instructions to evacuate in the event of smoke being detected. Information is included in the Emergency Procedures notice at the entrance to each classroom, in the Office, and on each floor near the Fire Exits. A Fire and Emergency Training Program is conducted annually and periodic fire drills and evacuations are conducted.

**Staff, tutors and students are all expected to exercise proper care of WEA premises, equipment and materials at all times.** Any loss of property belonging to WEA Sydney, staff or students, any damage to College premises, equipment or materials, any hazard identified with College property or any situation that could adversely affect WEA Sydney, its staff or students, should be reported to WEA Sydney staff as soon as possible after the problem has been recognised.

***Appendix 4: WEA Sydney Work Health & Safety Policy & Procedure***

***Appendix 5: WEA Sydney Workplace Discrimination & Harassment Policy***

## Evacuation Procedure

Evacuation procedures are set out in notices displayed in each classroom, the WEA Sydney office and attached to each class roll. These should be followed in the event of fire or other incident forcing evacuation of the premises. Tutors normally advise students, at their first class, of the location of fire extinguishers, fire exits and assembly points in the event of fire. WEA House meets the appropriate Australian Standards for fire alarms and smoke detection systems. These are tested regularly, and trial emergency evacuations are also carried out.

In the event of a fire a staff member should:

- Break the glass on the nearest fire alarm, and press the fire alarm button (if the alarm has not already been activated).
- Direct those in the building to leave as quickly as possible in an orderly manner and gather at the designated assembly point. Tutors should take their class roll with them.
- Help ensure that everyone assembles at the assembly point.
- Liaise with the WEA Sydney attendant after evacuation.
- Do not allow anyone to re-enter the building until the emergency is over.
- In the event of an injury occurring during the evacuation, complete an Injury / Incident / Hazard report in detail as soon as possible and forward it to the Education Officers.

***Documents: WEA Sydney Emergency Evacuation Procedure***

**WEA Sydney WHS Risk Assessment and Safety Checklist for Tutors  
WEA Sydney Injury / Incident / Hazard Report Form**

### **Privacy Issues, Class Rolls and Student Information**

WEA Sydney is committed to maintaining the confidentiality, integrity and security of all personal information entrusted to it in the normal course of its work. Accordingly, staff will respect tutors', students' and others staff members rights to privacy and shall not communicate personal information on students to others without the written permission of the person concerned, unless it is to be given to an authorised member of staff in the normal conduct of their duties, would normally be available to the public, or is required by law to be released.

#### **Appendix 8: WEA Sydney Privacy Policy**

### **Student Evaluations and Feedback**

WEA Sydney conducts a systematic student evaluation program to assess student satisfaction with its courses and services, and to determine whether a course provides the desired outcomes, as a basis for future improvement. In the general program a standard Course Evaluation Form is used to allow benchmarks to be developed and comparisons made. Tutors contribute to this form through the development of learning outcomes for each course. All computer, training and business courses are evaluated with an individually designed form for each course. ASQA accredited courses have similar evaluation forms, but with additional areas for student and tutor signature. Tutors must ensure that these parts of the form are completed. Feedback forms are available from reception and on the home page of WEA Sydney's website ([www.weasydney.com.au](http://www.weasydney.com.au)).

### **Students' Course Information**

Students enrol from information contained in the quarterly term brochure (or where relevant, the Discussion Group Program brochure). Course information contained therein lists full timetable details, number of meetings, and course fee (including concession rate, where appropriate). Upon enrolment, all students receive a printed receipt (which re-lists the above information), and an information sheet for their course which contains a sessional breakdown, a selected bibliography, a tutor biography, and the planned learning outcomes for the course. These sheets are also available for viewing at Ground Floor Reception and in the WEA Lending Library.

VET students will also receive a course information sheet providing details of the content and learning outcomes for their course, materials to be used, the nature, significance and timing of assessment tasks, and the nature of the qualification to be achieved (refer to more detailed description of VET courses).

### **Student Refunds and Transfers**

WEA Sydney's refund and transfer policy is explained in all course brochures (as part of the enrolment procedure), on the WEA Sydney website, and in the Code of Practice. This policy reads:

- NO refunds issued once enrolment is processed unless a course is cancelled or withdrawn, in which case a full refund will be made.
- No refunds issued in courses offered in association with other institutions, e.g. National Maritime Museum, Co-As-It, Royal Australian Historical Society, etc.
- Refunds will be processed within 14 days of a class cancellation.
- A Credit Note may be issued in case of serious illness ONLY if supported by a medical certificate.
- A \$25 administrative fee applies to ALL enrolment changes irrespective of the price of the course.
- WEA Sydney cannot be held responsible for any changes in personal circumstances or work commitments.
- Course enrolment can be transferred to another person, unless stated otherwise.
- WEA Sydney is not responsible for books or materials that may have been purchased for a course.
- WEA Sydney will not be held responsible for any personal cost or expenses incurred for attending a course.
- WEA Sydney reserves the right to alter any of the published arrangements, either before or during the course.
- WEA Sydney reserves the right to refuse enrolments as permitted by law.

Note that occasional variations to these points can occur. In some instances, transfer between courses may be granted, upon application by a student to the Education Manager. Final decisions on any refund, transfer or credit note issues remains with the Education Manager. It is appropriate therefore for tutors to refer all such queries to the office.

In the unlikely event the WEA closes or ceases to deliver the agreed training and/or assessment to students enrolled in a VET accredited course, WEA will endeavour to transfer the students' enrolment to another suitable RTO so that students can complete their studies without further financial burden. However, if a student cannot be placed, WEA will make refunds.

### Student Concessions

Student fees are set down in WEA Sydney's quarterly Course Guides. Concessionary fees are available at the time of enrolment to students in receipt of health or disability benefits, aged pensioners, full-time students, and seniors' card holders. Concessions are also granted to members of a number of affiliated unions, and of the Sydney Mechanics' School of Arts, and of the Retired Teachers Association. Occasionally, discounts are made available to a wider audience as a promotional tool. Additionally, reduced fees, or an exemption from fees, may be allowed in cases of genuine hardship. Refer requests to the WEA office. **Note:** the difference between a full fee cost and the concession rate cannot be reimbursed if a concession student mistakenly enrolls into a class under the full fee.

### Student Exclusions

WEA Sydney may exclude a student from a course if he or she:

- fails to meet the published requirements for the course,
- fails to pay the course fee without reasonable excuse,
- the limit in the number of students permitted for the class has been exceeded,
- is disruptive, abusive or violent in class, or
- fails to accept any reasonable direction from the teacher.

WEA Sydney fully supports action taken by tutors that is designed to ensure the safety, educational value and pleasure to be gained by the majority of a class. For full details, refer to WEA Sydney Student Code of Conduct (see page 6).

### Student Complaints and Disputes

A complaint is a source of dissatisfaction with WEA Sydney's courses or services. It becomes a dispute when the complainant does not accept WEA's response. In line with WEA Sydney's Complaint and Dispute Settlement Procedure, any grievance brought to the attention of the Course Tutor, Education Officer or Executive Director will be investigated and determined in consultation with the aggrieved person within fourteen days. Please refer to the full document found at:

***Appendix 9: WEA Sydney Procedure 5.6, Complaint and Dispute Settlement***



## Vocational Education Courses

### WEA Sydney – a Registered Training Organisation

WEA Sydney is a Registered Training Organisation, registered in accordance with the National Vocational Education and Training Register Act 2011 to deliver a range of qualifications within its defined 'scope of registration'. The VET Quality Framework is a set of nationally agreed standards (revised as the *Standards for Registered Training Organisations 2015*) that, in essence:

- Ensure the quality of vocational education and training and training services throughout Australia,
- Ensures all Registered Training Organisations and the qualifications they issue are recognised nationally.

The purpose for the Revised Standards for 2015 is to:

- Describe the requirements that an organisation must meet in order to be a RTO in Australia
- Ensure that training delivered by RTOs meets industry requirements (as set out in the training package or accredited course) and has integrity for employment and further study, and
- Ensure RTOs operate ethically and consider the needs of both learners and industry.

### Nationally Recognised Training

An AQF Qualification or VET Statement of Attainment issued by a Registered Training Organisation assures that students are competent in the standards set by industry. A nationally recognised VET qualification (indicated by the Nationally Recognised Training (NRT) logo) means that students have portable skills and qualifications that will be recognised right around Australia.

Nationally Recognised and Accredited courses are identified in the WEA brochure by the Nationally Recognized Training (NRT) logo. Being nationally recognised ensures a high quality of course delivery along with portability of qualifications that are recognised by employers and Registered Training Organisations throughout Australia.



### WEA Sydney and VET Qualifications

'Qualifications' in the VET sector means formal certification under Australian Qualifications Framework (AQF), indicating that a person has achieved all the requirements for an endorsed national Training Package Qualification or accredited course.

Within its scope of registration WEA Sydney may also award a Statement of Attainment, which records a student's achievement of certain competencies within a Training Package, partial completion of a course leading to a qualification, or an accredited short course that may, with other attainments or RPLs, accumulate towards a qualification.

WEA Sydney may also provide a Certificate of Attendance, if requested, to students who attend 80% of classes in a course but failed to complete the full requirements for the course or do not wish to be assessed in an accredited course.

For accredited and non-accredited courses, Certificates of Attendance will no longer be printed by default. This will be issued as follows:

- i. Eligibility – if a student has attended at least 80% of a course
- ii. Will be issued free of charge upon request by a student in PDF format. It will be emailed to the student using the email address in OnCourse. No email address, no PDF certificate.
- iii. A student may request a hard copy. This will be issued upon receipt of a fee of \$28 per certificate (incl. GST).

For VET courses – Accredited Statement of Attainment and Certificates of qualifications:

- i. WEA must have verified official photo ID – no ID, no certificate
- ii. Will be issued in hard copy upon being assessed as 'Competent' by assigned assessor
- iii. The first issue will be free of charge
- iv. Replacement of Statement of Attainment MUST be authorised by the Training and Education Manager or Executive Director. The replacement fee shall be \$55 per Statement inclusive of GST.
- v. Replacement of Qualifications MUST be authorised by the Training Manager or Executive Director. The replacement fee shall be \$110 per qualification (incl. GST).

### ***Appendix 11: WEA Sydney Issuance***

#### **VET Training Packages and Accredited Courses**

Training Packages are sets of nationally endorsed standards and qualifications that have been developed by industries to standardise vocational education and training around Australia. Nationally endorsed standards (within these training packages) describe the skills and knowledge needed to perform effectively in the workplace. To find out more about the Training Packages, please visit [www.training.gov.au](http://www.training.gov.au).

Accredited courses are structured and sequenced vocational education and training courses. In general, courses are usually divided into various subject areas. Depending on which course you are undertaking, these subject areas are called units of competency (from a training package) or modules (from an accredited course).

Within each unit of competency (or module) there is a series of learning outcomes that reflects the skills or competencies that you need to be able to demonstrate competence in, in order to satisfy the assessment requirements.

#### **VET Competence and Competency Standards**

Competence can be defined as the skills and knowledge required to perform the tasks a job requires to the standards demanded by industry.

Competency standards (also referred to as national industry/enterprise competency standards) are national standards that set out the work skills and knowledge required for effective performance in the workplace and are defined by industry. Competency standards are an endorsed component of training packages, or where no training package exists, as the basis for defining the learning outcomes of an accredited course.

#### **VET Tutors' Standards and Preparation**

All of WEA Sydney's VET trainers and assessors are properly qualified to deliver Nationally Recognised Training. All VET tutors at WEA Sydney must hold the Certificate IV in Training and Assessment (TAE40110), (or its successor), a Diploma or higher level qualification in adult education. All VET tutors are able to demonstrate vocational competence at least to the level of those being delivered. Tutors maintain their industry expertise and undertake staff development training where required. WEA Sydney observes the Standards for NVR Registered Training Organizations that govern the delivery of VET courses across Australia, and requires that its VET tutors and assessors are aware of ASQA's requirements and observe them in full throughout each course.

Tutors are supplied with detailed Learning and Assessment Strategies before the commencement of training. These include:

- A training and assessment plan for the Unit of Competency/or full qualification which includes a session by session outline giving details of topic, delivery method, resources used, learner's task, assessment task, and time.
- An assessor guide where appropriate and
- A copy of the appropriate assessment tool



## VET Assessment Guidelines

Assessment against competencies will be conducted in accordance with the assessment guidelines and competency standards of the appropriately endorsed training package or accredited course.

Students will be issued with a course outline containing details of all outcomes to be assessed within a unit of competency or module. Specific assessment criteria relating to individual courses will be available from the trainer. Assessment tasks are conducted using various methods, but generally take place by way of assignments and practical exercises. However, details of specific assessment tasks (in relation to a specific course) will be specified in 'Student course information' relevant to each course, which is handed out at the beginning of a course.

To demonstrate competency a student must show that they are competent in all units of competency or learning outcomes (as the case may be). Consequently, assessment tasks will measure all necessary competencies.

Where an assessment task requires completion outside of class hours (e.g. Assignments), a final date for submission will be set by the trainer. It is students' responsibility to keep a copy of their submitted work. Please note that WEA cannot accept facsimile or e-mail copies of assessment tasks. Students are also required to sign a statement in each Assessment Booklet stating that the work done in the assessment tasks is their own work and not the work of any other student or person. Students will be provided with the assessment decision and feedback on their completed assessments from the course tutor on the Assessment Cover Sheet. Refer to the example attached illustrating a standard cover sheet for the submission of an assessment:

### ***Appendix 10: WEA Sydney Assessment Cover Sheet***

## VET - Students' Appeals against Assessment

If students believe a decision taken on their assessment is unfair or incorrect, they are entitled to lodge a formal appeal by submitting an "Appeal against Assessment Decision" form to the Education Manager no later than 14 days after the receipt of the assessment result. If a student is appealing against more than one assessment component, he/she will need to complete separate forms with details relating to each component. The same process applies for an Appeal against Recognition of Prior Learning assessment decision.

Once the Education Manager receives the completed "Appeal against Assessment Decision" form, he/she will first consult the matter with the respective assessor. Most students have been able to resolve the matter at this point. If the matter cannot be resolved at that point, an external independent assessor will be engaged to review the assessment papers. Students will be notified of the outcome of the review within 20 working days from the date of submitting the completed Appeal form. At each level of appeal the Appeals Form will be completed as a record of proceedings.

### ***Appendix 12: Appeal Against Assessment Decision form***

## VET - Recognition of Prior Learning (RPL)

Recognition of prior learning (RPL) can be granted if a student can demonstrate competency in all the performance criteria in the elements of a particular unit of competency (from a training package) or all of the learning outcomes in a particular module (from an accredited course).

RPL is offered to all VET students on enrolment. When a student indicates they wish to apply for RPL / RCC, the course facilitator will discuss the process with the student and forward to them a copy of the relevant recognition kit. The kit is designed to help the applicant put together evidence to be recognised for the skills and knowledge that they have already achieved. RPL/RCC recognises what students have already learned from other courses, from life experience, from work experience and from any training provided at work, and measures this against the units they wish to apply for. If what they have learned at work or elsewhere is relevant to the unit/s, they should not have to go through training again to be

able to be assessed or deemed competent. This is a formal process that is based on a portfolio of evidence submitted by the applicant, and may also include making a practical demonstration of their skills to an assessor.

When students have completed their application they are required to hand it back to the course facilitator for assessment. Once the assessment has taken place the student will be notified of the decision in a timely manner. If the student is not happy with the outcome they can appeal the decision through the Appeals Process.

### ***Appendix 13: Recognition of Prior Learning for Accredited Courses***

#### **VET – Recognition of Qualifications issued by other VET Providers**

WEA recognises qualifications and / or statements of attainment issued by other RTOs (after verification) for the purpose of RPL / RCC and Credit Transfers.

WEA will request the qualification, statement of attainment or transcript from the applicant, either as a copy verified by a JP or in original format. WEA will then scan and email a copy of this to the issuing RTO and request their confirmation that the document is genuine. WEA will also use the [www.training.gov.au](http://www.training.gov.au) website to verify that the RTO is registered and has the appropriate scope to have issued the document.

Although WEA will follow the above procedure in the first instance, it is understood that at times some documents will need to be accepted on face value. This is due to the possibility that the issuing RTO may have ceased operations. In this case, WEA will still attempt to make a sound judgement on the authenticity of the document by checking that all required information is on the document (e.g. appropriate logos, dates, unit codes). WEA would also conduct some research via a Google search as to whether the issuing RTO had indeed previously operated and under what circumstances operations had ceased.

In a situation where WEA has any concerns with the level of competence of the person who has been issued the qualification or statement of attainment, the issuing RTO will be contacted to discuss the concerns and subsequently ASQA too may be contacted.

#### **VET – Unique Student Identifier (USI)**

From 1 January 2015 anyone undertaking nationally recognised training delivered by a registered training organisation will need to have a Unique Student Identifier (USI). This includes studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course. A USI gives students access to an online USI account which is made up of ten numbers and letters.

A USI account will contain a student's nationally recognised training records and results from 1 January 2015 onwards. Their results from 2015 will be available in their USI account in 2016. When applying for a job or enrolling in further study, students will often need to provide their training records and results. One of the main benefits of the USI is that students will have easy access to their training records and results throughout their life.

WEA will require students enrolling in a VET accredited course to obtain a USI and supply it upon enrolment and WEA will verify the number. If you have enrolled in a VET accredited course since 1<sup>st</sup> January 2015, you should already have a USI which you obtained yourself or which may have been obtained on your behalf by the RTO you enrolled with. If you already have a USI, you must provide this to WEA on your enrolment form. If you do not have a USI, you can register for one on the following link:

<https://www.usi.gov.au/students/create-your-usi>

Students will also be required to provide one of the following forms of identification to complete the USI process. This identification will be copied and used by the Document Verification Service (DVS).

- Driver's Licence
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian)
- Certificate Of Registration By Descent
- Citizenship Certificate
- Immi Card

**WEA will not be able to issue students with a statement of attainment or certificate documentation until we have verified their USI.**

If the student does not have a document suitable for the DVS and we are authorised to do so by the Registrar, we may be able to verify the student's identity by other means. If the student does not have any of the identity documents mentioned above, and we are not authorised by the Registrar to verify their identity by other means, we cannot apply for a USI on their behalf and they should contact the Student Identifiers Registrar.

In accordance with section 11 of the Student Identifiers Act 2014 Cth (SI Act), we will securely destroy personal information we collect from students solely for the purpose of applying for a USI on their behalf as soon as practicable after the USI application has been made or the information is no longer needed for that purpose, unless we are required by or under any law to retain it.

The personal information that WEA collects in connection with applications for a USI:

- is collected by the Registrar for the purposes of:
  - applying for, verifying and giving a USI;
  - resolving problems with a USI; and
  - creating authenticated vocational education and training (VET) transcripts;
- may be disclosed to:
  - Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
    - the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
    - education related policy and research purposes; and
    - to assist in determining eligibility for training subsidies;
  - VET Regulators to enable them to perform their VET regulatory functions;
  - VET Admission Bodies for the purposes of administering VET and VET programs;
  - current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
  - schools for the purposes of delivering VET courses to the individual and reporting on these courses;
  - the National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics;
    - researchers for education and training related research purposes;
    - any other person or agency that may be authorised or required by law to access the information;
    - any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system;
- will not otherwise be disclosed without your consent unless authorised or required by or under law.

## APPENDICES

- **Appendix 1**  
Code of Practice
- **Appendix 2**  
Equal Opportunities Statement of Principle
- **Appendix 3**  
Access & Equity Statement
- **Appendix 4**  
WHS Policy & Procedures
- **Appendix 5**  
WEA Sydney Workplace Discrimination and Harassment Policy
- **Appendix 6**  
WEA Sydney Workplace Bullying Policy
- **Appendix 7**  
WEA Sydney Sexual Harassment Policy
- **Appendix 8**  
WEA Sydney Privacy Policy
- **Appendix 9**  
Procedure 5.6 - Complaint and Dispute Settlement
- **Appendix 10**  
Assessment Tool & Guidelines, Student Copy, Cover Sheet (*example, Introduction to Word for Windows*)
- **Appendix 11**  
Procedure 2.6 - Assessment and Award of Qualifications and Certificates of Attainment
- **Appendix 12**  
Appeal against Assessment form
- **Appendix 13**  
Recognition of Prior Learning for Accredited Courses
- **Appendix 14**  
Accredited Courses

## 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.nsw.edu.au](http://www.weasydney.nsw.edu.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. Tutors are screened in accordance with the requirements of the Child Protection (Prohibited Employment) Act 1998 through the NSW Department of Education & Training Screening Agency, or via the requirements of the Child Protection (Working with Children) Act 2012 – see: [www.kids.nsw.gov.au](http://www.kids.nsw.gov.au)
- 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

- Managers 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 a Statement of Attainment for units of competency or a Certificate for a qualification issued by WEA Sydney free of charge 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 replacement fees. The replacement fee for a Statement shall be \$55 and the replacement fee for a Certificate shall be \$110. Both fees are 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 records of qualifications:

- a. Authentication by email shall be given free of charge
- b. Application for a Statement of Attainment shall incur a fee of \$55
- c. Application for a Certificate of qualification shall incur a fee of \$110
- d. Application for a Record of results (transcript) shall incur a fee of \$110

### **11.3 Certificates of Attendance**

- a. Certificates of Attendance for both accredited and non-accredited courses are only issued to students who attended at least 80% of the course.
- b. Certificate of Attendance for vocational and IT course are issued free of charge.
- c. Certificates of Attendance for humanities or general courses will be issued upon payment of a fee of \$10. Requests must be received within 12 months of the completion of the course.

## **12. GRIEVANCES AND COMPLAINTS**

Any grievance or complaint brought to the attention of the Course Tutor, Education Managers 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. A Credit Note may be issued if a replacement student can be found prior to the course commencing, or in the case of serious illness if a written request is accompanied by a medical certificate. An administrative charge of \$25 applies. 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

## **Equal Opportunities Statement of Principle**

WEA Sydney is committed to equal opportunities for all. WEA Sydney aims to be an equal opportunities employer and adult education provider. This principle applies to all operations, functions, structures and approaches to recruitment, staff development, teaching and assessment carried out by WEA Sydney.

WEA Sydney acknowledges its responsibility to ensure that no one is discriminated against on the grounds of physical ability, gender, language, racial or ethnic origin, cultural or religious background, sexual orientation, dependants, political affiliations, employment status or other specific needs. WEA will endeavour to ensure equality of access for all.

Language used by the WEA staff, voluntary members, tutors and learners must be used in a way that supports a relationship of mutual respect.

WEA Sydney's principles in these areas are governed by its wider Workplace Health and Safety Policy, Code of Practice, and specifically by its Workplace Bullying Policy, Sexual Harassment Policy, and Workplace Discrimination and Harassment Policy.



## **Access and Equity Statement**

One of the principles of the NSW Government Policy on Adult Education is that,

**'All adults, regardless of their backgrounds and circumstances, have a right to access a diversity of affordable, quality learning opportunities'.**

*(Lifelong Learning for All, 1996)*

WEA Sydney's own Mission Statement supports this principle by emphasising the Association's commitment to:

**'Facilitating access for all who seek to take part in our activities'.**

On a practical level, this means that WEA Sydney courses are open to all, irrespective of gender, nationality, disability, socio-economic background or religious affiliation. Anyone over the age of 18 may enrol in any course. No qualifications or special knowledge of the subject is required unless specified in the course pre-requisites. WEA Sydney has no party-political or sectarian ties and welcomes all those who wish to participate as students or join as new members.

WEA Sydney's principles in this area are also guided by its Code of Practice and its Workplace Discrimination and Harassment Policy.

WEA Sydney's educational program is designed to be as flexible as possible with classes being offered in a variety of formats at different times of the day, evenings and weekends. Regular staff training sessions are held to enable staff to assist and advise all prospective students and enquiries, and to liaise with tutors on any problems encountered by students.

In support of its commitment to 'facilitating access', WEA Sydney staff and tutors remain committed in their efforts to assist disabled students. The WEA Course Guide carries a notice each term that disabled students will be assisted on arrival and departure, and full details of WEA House's services for disabled students are prominently listed in the brochure and on the WEA Sydney website. WEA Sydney also follows a dedicated and regularly updated Disability Action Plan. At a more fundamental level, WEA Sydney supports Access and Equity initiatives by maintaining a concessionary fee policy of 10% for pensioners, senior card holders, unemployed, veterans, full-time students and other benefit recipients. Cases of financial hardship, which may prohibit enrolment even under concession rates, can be directed to WEA Sydney's senior management.

## **Work Health & Safety (WHS) Policy & Procedures**

### **Strategic Planning Area 5 – Human Resources**

WEA Sydney is committed to providing a safe and positive working environment for its staff members, trainers, tutors and students; acknowledging that staff well-being is a major factor in enabling them to perform their duties to the best of their ability.

The association has established an Health & Safety Committee (HSC). Its role and function is to:

- Facilitate co-operation between the PCBU and staff to instigate, develop and carry out WHS measures
- Assist in developing health and safety standards, rules and procedures for compliance at the workplace
- carry out such functions as prescribed by legislations and as agreed with management
- provide feedback and recommendations to the WEA Board and Council regarding WHS issues which may require their attention.

### **Compliance with Legislations**

In pursuance to the (Commonwealth) Work Health and Safety Act 2011 and the NSW Work Health and Safety Act 2011, WEA Sydney acknowledges its obligation as an employer to provide safe working conditions and work practices. These include:

- providing or maintaining equipment and systems of work that are safe and without risks to health;
- making arrangements for ensuring the safe use, handling, storage and transport of equipment and substances;
- providing the information, instruction, training and supervision necessary to ensure the health and safety at work of employees, volunteers and users of WEA House;
- maintaining places of work under their control in a safe condition and providing and maintaining safe entrances and exits;
- making available adequate information about research and relevant tests of substances used at the place of work. Material Safety Data Sheets will be kept on all substances used within the workplace and the implication of their use will be thoroughly examined before application. A copy of all MSDS information will be also kept centrally in conjunction with accident/incident information;
- identifying potential risks and hazards and reducing the potential for same;
- developing safety procedures for paid and unpaid staff, tutors and users of WEA House eg. Fire & Emergency Evacuation procedures, equipment storage and the establishment of an WHS committee.

Employers must not require employees to pay for anything done or provided to meet specific requirements made under the Act or associated legislation.

Under the legislation employees must take reasonable care of the health and safety of others. Employees must co-operate with employers in their efforts to comply with occupational health and safety requirements. They must:

- take reasonable care to protect their own health and safety and the health and safety of others;
- co-operate with their employer in ensuring that the workplace is safe and healthy and report to the employer any situation at the workplace that could constitute a hazard;
- follow the instructions and training provided by their employers, use the personal protective equipment provided and not interfere with anything set up in the interests of health and safety.

The legislation also recognises that employees have certain rights with regard to health and safety in their workplaces. These include the right to:

- be informed, i.e. know about potential hazards;
- be represented on matters relating to occupational health & safety.

### **Health and Safety in WEA Sydney**

In accordance with the requirements of the legislation, information and relevant training will be provided to all staff on the causes and prevention of work related illnesses and injuries.

### **Furniture and Equipment**

Staff will be provided with relevant training prior to the use of any equipment.

WEA Sydney will purchase furniture and equipment which minimises the risk of injury or strain – particularly for staff working on keyboards. It is the responsibility of staff to ensure that they use equipment appropriately and follow the procedures recommended to protect keyboard users from muscle fatigue and repetitive strain injury.

Photocopiers will be placed in a separate room where possible and/or in a position with good ventilation. Staff should ensure that they protect their eyes from the light emitted by the photocopier, and should take care when filling the machine with toner.

All electrical equipment will be checked as statutorily required by a qualified electrician.

### **Visual Display Unit and Eye Strain**

Staff whose duties require them to use a visual display unit for at least 60% of the time will need to have an eye test (at their own expense) prior to their appointment.

### **Stress**

WEA Sydney recognises that stress is an occupational hazard and aims to minimise stress for staff by:

- making good working conditions a priority;
- clearly defining job responsibilities and accountability structures;
- establishing support systems for all staff
- ensuring work plans and timelines are realistic.

### **Abusive Behaviour**

Staff are not required to put up with any abusive, violent or any form of unbecoming behaviour from Board members, Council members, students, trainers, tutors or any other persons in the workplace. In dealing with a person with abusive behaviour, the staff member must, in the first instance refer the matter to his/her immediate supervisor. In the absence of the immediate supervisor or if the matter is not resolved, then refer to the Executive Director then to the Police for attention if necessary.

### **Smoking**

WEA Sydney recognises the dangers of passive smoking and has made WEA House a smoke free environment. Staff are not permitted to smoke in any of WEA facilities or vehicles.

### **Hazards**

Staff will be trained to identify any WHS hazards in the workplace and should report, in writing, any hazards to the Executive Director as soon as possible. Please report any 'near-miss' accidents or incidents as they may identify potential hazards. In case of spillage or mishap MSDS information will be accessed to obtain appropriate cleanup. In the event that this is not available either Emergency Services or professional advice should be sought. Employees should protect themselves at all times e.g. gloves for bodily fluids, sharps containers for needles etc., masks for fumes.

### **Critical Incident**

In the event of a critical incident occurring involving staff members, volunteers, students, participants or members of the public, staff should contact Emergency Services immediately. Employees should not place themselves at risk. If necessary the building should be evacuated. (See Emergency Evacuation Procedure). An Incident/accident report form should be filled out as soon as practicable.

### **Accidents/Incident**

An accident/incident report form as provided by WorkCover Authority must be completed by any staff involved in an accident (however minor) either at work or on the way to or from work and given to their supervisor as soon as possible. A copy of the Accident/Incident Report is included below.

An accident/incident report must also be provided when volunteers, clients or participants are involved in an accident or an incident where welfare or safety is compromised.

### **Communicable Disease**

Staff should be trained in and observe basic hygiene and infection control measures in their work to avoid communicable diseases.

Staff who suspect that someone in their work place (office or consumer's home) has a communicable disease should report this immediately to the Executive Director who will advise them of the appropriate action.

### **First Aid**

In line with the First Aid Regulation of the Work Health & Safety Act, 2011, the following policy in relation to first aid applies in WEA Sydney.

1. First aid kits are located at:
  - Ground Floor Reception,
  - 1<sup>st</sup> Floor Office.

Where appropriate the staff will be trained so that assistance can be rendered in an emergency. This does not take the place of seeking professional advice or assistance in any emergency situation.

2. The Education Manager is in charge of the First Aid Kits in WEA Sydney and is responsible for their proper maintenance.
3. The Education Manager is responsible for ensuring that a Register of Injuries and Treatment is maintained up-to-date. The Register must include:
  - a. the name, age, address and occupation of the injured person,
  - b. the industry in which the person was working,
  - c. the operation in which the person was engaged at the time of injury,
  - d. the date and time the injury occurred,
  - e. a brief description of the type, cause and location of the injury and the treatment given,
  - f. the name of the first-aid person in attendance,
  - g. any referral for further treatment if required.
4. The Register must be kept for at least 5 years.

### **Employee Rehabilitation Program**

In line with the Workers' Compensation Act, 1987, WEA Sydney has adopted the following Employee Rehabilitation Policy:

### **WEA Sydney's Commitment to the Rehabilitation of Injured Workers**

#### *WHS Commitments*

To prevent injury and illness by providing a safe and healthy working environment.

#### *Occupational Rehabilitation Commitments*

To manage the process of rehabilitation in the workplace to ensure that all injured workers have the opportunity to recover and return to work by:

- ensuring that a return to work as soon as possible is a normal expectation,
- ensuring early access to rehabilitation services eg. Accredited rehabilitation providers for all who need them,

- consulting with workers and where applicable any industrial union representing them to ensure that the rehabilitation programme operates smoothly and effectively,
- informing workers of their rights in relation to a Workers Compensation Claim including the choice of doctor and accredited rehabilitation provider,
- providing access to Interpreter services,
- ensuring no dismissal solely or principally because of the at injury, unless permanently unfit to return to that job or any other suitable job in the organisation,
- advising employees that participation in rehabilitation is optimum.

### **Confidentiality**

The confidentiality of rehabilitation records shall be maintained.

### **Procedure for the Rehabilitation of Injured Workers**

1. *If any injury or work related illness occurs*  
Work related injury or illness shall be reported, an accident form completed and treatment arranged.
2. *Recovery and return to work*  
WEA Sydney shall arrange for a suitable person in the organisation or, where this is not practicable, their workers compensation insurer and/or WorkCover advisory officer, who will provide advice to:
  - assist in filling out Workers' Compensation forms,
  - explain rights, obligations, benefits and rehabilitation procedures to the injured worker,
  - ensure that the worker is offered the help of an accredited rehabilitation provider who shall be given reasonable access to the workplace,
  - where appropriate arrange return to work on the advice of the treating doctor or the accredited rehabilitation provider in consultation with the treating doctor.

The injured worker, in consultation with the employer, may select the provider to be used.

3. *Providing suitable duties/employment*  
When the injured/ill worker is, according to medical judgement, well enough to return to work on suitable duties the employer shall, as far as practicable, provide suitable duties/employment. Suitable duties/employment shall be approved by the treating doctor or by the accredited rehabilitation provider in consultation with the treating doctor.

### **Consultation**

The employer is required to consult with the injured worker and other workers on the rehabilitation process.

4. *Resolving disputes*  
Rehabilitation disputes which cannot be resolved by mediation in the workplace may be referred to a rehabilitation mediation officer at the WorkCover Authority.

### **Emergency Evacuation Procedure**

(See Fire & Emergency Procedures, Management in Use Manual)

#### **Day Evacuation**

Tutor to check that all class participants leave before they do.

**WEA Staff** to check that all tutors and participants leave before they do.

#### **Night Evacuation**

**Tutor** to supervise safe exit of all participants including those in toilets.

**Evening Attendant and Librarian** to check that above has been done and call Emergency Services 000.

***Reviewed by the Board of WEA Sydney 4 October 2013 (B13/20)***

## **WEA Sydney - Workplace Discrimination and Harassment Prevention Policy**

### **1. Scope**

This policy applies to:

- board members and members of WEA Sydney Council
- all staff, including: managers and supervisors; full-time, part-time or casual, temporary or permanent staff; job candidates; student placements, apprentices, tutors and other contractors, sub-contractors and volunteers
- students and other people in our workplace in relation to how they interact with each other and with staff
- how WEA Sydney provides services to students and other clients, and how it interacts with other members of the public
- all aspects of employment, recruitment and selection; conditions and benefits; training and promotion; task allocation; shifts; hours; leave arrangements; workload; equipment and transport
- on-site, off-site or after-hours work; work-related social functions; conferences – wherever and whenever staff may be in connection with their WEA Sydney duties
- staff treatment of other staff, students and other clients, and of other members of the public encountered in connection with their WEA Sydney duties.

### **2. Aims**

WEA Sydney is committed to providing a safe, flexible and respectful environment for its staff and students free from all forms of discrimination, bullying and sexual harassment.

All WEA Sydney staff, students and other people in our workplace are required to treat others with dignity, courtesy and respect. By effectively implementing our *Workplace discrimination and harassment policy* we will attract and retain talented staff and create a positive environment for staff, students and other people in our workplace.

### **3. Staff and student rights and responsibilities**

All staff are entitled to:

- recruitment and selection decisions based on merit and not affected by irrelevant personal characteristics
- work free from discrimination, bullying and sexual harassment
- the right to raise issues or to make an enquiry or complaint in a reasonable and respectful manner without being victimised
- reasonable flexibility in working arrangements, especially where needed to accommodate their family responsibilities, disability, religious beliefs or culture.

Students and other people are entitled to:

- be free from discrimination, bullying and sexual harassment in our workplace
- the right to raise issues or to make an enquiry or complaint in a reasonable and respectful manner without being victimised.

All staff must:

- follow the standards of behaviour outlined in this policy
- offer support to people who experience discrimination, bullying or sexual harassment, including providing information about how to make a complaint
- respect the confidentiality of complaint resolution procedures
- treat everyone with dignity, courtesy and respect.

Students and other people in our workplace must:

- follow the standards of behaviour outlined in this policy
- respect the confidentiality of complaint resolution procedures
- treat everyone with dignity, courtesy and respect.

#### **3.1 Additional responsibilities of managers and supervisors**

Managers and supervisors must also:

- model appropriate standards of behaviour
- take steps to educate and make staff aware of their obligations under this policy and the law
- intervene quickly and appropriately when they become aware of inappropriate behaviour
- act fairly to resolve issues and enforce workplace behavioural standards, making sure relevant parties are heard
- help staff, students and other people in our workplace resolve complaints informally refer formal complaints about breaches of this policy to the executive director or the Chair of the Health and Safety Committee for investigation
- ensure that staff, students or other people in our workplace who raise an issue or make a complaint are not victimised
- ensure that recruitment decisions are based on merit and that no discriminatory requests for information are made
- seriously consider requests for flexible work arrangements.

#### 4. Unacceptable workplace conduct

Discrimination, bullying and sexual harassment are unacceptable at WEA Sydney and are unlawful under the following **Commonwealth legislation**:

- *Sex Discrimination Act 1984*
- *Racial Discrimination Act 1975*
- *Disability Discrimination Act 1992*
- *Age Discrimination Act 2004*
- *Australian Human Rights Commission Act 1986*

Discriminatory behaviour which includes violence or intimidation may be in breach of the **Crimes Act 1900 (New South Wales)**. Staff (including managers) found to have engaged in such conduct might be counselled, warned or disciplined. Severe or repeated breaches can lead to formal discipline up to and including dismissal. Allegations of criminal behaviour may be referred to New South Wales Police for investigation.

Established under the **Anti-Discrimination Act 1977 (New South Wales)**, the Anti-Discrimination Board of NSW promotes anti-discrimination and equal opportunity principles and policies throughout NSW. It administers anti-discrimination law and deals with complaints. The Act empowers the Board to receive complaints about unlawful acts of discrimination and harassment based on a person's sex, race, age, marital or domestic status, homosexuality or transgender status, disability, carer's responsibilities, or discrimination which arises from to whom a person may be related and or with whom they associate. The Board can help people if such discriminatory treatment happened in relation to employment, the provision of goods and services, public education, the provision of accommodation and the conduct of registered clubs.

The Act also empowers the Board to receive complaints about harassment and sexual harassment. Under the *Anti-Discrimination Act*, racial discrimination and sexual harassment are unlawful in both public educational institutions (such as government schools, colleges and universities) as well as private educational institutions (such as WEA Sydney).

Although WEA Sydney is not subject to the *Anti-Discrimination Act* except in relation to harassment and sexual harassment, WEA Sydney fully commits itself to avoid the other forms of discrimination and harassment described in the Act which would be unlawful if they occurred in a public educational institution.

Part 6 of the **New South Wales Work Health and Safety Act 2011** prohibits discriminatory, coercive and misleading conduct against workers for "prohibited reasons" which are set out in section 106. "Prohibited reasons" include discriminatory, coercive and misleading conduct against workers because they are performing duties and functions in accordance with the Act, including as a member of a workplace health and safety committee.

#### 4.1 Discrimination

Discrimination is treating, or proposing to treat, someone unfavourably because of a personal characteristic protected by the law, such as sex, age, race or disability.

Discrimination can occur:

**Directly**, when a person or group is treated less favourably than another person or group in a similar situation because of a personal characteristic protected by law (see list below).

*For example, a worker or student is harassed and humiliated because of their race*

*or*

*A worker is refused promotion because they are 'too old'*

**Indirectly**, when an unreasonable requirement, condition or practice is imposed that has, or is likely to have, the effect of disadvantaging people with a personal characteristic protected by law (see list below).

*For example, redundancy is decided based on people who have had a worker's compensation claim rather than on merit.*

**Protected personal characteristics under Federal discrimination law include:**

- a disability, disease or injury, including work-related injury
- parental status or status as a carer, for example, because they are responsible for caring for children or other family members
- race, colour, descent, national origin, or ethnic background
- age, whether young or old, or because of age in general
- sex
- industrial activity, including being a member of an industrial organisation like a trade union or taking part in industrial activity, or deciding not to join a union
- religion
- pregnancy and breastfeeding
- sexual orientation, intersex status or gender identity, including gay, lesbian, bisexual, transsexual, transgender, queer and heterosexual
- marital status, whether married, divorced, unmarried or in a de facto relationship or same sex relationship
- political opinion
- social origin
- medical record
- an association with someone who has, or is assumed to have, one of these characteristics, such as being the parent of a child with a disability.

It is also against the law to treat someone unfavourably because you assume they have a personal characteristic or may have it at some time in the future.

## 4.2 Bullying

If someone is being bullied because of a personal characteristic protected by equal opportunity law, it is a form of discrimination. Bullying can take many forms, including jokes, teasing, nicknames, emails, pictures, text messages, social isolation or ignoring people, or unfair work practices. **Under Federal law**, this behaviour does not have to be repeated to be discrimination – it may be a one-off event.

Behaviours that may constitute bullying include:

- sarcasm and other forms of demeaning language
- threats, abuse or shouting
- coercion
- isolation
- inappropriate blaming
- ganging up
- constant unconstructive criticism
- deliberately withholding information or equipment that a person needs to do their job or access their entitlements
- unreasonable refusal of requests for leave, training or other workplace benefits.

Bullying is unacceptable in WEA Sydney and is also unacceptable in terms of work health and safety law. For more details, see WEA Sydney's **Workplace Bullying Prevention Policy**.



### **4.3 Sexual harassment**

Sexual harassment is a specific and serious form of harassment. It is unwelcome sexual behaviour, which could be expected to make a person feel offended, humiliated or intimidated. Sexual harassment can be physical, spoken or written. It can include:

- comments about a person's private life or the way they look
- sexually suggestive behaviour, such as leering or staring
- brushing up against someone, touching, fondling or hugging
- sexually suggestive comments or jokes
- displaying offensive screen savers, photos, calendars or objects
- repeated unwanted requests to go out
- requests for sex
- sexually explicit posts on social networking sites
- insults or taunts of a sexual nature
- intrusive questions or statements about a person's private life
- sending sexually explicit emails or text messages
- inappropriate advances on social networking sites
- accessing sexually explicit internet sites
- behaviour that may also be an offence under criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

Just because someone does not object to inappropriate behaviour in the workplace at the time, it does not mean that they are consenting to the behaviour. Sexual harassment is covered in the workplace when it happens at work, at work-related events, between people sharing the same workplace, or between colleagues outside of work. All persons covered in the scope for this policy on page 1 have the same rights and responsibilities in relation to sexual harassment. A single incident is enough to constitute sexual harassment – it doesn't have to be repeated. All incidents of sexual harassment – no matter how large or small or who is involved – require employers and managers to respond quickly and appropriately.

WEA Sydney recognises that comments and behaviour that do not offend one person can offend another. This policy requires all staff, students and volunteers to respect other people's limits. For more details, see WEA Sydney's **Sexual Harassment Prevention Policy**.

### **4.4 Victimisation**

Victimisation is subjecting or threatening to subject someone to a detriment because they have asserted their rights under equal opportunity law, made a complaint, helped someone else make a complaint, or refused to do something because it would be discrimination, sexual harassment or victimisation. Victimisation is against the law.

It is also victimisation to threaten someone (such as a witness) who may be involved in investigating an equal opportunity concern or complaint. Victimisation is a very serious breach of this policy and is likely (depending on the severity and circumstances) to result in formal discipline against the perpetrator. WEA Sydney has a zero-tolerance approach to victimisation.

### **4.5 Confidentiality of formal investigations**

Breaching the confidentiality of a formal complaint investigation or inappropriately disclosing personal information obtained in a professional role (for example, as a manager) is a serious breach of this policy and may lead to formal discipline.

### **5. Merit at WEA Sydney**

All recruitment and job selection decisions at WEA Sydney will be based on merit – the skills and abilities of the candidate as measured against the inherent requirements of the position – regardless of personal characteristics. It is unacceptable and may be against the law to ask job candidates questions, or to in any other way seek information, about their personal characteristics, unless this can be shown to be directly relevant to a genuine requirement of the position.

### **6. Resolving issues at WEA Sydney**

WEA Sydney strongly encourages any staff member, student or any other person in our workplace who believes they have been discriminated against, bullied, sexually harassed or victimised to take

appropriate action by reporting it to the executive director or a WEA manager; you may also raise the issue with the current President of WEA Sydney by requesting a meeting (via this email address: [president@weasydney.nsw.edu.au](mailto:president@weasydney.nsw.edu.au)), if the relevant WEA staff are not available, under the following circumstances:

- (i) if the complaint involves the executive director
- (ii) if your manager or the executive director is not available
- (iii) if you feel that your complaint has not been properly dealt with.

The President will have the right to meet and assess this complaint with one other nominated WEA Sydney director.

### **7. Other relevant WEA Sydney policies**

WEA staff (especially managers and supervisors), WEA students and other people in our workplace are encouraged to read this policy in conjunction with other relevant WEA Sydney policies, including:

- WEA Sydney – Workplace bullying prevention policy
- WEA Sydney – Sexual harassment prevention policy
- Other WEA Sydney policies which relate to work health and safety
- Other WEA Sydney policy documents such as the Directors' Code of Conduct, the WEA Sydney Code of Ethics, the WEA Sydney Code of Practice, the Equal Opportunities Policy, the Access and Equity Policy and the WEA Sydney Privacy Policy.

### **8. More information**

If you have a query about this policy or need more information, please contact the executive director or another WEA Sydney manager. The **Australian Human Rights Commission** website (in relation to Commonwealth legislation about workplace harassment and discrimination) is at:

<https://www.humanrights.gov.au/>. The website of the **Anti-Discrimination Board of New South Wales** (in relation to New South Wales legislation about workplace harassment and discrimination) is at: <http://www.antidiscrimination.justice.nsw.gov.au/>. Publications of the Anti-Discrimination Board of New South Wales (including factsheets, guidelines and sample policies) can be found at: <http://www.antidiscrimination.justice.nsw.gov.au/Pages/adb1publications/adb1publications.aspx>.

In addition, **Safe Work Australia** presents a variety of resources to assist employers to ensure the health and safety of their employees. There are specialist notes on bullying on the site, and also to work-related psychological health and safety, listed under their **National Guidance Material**. Here is the link to the full document <https://www.safeworkaustralia.gov.au/doc/work-related-psychological-health-and-safety-systematic-approach-meeting-your-duties>.

- ***This policy was updated on 18 November, 2016***
- ***Reviewed and adopted by the Board of WEA Sydney on 2 December, 2016 (B16/18)***
- ***Revised edition of this policy reviewed and adopted by the Board of WEA Sydney on 5 October, 2018 (B18/16)***

## **WEA Sydney – Workplace Bullying Prevention Policy**

### **1. Our commitment**

WEA Sydney is committed to providing a safe and healthy workplace free from bullying. Workers and other people in our workplace are protected by this policy if they feel bullied by anyone else in our workplace. Workers in our workplace include members of WEA's staff, WEA's tutors, other contractors and library volunteers. Other people in our workplace include WEA's students and members of the public.

WEA Sydney will treat reports of workplace bullying seriously. We will respond promptly, impartially and confidentially.

This policy will be available to all workers including WEA tutors. New workers will be given a copy of this policy at their induction. Managers and supervisors will remind workers of the policy from time to time.

### **2. Expected workplace behaviours**

Under work health and safety laws workers and other people in our workplace must take reasonable care that they do not adversely affect the health and safety of others.

WEA Sydney expects people to:

- behave in a responsible and professional manner
- treat others in the workplace with courtesy and respect
- listen and respond appropriately to the views and concerns of others
- be fair and honest in their dealings with others.

This policy applies to behaviours that occur:

- in connection with work, even if it occurs outside normal working hours
- during work activities, for example when dealing with students or other clients
- at work-related events, for example at conferences and work-related social functions
- on social media where workers interact with colleagues or clients and their actions may affect them either directly or indirectly.

### **3. What is workplace bullying?**

Workplace bullying is defined as *repeated and unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety*. Repeated behaviour refers to the persistent nature of the behaviour and can refer to a range of behaviours over time. Unreasonable behaviour means behaviour that a reasonable person, having considered the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating or threatening.

Bullying behaviour may involve any of the following types of behaviour:

- aggressive or intimidating conduct
- belittling or humiliating comments
- spreading malicious rumours
- teasing, practical jokes or 'initiation ceremonies'
- exclusion from work-related events
- unreasonable work expectations, including too much or too little work, or work below or beyond a worker's skill level
- displaying offensive material
- pressure to behave in an inappropriate manner.

Single incidents of unreasonable behaviour can also present a risk to health and safety and, if proven, will result in appropriate disciplinary action similar to disciplinary action for workplace bullying.

### **4. What is NOT workplace bullying?**

Reasonable management action taken by managers or supervisors to direct and control the way work

is carried out is not considered to be workplace bullying if the action is taken in a reasonable and lawful way.

Reasonable management action may include for example:

- performance management processes
- disciplinary action for misconduct
- informing a worker about unsatisfactory work performance or inappropriate work behaviour
- directing a worker to perform duties in keeping with their job
- maintaining reasonable workplace goals and standards.

However, any reasonable management actions must be conducted in a reasonable manner. If not, they could still be bullying.

### **5. What can you do?**

If you feel you are being bullied and are not comfortable dealing with the problem yourself, or your attempts to do so have not been successful, you should raise the issue with the executive director of WEA Sydney, another WEA manager or your supervisor. You may also raise the issue with the current President of WEA Sydney by requesting a meeting (via this email address: [president@weasydney.nsw.edu.au](mailto:president@weasydney.nsw.edu.au)), if the relevant WEA staff are not available, under the following circumstances:

- (iv) if the complaint involves the executive director
- (v) if your manager or the executive director is not available
- (vi) if you feel that your complaint has not been properly dealt with.

The President will have the right to meet and assess this complaint with one other nominated WEA Sydney director.

If you are a member of a union, you may raise any issues with your delegate.

If you witness unreasonable behaviour you should bring the matter to the attention of the executive director of WEA Sydney, another WEA manager or your supervisor as a matter of urgency.

### **6. How will we respond?**

If workplace bullying or unreasonable behaviour is reported (see point 5 above) or observed, we will take the following steps:

1. The responsible manager will speak to the parties involved as soon as possible, gather information and seek a resolution to satisfactorily address the issue for all parties.
2. If issues cannot be resolved or the unreasonable behaviour is considered to be of a serious nature, an impartial person will be appointed to investigate. Both sides will be able to state their case and relevant information will be collected and considered before a decision is made.
3. All complaints and reports will be treated in the strictest of confidence. Only those people directly involved in the complaint or in resolving it will have access to the information.
4. There will be no victimisation of the person making the report or helping to resolve it. Complaints made maliciously or in bad faith will result in disciplinary action.
5. Notice of the complaint and its resolution will be listed in WEA Sydney's Workplace Incident Management Register.

### **7. Consequences of breaching this policy**

Appropriate disciplinary action will be taken against a person who is found to have breached this policy. These measures will depend on the nature and circumstance of each breach and could include:

- a verbal or written apology
- one or more parties agreeing to participate in counselling or training
- a verbal or written reprimand
- transfer, demotion or dismissal of the person engaging in the bullying behaviour.

Actions which appear to be breaches of the criminal law, such as an alleged assault, may be referred to NSW Police for investigation.

## **8. If bullying has not been substantiated**

If the investigation finds bullying has not occurred or cannot be substantiated, WEA Sydney may still take appropriate action to address any workplace issues which led to the report.

## **9. Review date**

This policy will be reviewed at least biennially after its date of adoption by WEA Sydney in consultation with its workers through the WEA Sydney Health and Safety committee. The policy may also be reviewed by WEA Sydney in consultation with its workers in response to legislative change.

## **10. Further resources**

### ***Safe Work Australia***

Employers have a duty to ensure the health and safety of their workers, which includes the prevention of workplace bullying. Safe Work Australia's [Guide for preventing and responding to workplace bullying](#) outlines what workplace bullying is and how to prevent it. The *Guide* sets out appropriate procedures for investigating alleged breaches and responding appropriately.

For workers, Safe Work Australia's [Dealing with workplace bullying – a worker's guide](#) helps you know if bullying is occurring and how it may be resolved. It's a useful guide if you believe you are experiencing or witnessing workplace bullying, or if you have had a bullying report made against you.

Safe Work Australia also lists [frequently asked questions about workplace bullying](#) on its website. Download the three documents above as PDF files from the links above, or follow the links from the following web page: <http://www.safeworkaustralia.gov.au/sites/swa/about/publications/pages/guide-workplace-bullying>.

**National Guidance Material** by Safe Work Australia produced, in June 2018, the document *Work-related psychological health and safety: a systematic approach to meeting your duties*.

<https://www.safeworkaustralia.gov.au/doc/work-related-psychological-health-and-safety-systematic-approach-meeting-your-duties>.

### ***SafeWork NSW***

The main SafeWork NSW web page on workplace bullying is at:

<http://www.safework.nsw.gov.au/health-and-safety/safety-topics-a-z/bullying/workplace-bullying>

The web page contains links to the three publications listed under the Safe Work Australia heading above. It also has links to related web pages on the SafeWork NSW website.

### ***The Fair Work Commission***

The Fair Work Commission has jurisdiction only over workplace bullying which occurs principally in a Territory (such as the Australian Capital Territory or the Northern Territory) or a Commonwealth place (defined in section 52 (1) of the Australian Constitution as "the seat of government of the Commonwealth, and all places acquired by the Commonwealth for public purposes"). However, the Fair Work Commission has a useful anti-bullying web page at: <https://www.fwc.gov.au/disputes-at-work/anti-bullying>

The Fair Work Commission's useful *Guide – Anti-bullying* can be downloaded as a PDF file from the web page above.

### ***NSW Legislation***

Work health and safety in New South Wales workplaces is governed by:

*Work Health and Safety Act 2011*

*Work Health and Safety Regulation 2017*.

- ***Endorsed by the WEA Sydney Health and Safety committee: 27 September, 2016***
- ***Reviewed and adopted by the Board of WEA Sydney on 7 October, 2016 (B16/12)***
- ***Revised edition of this policy reviewed and adopted by the Board of WEA Sydney on 5 October, 2018 (B18/16)***

## **WEA Sydney – Sexual Harassment Prevention Policy**

### **1. Our commitment**

WEA Sydney is committed to providing a safe and healthy workplace free from sexual harassment. Workers and other people in our workplace are protected by this policy if they experience sexual harassment by anyone else in our workplace. Workers in our workplace include members of WEA's staff, WEA's tutors, other contractors and library volunteers. Other people in our workplace include WEA's students and members of the public.

WEA Sydney will treat reports of workplace sexual harassment seriously. We will respond promptly, impartially and confidentially.

WEA Sydney will implement appropriate training and awareness-raising strategies to ensure that people in our workplace know their rights and responsibilities with respect to sexual harassment.

WEA managers will:

- monitor the working environment to ensure acceptable standards of conduct
- model appropriate behaviours themselves
- treat all complaints seriously and take immediate action to resolve matters, or refer them to another manager.

This policy will be available to all workers including WEA tutors. New workers will be given a copy of this policy at their induction. Managers and supervisors will remind workers of the policy from time to time.

### **2. Expected workplace behaviours**

Under work health and safety laws workers and other people in our workplace must take reasonable care that they do not adversely affect the health and safety of others.

WEA Sydney expects people to:

- behave in a responsible and professional manner
- treat others in the workplace with courtesy and respect
- listen and respond appropriately to the views and concerns of others
- be fair and honest in their dealings with others.

This policy applies to behaviours that occur:

- in connection with work, even if it occurs outside normal working hours
- during work activities, for example when dealing with students or other clients
- at work-related events, for example at conferences and work-related social functions
- on social media where workers interact with colleagues or clients and their actions may affect them either directly or indirectly.

### **3. What is sexual harassment?**

Sexual harassment is unwelcome conduct of a sexual nature that a reasonable person anticipates could possibly make the recipient feel offended, humiliated and/or intimidated.

Sexual harassment can take various forms. It can involve:

- unwelcome touching, hugging or kissing
- staring or leering; suggestive comments or jokes
- sexually explicit pictures, screen savers or posters
- unwanted invitations to go out on dates or requests for sex
- intrusive questions about an employee's private life or body
- unnecessary familiarity
- insults or taunts based on sex
- sexually explicit emails or text messages

- suggestive or sexually explicit comments or references on social media networks
- using devices in the workplace or elsewhere to access sexually explicit internet sites if it is reasonably foreseeable that fellow WEA workers and WEA students may by this means be exposed to explicit content which they would not wish to view
- behaviour which would be an offence under the criminal law, such as physical assault, indecent exposure, sexual assault, stalking or obscene communications.

Sexual harassment may be perpetrated or experienced by people of any sexual orientation or gender identity. It may be a single incident or a persistent pattern of unwelcome behaviour.

If the person experiencing alleged sexual harassment does not immediately object, that fact does not imply that the conduct was welcome or consensual. In many cases, apparent consent may be based on intimidation or fear. Sexual co-operation may occur because a worker in our workplace, or another person in our workplace such as a WEA student, consents to inappropriate behaviour out of fear of the consequences if they do not co-operate. Sexual harassment in this context may include implied career or assessment rewards in return for sexual co-operation, or an implied detriment to a person's career prospects, assessments or reputation if they withhold consent to sexual advances.

#### **4. What is NOT sexual harassment?**

Sexual interaction, flirtation, attraction or friendship that is invited, mutual, consensual or reciprocated does not constitute sexual harassment.

#### **5. What can you do?**

If you feel you are being sexually harassed and are not comfortable dealing with the problem yourself, or your attempts to do so have not been successful, you should raise the issue with the executive director of WEA Sydney, another WEA manager or your supervisor. You may also raise the issue with the current President of WEA Sydney by requesting a meeting (via this email address: [president@weasydney.nsw.edu.au](mailto:president@weasydney.nsw.edu.au)), if the relevant WEA staff are not available, under the following circumstances:

- (vii) if the complaint involves the executive director
- (viii) if your manager or the executive director is not available
- (ix) if you feel that your complaint has not been properly dealt with.

The President will have the right to meet and assess this complaint with one other nominated WEA Sydney director.

If you are a member of a union, you may raise any issues with your delegate.

If you witness unreasonable behaviour that may constitute sexual harassment you should bring the matter to the attention of the executive director of WEA Sydney, another WEA manager or your supervisor as a matter of urgency.

#### **6. How we will respond**

If sexual harassment or similar unreasonable behaviour is reported (see point 5 above) or observed, we will take the following steps:

1. The responsible manager will speak to the parties involved as soon as possible, gather information and seek a resolution to satisfactorily address the issue for all parties.
2. If issues cannot be resolved or the unreasonable behaviour is considered to be of a serious nature, an impartial person will be appointed to investigate. Both sides will be able to state their case and relevant information will be collected and considered before a decision is made.
3. All complaints and reports will be treated in the strictest confidence. Only those people directly involved in the complaint or in resolving it will have access to the information.
4. There will be no victimisation of the person making the report or helping to resolve it. Complaints made maliciously or in bad faith will result in disciplinary action.
5. Notice of the complaint and its resolution will be listed in WEA Sydney's Workplace Incident Management Register.

#### **7. Consequences of breaching this policy**

Appropriate disciplinary action will be taken against a person who is found to have breached this



policy. These measures will depend on the nature and circumstance of each breach and could include:

- a verbal or written apology
- one or more parties agreeing to participate in counselling or training
- a verbal or written reprimand
- transfer, demotion or dismissal of the person engaging in the harassing behaviour.

Alleged behaviour which may be a breach of the criminal law, such as alleged physical assault, indecent exposure, sexual assault, stalking or obscene communications, may be recommended for referral to NSW Police for investigation, rather than be reviewed internally.

### **8. If sexual harassment has not been substantiated**

If an investigation finds bullying has not occurred or cannot be substantiated, WEA Sydney may still take appropriate action to address any workplace issues which led to the report.

### **9. Review date**

This policy will be reviewed at least biennially after its date of adoption by WEA Sydney in consultation with its workers through the WEA Sydney Health and Safety committee. The policy may also be reviewed by WEA Sydney in consultation with its workers in response to legislative change.

### **10. Further resources**

#### **Australian Human Rights Commission**

Employers who have a duty to ensure the health and safety of their workers, which includes the prevention of sexual harassment. The Human Rights Commission's [Ending workplace sexual harassment: A resource for small, medium and large employers – 2014](#) outlines what sexual harassment is and how to prevent it. This publication sets out appropriate procedures for investigating alleged breaches and responding appropriately.

For workers, the Human Rights Commission's [Recognising and responding to sexual harassment in the workplace: information for employees](#) helps you know if sexual harassment is occurring and how it may be resolved. It's a useful guide if you believe you are experiencing or witnessing sexual harassment, or if you have had a sexual harassment report made against you.

Download the two documents above as PDF files from the links above, or search for the documents from the following web page:

<https://www.humanrights.gov.au/>

#### **Safe Work Australia**

Safe Work Australia lists a number of resources to assist employers in ensuring the health and safety of their workers. Among these is the publication from the **National Guidance Material** by Safe Work Australia which produced, in June 2018 the document *Work-related psychological health and safety: a systematic approach to meeting your duties*. Here is the link to the full document <https://www.safeworkaustralia.gov.au/doc/work-related-psychological-health-and-safety-systematic-approach-meeting-your-duties>. The discussion on psychosocial hazards begins on page 8.

#### **Legislation**

Work health and safety in New South Wales workplaces is governed by:

*Work Health and Safety Act 2011* (New South Wales)

*Work Health and Safety Regulation 2017* (New South Wales).

Commonwealth legislation relevant to sexual harassment includes:

*Sex Discrimination Act 1984*.

- **Endorsed by the WEA Sydney Health and Safety committee: 27 September, 2016**
- **Reviewed and adopted by the Board of WEA Sydney on 7 October, 2016 (B16/12)**
- **Revised edition of this policy reviewed and adopted by the Board of WEA Sydney on 5 October 2018 (B18/16)**



## WEA Sydney Privacy Policy

This policy describes WEA Sydney's procedures for managing the personal information that we collect and retain about our students, potential students and others. As of 12 March 2014, WEA Sydney is required to comply with the Australian Privacy Principles ('APPs') contained in the Privacy Amendment (Enhancing Privacy Protection) Act 2012, which amends the Privacy Act 1988. The APPs set out the obligations of an organisation in relation to its collection, storage, use and disclosure of personal information.

In summary, 'personal information' is information relating to an individual which identifies or can be used to identify, that individual.

➤ **What kinds of personal information does WEA Sydney collect and retain?**

In general, the type of personal information that WEA Sydney collects, holds, uses and discloses includes (but is not limited to) names, addresses, contact details, ages, gender, occupations and other information which assists us in conducting our business, providing and marketing our services and products and meeting our legal obligations, in line with our status as a Registered Training Organisation (RTO) in line with NVR (National Vocational Education and Training Regulator) requirements. In these activities the types of individuals about whom we may collect, use, hold and disclose information include (but are not limited to): students, potential students, business associates and their employees, and suppliers and their employees.

When a student enrolls into a course from WEA Sydney, we will also collect personal information (such as credit card details) necessary for the completion of the enrolment. In some cases, if the personal information that we request is not provided, we may not be able to complete the relevant enrolment.

➤ **How does WEA Sydney collect, store and manage personal information?**

*WEA Sydney collects personal information by way of enrolment or enquiry forms filled out by people online or by hand, which are then sent to us by fax or post, or via physical passing to WEA staff, or by telephone conversations and, where there is consent from the individual concerned, from third parties. This information is then entered onto WEA Sydney's database (Course Administration System). Any physical form containing personal information is destroyed at the end of the course or WEA Sydney activity that the student has participated in.*

➤ **How does WEA Sydney protect personal information?**

The APPs require us to take reasonable steps to protect the security of personal information. WEA Sydney personnel are required to respect the confidentiality of personal information and the privacy of individuals as part of their employment contracts. WEA Sydney takes reasonable steps to protect personal information held from misuse and loss and from unauthorised access, modification or disclosure, for example by use of physical security of office files and restricted access to electronic records. Where we no longer require personal information for a permitted purpose under the APPs, we will take reasonable steps to destroy it.

➤ **For what purposes does WEA Sydney collect and use personal information?**

In general we collect personal information for the following primary purposes: to conduct our business; to provide and market our products and services; to communicate with students; to purchase from suppliers; to comply with our legal obligations; and to help us manage and enhance our services.

*We use this information for the primary purpose of conducting WEA Sydney's business, as defined by its Mission Statement, which states:*

*WEA Sydney is a voluntary, independent, not-for-profit adult education organisation. Our mission is to provide adults with stimulating and varied educational activities which develop their knowledge, understanding and skills.*

*Within our program we place special emphasis on providing opportunities for the serious and objective study of the arts, humanities and sciences.*

*The use of students' email addresses for the delivery of regular newsletters, which contain promotional or marketing material will always contain "unsubscribe" action links.*

➤ **How might WEA Sydney disclose personal information, and to whom?**

WEA Sydney may disclose your personal information to: other companies or individuals who assist us in providing services or who perform functions on our behalf (such as our mailing house); courts, tribunals and regulatory authorities if required by law; and anyone else to whom you authorise us to disclose it.

WEA Sydney will not disclose personal information about an individual for the purpose of direct marketing. WEA Sydney has no international affiliates and is therefore unlikely to disclose any personal information internationally.

➤ **How can an individual access the personal information held by WEA Sydney about that individual, and seek to correct that information?**

Students have the right to gain access to their personal information subject to the exceptions set out in the Privacy Amendment (Enhancing Privacy Protection) Act 2012. WEA Sydney will endeavour to ensure that the personal information it holds is accurate, complete and up-to-date. We encourage you to contact us in order to update any personal information we hold about you. Contact details are set out below. We will ask that any enquirer in this regard verify his/her identity.

➤ **How can an individual complain if they feel that WEA Sydney has breached any of the Australian Privacy Principles?**

Complaints should first be directed to WEA Sydney (see below), and if unanswered or lacking in resolution, directed to The Office of the Australian Information Commissioner (1300 363 992) or [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)

**Enquiries:** WEA Sydney  
72 Bathurst Street  
SYDNEY NSW 2000  
**tel:** 9264 2781  
**fax:** 9267 6988  
**email:** [info@weasydney.nsw.edu.au](mailto:info@weasydney.nsw.edu.au)

***Adopted by the Board of WEA Sydney on 2 May 2014 (B14/11)***

## APPENDIX 9 WEA Sydney Procedure 5.6 – Complaint and Dispute Settlement

### PURPOSE:

To investigate and resolve Student, Tutor and Staff complaints or disputes in a fair, consultative and timely manner.

### POLICY:

WEA Sydney is devoted to achieving excellence in all aspects of its educational work.

### SCOPE:

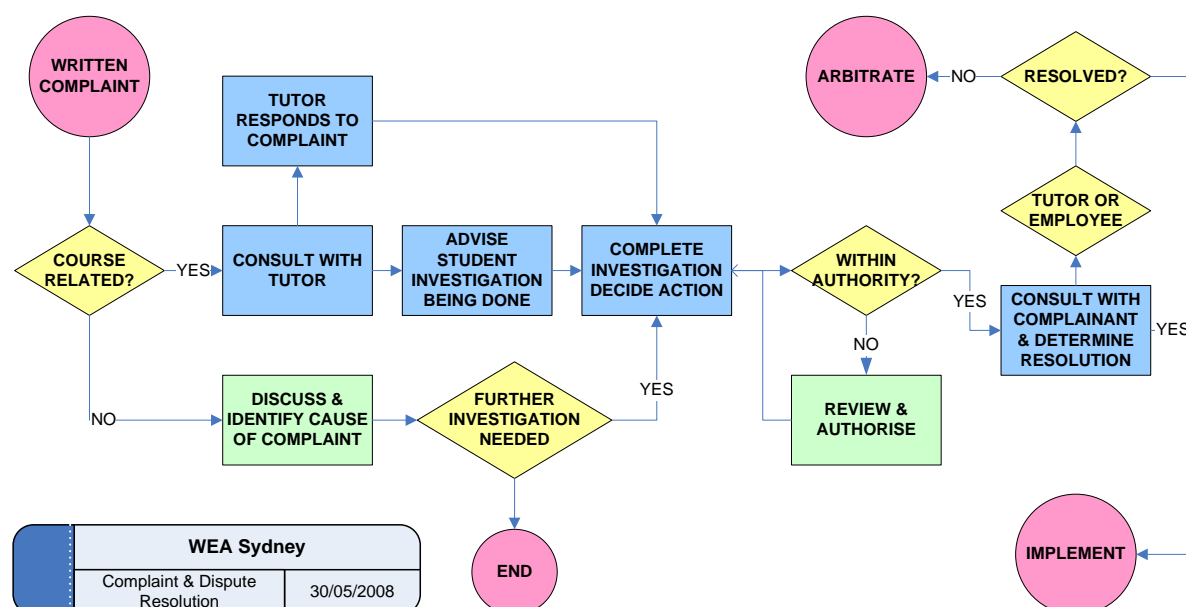
This procedure applies to the handling of complaints and disputes. It begins with the matter being first brought to the attention of the appropriate WEA Officer by the aggrieved person and ends when the complaint or dispute is resolved internally, or when settlement is otherwise reached.

### REFERENCES:

- Code of Practice WEA - COP
- Evaluation of Tutors WEA 5.4

### PROCEDURE:

The procedure is illustrated in the following flowchart:



### The following guidelines shall apply:

1. The complaint or dispute shall be brought to the attention of the appropriate WEA Officer in writing stating the complainant's concerns. The complainant person shall be informed that requiring the complaint in writing reduces the risk of misunderstanding and facilitates resolution of the matter and that WEA shall attempt to resolve the matter within 14 days. The complaint shall be filed in Files 65/65, 65/66 or 65/67, depending on which program the student has been enrolled in.
2. The appropriate Officers are:
 

<b>General Educational Courses</b>	Education Manager – Humanities & General
<b>Computer &amp; Business Courses</b>	Education Manager VET
<b>Staff</b>	Executive Director

The Executive Director may undertake the investigation where deemed appropriate or review the matter on appeal following determination.
3. Consultation with Tutor shall take place if the complaint relates to a course or tutor. The tutor shall receive a copy of the complaint.
4. The complainant shall be advised in writing that the complaint is under investigation.
5. If the complainant is a tutor or member of staff, the appropriate officer shall discuss the

- complaint with the person and decide in consultation with him/her the need for further investigation or if it can be resolved at this time.
6. In completing the investigation of the validity of the complaint, the Officer shall contact other students or staff members, consult with the tutor following his/her response if applicable and take into account any other available relevant information.
  7. The authority of the Officer to deal with the matter may be limited by policy determined by the Board. In such cases the matter shall be referred to the Board to obtain appropriate authority to proceed with the proposed action to resolve the complaint. The Officer has the authority to issue a refund of, or credit note for course fees or transfer the student to another course of their choice if appropriate. In resolving a complaint against a tutor, the Officer shall consider procedure WEA 006 relating to Evaluation of Tutors.
  8. The Officer will assess the evidence, consult with the complainant regarding the proposed course of action to achieve agreement, make a decision and provide written notification on the outcome to all involved parties within 15 working days. The written notification will also request that all involved parties respond in writing to either accept or reject the decision within 5 working days. Once the decision is accepted, it is implemented.
  9. If the decision is not accepted by the complainant, the Executive Director will contact the complainant within 10 working days to discuss the outcome of the complaint and identify the desired outcome.
  10. If an agreement on the desired outcome cannot be reached, the complaint may be reviewed by an appropriate party independent of WEA and the complainant, at the request of the complainant. This may involve:
    - Contacting the National Complaints Hotline to identify relevant authorities to ensure the most appropriate organisation for assistance. The hotline can be accessed by the following contact details;
      - **Phone:** 13 38 73, Monday–Friday, 8am to 6pm nationally.
      - **Email:** [skilling@education.gov.au](mailto:skilling@education.gov.au)
    - Contacting the [Office of the Information Commissioner NSW](#) or [Office of the Australian Information Commissioner](#) in matters concerning the collection and use of personal information
    - Contacting WorkCover in matters regarding WorkCover assessments and Health and Safety issues. WorkCover may be accessed by phoning: **13 10 50**
    - Contacting the [NSW Civil and Administrative Tribunal](#) or [NSW Fair Trading](#) in matters regarding the supply of goods or services
    - Contacting the [Australian Human Rights Commission](#) in matters regarding discrimination on the grounds of sex, disability, race or age
    - Contacting [Australia Skills Quality Authority](#) in matters regarding a breach in the required standards or marketing / advertising practices
  - Where WEA considers more than 60 calendar days are required to process and finalise the complaint, the Executive Director will;
    - Inform the complainant in writing, including reasons why more than 60 calendar days are required, and
    - Regularly update the complainant on the progress of the matter
  - Where the complaint is made by a VET accredited course enrollee, the VET Compliance Manager will record details of the complaint on the 'Complaints and Appeals Registers', making appropriate notes as the complaint progresses through the process identified above.
  - The VET Compliance Manager will review the 'Complaints and Appeals Registers' on a quarterly basis (as directed by the 'Compliance Calendar') to identify whether there are any trends emerging which may indicate an improvement to policy / procedures or resources is required.



## Assessment Outcome

Code	Unit Code	Unit Title	C / NYC	Overall Result	Date
BSB30415	BSBWHS201	Contribute to health and safety of self and others			

In Overall Result enter a number according to National Outcome Identifier:

20	Competent	30	Not Yet	40	Withdrawn (Started but was not assessed)				
=		=	Competent	=					
51	RPL achieved	52	RPL not achieved	53	RCC granted	54	RCC not granted	82	Non Assessed - NYS
=		=		=		=		=	
60	Credit Transfer	66	Did not start	70	Continuing	81	Non-Assessed – Satisfactory completed		
=		=		=		=			


NO Certificates to be issued

Issue Statement of Attainment for above units with outcome 'C' only

Date:

Assessor  
Signature:

## Assessor Feedback

---



---



---



---

## Candidate's Feedback

Your feedback is important for assessment validation. Please complete:

---



---



---



---

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

## RTO Manager's Feedback

---



---

## Issuance


<b>Certificate Issued by:</b>		
<b>Issue date:</b>		
<b>Document #:</b>		
<b>Method &amp; date:</b>	Collected:	Posted:

## **APPENDIX 11** *WEA Sydney Procedure: Issuance*

WEA issues statements of attainment and qualifications in accordance with the *NSSC Policy: Application of the AQF Qualifications Issuance Policy within the VET Sector*. Using these documents, WEA develops a template for statements of attainment and qualifications, which are then audited to ensure form requirements are met. WEA only issues statements of attainment and qualifications for units within its scope of registration. WEA only issues statements of attainment and qualifications to those who have adequately demonstrated the required skills and knowledge of a unit of competency / qualification. WEA issues statements of attainment and qualifications within 30 days of a participant's determination of competency as follows;

- Participant submits evidence (completes written assessments, recognition portfolio, practical demonstration, etc.)
- Evidence is assessed by assessor and outcome is documented on 'Assessment Cover Sheet.'
- Evidence, including 'Assessment Cover Sheet' are submitted to VET Compliance Manager and is checked for completion and accuracy
- Results are entered into the Learner Management System
- If the participant is enrolled in only an individual unit: A 'statement of attainment' is awarded via the Learner Management System which records the date, award number, units achieved etc.
- If the participant is enrolled in a qualification and all units of the qualification have been completed: A 'certificate' is awarded via the Learner Management System which records the date, award number, units achieved etc.
- The document is printed in accordance with the approved template
- A copy of the document is retained in soft copy in OnCourse
- Provided there are no unresolved USI issues or outstanding fees owing for the participant, the document is released to the participant

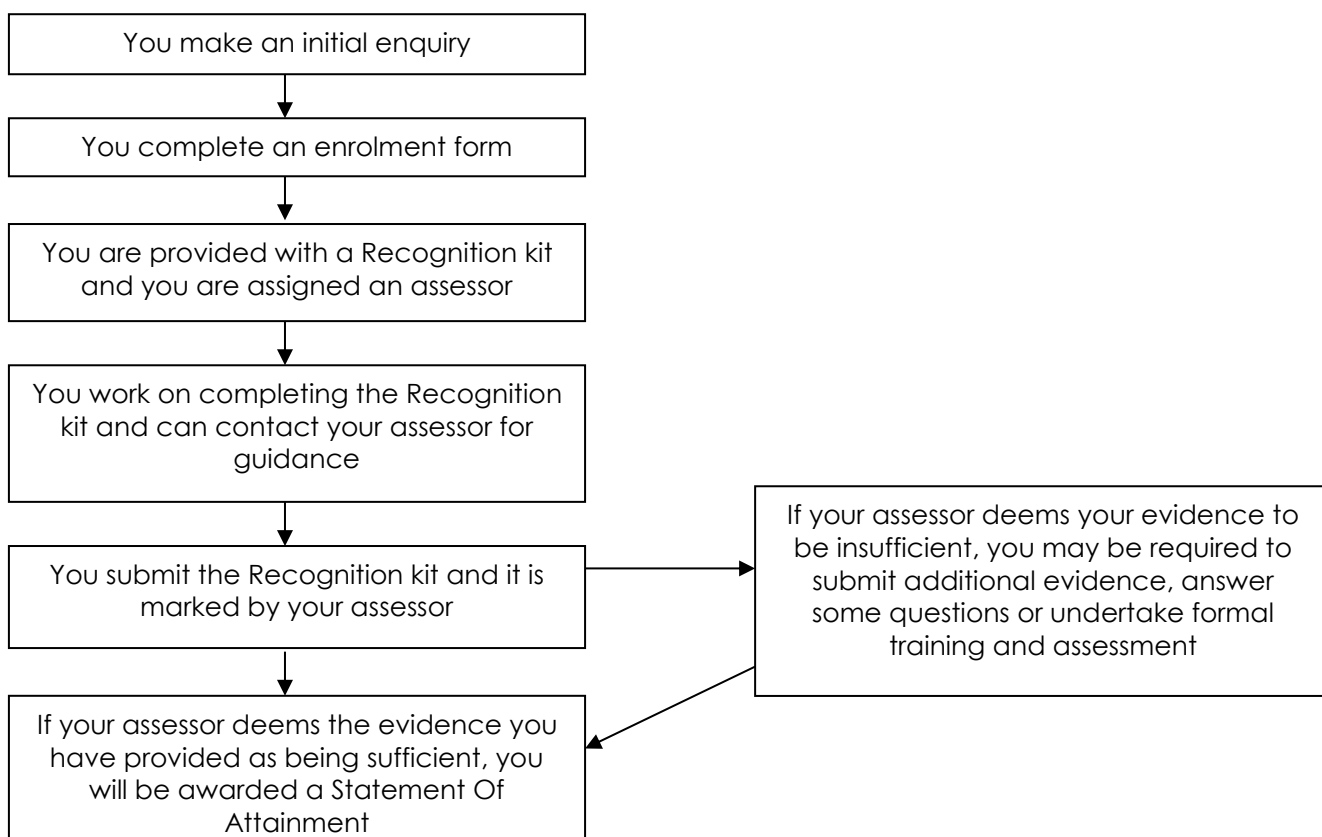
A participant may request a replacement statement of attainment or certificate if the original becomes lost or damaged. The participant is charged a fee of \$110 for a qualification, and \$55 for a Statement of Attainment and must provide sufficient identification. Upon receipt of payment, a staff member will re-print the award from OnCourse, ensuring that the original date of issue and the re-print date are present.

		<h2>APPEAL AGAINST ASSESSMENT DECISION FORM</h2>			
<p>This form must be completed and signed by the candidate appealing against an assessment decision and submitted to the Education Manager within 14 days of the receipt of the assessment result. If you are appealing against more than one assessment component, you will need to complete separate form with details relating to each component. Please fax the completed and signed form on 02 9267 6988 or post it to WEA Sydney, 72 Bathurst St, Sydney, NSW 2000.</p>					
<b>PERSONAL DETAILS</b>					
Student's Full Name				Student ID	
Mailing address					
Telephone			Email		
<b>COURSE DETAILS</b>					
Course/s enrolled:			WEA Course code		
Qualification/Unit of Competency Name			Qualification/Unit of Competency code		
Course Start & End Date			Delivery Mode	Online <input type="checkbox"/>	Face to Face <input type="checkbox"/>
<b>ASSESSMENT DETAILS</b>					
Assessment Name			Assessment Number		Date of Assessment
<p>Points of concern (Please briefly describe the reason for your appeal. If necessary, please attach a statement with additional or supporting documentation.)</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>					
Student's Signature				Date	
<b>OFFICE USE ONLY</b>					
Received by				Date received	
Reviewed by				Decision	Granted <input type="checkbox"/> Not granted <input type="checkbox"/>
<p><b>Reasons for the decision made:</b></p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>					
Name of the reviewer			Signature & Date		



## APPENDIX 13 Recognition of Prior Learning for Accredited Courses

### RECOGNITION PROCESS



Evidence is anything that can demonstrate that you already have the skills and knowledge to fulfil the requirements of a unit of competency. Your assessor will be checking to see that you have current competence and as such, evidence from the last two years is preferable. Evidence that goes back any more than 5 years would tend to be outdated. The below list provides examples of evidence you could submit to demonstrate your competence:

- Curriculum Vitae (Resume) outlining your work history
- Job descriptions, performance reviews or other such relevant workplace documents that highlight your application of relevant skills and knowledge
- Authenticated copies of qualifications or statements of attainment
- Any licences you have
- Third party report/s or reference/s from an employer or colleague identifying application of relevant skills and knowledge, preferably from the workplace
- Results of assessments
- details of in house courses, workshops, seminars, orientation or induction sessions
- Indentures/trade papers
- Tickets held eg forklift, crane, etc
- Time schedules and/or extract from logbook
- Photographs of work undertaken
- Diaries/task sheets/job sheets/log books
- Site training records
- Site competencies held record
- Membership of relevant professional associations
- Hobbies/interests/special skills outside work
- Industry awards
- Reports, products and processes you have developed using relevant industry/enterprise standards and processors

- Completed projects, reports or other work records that document your related skills, knowledge and work experience (e.g. Project files, emails, meeting notes, diaries etc.)
- Peer or supervisor evaluations or self-evaluation of your work-based training and activities
- Work samples, reports, photographs, screen shots of relevant workplace application
- Any other documentation that may demonstrate industry experience

## HOW EVIDENCE IS ASSESSED

Once you have submitted your evidence, an assessor will review it against the unit you are applying for to ensure it meets the rules of evidence. The rules of evidence require that the evidence is valid, sufficient, authentic and current.

*Valid:* This means that your evidence needs to; demonstrate your relevant skills and knowledge, meet the skill level required by the unit, and relate directly to the unit and to current workplace practices.

*Sufficient:* This means that you need to supply enough different forms of evidence to prove you can perform all components of the unit in different situations and prove that you have been competent over a period of time.

*Authentic:* This means that the assessor needs to be sure that the evidence is your own work.

*Current:* This means that your evidence needs to demonstrate that you are capable of performing the required skills and knowledge of the unit at the current time.

## APPENDIX 14 Accredited Courses

### Accredited Courses

WEA Sydney is registered by the Australian Skills Quality Authority (ASQA) to deliver Nationally Recognized Training within its defined scope of registration. To see full details of WEA Sydney's scope of registration, please visit [www.training.gov.au](http://www.training.gov.au).

You will find in our brochure or on the WEA Sydney website that some courses are advertised with the NRT logo, meaning they are accredited by ASQA and that candidates will achieve a nationally recognized Qualification or Statement of Attainment upon successful completion of those courses.

Accredited courses are competency based and are aligned with national training package qualifications and/or units of competency. Assessments in such courses take place throughout the whole course in combination of formative and summative assessments and competence is determined only when a candidate:

- Actively participates in the course and
- Completes all the assessments (both formative and summative) in accordance with the required standards as stated in the relevant training package.

However, you may choose not to participate in the assessment process of an accredited course and in such case you will be issued with a WEA Sydney Certificate of Attendance if you have attended all the sessions, rather than a Statement of Attainment.

Registered Training Organizations across Australia deliver training and assessment services to the same competency standards from the national Training Packages and therefore your qualification and/or statement of attainment will be recognized by other RTO's and employers anywhere in Australia.

#### **Recognition of Prior Learning (RPL) and Recognition of Current Competency (RCC)**

Under the Standards for Registered Training Organisations 2015, WEA Sydney is required to recognize the Australian Qualifications Framework (AQF) qualifications and VET Statements of Attainment issued by any other Registered Training Organizations (RTO).

If you believe your prior Qualification and/or Statement of Attainment and current skills count towards an accredited course or qualification that you have enrolled into at WEA Sydney, please contact the Education Manager for Business & Vocational Programs on 0292687531 or via email at [kylie.sinclair@weasydney.nsw.edu.au](mailto:kylie.sinclair@weasydney.nsw.edu.au) to discuss the recognition process and to ask for further information. To gain Recognition of Prior Learning (RPL), you must demonstrate the skills and knowledge as stated in the individual Unit of Competency of a Training Package Qualification.

#### **Continuous enrolment**

A selection of courses are offered throughout the year as continuous enrolments which means that you can enrol into those courses at any time of the year without having to wait for a term to start or a specific date. For more information about these courses, please visit [www.weasydney.nsw.edu.au](http://www.weasydney.nsw.edu.au) or see our current term brochure.

#### **Student Support services**

WEA endeavours to provide learners with support so that they have every opportunity to complete their training program. Where WEA is restricted by resources or expertise we will refer students seeking support to an appropriate outside agency.

WEA provides the opportunity for students to participate in services or provides services designed to assist students in meeting course requirements such as additional time with trainers and IT Support.

WEA ensures that the staff members who interact directly with students are aware of the obligations of WEA and the potential implications for students arising from the exercise of these obligations. This information is communicated to staff through inclusion in Staff meetings, and through inclusion of the policies in this policies and procedures manual.

WEA provides the opportunity for students to access support services to assist with issues that may arise during their study, including course progress requirements. These services are provided at no additional cost

to the student. If WEA refers a student to external support services, WEA will not charge for a referral. Students may at any time request referral to a support service or a WEA staff member may identify the need to refer a service. The following is a list of external support services that participants may be referred to by WEA:

<b>Problem</b>	<b>Website</b>	<b>Phone no.</b>
Alcoholism	<a href="http://www.aa.org.au">www.aa.org.au</a>	938 777 88
Consumer credit and debt	<a href="http://www.cclcnsw.org.au/">www.cclcnsw.org.au/</a>	1800 808 488
Crime stoppers (report crime anonymously)		1800 333 000
Crisis counselling (Wesley Mission)	<a href="http://www.lifelinesydney.org/">www.lifelinesydney.org/</a>	13 11 14
Depression	<a href="http://www.depressiondoctor.com/">www.depressiondoctor.com/</a>	
Depression (National Initiative)	<a href="http://www.beyondblue.org.au/">http://www.beyondblue.org.au/</a>	1300 22 4636
Disabilities	<a href="http://www.ideas.org.au/">www.ideas.org.au/</a>	1800 029 904
Domestic violence		1800 656 463
Drug addiction: Narcotics Anonymous	<a href="http://www.na.org.au">www.na.org.au</a>	1300 652 820
Emergency services (police, fire, ambulance)		000
Epilepsy	<a href="http://www.epilepsy.org.au/">www.epilepsy.org.au/</a>	9856 7090
Gay & lesbian counselling line	<a href="http://www.glccs.org.au/">www.glccs.org.au/</a>	8564 9596
Grief support	<a href="http://www.solace.org.au/">www.solace.org.au/</a>	9519 2820
Telephone Interpreter Service		131 450
Legal information and advice	<a href="http://www.lawaccess.nsw.gov.au/">www.lawaccess.nsw.gov.au/</a>	1300 888 529
Mental health advice	<a href="http://www.mentalhealth.asn.au/">www.mentalhealth.asn.au/</a>	9816 5688
Poison Information Centre		131 126
Police Assistance Line (non-emergency)		131 444
Suicide Prevention	<a href="http://www.suicideprevention.com.au/">www.suicideprevention.com.au/</a>	1300 360 980
Victims of crime support		9374 3000
Women's refuge referral service		9560 1605

### **Services for special needs students**

WEA Sydney is committed to delivering courses with the equivalent standards to all of our students including those who have special needs. To ensure this, WEA Sydney has an established Disability Action Plan developed in line with the requirements of the Disability Discrimination Act 1992 and the Federal Disability Standards for Education. Students are requested to identify their disability to our staff on enrolment so required arrangements can be made which may include wheel chair for physically disabled, Auslan Interpreting service for hearing impaired and Brail system for vision impaired. WEA Sydney has a toilet for the disabled, located on the ground floor and a car space is reserved for the disabled on basement 1. Reasonable adjustments to the training and assessment processes and materials will be made on a need basis to those who wish to be assessed in an accredited course.