

# Code of Practice

## Introduction

This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of higher education organisations registered in South Australia under the Training and Skills Development Act, 2003.

## Provision of Higher Education

- Adelaide Central School of Art has policies and procedures which maintain high professional standards in the delivery of higher education services, and which safeguard the interests and welfare of students;
- Adelaide Central School of Art maintains a learning environment that is conducive to the success of students;
- Adelaide Central School of Art has the capacity to deliver and assess the qualifications for which it has been registered, provides adequate facilities, and uses methods and materials appropriate to the learning and assessment needs of students;
- Adelaide Central School of Art monitors and assesses the performance and progress of its students;
- Adelaide Central School of Art ensures that teaching staff are suitably qualified with credentials from recognised institutions that have demonstrated their bona fides as qualifications issuing bodies;
- Adelaide Central School of Art ensures that teaching staff are sensitive to the cultural and learning needs of students, and it provides professional development for staff as required;
- Adelaide Central School of Art ensures that assessments are conducted in a manner which meets the specifications of accredited courses;
- Adelaide Central School of Art is committed to access and equity principles in and processes in the delivery of its services.

## Issuance of Qualifications

- Adelaide Central School of Art issues qualifications and Statements of Attainment to students who meet the required outcomes of a qualification or course units, in accordance with the AQF Implementation Handbook;
- Adelaide Central School of Art notifies the Department of Further Education, Employment, Science and Technology through the Client Qualifications Register of all qualifications and Statements of Attainment issued within one month of issuance.

## Marketing of Education and Training Services

- Adelaide Central School of Art markets and advertises its products and services in an ethical manner;
- Adelaide Central School of Art gains written permission from a student or client before using information about that individual or organisation in any marketing materials;
- Adelaide Central School of Art accurately represents our recognised courses and services to prospective students.
- Adelaide Central School of Art ensures students are provided with full details of conditions in any contractual arrangements with the organisation;
- Adelaide Central School of Art draws no false or misleading comparisons with any other education and training organisation or qualification.

## Financial Standards

- Adelaide Central School of Art is financially viable and compliant with all financial reporting requirements under Commonwealth and South Australian legislation.
- Adelaide Central School of Art ensures that the contractual and financial relationship between the student and the organisation is fully and properly documented, and that copies of the documentation are made available to the student. Documentation includes:
  - the rights and responsibilities of the students,
  - costs of education and assessment services and issuance of qualifications and Statements of Attainment,
  - payment arrangements,
  - refund conditions and any other matters that place obligations on our organisation, students;
- Adelaide Central School of Art provides, on an annual basis, a statement by an appropriately qualified accountant attesting to the financial viability of the organisation and capacity to deliver the course for which it is registered;
- Adelaide Central School of Art has policies and procedures in place to ensure that students receive an appropriate refund of fees in specified circumstances, including services not provided as a result of the financial failure of the organisation;
- Adelaide Central School of Art has policies and procedures in place for processing grievances and provides information in writing to students on the matter;
- Adelaide Central School of Art safeguards fees through the fact that the organisation is administered by a State, Territory or law of the Commonwealth for recurrent expenditure for the provision of education or training, or
  - Membership of an approved Tuition Assurance Scheme; or
  - A policy of accepting payment of no more than \$500 from each individual student prior to a course commencement and after course commencement, accepting monies accruing to no more than \$1,000.

## Provision of Information

- Adelaide Central School of Art prior to enrolment, supplies accurate, relevant and up-to-date information to prospective students covering, but not limited to:
  - A copy of the Code of Practice;
  - Student selection including status and RPL arrangements, language, literacy and numeracy assessment;
  - Course information, including content and outcomes;
  - Fees and charges, including refund policy and exemptions (where applicable);
  - Learning and assessment procedures;
  - Welfare and guidance services;
  - Appeals and complaints procedures;
  - Disciplinary procedures;
- Adelaide Central School of Art regularly reviews all information provided to ensure its accuracy and relevance.

## Recruitment

- Adelaide Central School of Art conducts recruitment of students at all times in an ethical and responsible manner;
- Adelaide Central School of Art ensures that the educational background of intending students is assessed by suitably qualified staff and/or agents, and provides for the training of such staff and agents, as appropriate.

## Support Services

Adelaide Central School of Art provides adequate protection for the health, safety and welfare of students and without limiting the ordinary meaning of such expression, this includes adequate and appropriate support services in terms of academic and personal counselling.

## Grievance Mechanism

- Adelaide Central School of Art ensures that students have access to a fair and equitable process for dealing with grievances and provides an avenue for students to appeal against decisions that affect the students' progress. Every effort is made by our organisation to resolve students' grievances;
- Adelaide Central School of Art has policies and procedures implemented for dealing with student complaints, grievances and appeals that ensure a constructive and expeditious process, ensuring that:
  - Each complaint, grievance, appeal and its outcome is recorded in writing;
  - Each complaint or grievance can be appealed and heard by an independent person or body such as a relevant State or Commonwealth regulatory body;

- Each complainant has an opportunity to formally present his or her case; and is given a written statement of the outcome of the process, including reasons for the decision.
- Adelaide Central School of Art has a grievance policy where a member of staff is identified to students as the reference person for such matters. In addition, the grievance mechanism as a whole is made known to students at the time of enrolment. Where a grievance cannot be resolved internally, our organisation advises students of the appropriate body where they can seek further assistance.

#### Record Keeping

- Adelaide Central School of Art keeps complete and accurate records of the attendance, progress and assessment of students as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to students on request;
- Adelaide Central School of Art will report through DFEEST's Client Qualifications Register on the qualifications issued within one month of issuance;
- Adelaide Central School of Art is willing to report on a confidential basis, statistical information on our higher education courses including student load and enrolments, fields of study, student completion rates and staff.

#### Quality Control

- Adelaide Central School of Art has documented processes and appropriate mechanisms in place to ensure course outcomes are consistent with courses leading to equivalent qualifications in an Australian university.
- Adelaide Central School of Art has mechanisms in place to continuously improve services including processes to obtain feedback from students, and other relevant parties on their satisfaction with services received;
- Adelaide Central School of Art complies and will continue to comply with the Guidelines on Higher Education Accreditation and Registration (Recognition) and National Protocols for Higher Education Approval Process.