



Preston Neighbourhood House

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"Leading our community towards greater independence and quality of life." ABN 66801857062

CODE OF PRACTICE

PURPOSE

The role of community based providers of adult education in promoting and supporting learning is:

- to contribute to the skills and knowledge base of its community,
- to facilitate participation in community life and in all aspects of its planning and delivery,
- to contribute to the development of social & learning networks – in supporting staff and tutors – at local, regional and statewide levels,
- to provide and foster community leadership and action.

The purpose of this policy is to ensure that the planning and delivery of the program and the development of policy and practice remains consistent with these principles.

Our fundamental beliefs are:

- ◆ We will be successful by understanding and being responsive to the needs of individuals, families and groups within our community.
- ◆ We recognise that effective community ownership and management of the organisation will enhance our success.
- ◆ We are driven by the desire to achieve quality in all our services.
- ◆ We are responsible to our community and funding organisations for the efficient use of available resources and must provide value for money.
- ◆ We respect the dignity and recognise the merit of each member of our community and will ensure the house is free from discrimination on the grounds of race, religion, gender or disability.
- ◆ We respect and welcome cultural diversity.
- ◆ We are responsible for the safety of staff, volunteers and participants.

To ensure that all we do reflects our fundamental beliefs it is essential that:

- ◆ Committee of Management members, staff, volunteers & tutors be caring, compassionate, supportive, discrete and sensitive to the needs of all involved in the Neighbourhood House. All personal information must be treated as strictly confidential.
- ◆ Committee of Management will respect the confidentiality of information obtained in the course of any meetings and not share information with reference to staff members or committee of management members, to networks outside the service.

- ◆ Staff, tutors, volunteers and committee members will respect the confidentiality of information obtained in the course of their work at the centre. The worker/committee member will not share confidences revealed by clients without their consent except when compelling moral or ethical reasons exist.
- ◆ Staff and volunteers will act to ensure that all persons have access to the resources, services and opportunities that contribute to their well being.
- ◆ Committee of Management members, staff and volunteers will recognise the goals of the organisation, contribute to these and work towards the best possible standards of service to the community.
- ◆ Staff and volunteers will provide users with accurate information regarding the services available to them and will not knowingly withhold that information.

OUR VISION

Achieving excellence in leading our community towards greater independence and quality of life.

OUR MISSION

Preston Neighbourhood House will encourage and support the local community to increase independence and quality of life by providing high quality, accessible programs and services promoting social interaction, mutual support and skill development

GOALS

1. Management

Achieve effective community management by a committee that reflects the diversity of the local community.

2. Programs

Preston Neighbourhood House is committed to planning and implementing adult education programs that provide lifelong learning opportunities, increased participation in the community and pathways to further education and employment.

3. Services

To provide for the development of skills, knowledge, independence and quality of life for individuals, families and groups in the community through increased opportunities to access quality services and programs.

4. Facilities / Resources

Maintain the long-term viability of Preston Neighbourhood House to enable it to implement its programs in an orderly and cost effective manner.

5. Marketing

Raise the profile of Preston Neighbourhood House within the local community to increase awareness of, support for, and participation in our programs.

SCOPE

This policy is explained through:

- Privacy and Confidentiality Policy,
- Equal Opportunity and Non-Discrimination,
- Fees and Charges,
- Recognition of Prior Learning
- Continuous Improvement.

In additions reference should be made to:

- * Human Resource Management Policy
- * Quality Training & Assessment
- * Grievances, Complaints & Appeals
- * Staff Induction

1. PRIVACY & CONFIDENTIALITY POLICY

In summary:

- ◆ Personal information will be collected for administrative, reporting and statistical purposes.
- ◆ All personal information collected will be kept secured.
- ◆ Access to personal information will be restricted to those individuals and organisations that have the right to access information eg tutors, funding organizations and the individual themselves..
- ◆ All Staff including Tutors, Volunteers will be made aware of confidentiality policy & procedures.
- ◆ If participants feel that information has been misused they may make a complaint following the centre's grievance procedure.

(Please refer to complete policy statement for a more detailed position on the handling of personal information)

2. EQUAL OPPORTUNITY AND NON-DISCRIMINATION POLICY

GENERAL PRINCIPLES:

Preston Neighbourhood House will at all times put into effect its commitment to principles of equality of opportunity and non-discrimination with regard to staff, volunteers, students and other stakeholders.

EQUAL EMPLOYMENT OPPORTUNITY:

Preston Neighbourhood House will ensure that it implements equal employment opportunity practices in accordance with the provisions of the Equal Opportunity Act 1984.

NON-DISCRIMINATION:

Preston Neighbourhood House will not discriminate against staff, volunteers, students or other stakeholders on the basis of –

- ◆ *Age*
- ◆ *Impairment*
- ◆ *Industrial Activity*
- ◆ *Lawful sexual Activity*
- ◆ *Marital Status*
- ◆ *Physical Features*
- ◆ *Political belief or Activity*
- ◆ *Pregnancy*
- ◆ *Race*
- ◆ *Religious belief or Activity*
- ◆ *Sex*
- ◆ *Parental Status or Status as a carer*
- ◆ *Breastfeeding*
- ◆ *Gender Identity*
- ◆ *Sexual Orientation*
- ◆ *Personal Association*

COMPLAINTS:

Complaints of discrimination or denial of equal opportunity will be dealt with under the Grievance Procedure, and may also be referred to other appropriate bodies.

INFORMATION & TRAINING:

Preston Neighbourhood House Management and Staff will ensure that they have an adequate understanding of the areas of equal opportunity and non-discrimination, including comprehensive written information, and will undertake training in areas as necessary.

3. FEES & CHARGES POLICY AND PROCEDURES:

Fees and charges are set down by the Committee of Management in conjunction with the Co-ordinator to provide low cost programs for the community.

- ◆ A non-refundable deposit of \$5 is required to confirm any enrolment.
 - ◆ Full payment is required 2 weeks prior to the course commencing.
 - ◆ Refunds are only available when the course has been cancelled, or
 - ◆ An individual withdraws from a class in the first four weeks.
- The application for refund of fees should be made in writing.

NB Participants are encouraged to talk to the Co-ordinator if they are experiencing difficulty with the payment of fees.

4. RECOGNITION OF PRIOR LEARNING POLICY

PURPOSE

One of the key goals of the Preston Neighbourhood House is to strengthen our focus on learners and participants.

The values of quality services and respect for an individual's life journey underpin this goal.

The policy will support the above goal by recognizing an individual's prior learning both formal and informal and increase the flexibility of learning options.

◆ General principle

Preston Neighbourhood house will ensure those students are fully and clearly informed about the availability of Recognition of Prior Learning and the process involved.

Recognition of Prior Learning will be available to students in accordance with need; and may be undertaken at any time.

◆ Objective

To provide a fair process of assessing formal and informal learning which demonstrate competencies in the unit for which RPL is sought.

◆ Access to Recognition of Prior Learning

Staff will ensure that procedures are in place to enable students in access this service.

Students will be made aware of their right to access Recognition of Prior Learning at the earliest possible opportunity.

◆ Procedure

The Recognition of Prior Learning procedure will also include appropriate training and provision for support from PRACE staff.

If PRACE staff are unable to conduct Recognition of Prior Learning they will endeavour to locate an alternative service for the procedure.

Students are to complete a Recognition of Prior Learning request form, (**Appendix A**) and submit this together with the relevant fee (as set out in the Fees & charges Policy) and evidence folio.

The Co-ordinator or his/her nominated officer, together with a person qualified to deliver the course will meet with the applicant to assess competencies.

The assessment will be conducted as specified in the Curriculum Training Package and the assessment strategies developed for that course.

The Recognition of Prior learning assessment form (**Appendix B**) will be completed and signed by both assessors.

Students who are assessed as having the required competencies will be provided with a Statement of Attainment.

Recognition of Prior Learning is only to be provided for complete modules or parts thereof.

5. CONTINUOUS IMPROVEMENT

The organization will implement a continuous improvement process which reviews and improves policy and procedures which are designed to:

- Maintain a high standard of adult education programs and activities which meet the quality requirements of funding organizations and deliver high levels of customer satisfaction.
- Maintain accurate and confidential systems for collecting, collating and using data. This will include meeting the requirements of the Trakker system.
- Deliver and evaluate courses in line with the requirements of curriculum/learning packages and any other requirements or relevant State or national Education bodies.
- Ensure that staff are competent to meet the organisation's obligations as an RTO and as an ACE provider.
- Comply with all legislation relevant to the operation of training organisations.
- Provide appropriate and well maintained facilities, equipment, training and other resources that are adequate for delivery of courses registered on the scope of registration.
- Continuously review marketing strategies in order to promote courses/activities with integrity, accuracy and professionalism. Avoid use of any false or misleading material.
- Implement processes which inform students of the requirements of courses, ensures fair and inclusive student selection and deals fairly with grievance and appeals.

The following questions should be asked whenever any new policy/procedure is developed to ensure consistency with the principles contained within this document.

Q. Does this Policy/Procedure contribute to:

- the skills and knowledge base of our local community?
- include our stakeholders in participating in the development of this policy/process?
- promote and foster leadership and community action?

Q. Can this policy/process be improved upon so that it contributes to (points above)?

- Q Is this policy/process aligned to the principles outline in this document?
i.e.
- is there a genuine attempt to foster community ownership and management?
 - Is it inclusive and does it actively invite participation?
 - Have all stakeholders been consulted?
 - Is the process transparent?
 - Is it accountable to our stakeholders?
 - Does it lead to improvement in the delivery and quality of outcomes of our programs?
- Q Have the details and/or updates contained within this policy been conveyed to all stakeholders?
- Q Are there appropriate resources (including training) available for the policy to be implemented?
- Q Is there a process in place to identify to stakeholders, the particular “version” and currency of policy?