

ALC Code of Practice – Domestic

1. Introduction

This Code of Practice provides the basis for good practice in the promotion, operation, financing and administration of higher education services by Australian Lutheran College [ALC], as a higher education organisation registered in South Australia under the Training and Skills Development Act 2003.

2. Provision of Higher Education

ALC:

- 2.1 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;
 - 2.2 maintains a learning environment that is conducive to the success of students;
 - 2.3 has the capacity to deliver and assess the qualifications for which ALC has been registered, provides adequate facilities, and uses methods and materials appropriate to the learning and assessment needs of students;
 - 2.4 monitors and assesses the performance and progress of its students;
 - 2.5 ensures that teaching staff are suitably qualified with credentials from recognised institutions that have demonstrated their bona fides as qualifications issuing bodies;
 - 2.6 ensures that teaching staff are sensitive to the cultural and learning needs of students, and ALC provides professional development for staff as required;
 - 2.7 ensures that assessments are conducted in a manner which meets the specifications of accredited courses;
 - 2.8 is committed to access and equity principles and processes in the delivery of its services.
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3. Issuance of Qualifications

ALC:

- 3.1 issues qualifications and academic records and transcripts to students who meet the required outcomes of a qualification or course units, in accordance with the *AQF Implementation Handbook*;
- 3.2 notifies the Department of Further Education, Employment, Science and Technology [DFEEST] through the Client Qualifications Register of all qualifications, academic records and transcripts issued within one month of issuance.

4. Promotion of Courses and Assessment Services

ALC:

- 4.1 promotes and advertises our products and services accurately and in an ethical manner;
- 4.2 gains written permission from a student before using information about that individual in any promotional materials;
- 4.3 accurately represents our recognised courses and services to prospective students;
- 4.4 ensures students are provided with full details of conditions in any contract arrangements with ALC;
- 4.5 draws no false or misleading comparisons with any other training organisation or qualification.

5. Financial Standards

ALC:

is financially viable and compliant with all financial reporting requirements under Commonwealth and South Australian legislation;

- 5.1 ensures that the contractual and financial relationship between the student and ALC is fully and properly documented, and that copies of the documentation are made available to the student. Documentation includes:
 - the rights and responsibilities of students,
 - costs of education and assessment services and issuance of qualifications and academic records and transcripts,
 - payment arrangements,
 - refund conditions and any other matters that place obligations on ALC students;
- 5.2 provides an annual statement by an appropriately qualified accountant attesting to the financial viability of ALC and capacity to deliver the courses for which it is registered;
- 5.3 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 ALC;
- 5.4 has policies and procedures in place for processing grievances and provides information in writing to students on the matter;
- 5.5 safeguards fees
 - via State or Commonwealth law administration of recurrent expenditure for the provision of education, or
 - by membership of an approved Tuition Assurance Scheme.

6. Provision of Information

ALC:

- 6.1 supplies, prior to enrolment, accurate, relevant and up-to-date information to prospective students, covering but not limited to:
- A copy of the Code of Practice;
 - Student selection details, 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;
- 6.2 regularly reviews all information as part of the Quality Information Management System, to ensure accuracy, currency and relevance.

7. Recruitment

ALC:

- 7.1 conducts recruitment of students at all times in an ethical and responsible manner;
- 7.2 ensures that the educational background of intending students is assessed by suitably qualified staff, and provides for the training of such staff, as appropriate.

8. Support Services

ALC:

- 8.1 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, personal and pastoral counselling.

9. Complaints and Appeals [Grievance] Mechanism

ALC:

- 9.1 ensures that students have access to a fair and equitable inexpensive process for expeditiously dealing with grievances and provides an avenue for students to appeal against decisions that affect student progress. Every effort is made by ALC to resolve student grievances as outlined in the Grievance Policy/ies, Procedure/s and Flowchart/s;
- 9.2 implements policies and procedures 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;
- 9.3 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, ALC advises students of the appropriate body where they can seek further assistance.

10. Record Keeping

ALC:

- 10.1 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;
- 10.2 reports through DFEST's Client Qualifications Register on the qualifications issued within one month of issuance;
- 10.3 reports confidential statistical information on ALC's registered higher education courses required by State and Commonwealth legislation including but not limited to student load and enrolments, fields of study, student completion rates and staff details.

11. Quality Control

ALC:

- 11.1 has documented processes and appropriate mechanisms in place to ensure course outcomes are consistent with courses leading to equivalent qualifications in an Australian university;
- 11.2 has mechanisms in place to continuously improve services including processes to obtain feedback from students and clients on their satisfaction with services they have received;
- 11.3 complies and will continue to comply with the *Guidelines in Higher Education Accreditation and Registration [Recognition]* and *National Protocols for Higher Education Approval Processes*.



Rev Dr Michael Hassold
Principal

28/05/08

Date