



"Doing Good Work For Families"

WALTJA TJUTANGKU PALYAPAYI

CODE OF PRACTICE

TRAINING AND ASSESSMENT SERVICES



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CODE OF PRACTICE

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This Code of Practice is the policy document which governs Waltja's operations as Registered Training Organisation. It is to be reviewed annually by the Manager to ensure consistency with Waltja's organisational goals and practices, and compliance with the Standards for Registered Training Organisations under the Australian Quality Training Framework. The Code of Practice will be reviewed annually by Waltja's Manager.

Approved by : signature	position	date	Due for review by
(SHARIJN KING)	MANAGER	07/01/05	07/01/06
(SHARIJN KING)	MANAGER	8/1/07 18/1/07	18/01/08
(SHARIJN KING)	MANAGER	8/1/08 18/1/08	18/01/09



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CODE OF PRACTICE:**

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1. WALTJA'S COMMITMENT TO QUALITY TRAINING

Waltja Tjutangku Palyapayi is committed to following this Code of Practice to ensure quality standards in our provision of nationally accredited education and training.

Waltja will adopt policies and management practices which maintain quality standards in the marketing and delivery of all training programs. Waltja will safeguard the interests and welfare of clients at all times.

Waltja will maintain a training and learning environment that is conducive to the success of its clients, in particular to Aboriginal people in remote communities.

Waltja is an incorporated Aboriginal Association drawing its members from the region's remote communities. Waltja provides facilitation, advocacy, and community and training services for its client communities in the following ways:

- Waltja facilitates and strengthens the communication and information flow processes between remote Aboriginal communities and service providers.
- Waltja advocates on behalf of remote Aboriginal people on a range of issues.
- Waltja brokers services and programs to remote Aboriginal communities.
- Waltja provides training needs analysis and training services in response to identified community needs.
- Waltja operates its programs and produces resource materials in culturally appropriate terms, using its members' own languages and observing their customs.

2. WALTJA'S CONSTITUTIONAL OBJECTIVES

Waltja Tjutangku Palyapayi Association was established:

In recognition of the severe sickness, poverty, helplessness and distress experienced by Central Australian Aboriginal people as a result of dispossession of traditional lands, cultural disintegration and social and economic marginalisation.

The following are the objects of Waltja's Constitution:

- To provide appropriate transportation, sporting, communications, health and disability, education and homemaker services to relieve the severe economic



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- disadvantage and social, emotional and spiritual well being issues experienced by Central Australian people. This includes substance misuse, child protection issues, and all forms of violence including suicide and clinical mental illnesses.
- To provide administrative and related resources and programs to develop members of the Central Australian community's capacity for self-management and self-determination.
 - To facilitate community participation in the planning, management provision and evaluation of community based services in the Central Australian Region.
 - To secure the provision of training, employment and related programs to alleviate chronic unemployment experienced by Central Australian people.
 - To represent the views of Central Australian families, from children to the elderly, to arrest cultural disintegration within the Central Australian community.
 - To provide and promote opportunities for members' cultural expression to arrest disintegration within the Central Australian community.
 - To undertake measures necessary to improve race relations and counter racial vilification and alleviate the social distress experienced by Central Australian people.
 - To provide resources, administrative and related support to members in the establishment of initiatives and organisations, the objectives of which will reduce the levels of sickness, poverty, helplessness and distress experienced by Central Australian people.
 - To identify opportunities and needs for the enhancement or extension of community based services to relieve the reliance on Alice Springs services.

3. WALTJA'S STRATEGIC GOALS AND OPERATING PRINCIPLES

Waltja is committed to supporting community development and self-determination for Aboriginal communities. Waltja is committed to providing training in partnership with Aboriginal communities to meet Waltja's five strategic goals:

- **Helping people know:** better understanding, ideas and information about remote communities, their needs and what to do about these for the communities themselves, service providers and government
- **New ways to do things:** remote communities and service providers working in new and different ways
- **Working together:** everyone working and deciding together. Remote communities participating more in decision-making that affects their lives



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- **Better help for families:** remote communities and service providers working better
- **Good ways to do things:** to develop models of 'best practice', and Waltja to be known as a place of good work.

Since it began, Waltja has operated using a set of principles which are recognised by its members, remote community people and other organisations and agencies. These principles and its structure combine to give Waltja an overall approach, which is unique.

The core operating principles are that:

- The family is the foundation of the Aboriginal community and indigenous identity. Service delivery is most effective when it occurs in the context of the broad family as understood by Aboriginal people.
- Direct service delivery is most effective when provided by local community people who have access to training and support to ensure quality service outcomes.
- Waltja therefore emphasises the building of partnerships with Aboriginal communities as the most effective way of providing services to respond to identified needs.
- Direct services need to be located within and supported by local communities. Waltja works in the communities it services. Waltja promotes self-reliance and dignity.

4. STANDARDS FOR REGISTERED TRAINING ORGANISATIONS

Waltja is a Registered Training Organisation (RTO). This means that Waltja is able to offer training and assessment leading to nationally recognised qualifications, for courses within Waltja's scope of registration.

Waltja is committed to compliance with the Australian Quality Training Framework (AQTF) Essential Standards for Registered Training Organisations. Waltja will:

- Provide quality training and assessment across all Waltja's RTO operations
- Adhere to principles of access and equity and maximise outcomes for clients
- Establish and maintain management systems, which are responsive to the needs and clients, staff and stakeholders, and to the Central Australian context.



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AQTF Standard 1

The RTO provides quality training and assessment across all of its operations.

- 1.1 The RTO collects, analyses and acts on relevant data for continuous improvement of training and assessment
- 1.2 Strategies for training and assessment meet the requirements of the relevant Training Package or accredited course and are developed in consultation with industry stakeholders
- 1.3 Staff, facilities, equipment, and training and assessment materials used by the RTO are consistent with the requirements of the Training Package or accredited course and the RTO's own training and assessment strategies.
- 1.4 Training and assessment are conducted by trainers and assessors who:
 - a. have the necessary training and assessment competencies as determined by the National Quality Council or its successors
 - b. have the relevant vocational competencies at least to the level being delivered or assessed
 - c. continue developing their vocational and training and assessment competencies to support continuous improvements in delivery of the RTO's services.
- 1.5 Assessment, including Recognition of Prior Learning (RPL)
 - a. meets the requirements of the relevant Training Package or accredited course
 - b. is conducted in accordance with the principles of assessment and the rules of evidence
 - c. meets workplace and, where relevant, regulatory requirements.

AQTF Standard 2

The Registered Training Organisation adheres to principles of access and equity and maximises outcomes for its clients.

- 2.1 The RTO continuously improves client services by collecting, analysing and acting on relevant data
- 2.2 Before clients enrol or enter into a contract, the RTO informs them about the training, assessment and support services to be provided, and about their rights and obligations
- 2.3 Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of training and assessment.
- 2.4 Learners receive training, assessment and support services that meet their individual needs.



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- 2.5 Learners have timely access to current and accurate records of their participation and progress
- 2.6 Complaints and appeals are addressed efficiently and effectively.

AQTF Standard 3

Management systems are responsive to the needs of clients, staff and stakeholders, and the environment in which the Registered Training Organisation operates.

- 3.1 The RTO uses a systematic and continuous improvement approach to the management of operations
- 3.2 The RTO monitors training and /or assessment services provided on its behalf to ensure that they comply with all aspects of the AQTF Essential Standards for Registration
- 3.3 The RTO manages records to ensure their accuracy and integrity

Waltja's Manager is responsible for ensuring that Waltja has and follows policies and procedures, which are compliant with the Essential Standards for Registered Training Organisations (RTOs). The Manager will ensure that all staff are fully informed of their responsibilities.

Waltja's training staff will provide advice to Executive on AQTF compliance issues as required, and report regularly to Manager.

Waltja's Manager and training staff will review Waltja's RTO policies and procedures at least annually.

Waltja will conduct self-assessment and risk assessment in relation to compliance with the AQTF Standards, Quality Indicators and Conditions of Registration at least annually. In particular Waltja will review performance against the three AQTF Quality Indicators - employer satisfaction, learner satisfaction and competency completion rate. Waltja's Manager and Executive will take timely and appropriate action to address identified issues or risk.

Waltja will provide regular reports and data to the NT Training Authority (DEET) and will make additional information on Waltja's RTO services available as required.



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5. STAFF RESPONSIBILITIES AND STAFF PROFESSIONAL DEVELOPMENT

Waltja's Manager will ensure that Waltja's policies are consistent with the Essential Standards for Registered Training Organisations.

Waltja has a commitment to professional development for all staff.

This includes:

- Ensuring all staff have the skills and qualifications required under the Essential Standards for RTOs or required by other authorities or funding bodies
- Supporting all staff to gain skills and qualifications connected to their current position and providing support and opportunities for longer-term career development
- Mentoring Aboriginal trainees towards higher level positions within Waltja or in other organisations.

At least once a year the Manager or delegated training staff will meet with each staff member to develop individual training plans and this information is to contribute to Waltja Management's review of professional development needs, and development of strategies to address these needs.

Waltja staff involved in training and assessment services are required to comply with the policies and procedures outlined in the following documents:

- Code of Practice
- Waltja RTO Procedures Register.

If staff members do not meet their responsibilities outlined in these documents and in their duty statement, they will be counselled by the Manager. Training to improve skills and knowledge may be required. Appropriate remedial and/or disciplinary action will be decided by the Manager, and followed up in performance reviews.



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6. ACCESS AND EQUITY

Waltja is an Aboriginal Association, working with and for remote Aboriginal communities, the most disadvantaged of the disadvantaged. Our client group for training and assessment services is first and foremost Aboriginal people.

Waltja is committed to the promotion of equality of opportunity for disadvantaged groups, and to the promotion of bias-free communication.

Waltja is committed to equal access and equity of all. All reasonable provision will be made to include and accommodate learners with disability within Waltja's training programs. Clients are encouraged to inform Waltja staff, and fill in details on the enrolment form, about any medical or physical condition which may limit their participation.

Women govern Waltja, and the emphasis of our programs is family and community wellbeing. Waltja will work with all members of remote communities. The selection process for participants in accredited and non-accredited training programs is done in consultation with Waltja Management Committee members and/or Community Council members from the relevant communities.

We are committed to providing culturally appropriate training, respecting the strong oral culture of Aboriginal people, and using language that learners are confident in (their own language, or clear simple English). Community members are employed wherever possible as workshop facilitators, trainers, and interpreters.

Waltja does not generally charge fees for training services provided on remote communities. Funding for training services, as with other services provided by Waltja for remote communities, is sought from Federal and Territory governments and benevolent foundations on a project basis, and ideally, as part of a broader community development program.

Waltja may in the future offer training and assessment services to non-Aboriginal clients and urban-based Aboriginal clients, for accredited programs within our scope of registration.



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7. MARKETING and PRE-ENROLMENT INFORMATION

Waltja will market its vocational education and training programs in an ethical manner and in accordance with the Essential Standards for Registered Training Organisations. In particular Waltja will:

- Accurately represent our training products and services to all prospective clients, in clear simple English and/or relevant community languages
- Give clear and accurate information, in any advertising material about Waltja AQF training programs, about how the course outcomes are linked to certificates or statements of attainment
- Only refer to AQF qualifications for courses within Waltja’s scope of delivery as a Registered Training Organisation (RTO)
- Gain prior written permission before referring to any other person or organisation in any marketing material about Waltja’s AQF training and assessment services
- Comply with the conditions of use of national and NT logos

Waltja will provide clear information to each client about Waltja’s training, assessment and support services, and their rights and obligations as students, before accepting enrolments

Pre-enrolment information will include:

- client selection, enrolment and induction/orientation procedures;
- course information;
- fees and charges, including refund policy and exemptions (where applicable);
- provision for language, literacy and numeracy support;
- flexible learning and assessment procedures;
- welfare and guidance services;
- appeals, complaints and grievance procedures;
- disciplinary procedures;
- Recognition of Prior Learning (RPL) arrangements;
- Mutual Recognition arrangements.



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8. FEES AND REFUNDS

Waltja policies in relation to fees and refunds for accredited training programs within Waltja’s scope of registration are as follows.

Waltja fees:

- Will reflect actual costs of providing training and assessment services
- Will be set in fair competition with other training organisations in Alice Springs
- May be waived in order to increase access and equity opportunities for Aboriginal people in Central Australia.

Where a client withdraws from a fee-paying course following enrolment and prior to commencement, they can apply for and receive eighty percent (80%) of the pre-paid fee. Clients are not eligible for a refund if they withdraw after this period of time.

Where Waltja cancels a course the fees will be fully refunded.

9. RECOGNITION OF PRIOR LEARNING AND MUTUAL RECOGNITION

People who enrol in accredited training programs with Waltja can apply for Recognition of Prior Learning (RPL). RPL means that they can have their current skills and knowledge assessed and credited against the modules or units of competency in the course, and thus cut short the time spent in course-work. It doesn't matter whether people gained their skills and knowledge through study or practical experience or a combination of the two. RPL simply requires enough evidence to demonstrate that a person has current competence in the specified course outcomes.

RPL processes involve four steps:

1. The client goes through the course outline or Training Package, and identifies module outcomes or elements of competency, which they consider they are already competent in.
2. The client produces verifiable details of past training or current knowledge related to specific units or elements of competence.
3. Waltja staff will assess this evidence against the course criteria taking into account: authenticity, validity, reliability, currency, and sufficiency.



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4. Waltja staff will determine strategies for assessment of competencies which cannot be adequately verified through documents.

Waltja recognises the AQF qualifications and Statements of Attainment issued by any other Registered Training Organisations. If participants or intending participants in a Waltja accredited training program have already completed training in the same or a similar training program, the training staff will check the details and arrange for appropriate credit status. Participants should provide details of:

- the course they have previously completed;
- the name and if possible the contact details of the Registered Training Organisation with which they were previously enrolled;
- the year and date of their previous course;
- Evidence of completion, for example a Certificate or Statement of Attainment.

10. ISSUING QUALIFICATIONS

All participants with Waltja who complete a national Training Package qualification will be issued with a Certificate detailing the qualification and the units of competency completed.

All participants who complete units but not a complete qualification will be issued with a Statement of Attainment, detailing the units of competency completed.

Certificates and Statements of Attainment are to be prepared and issued in accordance with Waltja's RTO Policy and Procedures, and AQF requirements for RTO's.

Where possible, Certificates or Statements of Attainment are to be presented in a face-to-face public event organised by Waltja. If this is not possible, they are to be presented personally to the participant by a Waltja staff member or member of Waltja Executive at the earliest opportunity. If neither of these options is possible, the participant is to be consulted about the best method for ensuring that they receive their Certificate or Statement.



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11. DISCIPLINE, GRIEVANCES AND APPEALS

If participants have a grievance about any aspect of Waltja's training, assessment or client services, they are encouraged to discuss the grievance with the responsible member of staff. The staff member will attempt to resolve the grievance through discussion and mediation with the people involved, or through making changes to their own practice.

If the client prefers not to deal with the relevant staff member, they may complete a *Grievance/Appeal Application Form*; send a written statement of their grievance to the *Manager*, or make a verbal complaint.

It is the responsibility of the staff member to report the grievance at their earliest opportunity. This needs to be done whether or not the grievance has been resolved to the client's satisfaction.

If the matter is resolved through discussion between the client and staff member or *Manager*, no further action will be taken, other than inclusion in Waltja's *Grievance / Appeals Register*.

If the grievance remains unresolved, the *Manager* will refer the grievance to Waltja's *Executive*. The *Executive* will consider the grievance and provide an opportunity for the client to present their case. The decision of Waltja *Executive* will be final. Waltja will give written advice to the client about the decision of the *Executive*.

Clients may wish to lodge an appeal against a Waltja decision, which affects them (for example a decision about their enrolment, or results of assessment). The *Manager* is to identify a panel of two people, with knowledge of the participant's community and/or relevant industry/training knowledge who also have the cultural and language skills needed for liaison with the client who lodged the grievance. The client must be given the opportunity to formally present their case. The panel will advise Waltja and the client of the outcome of the appeal. Waltja will follow up with written advice to the client about the panel decision.



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12. MEMORANDUMS OF AGREEMENT WITH OTHER TRAINING ORGANISATIONS

Waltja will have a written Memorandum of Agreement with each organisation that provides training and/or assessment on Waltja's behalf. The Memorandum of Agreement will specify how each party to the agreement will discharge their responsibilities for compliance with the Standards for Registered Training Organisations (RTOs). Waltja will maintain a register of all agreements made.