



Community Arts Network SA Inc

GRADUATE DIPLOMA OF COMMUNITY CULTURAL DEVELOPMENT

S T U D E N T H A N D B O O K

**COMMUNITY ARTS NETWORK SA INC
234A STURT STREET, ADELAIDE SA 5000
PH (08) 8231 0900 FAX (08) 8231 0977
EMAIL: training@cansa.net.au
SA COUNTRY FREECALL 1800 245 678**

VERSION 4: SEPTEMBER 2006

CONTENTS

INTRODUCTION	
COURSE INFORMATION	
MODULE OUTLINES	
ENROLMENT AND FEES	
REFUND	
WITHDRAWAL AND DEFERRAL	
RECOGNITION OF PRIOR LEARNING (RPL)	
FLEXIBLE LEARNING	
MODES OF STUDY	
ASSESSMENT	
COPYRIGHT AND PLAGARISM.....	
GENDER NEUTRAL LANGUAGE	
NATIONAL RECOGNITION OF QUALIFICATIONS.....	
ARTICULATION AND CREDIT TRANSFER	
PRIVACY	
COMPLAINTS AND APPEALS PROCEDURE.....	
ACCESS AND EQUITY	
ACCEPTABLE BEHAVIOUR.....	
SEXUAL HARASSMENT.....	
OHS&W POLICY	
SERVICES TO STUDENTS	
DISCLAIMER	
CAN SA CODE OF PRACTICE.....	

INTRODUCTION

Community Arts Network of SA Incorporated (CAN SA) is the peak body for community arts and the principal source of community cultural development advice, information, training and support services in South Australia. CAN SA is a non-profit, member-based organisation and aims to support and encourage individuals, groups and communities to express themselves and their culture through artistic activity. CAN SA believes that it is through creative activities that we define a sense of place and belonging and contribute to a developing Australian culture. It is from this perspective and a recognised industry need that the courses offered through CAN SA have been developed.

CAN SA is a Registered Higher Education Provider (National Provider Code 1459). The accredited courses and training programs being offered include Graduate Diploma in Community Cultural Development (31922) and A Course in Creative Volunteering (40380SA).

COURSE INFORMATION

The aim of the Graduate Diploma in Community Cultural Development study program is to address the skills and knowledge needed to work as a community based arts practitioner or as a coordinator of community arts programs in community development or social work practice.

Program of study

First Year: Semester One

Philosophy of Community
Cultural Development 2511
Models of Practice 2512

Semester Two

Legal and Industrial Issues 2513
Funding and Resourcing Options
2514

Second Year: Semester One

Management and Evaluation
2515
CCD Practice A: Developing a
Concept 2516

Semester Two

CCD Practice B: Collaborative art
processes 2517
Field Work 2518

Course Content

The Graduate Diploma comprises eight modules that are delivered over four 18-week semesters. The course is delivered in external mode. Students are provided with readings and other course materials. Seven of the modules, covering the theory and practice of community cultural development, consist of course work, minor research projects and on-line discussion. Each module is estimated to take 100 to 120 hours to

complete. On-line discussion is integral to the course and students are expected to participate regularly. Students will need regular access to email and the Internet.

In the Field Work module, students are required to undertake a field placement in an arts or other community based organisation or work directly with a community (the Project Provider).

For the Fieldwork module, CAN SA, through the Training Co-ordinator, will approve a Research Project which is appropriate to the skills of the Student(s), the needs of the Project Provider, and which meets the objectives of the Fieldwork module. The Student will approach the industry research project as a learning experience and will conduct himself or herself in a manner acceptable to the Project Provider and CAN SA, will abide by any agreement made between the parties, and not to undertake any independent negotiations with the Project Provider. The Project Provider will advise its staff, and others as appropriate at the in which the Student(s) is engaged. The Project Provider will contact the Training Coordinator as soon as practicable if problems arise with the research project, to enable steps to be taken to achieve resolution.

ENROLMENT

When receiving an offer of enrolment the student will be provided with:

- Student Handbook
- Enrolment Contract
- Enrolment Form
- Tax Invoice
- Course Text Order Form
- Schedule of Semester Dates
- Commencement Workshop Information
- CAN SA Membership Form.

To confirm a place, the student must complete all required forms and return to the CAN SA office by the specified due date with the appropriate fee, payable by cheque, money order or credit card.

After due process, the student will receive a receipt for fees paid, information about the course, Module Folders and program details, including assessment details and workshops.

If the student fails to return all required forms and fees owing by the specified due date, their place may be offered to another applicant.

Deferral for one year upon the offer of enrolment is negotiable.

While original Diploma parchments are included in the course fee, replacement of a lost parchment will incur a further fee; information on these costs is available through the Training & Development Officer.

REFUND POLICY

CAN SA reserves the right to cancel the course due to insufficient enrolments and in such a case will refund course fees in full. There is a non-refundable \$50 administration fee deducted from any other refund. Students who withdraw by the end of the second week of a module are eligible to receive a full refund (less the \$50 administration fee). Students will however be charged for any course materials, unless returned in good order to CAN SA.

Students who withdraw after the last day to withdraw (the end of the second week of a module) will forfeit the cost of the module.

For further refund information, refer CAN SA Refund Policy.

WITHDRAWAL AND DEFERRAL POLICY

Students may withdraw at any time (refer to Refund Policy in regards to fee refunds). Students may choose to defer prior to enrolment, retaining a position in the following intake if they are new students, or in the following semester if they are current students. Students choosing to withdraw or defer must complete a Withdrawal/Deferral Form.

For further information, refer CAN SA Withdrawal and Deferral Policy.

RECOGNITION OF PRIOR LEARNING

CAN SA is committed to recognising the skills and experience that students bring to the learning environment. CAN SA seeks to give formal credit for these abilities through the recognition of prior learning process (RPL). These skills may be gained through formal study, work or through life experience.

Once a student has enrolled and paid the module fee, they may then apply for RPL. On receipt of the relevant module folder, the student will submit evidence to satisfy the assessment criteria listed in the module's Assessment Handbook. The student need only provide evidence that satisfies these criteria and a dialogue will be undertaken with the student prior to undertaking the collection of evidence to ensure the requirements and the opportunity to show a wide variety of evidence are fully understood.

Application for RPL must be made in writing to the Training & Development Officer at least two weeks prior to the commencement of the relevant module.

The RPL process incurs a fee charge of not less than 2/3 of the module fee for each Module applied for, and is assessed through records of the time spent by the assessor in facilitating and assessing the application.

To apply for Recognition of Prior Learning (RPL) or for further information about RPL, contact the Training & Development Officer ph (08) 8231 0900. The Training & Development Officer will then contact the student to discuss.

Complaints or appeals relating to RPL requests follow the procedure outlined in CAN SA's Student Complaints and Appeals Policy (refer Page 8).

FLEXIBLE LEARNING

CAN SA is committed to providing a flexible learning and assessment environment which allows for the adoption of a range of learning strategies in a variety of learning environments to cater for differences in learning styles, learning interests and needs, and variations in learning opportunities (including online).

Language, literacy and numeracy assistance can be requested and students who need supported learning, for example written resources for hearing impaired students, are encouraged to contact the Training & Development Officer ph 08 8231 0900.

MODES OF STUDY: Distance Education

The Graduate Diploma is delivered by a combination of print-based resources and online supports. This distance delivery mode also provides communication between the academic staff and students using mail, email, internet and telephone.

It is the intention of CAN SA to provide an interactive, supportive, student-centred learning environment. Students will be provided with information to assist them to develop networks and support groups among other students in the course. The academic staff will provide tutoring as well as one-to-one guidance on learning and course related matters. The Training & Development Officer will provide counselling and administrative support regarding learning and course related matters.

The costs of sending assignment information, notes and other learning resources to students throughout Australia are borne by CAN SA. There is a free-call telephone number for South Australian country students. The cost of returning assignments and other materials is borne by the student.

Students enrolled in training programs and courses delivered in distance mode are expected to have access to email, internet, a postal address and a land line telephone. Students who expect to have difficulties accessing these resources should discuss their concerns with the academic staff to negotiate an appropriate response.

ASSESSMENT

The Learning Objectives and Assessment Criteria for the Graduate Diploma are clearly outlined in the Module Folders for each module.

Academic records will be marked FAIL, PASS, CREDIT, DISTINCTION or HIGH DISTINCTION depending on the standard of work submitted for assessment.

Whilst some aspects of assessment may be negotiable, students are expected to work within the timelines that are specified for each module. Extensions to these dates may only be negotiated if requested prior to deadlines. Extensions are only granted for extenuating circumstances and medical reasons. Medical reasons must be supported by a medical certificate, which must be submitted within a week of requesting the extension.

If no such request has been received by the due date, then marks will be deducted for lateness at 5% per working day. (Submissions received after 7 days may be ineligible for marking and may incur a marking fee.)

All such late assessment requests will be considered by the academic staff in consultation with the Training & Development Coordinator and a decision to agree to the request will be based on the individual circumstances as provided. There is no guarantee that such requests will be met.

All assessment requirements must be satisfactorily completed before a module result can be recorded. Students who have not submitted work by the due dates, and for which an extension has not been granted, will have FAIL recorded on their statement of results.

Resubmission Assessment

Where a submitted assessment does not receive a pass or higher, the student may be eligible to request a resubmission. Assignments which receive a pass or higher are not eligible for resubmission.

- Agreement to accept a resubmission of an assessment exercise is at the discretion of the academic staff who assessed the initial submission.
- The student must formally (in writing or by email) seek agreement from the academic staff to resubmit the assessment. Resubmissions that have not been negotiated will not be accepted.
- The student and academic staff will negotiate a due date for the resubmission. No extensions of resubmission due dates will be granted.
- Resubmitted assessment exercises only receive a maximum mark of a pass, i.e. up to 64%.

Review of Marks

In the event that a student seeks to appeal against the received mark for an assessment, the following procedure will be followed by the student and academic staff:

- to initiate a review the student must contact the academic staff responsible for the mark within 10 working days of the return of the assessment exercise
- the academic staff will then take reasonable action to review the mark, and discuss the outcome with the student. At this point the academic staff uses their own discretion in choosing to alter or keep the original mark.
- if the student is dissatisfied with the outcome of academic staff's review, they may submit a written and signed request (email not accepted) that the assessment exercise be re-marked, to the Training & Development Coordinator. The written request must outline evidence to support the belief that the grade is wrong or unfair. The request must be submitted within 10 working days of the discussion or correspondence with the Academic staff. The Training & Development Coordinator will decide if there is enough evidence to justify a re-mark
- where a re-mark is agreed to, the Training & Development Coordinator will approach other academic staff to re-assess the activity or, if there is no CAN SA academic staff in a position to do this, may engage an outside academic staff from another Registered Training Organisation as the re-assessor
- the re-assessor will be provided with all relevant documentation, assessment criteria and curriculum, along with a clean copy of the student's assessment activity, wherever possible. The re-assessor will normally not be given details of the original assessment including notes or the mark.
- after independently assessing the assignment, re-assessor will compare marks with the original assessor and will endeavour to reach an agreed mark. If agreement cannot be reached, the Training & Development Coordinator will decide which final mark will be awarded.
- the Training & Development Coordinator will notify the student in writing of the final mark
- any appeal can only be made on the ground that correct procedure was not followed, not on the academic basis of the mark.
- Where the Training & Development Coordinator is the original assessor, their role in this procedure will be taken by the CAN SA Director or by an assessor from outside CAN SA.

COPYRIGHT AND PLAGIARISM

Copyright infringement and plagiarism are serious academic offences. Penalties for these offences can be extremely severe. Depending on the severity of the offence, a student may be warned, suspended, given no credit for the assessment, failed or even expelled.

Students are required to submit only their own work and should never claim, suggest or imply another person's work is their own.

When a student wishes to use the words, ideas, concepts, thoughts, pictures or material of another person, it must be referenced appropriately. Students are required to use a recognised referencing convention such as the Harvard system. An example of an acceptable referencing convention will be provided for all students. Students are advised to become familiar with copyright legislation.

Plagiarism is deemed grossly inappropriate and may result in expulsion from the course and preclusion from any further involvement or assessment. The student may challenge such an action via the Grievance Procedure.

GENDER NEUTRAL LANGUAGE

Gender-neutral language will be used in all academic and administrative written and verbal communication. All students are required to follow this policy in written assignments and discussions.

NATIONAL RECOGNITION OF QUALIFICATIONS

CAN SA recognises Australian Qualifications Framework qualifications and Statements of Attainment issued by any other Australian Registered Training Organisation. For more details on CAN SA's National Recognition of Qualifications Policy contact the Training & Development Officer (08) 8231 0900.

CREDIT TRANSFER

Where a student wishes to arrange credit transfer from this course to another award or training program, contact the Training & Development Officer. The student will need to negotiate their own credit transfer with the relevant tertiary institution.

CAN SA will establish credit transfer arrangements with Universities and Registered Training Organisations as required by enrolling students and has in-principle arrangements with some Higher Education RTOs.

PRIVACY

CAN SA only collects personal information where that information is required to provide an appropriate service for an individual. CAN SA has in place a range of security measures to maintain confidentiality of the information collected. All students are able to view personal information collected about them and held by CAN SA.

CAN SA will not disclose any personal student information, including names, addresses and telephone numbers, to any outside person or organisation without the consent of the student concerned unless required to do so by law.

CAN SA will take reasonable steps to make sure that personal information is accurate, complete and up to date. All students are responsible in notifying CAN SA where contact details have changed, are incorrect or incomplete.

Any privacy related enquiries can be directed to the Training & Development Officer on 08 8231 0900 or by email to cantrain@cansa.net.au

Complaints about Privacy

All complaints regarding privacy will be treated seriously, dealt with promptly and in a confidential manner, and will not be used to affect the provision of any service either requested or contracted to be supplied to the complainant.

Complaints under this policy relate to the collection of personal information, how it is collected, stored, used or disclosed.

If an individual wishes to make a complaint about privacy, that person is to contact the Training & Development Officer, who is the designated person to assist clients. If the complaint involves actions of this person then please contact the CAN SA Director (Ph (08) 8231 0900) who will resolve the complaint using the steps described in the CAN SA Complaints and Appeals Procedure.

Change in Details

It is the student's responsibility to notify the Training & Development Officer in writing if at any stage throughout the course if they wish to change name or contact details.

COMPLAINTS AND APPEALS PROCEDURE

CAN SA is committed to implementing effective complaints and appeals procedures that, where possible, are managed quickly and with a minimum number of people involved. With this in mind a complainant may withdraw the complaint at any stage. The resolution process will focus on a rapid re-establishment of good relationships and positive outcomes. The procedures aim to avoid blame and limit unnecessary

investigation.

In handling a complaint, whether formal or informal, confidentiality will be maintained to:

- protect all parties involved in a complaint
- prevent the possibility of a defamation suit
- involve the minimum number of people.

The process for dealing with an informal complaint is that the student concerned discusses the problem directly with the individual to resolve the matter. If this is not successful the student may make a verbal complaint to the Training & Development Coordinator.

If the complainants are not satisfied with the resolution of an informal complaint, they may lodge a formal (written) complaint directed to the CAN SA Director. A response will be made in writing, acknowledging receipt of the complaint, within two working days. The Director or delegate will manage the complaint resolution process. A confidential file will be maintained until resolution of the complaint. The complaint will be handled in a timely manner. A student may withdraw a formal complaint and have the complaint resolved informally. The complainant may appeal against any decisions or findings made. At all times, parties to the complaint may be accompanied by their advocate.

Options for dealing with formal (signed & written) complaints include:

- having the matter mediated by a mediator, provided all parties agree to mediation and participate voluntarily
- having the matter formally investigated
- obtaining legal advice.

Further advice on making a formal complaint may be obtained from:

Quality Branch,

Department of Further Education, Employment, Science and Technology,

Ph: 08 8226 3065

Mail: GPO Box 1152, Adelaide, SA 5001

Complaints or appeals relating to Recognition of Prior Learning follow the same procedure (Refer above).

ACCESS AND EQUITY

All staff and associates at CAN SA are committed to achieving best practice in the provision of Vocational and Higher education and training in South Australia and other states and territories (when required). CAN SA acknowledges that this is dependent on non-discriminatory access to the services we offer and that outcomes by all groups in society will be comparable. The provision of accessible and equitable education and

training will enable students to develop skills and knowledge to enhance life and work opportunities.

The state and federal governments have legislation against discrimination on the grounds of age, gender, religion, sexuality, cultural background or disability. CAN SA, its associates and the students of this course are legally bound by this legislation.

CAN SA is founded on and committed to a culture of inclusiveness, and of recognising people's inherent worth and contribution to the community.

CAN SA is committed to the elimination of all aspects of discrimination, and engenders a culture of acceptance, support and of pro-active assistance to address discrimination and disadvantage.

CAN SA understands that in the practical application of principles of equal opportunity it should not treat all people the same, but rather value and respect individual differences and ensure that those differences do not lead to discrimination.

CAN SA is committed to providing, within its resources, the support and pro-active assistance needed to address discrimination and disadvantage. CAN SA staff will:

- value and respect individual differences
- in consultation and to its best ability, provide support to students with special needs that will assist them to have their learning needs met
- ensure that course materials, including course content, advertising, lecture presentation and teaching methodologies are non-discriminatory
- select and assess students on merit
- encourage participation by people from non-English speaking backgrounds, Aboriginal and Torres Strait Islander descent, rural and remote areas of Australia and people with a disability.

ACCEPTABLE BEHAVIOUR

Considerate and courteous behaviour is expected in interactions between students and staff at all times. Any form of unacceptable behaviour is inconsistent with a safe and supportive learning environment and therefore will not be tolerated.

In the case of misconduct or behaviour which is deemed grossly inappropriate, the student may be expelled from the course and precluded from any further involvement or assessment. The student may challenge such an action via the Student Complaints and Appeals Policy. In the case of expulsion, the student forfeits all fees.

For further information about behavioural responsibilities contact the Training & Development Coordinator ph 08 8231 0900.

SEXUAL HARASSMENT

Sexual harassment is a form of discrimination and is the expression of attitudes or behaviour based on false assumptions or social myths of the superiority of one gender over another. Sexual harassment is often a form of abuse of perceived or actual power. Sexual harassment is unwanted behaviour. The Equal Opportunity Act, 1984 (SA) and the Sex Discrimination Act, 1984 (Commonwealth) make sexual harassment unlawful.

Procedure for a Sexual Harassment Complaint

CAN SA Student Complaints and Appeals Policy allows clients' complaints and serious concerns relating to sexual harassment to be formally recognised, addressed and resolved. Clients are advised to adhere to the following procedure in order of action:

1. Attempt to deal with the matter locally and directly if possible. That is, verbally discuss the matter with the person(s) concerned.
2. If (1) is unsatisfactory to the complainant, contact the CAN SA Director in writing. If the complaint or appeal involves the actions or behaviours of the CAN SA Director, contact the Training & Development Coordinator, ph 08 8231 0900.
3. An intermediary, advocate or representative of the clients' choice (fee incurred by the client) can be arranged at this or any stage through the Training & Development Coordinator or if necessary, the Director.
4. In the event that the client is not satisfied with the outcome, they may refer the matter to the

Quality Branch, Department of Further Education, Employment, Science and Technology,

Ph: 08 8226 3065

Mail: GPO Box 1152, Adelaide, SA 5001

All meetings about the complaint or appeal will be recorded formally and confidentially.

OCCUPATIONAL HEALTH, SAFETY AND WELFARE POLICY

It is the aim of CAN SA to minimise the risk of injury and disease to our employees, clients and any other persons, by adopting a planned and systematic approach to the management of occupational health, safety and welfare and providing the resources where appropriate for its successful implementation.

SERVICES TO STUDENTS

Welfare and Guidance

Support services for students can assist in the success of studies undertaken. Services may include, but not be limited to, welfare and guidance services such as Centrelink. For information, contact the Training & Development Officer on 08 8231 0900.

Students are encouraged to discuss with academic staff the impact difficulties may be having on their studies so that supported approaches can be established.

Library

Students are invited to use the CAN SA specialist library but must make advanced bookings for use of this service. Students are also reminded that they should use local libraries, libraries of other educational institutions and the resources of other organisations to assist them in their studies. In most cases the set readings will be provided, however students are advised to obtain any recommended texts and are expected to research other material to extend their own learning opportunities.

Facilities

Students will be provided with learning resources, notes and most readings. For local students, amenities at CAN SA are available for use. Bus services and parking facilities are in close proximity.

Student administration and support services provided by CAN SA and listed in this Handbook, are informed by the following legislation:

- The Equal Opportunity Act, (1984) (SA)
- The Racial Discrimination Act, 1975 (Federal)
- The Sex Discrimination Act, 1984 (Federal)
- The Disability Discrimination Act, 1992 (Federal)
- Disability Standards for Education 2005 (Federal)
- The Whistle Blowers Protection Act (1993) (SA)
- Freedom of Information Act (1991) (SA)
- Training and Skills Development Act (2003) (SA)

For more information on current CAN SA Policies and Procedures or to obtain copies of any of the Policies mentioned in the Handbook, please contact the Training & Development Officer on 08 8231 0900 or email cansa@cansa.net.au

DISCLAIMER

All details were correct at the time of publication, and no liability will be taken for alterations or variations which may occur after publication. CAN SA reserves the right to alter fee structure, course details, course content, academic staff or to cancel due to insufficient enrolments and in such an event, would notify students and prospective students. For further queries, please contact the Training & Development Officer.

**TRAINING AND SKILLS COMMISSION
CODE OF PRACTICE FOR REGISTERED
HIGHER EDUCATION ORGANISATIONS**

1. **Introduction**

This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of higher education services by

Community Arts Network South Australia Inc. trading as CANTrain SA Inc. (CAN SA),
registered in South Australia under the Training and Skills Development Act, 2003.

2. **Provision of Higher Education.** CAN SA:

- 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 it 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 it 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.

3. **Issuance of Qualifications.** CAN SA:

- 3.1 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;
- 3.2 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.

4. **Marketing of Education and Training Services.** CAN SA:

- 4.1 markets and advertises its products and services in an ethical manner;
- 4.2 gains written permission from a student or client before using information about that individual or organisation in any marketing 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 contractual arrangements with the organisation;
- 4.5 draws no false or misleading comparisons with any other education and training organisation or qualification.

5. **Financial Standards.** CAN SA:

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 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 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 CAN SA, students;
- 5.2 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;
- 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 the organisation;
- 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 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 course commencement, and after course commencement, accepting monies accruing to no more than \$1,000.
6. **Provision of Information.** CAN SA:
- 6.1 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;
- 6.2 regularly reviews all information provided to ensure its accuracy and relevance.
7. **Recruitment.** CAN SA:
- 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/or agents, and provides for the training of such staff and agents, as appropriate.
8. **Support Services.** CAN SA:
- 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 and personal counselling.
9. **Grievance Mechanism.** CAN SA:
- 9.1 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 CAN SA to resolve students' grievances;
- 9.2 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.
- 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, CAN SA advises students of the appropriate body where they can seek further assistance.
10. **Record Keeping.** CAN SA:
- 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 will report through DFEEST's Client Qualifications Register on the qualifications issued within one month of issuance;
- 10.3 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.
11. **Quality Control.** CAN SA:
- 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 other relevant parties on their satisfaction with services received;
- 11.3 complies and will continue to comply with the Guidelines on Higher Education Accreditation and Registration (Recognition) and National Protocols for Higher Education Approval Processes.