

WEA ILLAWARRA

Staff and Tutor's HandBook

Venues

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WOLLONGONG 2500



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(in the grounds of Balarang Primary School)



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SECTION 1

Welcome to the WEA

Welcome as a WEA tutor. We trust your teaching experience is a pleasant and enriching one. You are the public face of the WEA and the reputation of the WEA largely rests on the experiences the participants have in your classes. We look forward to providing you with the necessary support.

1.1 About the WEA

WEA is the oldest non-government adult education organization in Australia having been introduced into Australia in 1913. The WEA stands for Workers' Educational Association and was formed in 1906, in England, as a way to provide workers with the opportunity for education. The first lecture was held in Wollongong in 1914 and until 1993 services in the Illawarra were provided by the Regional Council of the Workers' Educational Association of NSW. WEA Illawarra registered as a Company in December 1993 and in 2007 the WEA NSW was disbanded. There are three other WEA's in Australia (WEA Hunter, WEA Sydney, WEA South Australia) however all are independent of each other but sharing a common ancestry.



The WEA currently owns 2 centres: our administration and training centre at 50-56 Auburn Street, Wollongong and our adult training centre in the grounds of Balarang Primary School, in the heart of the city of Shellharbour. WEA also utilises additional premises such as council halls, the Thirroul Railway Institute, Thirroul, and specialised facilities such as the Mt Keira Archery range, Cedars Christian College kitchens and dog training facilities in Horsley.

1.2 Quality Policy of the WEA Illawarra

The WEA Illawarra provides a wide range of courses ranging from accredited training to personal development.

WEA Vision Statement

Building strong communities through individuals achieving their potential

WEA Mission Statement

“To provide quality training and services that enhance employment prospects, lifestyle aspirations and social inclusion opportunities for the benefit of individuals and their communities”

WEA Long Term Goals and Objectives

- A sustainable business model
- Strong brand
- Killer products and services
- Improved distribution networks and student pathways
- “One organisation”
- Integrated systems

WEA Values

- Equality, respect, tolerance and empathy
- Integrity, honesty, trust and ethical action
- Accountability and Professionalism
- Collaboration and Team work
- A safe and welcoming learning environment (physical, intellectual, social and emotional)
- Quality service that leads to satisfied customers and pride in the services offered
- Being a good community and business citizen with an aspiration for excellence and relevance
- Leadership that creates positive benefits with the courage to embrace change

WEA Illawarra is committed to quality in the provision of these courses, in the way it interfaces with the public and in all the structures and management processes through which its work is accomplished.

The staff are focussed on the provision of quality client services, and the WEA is dedicated to the provision of conditions through which this quality can be achieved, continuously reviewed and monitored.

Underpinning all our decisions is the quality goal already stated and this is guided by the NVR standards, Australian Quality Framework (AQF) and our registering body the Australian Skills Quality Authority (ASQA)

1.3 WEA Illawarra

- a) Embraces the National Principles for Registration and Mutual recognition as outlined in the Australian Quality Framework (AQF), as well as the relevant Commonwealth and State or Territory Legislative and regulatory requirements.
- b) Is committed to Access and Equity Principles, external review processes, sound financial management and administration, ethical marketing and advertising and sustainable business practices, all of which are detailed in the Code of Practice and the associated quality documents.
- c) Is dedicated to continuously developing a documented quality system which implements that framework.

We have a comprehensive set of Policies and Procedures in accordance with the requirements of NVR standards and AQF, designed to help ensure a consistently high quality of service in all WEA activities. They cover:

- Organisational planning, quality management and self-assessment
- Our 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

Our Policies and Procedures may be viewed at the office within normal working hours.

SECTION 2

Personal Requirements

2.1 WEA Code of Practice and Tutors' Code of Ethics

All staff and tutors employed by the WEA are expected to observe the provisions of the WEA's General Code of Practice (*Appendix A*). In addition, Tutors are required to familiarise themselves with the Tutors Code of Ethics (*Appendix B*) and to act in accordance with it at all times.

2.2 Employment Conditions

WEA seeks to employ the best person for the job, recognising that the decisions made to employ people today will influence the future of the organisation and its staff, the quality of the services provided, and the WEA's role and reputation in the community.

Tutors are employed under the terms and conditions of employment detailed in the WEA Illawarra Enterprise Agreement, 2011. This Agreement is between the organisation and its staff and tutors and in accordance with the classifications, rates and other provisions of the National Employment Standards (NES) as contained in the Fair Work Act 2009 (Cth). VET tutors and assessors are required to have qualifications in accordance with NVR standard 15.4 as determined by the National Skill Standards Council (NSSC) or its successor.

A copy of the WEA Illawarra Enterprise Agreement, 2011 is available for perusal at the Office during normal working hours.

The WEA adheres to Equal Employment Opportunity and non-discriminatory work practices and no person seeking employment will be discriminated against on the basis of race, creed, colour, ethnic or religious background, marital status, pregnancy, physical or mental disability, gender, or sexual preference.

Any issues relating to your employment, your role as a tutor, or the delivery of courses, including the legislative, regulatory or other requirements of the job should be referred to the relevant staff member.

2.3 Payment Arrangements

Salary payments are made in accordance with the classifications and rates as specified in the WEA Illawarra Enterprise Agreement, 2011.

Tutors will normally be paid at the completion of their course. However, with VET courses, or where a considerable amount of teaching work is undertaken e.g. 8 hours weekly, other arrangements may be made through the relevant staff member.

At the conclusion of each term a tutor's pay claim form (*Appendix J*) must be completed and returned to the relevant staff member. For Lifestyle and vocational programs this must be accompanied by the Class Roll (*Appendix H*) and Tutor's Report form (*Appendix I*) before payment can be made. A pay claim form (*Appendix J*) will be provided in the Course Kit provided to tutors at the commencement of each course.

Payment will be made by direct transfer into the tutor's bank account to allow immediate access to the funds, and a pay slip will be emailed to the tutor at the time. Advice of banking details is required on commencement to enable payment to be made, and any change to those details should be promptly advised to the Accountant.

If a tutor is operating as a business or contractor they are not taxed as a PAYE employee. To be paid, a business/contractor must provide a Tax Invoice, quoting their ABN number, and indicating the GST component, immediately after the course is completed. The business will then be responsible for meeting all tax obligations. Before being appointed as a self-employed tutor a person must satisfy the WEA that a business is being carried out and that satisfactory insurance policies are in place. (See 2.7) You must also supply WEA with your ABN number and complete a Sub-contractors Statement each term.

Any claim for sundry expenses must be approved by the relevant WEA Manager prior to the expenses being incurred.

Any enquiries on matters of payment, taxation, insurance or superannuation should be directed to the WEA Accountant.

2.4 Change of Address, Phone Number etc.

Please ensure that you promptly notify the Office of any change in your address, phone number, email address or any other personal details that might affect employment, payment, superannuation or insurance arrangements.

2.5 Cancellation of Courses

It is the responsibility of tutors to contact the office a week prior to the start of their course to confirm class numbers and whether the course is proceeding. Cancellation of classes due to inadequate enrolments or other circumstances is at the discretion of the WEA management team.

English class hours may be cut back and possibly classes amalgamated mid-term if there are insufficient numbers.

2.6 Superannuation

The WEA will pay superannuation for a tutor employed on a PAYE basis (where tax is deducted from their gross income), as required, into the Colonial First State Superannuation, or into another Fund, where directed by the tutor, and in accordance with current superannuation legislation and regulations. (A superannuation nomination form will be provided in the Course Kit provided to tutors at the commencement of each course.)

Where a tutor advises the WEA that they are operating as a business or contractor the WEA will not contribute to superannuation on their behalf.

2.7 Insurance

The WEA carries Property, Public Liability, and Professional Indemnity Insurance for tutors who are not private contractors

Before being appointed, a tutor operating as a business or contractor must satisfy the WEA that they are operating in that capacity and that they have appropriate Personal Accident and Sickness insurance, Workers' Compensation coverage and Public Liability insurance with minimum \$5,000,000 cover. The ABN number for the business must be supplied to the WEA and copies of insurances must be supplied to the WEA each year when renewed.

2.8 Child Protection

WEA Illawarra supports Child Protection legislation as outlined in the Child Protection (working with children) Act 2012.

Not all staff require a Working with Children check. If a check is required this will be nominated as part of the employment process. For those employed in a direct child related capacity the onus is on the individual to apply for a 5 year "Working with Children Check". Prior to recruitment WEA Illawarra will request a copy of the clearance registration and will undertake a verification process with the potential employee's knowledge for those staff that require clearance for the position they are applying for. WEA Illawarra will protect privacy and confidentiality of information obtained regarding the Working with Children's Check.

WEA Illawarra will not employ any person who has been convicted of a listed serious offence against children (whether in NSW or elsewhere) or anyone registrable under the Child Protection (Offenders Registration) Act 2000.

Staff will be required to notify WEA Illawarra of any serious offence for which they have been convicted.

Staff will be informed about their responsibilities, particularly where there are concerns about the safety, welfare or wellbeing of children and young people.

WEA will respond promptly to allegations of a child protection nature. Where evidence is found that a reportable conduct occurred, or act of violence in the presence of a child, WEA Illawarra will notify relevant authorities, including the Commission for Children and Young People.

2.8.1 Criminal records

In addition to Working with Children Checks, WEA Illawarra may, on occasion, conduct other Criminal Records Background checks prior to recruitment. In these instances, the guidelines as outlined by the Australian Human Rights Commission will apply. Criminal record checks will only be conducted with the written consent of the job applicant or current employee.

Although the WEA is mainly an adult education facility some classes are designed for minors, and children are periodically on our premises participating in classes or accompanying adults. Tutors are to assist in ensuring that any child or minor on the organisation's WEA's property or leased premises is protected against any form of sexual abuse or harassment. Any offence, suspected offence, or suspicious conduct should be reported immediately to the relevant WEA Manager or the Chief Executive Officer.

2.8.2 100 Point Identity Check

Tutors are required to provide documents to support their identity. This must include original documents adding up to a minimum of 100 points as required by the 100 point Check under the Financial Transaction Reports Act 1988.

2.9 Staff Development

WEA encourages all tutors (VET, Lifestyle and Equity) via a discount program to undertake approved WEA courses or other activities that enable them to develop knowledge and skills appropriate to their current or likely future work with the WEA.

Current WEA tutors (ie. those who have taught for WEA within 12 months) are able to enrol in a WEA non-accredited course with a 15% discount and may transfer this discount to an immediate family member (spouse, partner, children, parent). However, if the tutor also wishes to enrol in the same term as a family member, the 15% discount applies once.

Tutors are required to attend formal and informal professional development sessions in order to keep up to date with training package or accredited curriculum they are teaching. Tutors wishing to enrol in an accredited module will receive a discount with the amount determined by the course selected.

2.10 Review of Course Reports / Tutor Performance Appraisals.

Evaluation of tutors' performance is reviewed by means of feedback from participant course evaluation forms, tutor feedback forms, feedback from advisory meetings, submission of rolls and results.

However, the relevant program manager may also meet with tutors at any time during the term to review progress and/or make changes to teaching or assessment arrangements wherever necessary. Tutors are encouraged to discuss the progress of their courses and to recommend changes or improvements at any time within or outside term times via the Improvement Opportunity Form (*Appendix Q*).

It is mandatory for VET tutors to attend a minimum of two validation sessions per year.

2.11 Tutor Duty Statement

WEA program consists of both accredited and non-accredited courses and all tutors are required to carry out the following instructions: (*Appendix L*)

2.11.1 Teaching

- Develop a Training Plan/Lesson Plan for the session
- Arrive prepared to teach each lesson
- Mark the roll each lesson
- Use appropriate teaching methods and materials in lessons
- Ensure that every student in the class has an equal opportunity to learn
- Establish any student specific learning difficulties
- At the commencement of the lesson, induct students into the WEA as follows:
 - Toilet facilities
 - Kitchen facilities/vending machines

- No smoking policy
- Membership
- Emergency exits and evacuation points
- WHS responsibilities and awareness specific to WEA
- WHS responsibilities and awareness specific to the course

2.11.2 Signing In and Out of WEA – Auburn St

When you arrive at the WEA it is important that you sign in to WEA. A sign in board for this purpose is situated above the building alarm in the administration building.

Similarly when you leave it is important that you sign out of the WEA. If you are the last person to sign out it is also your responsibility to arm the WEA. *See Section 6 for venue procedures.*

2.11.3 Classroom Etiquette

As a tutor you are allowed to set up the classroom in any manner that you feel is appropriate to your class, however, it **MUST BE PUT BACK** at the end of the lesson in the same way in which you found it.

Things to consider when leaving your classroom after the session are that you have:

- cleaned the whiteboard
- closed the windows
- turned off the air conditioning unit
- blinds are drawn
- chairs are pushed in and neatened up
- any rubbish is disposed of in the bin
- if you have used any craft materials that the desks are wiped and cleaned down
- lights are turned off
- classroom door is locked

As a rule of thumb - leave everything set up in the classroom how you would like to find it if you were the next tutor in the classroom.

2.11.4 Alarming the Building

If you are the last tutor in the building it will be your responsibility to alarm the WEA and ensure the lights in the building are turned off. *See Section 6 for venue procedures.*

2.11.5 Assessment and Evaluation Accredited Courses

The tutor will undertake to teach the learning outcomes as per the curriculum/training package. The tutor will complete and return paperwork for:

- End of term reports
- Assessments
- Rolls
- Tutor evaluation of programs (*Appendix H*)

Please note: assessment results are expected to be completed and returned within 7 days of students submitting completed work.

2.11.6 Completion and Evaluation of Non-Accredited Courses

Tutors will be required to complete and hand into WEA office the following:

- Completed roll (*Appendix G*)
- Tutor's report (*Appendix H*)
- Tutor's time sheet/pay claim (*Appendix I*)

Note: All rolls must be handed in within one week of the course completing to ensure student certificates can be issued within two weeks of the course completing.

Tutors will be required to hand out one or more of the following:

- Lifestyle Course Student Participant Evaluation Report (*Appendix J*) if they are provided in their start of term kit. If evaluations are not included, WEA encourages tutors to ask their students to complete an online evaluation form at www.weaillawarra.com.au instead. See 4.2
- NCVET Evaluation Report (*Appendix F*)
- English Language Program – Student Learning Plan (*Appendix O*)
- Any other document provided by the WEA Administration.

NOTE: No documents, other than approved course documentation or WEA documents are to be circulated by tutors or students

2.11.7 Record Keeping

The tutor will:

- Contribute to student files being kept accurately, completely and up to date
- Ensure the appropriate confidentiality of student files
- Enable each student to have access to his/her own file upon request
- Record the monitoring of student learning and progress
- Keep accurate student attendance records

2.11.8 Attendance on Duty

The tutor is expected to:

- Be at the teaching venue at least ten minutes before students are expected for the commencement of class
- Be responsible for the heating/cooling of the teaching venue and for resources and equipment
- Be responsible for turning off lights and air conditioning or other equipment they have turned on
- Be responsible for locking of doors and windows when leaving teaching venue and alarm activation where appropriate

2.11.9 WHS

At all times the tutor will monitor and maintain OHS safety measures and precautions in the classroom and general WEA building. WHS faults are to be reported on the WEA Building/Equipment/WHS Fault Report (*Appendix D*)

Tutors are also required to be responsible for the safety of their students and any accidents and injuries are to be reported on the WEA Injury/Accident Report (*Appendix E*)

2.11.10 Other Responsibilities

The tutor will:

- Read and abide by the Code of Ethics (*Appendix B*)
- Report to the Training and Operations Manager any damage, malfunction, loss or theft of equipment or resources
- Report to the relevant manager any accident or worrying incident during classes
- Ensure that the teaching space is left clean and tidy
- Any other duties required by the relevant manager which are appropriate to ask to be performed
- Complete and hand in at the end of the course the check list as appropriate to their course:
 - Accredited Computer Trainers Check List (*Appendix M*)
 - English Language Records Management Sheet (*Appendix N*)

2.12 VET Tutors' and Assessors' Qualifications

All VET tutors must be able to provide evidence that they hold the Certificate IV in Training and Assessment TAE40110 or relevant qualifications as outlined below.

“Training and assessment competencies to be held by trainers and assessors. Determination of the National Quality Council 17 June 2013”

Standards for Registered Training Organisations (RTOs)

The National Skills Standard Council (NSSC) is responsible for determining the training and assessment competencies to be held by trainers and assessors in accordance with Standard 1.4a of the AQTF Essential Conditions and Standards for Initial and Continuing Registration and SNR 4.4 and 15.4 of the Standards for NVR Registered Training Organisations as set out below.

AQTF Standard 1: *The RTO provides quality training and assessment across all of its operations.*

Element 1.4: *Training and assessment are delivered by trainers and assessors who:*

- a. *have the necessary training and assessment competencies determined by the National Quality Council or its successors; and*
- b. *have the relevant vocational competencies at least to the level being delivered or assessed, and*
- c. *can demonstrate current industry skills directly relevant to the training / assessment being undertaken, and*
- d. *continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/ assessor competence.*

Standards for NVR Registered Training Organisations 2012 of the VET Quality Framework

SNR 4.4 / SNR 15.4 *Training and assessment are delivered by trainers and assessors who:*

- a. *have the necessary training and assessment competencies determined by the National Skills Standards Council or its successors; and*

- b. *have the relevant vocational competencies at least to the level being delivered or assessed, and*
- c. *can demonstrate current industry skills directly relevant to the training/ assessment being undertaken, and*
- d. *continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/ assessor competence.*

The National Skills Standards Council has determined that from 1 July 2013:

A - TRAINERS MUST:

- i. *hold the TAE40110 Certificate IV in Training and Assessment from the TAE10 Training and Education Training Package as a minimum qualification or be able to demonstrate equivalence of competencies; and*
- ii. *be able to demonstrate vocational competencies at least to the level being delivered and assessed; and*
- iii. *be able to demonstrate how they are continuing to develop their VET knowledge and skills as well as maintaining their industry currency and trainer/ assessor competence.*

B - PERSONS DELIVERING TRAINING UNDER THE SUPERVISION OF A TRAINER MUST:

- i. *work under the supervision of a trainer with the TAE40110 Certificate IV in Training and Assessment or of a person who has demonstrated equivalence of competencies; and*
- ii. *holds either the TAESS00007 Enterprise Trainer – Presenting Skill Set or be able to demonstrate equivalence of competencies, or the TAESS00008 Enterprise Trainer – Mentoring Skill Set or be able to demonstrate equivalence of competencies within two years of commencing to deliver training while under supervision; and*
- iii. *be able to demonstrate vocational competencies at least to the level being delivered and assessed as well as maintaining their industry currency.*

Notes:

1. *Evidence used to demonstrate equivalence of competencies may include consideration of relevant past training, including consideration of superseded and pre-existing teaching qualifications, experience, and professional development.*
2. *Supervision is the provision of regular and ongoing guidance, direction and leadership from a person holding the TAE40110 Certificate IV in Training and Assessment or from a person who has demonstrated equivalence of competencies. The supervising person monitors and is accountable for the training delivery.*

C - ASSESSORS MUST:

- i. *hold the TAESS00001 Assessor Skill Set or be able to demonstrate equivalence of competencies; and*
- ii. *be able to demonstrate vocational competencies at least to the level being assessed; and*
- iii. *be able to demonstrate how they are continuing to develop their VET knowledge and skills as well as maintaining their industry currency and assessor competence.*

Note:

If a person does not have all the assessment competencies as defined in (i) ,(ii) and (iii) then one or more persons with the combined expertise in (i), (ii) and (iii) may work together to conduct the assessment.

Vocational competency

Vocational competency is defined as broad industry knowledge and experience, usually combined with a relevant industry qualification. A person who has vocational competency will be familiar with the content of the vocation and will have relevant current experience in the industry. Vocational competency must be considered on an industry-by-industry basis and with reference to any guidance provided in the relevant Training Package or Accredited Course.

Training Packages or Accredited Courses include advice specific to the industry related to the vocational competencies of trainers and assessors. This may include advice on relevant industry qualifications and experience required for training and assessing against the Training Package or Accredited Course. The Training Package or Accredited Course may also provide specific industry advice outlining what it sees as acceptable forms of evidence to demonstrate the maintenance of currency of vocational competency.

English language tutors need a minimum qualification of postgraduate TESOL (Teaching English to Speakers of Other Languages) or ABE (Adult Basic Education) in addition to their Certificate IV Training and Assessment

Trainers and assessors will be required to complete their trainer matrix annually showing changes to their qualifications and their industry currency.

SECTION 3

LEGISLATIVE requirements

3.1 Legislative and Regulatory Requirements

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

These requirements are summarised in the paragraphs below.

3.1.1 Access and Equity

In accordance with its commitment to the ACE Principles and AQTF Standards, the WEA encourages the employment of staff and tutors and the enrolment of students, regardless of gender, marital status, sexual preference, race, colour, pregnancy, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation.

Students with a disability are asked to identify that disability on enrolment if they require special assistance. The WEA will endeavour to accommodate their needs e.g. change or modify the venue for a course to enable a student with a disability to gain access, or to use the classroom. In such cases the tutor will be advised of the special arrangements.

However, should a tutor find that they have a student with a disability in the room, about whom they have received no prior notification, they should endeavour to accommodate the student, and report the matter to the relevant manager.

3.1.2 WHS and Property

The WEA observes its responsibilities for Work Health and Safety under the Work Health and Safety Act 2011, including the suitability of premises and equipment for student use. A review of the conditions of premises and equipment at each location the WEA uses is undertaken regularly, and a report on items requiring attention is provided to the Training and Operations Manager for attention. (Some classes are held at other venues and the resolution of any WHS problem identified in those locations generally requires negotiation with other parties. Please notify the relevant manager as soon as possible with any concerns.)

Tutors should ensure that, as far as possible students are provided with effective lighting, heating and ventilation. Exits and fire escapes should be easily accessed and opened from the inside. Electrical equipment, work areas and materials storage need to be regularly checked for safety. Any hazard should be detailed on a WEA Building/Equipment Fault Report (*Appendix D*) and the Training and Operations Manager should be promptly advised of any serious deficiency as it is identified.

At the commencement of each course tutors should tell students where toilets, first aid kits and fire extinguishers are located and inform them of the evacuation procedure to be followed in the event of fire etc. (Evacuation information is on the Emergency Procedures poster at the entrance to each classroom.)

Tutors and students are expected to exercise proper care of WEA premises, equipment and materials at all times. Any loss of property belonging to the WEA, staff or students, any damage to WEA premises, equipment or materials, any hazard identified with WEA property or any situation that could adversely affect the WEA, its staff or students, should be reported on a WEA Building/Equipment Fault Report (*Appendix D*) to the Training and Operations Manager as soon as possible after the problem has been recognised.

3.1.3 Copyright

The WEA observes the requirements of the licence for copying documents under the Copyright Act, and the associated guidelines issued by Copyright Agency Ltd. In broad terms, if the copy is for educational purposes (including for students and staff) and not supplied to anyone for a profit, a person may make multiple copies of:

The whole or part of a single article, or a number of articles on the same subject, from a newspaper or periodical,

10% of the pages in a published work, or one chapter of the work, whichever is the greater, if the edition is more than 10 pages in length,

The whole or part of a literary, dramatic, musical or artistic work, other than in a periodical, which is not separately published or cannot be obtained in a reasonable time (six months in the case of textbooks for students and 30 days in the case of other works) at a normal commercial price.

3.1.4 Misconduct

Important information on the conduct of employees is contained in the WEA's Code of Ethics and Code of Practice which all staff and tutors are required to observe.

Any instance of violence, sexual harassment, theft, or the improper use of a WEA class roll is regarded as serious misconduct. Any report of such an instance will result in suspension pending investigation and may then lead to dismissal.

3.1.5 Incidents and Emergencies

In the event of any incident on the WEA's premises, or on property hired by the WEA, that could be detrimental to the health or wellbeing of people on the site, tutors should immediately call for help from doctors, ambulances, police, fire brigade etc., then act as best they can to assist any injured people and to ensure their own safety and the safety of others.

They should then verbally advise the relevant manager of the occurrence at the earliest opportunity and then complete a Building/Equipment/OHS Fault Report (*Appendix D*) and forward it to the Training and Operations Manager as soon as possible thereafter.

Action to be taken in the event of an emergency or an evacuation of the premises is detailed in the Emergency Procedures notice located beside the entrance to each classroom and at the Office. A First Aid kit is available in the kitchen areas at all premises. At Auburn Street a First Aid Kit is also available from the administration office for field trips.

3.1.6 Building Sustainability

The college has a commitment to embedding sustainability principles. We endeavour to improve our environmental behaviours and policies. This includes minimizing waste, efficient use of resources and selection of more sustainable products.

You can help by:

- Being waste wise – use the recycling bins provided for paper, aluminum, glass, and plastics
- Being energy smart – Have no more lights, fans and air-conditioning on than is needed (Switch off when you leave the room and make use of cross ventilation)
- Keeping paper use to minimum and using both sides where possible
- Taking your organic waste home for composting
- Avoid bringing non-recyclable packaging where possible
- Car pooling, sharing lifts, riding a bike and using our bike racks, or catching a bus or train instead of driving
- Building Eco Culture – raising sustainability issues in class discussions and encouraging energy smart and waste wise practices.

SECTION 4

STUDENTS

4.1 Privacy, Class Rolls

The WEA is committed to maintaining the confidentiality, integrity and security of all personal information entrusted to it in the normal course of its work. Accordingly, tutors will respect students' and others' rights to privacy. Tutors 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.

Student telephone numbers and addresses will not be given out at any time.

Tutors will not actively collect student names and addresses for themselves or for others, allow others to view the rolls, or pass information from the rolls to other students. Students at their discretion can make contact details available to a tutor.

Tutors' phone numbers or addresses will not be given to students who desire contact with the tutor. However, a student's written request may be passed on to the tutor by a member of staff, and the student will be told that the tutor may contact them if possible. Tutors at their own discretion can make a contact number available to their students. **It is suggested that tutors have a unique email to provide to students rather than use their private addresses.**

4.2 Student Evaluations

The WEA conducts a systematic, ongoing 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. Two evaluation forms are used to allow benchmarks to be developed and comparisons made.

- 1) Lifestyle Course - Participant Evaluation Report (*Appendix J*)
- 2) NCVER Evaluation Form (*Appendix F*)

For the Lifestyle Program these are found in the class kit and are to be handed to each student at the end of the course. If there are no evaluations included in the kit, tutors are asked to encourage their students to complete the evaluation form online at www.weaillawarra.com.au. It is important to stress to your students the importance of providing feedback to the organisation in order to meet the community needs.

To make the evaluations valid please identify the location of the "suggestion and evaluation" boxes located closest to your classroom and ask that the completed forms be lodged in these boxes to be emptied by the office staff.

NOTE: The "process is corrupted" if completed evaluation goes via the tutor.

As non accredited courses (Lifestyle) do not follow a set curriculum, the evaluations from these courses are analysed and the tutor will be emailed a copy of the final evaluation.

For the accredited program the National form provided by the National Centre for Vocational Education Research (NCVER) is administered to student by the office staff. The return of this

information informs the information clients can view on the MY Skills website when choosing an Registered Training Organisation (RTO.)

4.3 Grievances and Dispute Resolution

The Grievance Procedure provides avenues through which disputes, problems and complaints can be settled in a speedy and fair way. Every attempt will be made to solve the causes of a grievance or provide adequate remedies before entering into formal grievance procedure. For a grievance to be resolved formally, it must be in writing.

4.3.1 Formal Grievance Procedure

A student makes a formal complaint. If the complaint is about a course or tutor, the written complaint is forwarded to the tutor for comment. Depending on the urgency of the complaint other members of the course may be telephoned to discuss their valuation of the course/tutor.

With the above information in hand the position is resolved by either:-

- i) Letter to the student saying the WEA disagrees with the complaint and will not be taking action. Other information may be provided, such as the comments of the tutors and other course members.
- ii) If a grievance has been established to the satisfaction of the relevant managers, the following remedies may be followed:
 - a) Letter of apology and the full return of the course fee paid, or
 - b) Partial refund of fee paid or a Course Credit to the value of the fee paid less administrative fee which should be retained by the WEA.

4.3.2 Formal Grievance Appeal Procedure

If after the above process has been completed the student feels the grievance has still not been resolved, the procedure is as follows:

- i) The participant is interviewed by the Chief Executive Officer or Training and Operations Manager, and
- ii) If the matter has not been resolved by this stage, it is referred to a 3 person sub-committee established by the Board which will contain at least one male and one female member.
NOTE: This subcommittee shall not include the Chief Executive Officer or Training and Operations Manager. The decision of this sub-committee is final.

4.4 Students' Course Information

A Student Handbook is available on-line and in each classroom and the office.

The Handbook contains information on:

- WEA Mission Statement
- WEA commitment to access and equity, and anti-discrimination.
- WEA policies on the protection of children and minors.
- Language, literacy and numeracy assessment services and participant support service
- Discipline, appeals, complaints and grievance procedures

The Published Course guide and requirement sheets includes information on:

- Course details, including times, locations and resources/materials where prescribed
- Fees, charges and exemptions
- Enrolment policy
- Availability of Recognition of Prior Learning (RPL) arrangements for VET students
- WEA policies and practices relating to parking, smoking etc,

Prior to enrolment students are given a requirement sheet detailing the competencies to be delivered. At the beginning of their course VET students will receive a copy of the learning outcomes for their course, materials to be used, the information sheet “What is competency based training”, and assessment appeal application.

Students enrolling in the Lifestyle Program will be provided with an information sheet which details requirements for their course and relevant information for attending WEA classes.

Information for on-line students is also available to students on the WEA’s website, along with the Enrolment form, and the Conditions of Enrolment.

Should a tutor be unsure of the answer to a student’s question about the process and conditions of enrolment or day-to-day administration they should refer them to the Office. If a tutor is unsure of the answer to a student’s question about the curriculum/training package, the tutor’s classes, assessment, qualifications etc. the tutor should seek that information from the Training and Operations Manager or other appropriate source and advise the student of the answer.

4.5 Student Credits and Transfers

WEA Illawarra’s enrolment policy is explained in all course brochures (as part of the enrolment procedure) and in the Code of Ethics. Once an enrolment has been processed, refunds are not made except when WEA cancels a course or in special circumstances. A Credit Note may be issued but this must be a written request and is subject to the discretion of Training and Operations Manager or the relevant manager. An administrative charge of 10% of course fees with a minimum fee of \$10 will be charged. WEA cannot accept responsibility for changes in personal circumstances or work commitments, or for books or materials purchased for a course. In some instances, transfer between courses may be granted, upon application by a student to the relevant manager. If a decision is queried the final decisions on any refund, transfer or credit note issues remains with the Chief Executive Officer. It is appropriate therefore for tutors to refer all such queries to the office.

For online/distance courses there are no refunds after students have enrolled and received access to the course/course materials.

Distance Learning students receive details of the competencies of a course and an outline of Distance Learning study procedures. Their enrolment then becomes effective. After this point no refund is payable.

In circumstances where the WEA cancels a course a full refund will be made to each student concerned.

Tutors should refer student enquiries regarding payment and all administrative questions to the office staff.

4.6 Student Concessions

The following discounts are available:

- **10% discount** – Seniors card/Concessions card/Partner organisations/WEA Members (not available on courses with an X in the course code, accredited, online or distance courses)

Supporting evidence is required at the time of enrolment. Online and distance participants do not receive any discounts. Only one discount can be used per course.

4.7 Student Exclusions

The WEA 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
- The student is disruptive, abusive or violent in class, or
- The student fails to accept any reasonable direction from the teacher

The WEA provides an opportunity for a student to appeal against Exclusion. Further details in such an instance to be obtained from the Training and Operations Manager.

SECTION 5

VET (Vocational Education Training)

5.1 Qualifications and Statements of Attainment

The WEA is a nationally Registered Training Organisation, registered with ASQA to deliver a range of qualifications within its defined 'scope of registration', ('Qualification' in the VET sector means formal certification, in the form of a Certificate or Diploma, that a person has achieved all the requirements for an endorsed National Training Package or accredited course specified under the Australian Qualifications Framework (AQF).

Within its scope of registration, the WEA 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 RPL's, accumulate towards a qualification.

For non-accredited courses a Certificate of Attendance can be made available, if requested with payment of a non-refundable fee, to students who attended 75% of classes in a course.

To ensure that training meets the requirements of the relevant Training Package, VET tutors are required to provide the Training and Operations Manager, an lesson plan, and an assessment task matrix for each course ; copies of contextualised assessment tasks and additional handouts (additional to the purchased resource)

To enable the WEA to issue qualifications and Statement of Attainments promptly, VET trainers and assessors are required to provide the Enrolment/Compliance Officer **within 7 days of the student satisfactorily completing their program** with:

- completed class roll (on completion of classroom program – this may be earlier than the submission of student work)
- completed competency sign off sheets
- completed assessment plans and matrices (as applicable) showing student participation and progress and
- evidence of the learning outcomes achieved by each student including completed student assessments

This requirement meets Standard 23 of the Standards for NVR Registered Training organisations 2012.

It is the role of the assessor to inform students that are deemed Not Yet Satisfactory with information that will assist them fill the gap in their knowledge. They can then be set an additional assessment task to allow them to the opportunity to demonstrate competency. This is to be recorded on the competency sign off sheet in the gap exit interview and in the reassessment columns of the document.

5.2 VET – Review of VET Materials

The Training and Operations Manager or designated senior trainer will facilitate VET tutors and assessors to participate in regular reviews of learning and assessment materials used for Training Package qualifications and accredited courses. Validation / moderation form an integral part of this process.

5.3 VET - Preparing for Courses

The WEA has an enviable record as a provider of vocational education and training. It observes the AQTF Standards that govern the delivery of VET courses, and requires that its VET tutors and assessors are aware of the AQTF's requirements and observe them in full throughout each course.

Tutors and assessors are to meet, where required, with the Training and Operations Manager to:

- Ensure that they are familiar with the requirements of the Training Package or accredited course and have the latest materials available
- Review the learning and assessment strategies
- Discuss any proposed customisation of materials
- Ensure that course handouts, other materials and equipment will be available as required
- Confirm dates, times, and venue arrangements
- Review course registrations and any special assistance required
- Complete necessary employment documentation – contract, tax declaration, bank details etc. - and if employed for the first time, an induction session.

5.4 VET Students' Appeals Against Assessment

If students are dissatisfied with their final assessment outcome, students can appeal against an assessment. Initially they should appeal to their tutor and present evidence to justify reassessment. They may nominate another person to be present to act as their advocate. The assessor will notify the Training and Operations Manager of the appeal and its outcome on the Assessment Appeals Application. (*Appendix P*)

A participant in an accredited training course has:

- The right to appeal against an assessment with which she or he disagrees. A form for such an 'Appeal' is attached to this policy (*Appendix p*)
- An 'Appeal' should be made to Training and Operations Manager as soon as possible after an assessment has been made and in no case not later than seven working days after an assessment has been made
- A re-assessment fee comprising the assessor's fee plus 20% will be charged for the time taken by an assessor for a re-assessment
- If an appeal is successful the re-assessment fee is refunded
- Wherever possible a different tutor will be used for the re-Assessment
- In the event that an agreement is not reached, an external arbitrator can be arranged.

5.5 VET – Mutual Recognition of Qualifications Issued by Other RTO's

WEA Illawarra recognises the AQF Qualifications and Statements of Attainments issued by other registered Training Organisations through the process of credit transfer as per Standard 23.2

5.6 VET - Recognition of Prior Learning (RPL)

RPL is offered to all VET students on enrolment. The WEA endeavours to keep the time and cost of the RPL process to a minimum, and will assist applicants with information and advice to help them gather evidence for recognition of their competencies. All applications for recognition of prior learning should be referred in the first instance to the Training and Operations Manager for processing.

The RPL process will be conducted as per Standard 15.5

5.7 VET – Checking Student ID

At the commencement of each course tutors are required to check student identity. Students are asked to provide a photo ID (such as a license or passport)- tutors are asked to record this number of the document “Confirmation of participant identification”. For some funded programs additional identification may be required.

SECTION 6

Building Orientation

6.1 GENERAL

6.1.1 Photocopying and Resources for Class Material

Photocopying for your WEA course can be done at the WEA Centre at 50-56 Auburn Street, Wollongong. Depending on the photocopier used, it might require a code to be entered prior to use. This code will be issued by Front Office Staff.

Please note the following:

- Copyright laws state no more than **10%** of any one book may be photocopied.
- Students are NOT to be given the code number and only tutors and staff are to operate the machine.
- Wherever possible photocopying is to be completed during office hours and using the photocopier located in the teacher's staffroom in the Community College. Other arrangements can be made by contacting the WEA office. Please note: Access to the office is not available if an office staff member is not present.
- Photocopy paper is kept in the same room as photocopier.

6.1.2 Building/Equipment/WHS Fault Report

A Building/Equipment/WHS Fault Report is located in each classroom. Tutors are asked to fill in these forms promptly and return to the WEA main office. (*Appendix D*)

6.1.3 Evacuation Procedures

Evacuation procedures are set out in notices displayed in each classroom and office and should be followed in the event of fire or other incident forcing evacuation of the premises. Tutors are to advise students, at their first class, of the location of fire extinguishers, fire exits and assembly points in the event of fire.

In the event of a fire a tutor should:

- Activate fire alarm by breaking glass.
- Direct those in the class and elsewhere 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. **Where a student requires assistance (e.g. if they have a special need) a buddy should be allocated as part of the familiarisation session.**
- Help ensure that everyone assembles at the assembly point.
- Check the class roll and other records if possible, to help ensure that no one is missing.
- Do not allow anyone to re-enter the building until the fire is extinguished.
- Advise WEA staff member if present.
- Contact Lakeside Security on 42 751592 or 0411 117515 to give details of the fire and action taken.

After event:

- Complete a Building/Equipment/WHS Fault Report (*Appendix D*) in detail as soon as possible and forward it to the relevant Manager.

6.1.4 No Smoking

The WEA is a smoke-free business and smoking is not allowed in the building, in the car parks or in any outside area on WEA property.

This policy has been put into place for health reasons. Please be aware that under the Smoke-Free Environment Act 2000 a person found smoking in a smoke-free area can be fined up to \$550*.

The WEA has located a number of cigarette bins at the front of the car park of the main building and request that smokers use these bins to dispose of their cigarette butts. In the past there have been a lot of cigarette butts dropped into gardens and on the ground, even when there is a cigarette bin nearby. Please be aware that dropping cigarette butts on the ground or in gardens is littering and fines can be imposed.

6.2 Auburn Street Specific

6.2.1 Security Alert

Due to past breaches of security in the building it has become necessary to ensure that the glass entrance door to the foyer remains locked when after hour classes are in progress.

An Intercom System has been installed at the Front Door. Make sure you know your room description on the Intercom at the Front Door. Before any break remind your students of this description. Any late returning student can then press the button for your room which will alert you to go down and open the door for them. Ensure, by questioning, that no non-student will enter with the student.

In/Out Board

On arrival you will find an In/Out board below the alarm pad in the foyer.

Please sign into the WEA when you arrive to teach and sign out of the building when you leave. Please note that if you are the last person to vacate the building you will be required to put the alarm on.

Administration staff will be on duty until 7 pm during the week, but in their absence please note the following:

- The description of your Course Room on the External Intercom next to the door
- Arrive 10 minutes early and set up your room
- Take your roll to the foyer and open the door to let students in
- Mark them off and ask them to wait for you in the coffee area.
- When all students have arrived or the start time has arrived - lock the door and take your class back to the room.
- At break time clearly inform students of the time that the front door will be relocked to commence class. Explain that this is for general security of all.
- Finally, on leaving please sign out of the WEA.

Last to leave

To avoid an incident resulting in a tutor and class being locked in the building and to minimise such events happening in future, please, if possible, introduce yourself to the other tutors during the breaks and try to synchronise your departure times. It is also a wise idea to advise each other of the rooms in which you are teaching.

In addition, before locking and alarming the building check the car parks to see if any vehicles are left and check the sign on the board in the foyer to see which class rooms were in use for the day and that the tutor has signed out of the building.

If you are locked in

If you find yourself in the situation where you are locked in the building and the alarm is going off, please vacate the building with your students as quickly as possible. When everyone is outside you may proceed back into the building alone and key in your security code followed by the arrow key to disarm.

Then contact Lakeside Security on **0411 117 515** or **4275 1592** to notify them the reason for the alarm going off using either your own mobile phone if you have one, or by using the blue phone in the Community College foyer.

Alarm Instructions

The key allocated to you for the WEA centre 50-56 Auburn Street, Wollongong will:

- Open the main doors to the building
- Open your allocated room

1. When you arrive

Unlock the front door and go straight to the alarm. If the alarm is ON you need to turn it off. Once the alarm is off you need to sign in to the WEA.

2. Where is the alarm?

The alarm for 50 – 56 Auburn Street, Wollongong is situated around the left hand corner on the left of the front glass door.

3. To turn the alarm ON or OFF

You can then proceed with the following:

Wait until you see SYSTEM READY on the alarm face. There is a sensor in the foyer which will detect any movement so please ensure that you are the **only** person in the foyer at the time and that the front door is closed.

- 1) Key in your 4 digit alarm code.
- 2) Press the arrow key up or down to the relevant arm or disarm option.
- 3) If you are arming the building and this is done correctly, you will hear a continuous beep, beep, beep. During these beeps is the time that you should exit the building.

The slightest movement in the building will set the alarm off so it is imperative that you are the only person in the building when arming or disarming the building.

WARNING: If the alarm goes OFF because it has detected movement in another area in the building, ensure that ALL people are out of the building and you are the only one left inside. You can then re key in your 4 digit alarm code and this should turn the alarm OFF.

If you are really having problems please contact Peter at Lakeside Security on 0411 117 515.

4. When you are leaving WEA

Please ensure your room is locked, windows shut, air conditioner is off and lights switched off. The last person to leave the building needs to put the alarm ON and ensure that the front door is locked.

6.3 Balarang Primary School Specific

Keys to the WEA Shellharbour (Balarang) are available from the administration office in the Wollongong WEA. You will be required to sign the key register.

The security code number for access to an allocated room/building and any special notes will also be issued from this office.

Night classes

Keys are to be collected by the tutor from the WEA Wollongong office prior to the class being held. A WEA staff member will be available to open up the gate for the night classes and lock up at the end of the night.

Security

When leaving at the end of class please check:

- classroom windows are locked
- blinds are drawn
- lights, fan, air conditioner/heater are off
- kitchen is tidy if appropriate
- cupboards are locked if appropriate
- set alarm where necessary
- external doors are locked if you are the **last person to leave the building.**

6.3.1 Security Alert

Security alarm for WEA Shellharbour

To turn off alarm

You must enter your room **FIRST** before the kitchen as the key pad is located in the classroom. Enter the security code on the alarm key pad immediately on entering the building.

To turn on alarm

Check if you are the last tutor to leave the building. If so secure the kitchen then return to the class room; wait for the alarm key pad to show a green light, then put in the code. The green light should change to red. You have approx 1 minute to leave the building.

If you happen to set the alarm off enter your code again and this should stop the flashing lights etc. If you still encounter problems please phone Lakeside Security Mr Peter Suarez on 42 751592 or 0411 117515

6.4 External Venues

Security instructions and venue key will be provided on separate sheets according to class schedule. We urge you not to keep them both together just in case they are lost or stolen.

SECTION 7

Appendices

Appendix A	General Code of Practice
Appendix B	Tutor's Code of Ethics
Appendix D	WEA Building/Equipment/WHS Fault Report
Appendix E	Injury/Accident Report
Appendix F	NCVER Evaluation Form
Appendix G	Class Roll
Appendix H	Tutor's Report
Appendix I	Tutor's Time Sheet/Pay Claim
Appendix J	Lifestyle Course Student Participation Evaluation Report
Appendix K	Non Accredited Course Checklist
Appendix L	Tutor's Duty Statement
Appendix M	Accredited Training Procedures
Appendix N	English Language Program Records Management Sheet
Appendix O	English Language Program Student Learning Plan
Appendix P	Assessment Appeals Application
Appendix Q	Improvement Opportunity Form
Appendix R	Acknowledgement of Receipt of Documents
Appendix S	Checking Student ID
Appendix T	Checking Tutor ID

Acknowledgment of Receipt of Documents

I hereby acknowledge that I have received the tutors' handbook. I agree to read the following documents, understand them and agree to implement those portions of the documents that apply to my work. Any queries I will direct to the relevant Manager.

- Tutor Handbook
- Copy of Student Handbook
- Contract of Employment (*completed prior to induction*)
- Tax file number declaration Form (for PAYG employees)
- Banking Details Form
- Superannuation Form
- Subcontractor Form (for tutors claiming as a business)
- Venue key
- Security code (if necessary)
- Instructions for locking up (weekend and nights)
 - In/Out board
 - Instructions for checking building empty
 - What to do in case locked in
 - Turning the building alarm On and Off

Signed:.....

Name:.....

Date:.....

(One copy is to be handed to the WEA staff member conducting the induction, and one copy is to remain with the tutor for their records)

If you have not received any one of the above items please advise the WEA staff member conducting the Induction Session.