

WEA Illawarra



Student Handbook

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Welcome

We would like to welcome you to WEA and trust your experience will be rewarding and valuable. Please let us know if you experience any difficulties during your course, so that we can take action to assist you.

This booklet provides student information, student rights and responsibilities and outlines our policies and codes of practice.

Please read this booklet carefully.

If you have any questions after reading the Student Handbook, please consult with the Training and Operations Manager.

Contact Kerrie Smith 02 4226 1622

Section 1 - About Us

As a registered training organisation, WEA Illawarra is proud to be able to offer the community quality adult education and lifestyle courses, business training, accredited training, English language services and access to training and computer rooms for hire.

WEA Illawarra is part of the Community College network and operates as an independent community based not-for-profit company, dedicated to the principles of life-long learning. This means WEA can offer the courses you need and the courses you want at very reasonable prices.



WEA Illawarra recognises the value of a culturally diverse community and this is reflected in the courses we offer. We also value the importance of a tolerant society in which views are freely expressed and each person's fullest development is encouraged and always seek to provide a welcoming and supportive atmosphere for students and teachers alike.

WEA is the oldest non-government adult education organisation 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.

Vision

Building strong communities through individuals achieving their potential

Mission

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

Values - WEA Illawarra 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 Centres



The **WEA Main Centre** is located at 50 - 56 Auburn Street Wollongong.

Car parking is available at the Main building 50-56 Auburn St or in the southern car park at 56. Restricted street parking is also available. Wollongong train station is located 500 m north of WEA.



Please take care when turning into the main WEA car park at 50-56 Auburn Street. It is recommended that you do not turn right into the car park when driving south as our building is on top of the hill and you may not see, or be seen by vehicles travelling in the opposite direction. It is preferable if you turn left into the car park when driving north along Auburn Street. If you are driving south you can turn around at the roundabout in Auburn Street, drive north and then turn left into the car park.

WEA Shellharbour Centre is located within the grounds of Balarang Public School, Government Road, Oak Flats (entry via the bus bay).

Street car parking is available however please observe school time zones and bus areas. The closest train stations are Oak Flats and Albion Park railway stations. You can then take a bus to the corner of Lake Entrance Road and Eleanor Ave, Balarang Public School is a 5 minute walk from this intersection. Buses also leave from Warrawong Plaza. Please see bus timetables for details.



Northern Suburb venues include **Thirroul District Community Centre and Library**.

Other venues within the Illawarra are utilised for specific courses.

WEA Kitchen located at 58 Auburn Street, Wollongong



Section 2 - Information for all students

Enrolment

Participants are required to complete an Enrolment form prior to attending a course. The enrolment can be completed at our Office in Auburn Street, by telephone, email, online through our website, www.weaillawarra.com.au or mail to PO Box 1472, Wollongong 2500.

The enrolment form provides the WEA with all relevant personal information and collects data as a regulation requirement for government agencies. All information provided is confidential and retained according to Privacy legislation. Prospective students should also indicate any assistance required to special needs on the enrolment form. Upon enrolment students are given a Requirements Sheet if it is applicable to the course they are attending.

Enrolment Conditions

Payment at Time of Enrolment

All courses are offered as a “first in best dressed” situation and a student’s place in any class is not guaranteed until payment has been made. Payments can be made using Visa, MasterCard or bank transfer. Please note that WEA does not accept cash payments. Student’s must pay for their course at the time of enrolment and be aware that some courses carry additional fees for materials used in the class. Please refer to individual class requirement sheets.

Changes

Course descriptions are provided as a guide only and WEA Illawarra reserves the right to change them or class schedules or a tutor when circumstances deem necessary. Accredited courses follow the accredited curriculum/training packages and cannot be changed.

Public Holidays

Courses do not run on public holidays unless otherwise stated.

Refreshments

BYO lunch for all day workshops and when you feel you will need more than a snack. Boiling water is available at all WEA Centres.

Unauthorised Statements

No responsibility is accepted by WEA Illawarra for statements made by tutors or unauthorised agents of WEA Illawarra.

Risk

Participation in WEA Illawarra courses and clubs is entirely at participants own risk. The WEA is not responsible for any vehicle or its contents parked at any WEA venue. Enrolment in a course is taken by the WEA Illawarra to indicate acceptance of these conditions.

Email

The WEA may use your email to communicate with you. Please indicate on the enrolment form if you do not wish to receive email communication from WEA.

Fees and Other Charges

Participant's fees are set down in the WEA Illawarra quarterly Course guide and/or on the web page. Some courses have charges for materials used in those courses. Details are under course description or on the Requirement Sheet.

Discounts

10% discount – Senior's card/Concession Card

Supporting evidence is required at the time of enrolment. There are no discounts on accredited, online or distance courses, or those marked with an "X".

Only one discount can be used per course.

NSW Government Smart and Skilled Funding

Where a course is available under this funding, potential students are required to discuss their training options with a WEA Illawarra staff member prior to enrolling during which time a quote for the funded training enrolment fee will be provided which allows the potential student 14 days to accept or decline the quote. Payment of these enrolment fees and protection of fees are outlined in our Fees and Charges policy.

Refunds

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.

WEA cannot accept responsibility for changes in personal circumstances or work commitments, or for books or materials purchased for the course. In some instances transfer between courses may be granted, upon application by a student to the CEO. Final decisions on any refund, transfer or credit note issue remains with the CEO. It is appropriate therefore for tutors to refer all such queries to the office.

WEA reserves the right to alter any of the published arrangements, either before or during a course, or to cancel or terminate a course.

On-line participants do not receive any concessions. There are no refunds after you have enrolled and received access to the course.

Age

WEA is committed to providing a diverse range of lifelong learning opportunities with a particular focus on adult education. Persons aged less than 14 years and 9 months may be permitted to enrol in a course if accompanied by an adult. Please contact the WEA office for further information.

Unauthorised Visitors

Due to our Public Liability insurance policy, unauthorised visitors are prohibited from attending WEA classes.

Physical Access

If you have any physical impediment affecting your mobility please advise when enrolling, including whether you can walk upstairs. Part of the Auburn Street Centre and the Balarang Centre has wheelchair access and disability facilities.

Disability Access

WEA recognises that access to learning for people with a disability requires the removal of obstacles. Where feasible and where resources permit WEA will assist participants with a disability or a special need. Please contact us on 02 4226 1622 to discuss.

Complaints and Grievances

WEA has an established process for dealing with complaints or grievances.

1. Participants are asked to complete an Evaluation Form at the end of each course to give feedback on various aspects of the course undertaken. You may include your name on this form if you wish to be contacted in regards to your comments.
2. Where you have a grievance more specific than a comment, you are asked to submit a formal complaint in writing. This will be forwarded to the Course Manager and appropriate action taken.
3. All grievances and complaints are responded to within 7 working days.

Conduct and Behaviour

Rules and Regulations

The following applies to all persons, staff and students.

1. An individual's property is to be respected and not interfered with without prior consent. No responsibility is taken by WEA for lost or stolen property during the attendance of a course.
2. Nobody has the right to interfere with another's ability to learn through disruption of classes or harassment of any kind.
3. Aggressive physical contact or verbal abuse will not be tolerated
4. Smoking is not permitted within the WEA premises and surrounding grounds
5. WEA may decline an enrolment or exclude a student if, in the opinion of the WEA, the students welfare or that of other students or trainers may be at risk due to participation in a particular course. This includes, but is not limited to, medical conditions or disruptive or violent behaviour. An enrolment may also be declined if the student does not meet the stated requirements for the course, if numbers in the course are at a maximum or due to failure to pay the required course fee.

Evacuation Procedure

In the event of a fire or other event leading to evacuation of the premises students are to follow these procedures

1. The evacuation alarm will be activated.
2. Students, staff, and visitors to the college will immediately exit the premises and proceed to the Evacuation Assembly Area in an orderly manner (maps are located by each room exit in the building)
3. In case of fire do not use the lift to exit the building
4. Staff/Tutors will bring with them a current class roll and supervise students moving to the Evacuation Assembly Area.
5. Students are requested not to leave the Assembly point until directed to do so by an authorised person
6. The Authorised Person will notify the appropriate authorities and move to the evacuation assembly area.
7. Do not re-enter the building until approval has been given by authorised personnel

Workplace Health and Safety

With regards to Workplace Health and Safety, WEA is obliged to:

- Ensure the health and safety of their workers, students, visitors and guests
- Ensure that any equipment used by staff or students is safe when properly used
- Ensure that people can come to work or a course with a minimum risk of injury or illness.

Students are obliged to:

- Obey instructions regarding their health and the health and safety of others
- Not deliberately interfere or misuse anything that has been provided for workplace health and safety
- Not deliberately endanger the workplace health and safety of others or deliberately injure themselves

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, aluminium, 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
- Carpooling , 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 3 – Student Rights & Responsibilities

This section outlines the rights and responsibilities of students at WEA Illawarra.

Student Rights

All students have a right to learn in an appropriate environment and to be free from any form of harassment and/or discrimination.

1. Students have a right to have their learning needs addressed by the trainer.
2. Students have the right to expect a competent tutor and achieve the expected course outcomes.
3. Students have the right to be re-assessed if the competency is not achieved first time.
4. Students have the right to normal privacy afforded all citizens in personal matters.
5. Students have the right to a prompt refund of course fees in accordance with the refund policy.
6. Students have the right to access their records held by WEA Illawarra.

Student Responsibilities

Students must supply: full legal name, Date of Birth, address and contact details.

Students will need to supply photo ID to collect accredited certificates.

Students are expected to display responsibility for their learning process and for their interaction with staff members, trainers and other clients. This includes attendance and participation in class and /or online sessions, completion of assessment tasks and outside learning activities to allow them to develop relevant skills and knowledge associated with the learning outcomes for the program they are enrolled in.

Students are expected to display appropriate behaviour whilst on the WEA premises. Anyone displaying inappropriate or dangerous behaviour will be asked to leave.

Students are required to dress appropriately. Dress should reflect industry and community standards.

Students must come to the course sober and drug free.

Students are responsible for personal possessions while attending the course. Each student is expected to take responsibility for leaving the area clean and tidy at the end of each session. This includes following waste minimisation and recycling procedures.

Students must pay all fees and charges associated with the course.

Students must submit assessments in the required format. If an assignment does not comply, it will be returned to you so it may be fixed and resubmitted.

Students must recognise other people's human worth and dignity and adhere to legal requirements regarding workplace harassment.

Students must report all injuries or incidents of harassment by other students or trainers/assessors promptly to the Training and Operations Manager.

Copyright

Software loaded onto WEA computers is licensed and there is no permission to copy. WEA Illawarra purchases CAL and APRA licenses for use of material for teaching purposes only.

When students are completing assignments they must abide by copyright and plagiarism guidelines.

If you are unsure or have any questions you can go to the Australian Copyright Council website: www.copyright.org.au or ask the trainer.

Plagiarism

All assignments produced for assessment must be your own work. Copying directly from the internet, books/other publications or other students work is plagiarism (claiming someone else's idea or work as your own or using them without acknowledgement). Any information gathered from other sources must be referenced.

Referencing Guide

Refer to appendices

Online Communication

Communication services and tools are provided for the advancement of communication of staff and tutors with students and each other.

WEA Illawarra reserves the right to monitor and record all usage of its network and software services, including email and online communications.

Student Responsibilities

1. The student accepts the responsibility to professionally and ethically represent WEA Illawarra when using a college designated email account or communication tool.

This responsibility includes, but is not limited to:

- Refraining from circulation of material that may be deemed offensive, indecent, discriminatory, libellous or likely to cause offense on grounds of personal orientations or beliefs
 - Upholding student confidentiality with emphasis on not distributing, selling, trading or otherwise providing student information, including correspondence, to any other party without WEA and student consent
 - Ensuring fair representation of WEA values in communication with others
2. The student agrees not to promote any venture or product that conflicts with a WEA Illawarra offering or has not been otherwise approved. This includes the offering of tuition, training or other educational services the user may offer individually or through organisations other than WEA Illawarra.
 3. The student accepts responsibility for virus protection, spam filtering or other protection mechanism when using email or communication services. WEA Illawarra is not liable for any loss, damage or distress incurred through failure to use appropriate protection technologies.
 4. The student agrees to keep passwords and access details confidential and to ensure that no one else is able to use their Account. Should a breach be suspected, the user is required to contact the WEA immediately.

Consumer Protection

WEA Illawarra is committed to ensuring that it is compliant with relevant legislation and regulations that protect the rights of consumers. WEA Illawarra has appropriate systems and procedures in place to ensure the transparency of its business operations and to ensure the delivery of education, training and assessment programs meets the Standards for Registered Training Organisations and other applicable quality frameworks for vocational education and training.

WEA Illawarra protects consumers by:

- Undertaking ethical and accurate marketing and advertising of its services;
- Providing clear, accurate and timely information to students and prospective students services;
- Providing quality education, training and assessment services;
- Protecting the fees paid by students in advance of services being delivered;
- Implementing fair and transparent complaints and appeals processes;
- Protecting personal information;
- Implementing a system of continuous quality improvement.

More information regarding each of these areas is available either in this handbook, or if not included, on request from WEA Illawarra. WEA Illawarra's Consumer Protection Officer is Kerrie Smith. If you have questions or concerns regarding your consumer rights, please contact Kerrie via e-mail to training@weaillawarra.com.au or phone 02 4226 1622.

Fee Protection Mechanisms

The *Standards for Registered Training Organisations 2015* state that where a Registered Training Organisation (RTO) requires a prospective or current learner to prepay fees in excess of \$1,500, the RTO must use a fee protection measure approved by the VET Regulator.

WEA Illawarra will only accept a maximum of \$1,500 per student in course fees prior to course commencement. Where further fee instalments are required to be paid throughout the duration of the course, the maximum amount at any given time will not exceed \$1,500 in advance of services delivered. This fee protection measure is approved by the VET Regulator.

Privacy

WEA Illawarra collects and administers a range of personal information for the purposes of providing and marketing its education and training services. The organisation is committed to protecting the privacy of personal information it collects, holds and administers. WEA Illawarra is bound by and complies with the Australian Privacy Principles as set out in the Privacy Act 1988.

Section 4 - Information for Accredited Courses

Smart and Skilled

The NSW Government in 2015 has implemented a new funding regime for Vocational Education Training (VET) Smart & Skilled. The catalyst for the introduction of Smart and Skilled in NSW is in response to the 2012 National VET Agreement. This national agreement created with the intent to increase provision and quality of VET and facilitate greater competition within the delivery of VET activities in Australia. For further information, visit the NSW Government Smart and Skilled website <https://smartandskilled.nsw.gov.au>

WEA Illawarra Smart and Skilled funded service under Smart and Skilled

- Community Services Obligation (CSO) (Funding pathways to full qualifications for individuals who experience barriers to accessing training)
- Foundations Skills (To assist with the development of Language Literacy Numeracy skills)
- Entitlement Full Qualification – Certificate II and III qualifications
- Targeted Priorities Full Qualification – Certificate IV and Diploma qualifications
- Entitlement Apprenticeships and Traineeships including School Based Traineeships

For further information regarding Smart and Skilled training opportunities available through the WEA please contact the VET officer during office hours Monday – Friday 9am to 5pm. Please phone 4226 1622.

WEA Scope of Registration

WEA Illawarra is a registered Training Organisation (RTO) under the Australian Skills Quality Authority (ASQA). We provide training and recognition services according to our Scope of Registration. Some of the qualifications on our scope include:

Certificate I and II in Information Digital Media and Technology
Certificate I, II, III and IV in Business and Business Administration
Certificate II and III in Retail
Certificate IV and Diploma in Leadership and Management
Certificate IV in New Small Business
Certificate IV and Diploma in Project Management
Certificate III in Accounts Administration
Certificate IV in Accounting and Bookkeeping
Diploma of Quality Auditing
Diploma of Training Design and Development
Foundation Skills

A full listing of our scope can be viewed at www.training.gov.au.

Choosing the right Certificate Level

If you are unsure of what level certificate you need to apply for, WEA Illawarra can provide assistance and guidance to help you make the right choice. Most students are required to complete a Language, Literacy and Numeracy assessment prior to being accepted into a course to ensure where support is required the course WEA Illawarra will be able to offer this support.

Course Information

All students enrolled in a WEA accredited training program shall prior to commencement of the training program receive information about the training program which includes but is not limited to:

- The time and place of the delivery of the training program;
- Training Program content including relevant unit/s of competency
- Details of the assessment requirements, including RPL and recognition of qualifications issued by other training organisations.

AQF Certificate Guidelines

The AQF Certificate Guidelines are provided to help students to understand factors determining the level of the qualification being studied.

The list below gives the distinguishing features of each Certificate Level.

Certificate I	Certificate II
<ul style="list-style-type: none">• Demonstrate knowledge by recall in a narrow range of areas• Demonstrate basic practical skills such as the use of relevant tools• Perform a sequence of routine tasks given clear direction• Receive and pass on messages/information• demonstrate some relevant theoretical knowledge	<ul style="list-style-type: none">• Demonstrate basic operational knowledge in a moderate range of areas• Apply a defined range of skills• Apply known solutions to a limited range of predictable problems• Perform a range of tasks where choice between a limited range of options is required• Assess and record information from varied sources• Take limited responsibility for own outputs in work and learning

Certificate III	Certificate IV	Diploma
<ul style="list-style-type: none">• demonstrate some relevant theoretical knowledge• apply a range of well-developed skills• apply known solutions to a variety of predictable problems• perform processes that require a range of well-developed skills where some discretion and judgment is required• interpret available information, using discretion and judgment• take responsibility for own outputs in work and learning• take limited responsibility for the output of others	<ul style="list-style-type: none">• demonstrate understanding of a broad knowledge base incorporating some theoretical concepts• apply solutions to a defined range of unpredictable problems• identify and apply skill and knowledge areas to a wide variety of contexts with depth in some areas• identify, analyse and evaluate information from a variety of sources• take responsibility for own outputs in relation to specified quality standards• take limited responsibility for the quantity and quality of the output of others	<ul style="list-style-type: none">• demonstrate understanding of a broad knowledge base incorporating theoretical concepts, with substantial depth in some areas• analyse and plan approaches to technical problems or management requirements• transfer and apply theoretical concepts and/or technical or creative skills to a range of situations• evaluate information using it to forecast for planning or research purposes• take responsibility for own outputs in relation to specified quality standards• take some responsibility for the achievement of group outcomes

Unique Student Identifier (USI)

All students are required to have a Unique Student Identifier (USI) and allow WEA Illawarra access to their USI record for the duration of training. The USI registry allows all training records to be maintained in one location that is easily accessed by a student and their training provider with permission. For more information about this please ask for an information sheet or go to the USI Registry at <https://www.usi.gov.au/>

Assessment Requirements

When undertaking an accredited course you will be required to complete Assessment Tasks as part of your course.

You will be required to provide proof of your identity before assessment takes place.

Assessment Submission Guidelines

The following are guidelines on how to submit your Assessment Tasks. The completed assessment task should be on A4 plain paper and be submitted to your trainer by the nominated date. The assessment task may be submitted as a hard copy or emailed to your trainer.

Hard Copy

All hard copy assessments must be submitted typed, on single sided A4 paper. You may use coloured paper to separate sections if desired. Faxed documents will not be accepted.

A Cover Sheet may be required to be attached to each assessment that is submitted for marking. Cover sheets will be supplied as part of your start up pack.

Assessment Outcomes and Qualifications

Student results and qualifications are issued in a timely manner and in accordance with national guidelines. Statements of Attainment will be issued to those participants who undertake assessment.

Assessment outcomes are recorded using the following result codes.

C	Competent	W	Withdrawn
NYC	Not Yet Competent	NA	Not complete

All student records are kept confidential and securely archived. Students may access their files upon request.

Recognition of Prior Learning (RPL, Recognition of Current Competence (RCC)

WEA recognises the skills and knowledge applicants may already have acquired through previous study or work/life experiences. This is called prior learning. These experiences can fall into a number of categories as explained below.

What is RPL?

This is a form of assessment that recognises skills and knowledge through formal training conducted by industry or education, work experience including workplace and voluntary work, and life experience such as social or domestic activities.

The RPL application identifies what you have already learnt from life experience or work experience and measures these experiences against the learning outcomes of the course or unit(s) you are doing or want to do.

What is RCC?

This is when a candidate has a previous qualification and has been working or using these skills. The candidate is reassessed to ensure that the competence is being maintained.

What is Credit Transfer?

This is when a candidate has studied at another training organisation and gained a recognised statement of attainment or certificate qualification. Credit Transfer is a way of gaining identical modules or units. If you apply for Credit Transfer you will need to sign a Release of Information form to allow WEA to verify your statement of attainment or certificate.

WEA recognises all AQF qualifications and statements of Attainment awarded by other registered training organisations. These may be verified via the USI register or by contacting your previous RTO.

How does it work?

Anyone can apply for RPL, RCC or Credit Transfer. If you think you are eligible you should talk to a course coordinator about how the process works and how your life experiences can support your application. A typical successful applicant is someone who has a reasonable amount of experience in the area the course covers. This might mean working in the field. Life skills can earn credits but these must be relevant to the course.

How do I check my skills?

All accredited courses are based on competency standards or learning outcomes, which outline the skills, knowledge and attitude expected of a person in the workplace.

In making an application you need to consider each of the Elements and Performance Criteria of the unit. You need to match the Elements and Performance Criteria to previous study and/or work experience, and show how you have already attained the skills outlined in the unit.

Assessment of Evidence

When evidence is assessed for RPL or RCC it may involve one or more of the following:

- Participation in the assessment that the student would be required to complete as part of the full course.
- Direct observation or demonstration of a skill or competence
- Assessment based on a portfolio of evidence
- Examples obtained of students work taken from the workplace, social, community or other setting in which the student applies the skill or competence
- Testimonials of learning, skills or competence
- Combinations of the above

The following is a checklist of suitable evidence. This list is to be used as a guide only.

Certificate of Achievement	Reading lists
Reference/letters of support – Work/Social	Relevant work samples etc.
Evidence of committee work	Letters/memos written at work
Demonstration of skill	Speeches written
Record of academic results	Scrap books
Samples of work (folio)	Budgets
Materials/tools worked with	Magazine/newspaper articles about work
Referee/industry representatives	Rosters/timesheets
Video	Duty statements/job specifications
Photos	Curriculum vitae
Published works e.g.: operational manuals	Community industry awards

If additional evidence is required you may be required to attend an interview/discussion involving the assessor and course/industry experts if appropriate. The assessors are skilled in helping you think about your past experiences in terms of the recognition you are seeking.

Your application is assessed against the following criteria:

Authenticity – do you have evidence of your skills and knowledge?

Currency – are the skills and knowledge used in the workforce now?

Quality – are the skills and knowledge at a standard appropriate for current requirements?

Relevance – are the skills and knowledge relevant to the particular profession?

Transferability – are the skills and knowledge gained elsewhere relevant to the particular profession.

Validity – can the applicant demonstrate a skill required for the course?

Getting the Results

Once your RPL application has been assessed you will be notified of the outcome. If the outcome is successful you will be awarded the qualification(s) you have applied for. If unsuccessful the enrolment in the course for the module(s) required will be recommended.

If you feel that the assessment decision is not correct you can appeal the assessment decision.

Flexible Delivery of Learning and Assessment Services

The aim of flexible delivery is to provide students with the ability to attend a class, study a topic of their choice and to progress at their own pace.

Flexible delivery classes are offered several times per week and are advertised currently in the course brochure. The classes run for 3 hours per lesson over 7 weeks and there are day or evening class times to choose from.

Employability skills and Employment Pathways

All the qualifications provided by WEA Illawarra include employability skills.

Employability Skills are defined as "skills required not only to gain employment, but also to progress within an enterprise so as to achieve one's potential and contribute successfully to enterprise strategic directions".

There are eight Employability Skills: communication, teamwork, problem solving, initiative and enterprise, planning and organising, self-management, learning, and technology.

These skills are assessed as the student progresses through the Certificate of their choice.

Numeracy & Literacy Support

We can provide extra support for students who need help with reading, writing or mathematics. If you need any help in this area please contact the WEA office to arrange a meeting. Please note in some cases fees may apply.

Assessment Policy including Re-assessment and Appeal

The following is a summary of the Assessment Policy, including the process to be followed for appealing assessment outcomes. A full copy of the Assessment Policy is available from the Training Manager.

All students shall be entitled to assessment.

Assessors will ensure:

- The assessment process is valid, reliable, flexible and fair
- Recognition of prior learning is recorded appropriately
- Ongoing assessment is used over a period of time
- All evidence submitted is considered in making their judgement
- Assessment outcomes are recorded appropriately
- Feedback on assessment outcomes is given to each candidate.

Assessors will record assessment outcomes as follows:

C	Competent
NYC	Not yet competent

Assessment for Students with Special Needs

Where students have special needs, assessment tasks may be adjusted and assessment methods may be negotiated to meet candidate special needs, within reasonable limits of feasibility and cost to WEA.

Alternative assessment methods may include but not be limited to:

- Face-to-face interview
- Evidence submitted on audio tape, CD/DVD
- Reprinting / enlarging print on assessment tools.

Where students feel they require assistance with assessment they should in the first instance approach their trainer/assessor to negotiate the process.

Assessment Appeals

All candidates may appeal assessment outcomes. Appeals may be based upon the following circumstances:

- Insufficient information provided to the candidate prior to the assessment
- Incorrect information provided to the candidate prior to assessment
- Assessor did not consider all evidence submitted
- Any other matter deemed relevant by the Training Manager.

In these circumstances the candidate should forward a written appeal to the Training Manager. The appeal should outline the candidate's concerns and detail:

- The candidate's full personal details, i.e. Name, address, date of birth, student ID
- the date and time of the assessment
- the unit of competence being assessed
- all information that the candidate wishes to be considered for the appeal
- the reason for the appeal.

Upon receipt of an appeal the Training Manager will notify the appellant of receipt of the appeal within 5 working days.

Reprinting Statements of Attainment and qualification certificates

Replacement awards can be obtained to:

- recognise a name change
- replace a damaged award
- replace a lost award or
- replace an award marked to indicate outstanding fees.

Note: Additional copies of awards cannot be issued, that is, you can't have more than one copy of an award at any given time.

Reissue of Award Certificate/Statement of Attainment

Where an application for the re-issue of an Award Certificate refers to a qualification that is recognised under the AQF, a replacement will be issued following verification of the original award and payment of prescribed fee.

Where an application for the re-issue of a Certificate refers to a qualification that is no longer recognised under the AQF, a letter will be issued following verification of the original award. The letter will confirm the original award stating title, date of issue, issuing institute and name of person on original certificate.

Please note: All reprints of any Statement of Attainment or Nationally Recognised Qualification will incur a processing fee. Reprints will also be marked with the words "COPY".

Section 5 – Code of Practice and Legal Considerations

As a Registered Training Organisation the WEA Illawarra abides by legislative and regulatory requirements that apply to the WEA activities. We draw students attention particularly to those associated with inclusivity and privacy.

Continuous Improvement

WEA Illawarra will develop and regularly review its processes and procedures in order to attain high quality standards of service delivery and operation. In establishing and monitoring quality standards, WEA Illawarra will take into account:

- all legislative requirements and guidelines
- community, client and industry expectations as identified in consultation and feedback and as documented in Training Packages, accredited courses and other materials.

WEA Illawarra aims to embed quality as part of its organisational culture.

Inclusivity, Disability and Harassment and Bullying

WEA Illawarra values diversity and is committed to promoting an inclusive and safe environment, in which all staff and participants feel valued and have the opportunity to participate. In demonstrating this commitment, WEA Illawarra will comply with legislative requirements in relation to access, equity and discrimination in its employment and delivery of services.

WEA Illawarra recognises that some individuals may face barriers to participation. Where, possible and within financial limits, WEA Illawarra will apply reasonable adjustments to assist employees and participants to work and learn to their full potential.

WEA Illawarra will promote appropriate standards of behaviour in order to avoid and prevent and condemn any unwelcome or unfair treatment, bullying, discrimination, harassment, vilification and victimisation.

Student Support

WEA Illawarra employs a Student Support Officer who is available to discuss training concerns and additional support services that may be required by students. Where necessary additional assistance may be sought with the permission of the student or referral information to appropriate services may be offered to students.

Privacy

WEA Illawarra collects and administers a range of personal information for the purposes of providing and marketing its education and training services. The organisation is committed to protecting the privacy of personal information it collects, holds and administers. WEA Illawarra is bound by and complies with the Australian Privacy Principles as set out in the *Privacy Act 1988*.

Work, Health and Safety

WEA Illawarra is committed to providing a safe workplace and complying with all related legislative requirements

Section 6 – Appendices



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RELEASE OF INFORMATION

Dear Candidate,

As part of the RPL application, you may wish to submit Statements of Attainment, Certificates or Transcripts as evidence of units you have completed and wish to receive credit for.

As part of this process, WEA is required to verify with the issuing organisation that these documents have been issued by them.

As part of the Privacy Act we require your consent to be able to verify this information.

Please indicate below.

- I give permission for WEA to verify any Statement of Attainment, Certificate or Transcript.
- I have logged into USI.gov.au to allow WEA Illawarra permission to access my training records.

Candidate Signature:..... Date:.....

- I do not give permission for WEA to verify any Statement of Attainment, Certificate or Transcript.

Candidate Signature:..... Date:.....

A Citation and Referencing Guide

What is citing and referencing and why use it?

Citing and referencing is properly acknowledging the work of others. It shows you are an effective and ethical researcher and that you are information literate. Quoting the words or using the ideas of other people in your assignments is called citing and must be referenced correctly. There are a number of referencing systems. **The Harvard or author-date system is widely used in universities and is the standard that has been adopted at WEA Illawarra.**

When undertaking an assignment it is completely normal practice for students to research the work of other people to gather ideas and information. You may use many sources including books, newspapers, journals, the Internet, videos, CD ROMs etc. No matter where you gather information from, you must be able to identify the person or organisation that authored the work. When we make use of ideas or information we have gathered, it is very important to acknowledge the intellectual property of others.

There are a number of good reasons for doing this:

- it shows that you are gathering information from a range of sources
- it shows that you have evaluated the credentials and authority of the author
- it shows that you have cross referenced information for authenticity
- it demonstrates your ability to evaluate and synthesise information from many sources
- it can make your argument stronger
- it allows the reader to follow up interesting information and to check the facts
- you are giving credit where it is due.

When do you cite and reference?

A reference must be provided whenever you use someone else's opinion, theories or data, regardless of the source. We can use (cite) other people's work in a number of ways including:

- quoting - using someone else's exact words
- copying - using their figures, tables, images, performance, composition or structure
- paraphrasing - using their idea in your own words
- summarising - using a brief account of their ideas
- the way they organise their material.

Each time you do this it is important to identify the other person's work by making reference to it. You do this by including a reference **at that place in your text and include details of the publication in a list at the end.**

What if you don't reference?

Plagiarism is taking someone else's work or ideas and presenting it as your own. This includes copying from another student's work or from books, magazines, etc. It includes cutting and pasting material from references such as *Encarta* or Internet sites. It may only be a line or two or much more. Plagiarism is considered a serious offence in education and may result in you not getting any marks and having to begin again.

Managing your information and other tips

In order to be able to reference correctly you need to ensure you have the right details. It is frustrating to have a wonderful quotation, diagram or important data if you forgot to write down where it came from. You will need to get into the habit of making sure you have the correct information on your notes, files, papers, articles, photocopies etc. as you do the research. You must also include the dates you accessed Internet sites as well as the website location or URL.

Your reference list can be added to as you use the information and then sorted alphabetically as you tidy up at the end. Make sure each entry is on its own line, then select the whole list and choose <Sort> from the <Table> menu. While selected you could also give the list a hanging indent to improve readability.

How do you cite and reference?

You will be expected to use the **Harvard** or author-date system in all written work in all subject areas where you use information from other sources. It is important that you are consistent in applying it.

Examples are provided in the table at the end of this document.

Study the exact order of items, punctuation and style in the examples and ensure your reference list follows suit. Note that:

- minimal capitalisation is used
- underlining is not used
- round brackets are used to indicate an editor
- square brackets can be used to indicate the type of material, e.g. [picture], [online]
- commas are used to separate items but are not necessary after a full stop.

The in-text reference

This is a brief reference that you place in the text at the point you are acknowledging another person's work. You need to include the author, the date and perhaps a page number. This information is for the reader to get further details from the Reference List and the original material if they wish.

A direct quote and length of the quote

A direct quote is using the exact words from a book, website, person or other source. For a short quote, include the quoted words inside quotation marks. Single quotation marks should be used (double quotes are only used for a quote within a longer quote). Place the reference, enclosed in brackets, immediately after the quote. For diagrams, tables, images etc. place the reference directly under the item. Citations should be, whenever possible, placed at the end of a sentence (before the concluding punctuation). For example, ...as one writer put it 'the darkest days were still ahead' (Weston 1988, p.45).

Quotes up to two full lines are included within the text as in the example above. Longer quotes are treated differently. The quote is introduced in the text but will start on a new line indented about 1 cm on both the left and right. Note that quotation marks are not used. The author-date reference follows the quote as in the following example:

The person mentioned most often when discussing famous women scientists is Marie Curie who discovered two chemical elements and proved that atoms, once thought indivisible, could break down. She coined the term *radioactivity* to describe this process. Curie was the first woman to receive a Nobel Prize (Yount 1999, p. 43).

An indirect quote

An indirect quote is putting the person's idea in your own words, that is, paraphrasing or summarising.

Place the reference, enclosed in brackets, within or after the quote in such a way that it is clear who you are acknowledging, e.g.

A recent study (Phuong & Kosmos 2001, p.233) has shown that more students stay at school if unemployment increases.

OR

In their study of how long students stay in school, Phuong & Kosmos (2001, p.233) found they are more likely to continue in education if the unemployment level rises.

You will need a page number if the idea is a specific one or if you use a diagram, photo, table, etc.

More general ideas don't need the page reference.

The Reference List

The Reference List is placed at the end of the assignment. It must include all the references you **use** in your writing. A bibliography, on the other hand, includes any other relevant material you may have looked at, but which you do not refer to directly. Personal communications are not usually part of a reference list unless the interview was tape recorded.

References

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Style manual for authors, editors and printers, 5th edn, 1995, Australian Government Printing Service, Canberra.

Taylor, G 2004, *A referencing guide*, UHS referencing handout PDF [online], accessed 24 Aug 2004, <<http://www.tayloron.net/plagiarism>>.

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