

# CODE OF CONDUCT

**Policy #** Version 5  
**Policy Area** Students and Staff  
**Authorised by** M.Brend 26/09/15



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This policy outlines the Australian College of Dramatic Arts (ACDA) approach to protecting the privacy of students and staff.

ACDA is committed to implementing best practice in its records management practices and systems, responding in a timely manner to all requests of information from present and past students. All staff employed by ACDA will be required to apply themselves to the provisions of the Privacy and Protection of Personal Information Act 1998.

ACDA will allow students to make a written application (online or hard copy) through the office to receive within a reasonable period a copy of their personal information held in the student file to have it corrected if data is incomplete or incorrect.

ACDA will allow students to receive an up to date copy of all units of competencies current status (competent, not yet competent or in progress) in a reasonable time period if requested in writing at any point in the course delivery.

## **AUSTRALIAN COLLEGE OF DRAMATIC ARTS**

### **CODE OF CONDUCT**

#### **1. PROVISION OF EDUCATION AND TRAINING SERVICES**

1.1 Australian College of Dramatic Arts will adopt policies and management practices which will maintain high professional standards in the delivery of education and training services, and which safeguard the interests and welfare of trainees.

1.2 Australian College of Dramatic Arts will maintain a learning environment that is conducive to the success of trainees.

1.3 Australian College of Arts will have the capacity to deliver the courses for which it has been registered, provide adequate facilities and use methods and materials appropriate to the learning needs of trainees.

1.4 Australian College of Dramatic Arts will monitor and assess the performance and progress of its trainees.

1.5 Australian College of Dramatic Arts will ensure that its training staff have:

- the competencies at least to the level being delivered
- demonstrated achievement of Workplace Trainer Competencies Standards 2015

# CODE OF CONDUCT

**Policy #** Version 5  
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- VIT registration

1.6 Australian College of Dramatic Arts will comply with all AQTF Standards at all times in the delivery and assessment of the courses.

1.7 Australian College of Dramatic Arts will ensure that training staff is sensitive to the cultural and learning needs of the trainees.

1.8 Australian College of Dramatic Arts will comply with all laws regarding the operation of the training venues and will ensure that facilities and equipment are adequate for the courses being delivered.

1.9 Australian College of Dramatic Arts will comply with AQTF Standards regarding the management of RPL and the assessment of prior learning.

## **2. MARKETING OF EDUCATION AND TRAINING SERVICES**

2.1 Australian College of Dramatic Arts will market its educational services with integrity and accuracy, avoiding vague and unambiguous clauses.

2.2 No false or misleading comparisons will be drawn with any other provider or course.

2.3 Australian College of Dramatic Arts will market its services consistently with the educational and cultural and regulatory systems of countries in which it seeks to market and will not detract from the regulation or interests of other providers.

2.4 Australian College of Dramatic Arts will be responsible under this Code for the actions of its appointed agents in relation to the marketing of services to, and the applications processes for international students, and will make every reasonable effort to ensure that at all times these agents act in the best interests of applicants and the Australian College of Dramatic Arts.

## **3. FINANCIAL STANDARDS**

3.1 Australian College of Dramatic Arts will put in place measures to ensure that trainees receive a refund of fees for services not provided, including services not provided as a result of the financial failure of the Australian College of Dramatic Arts.

3.2 Australian College of Dramatic Arts will establish and maintain separate refund policies for local and overseas students.

# CODE OF CONDUCT

**Policy #** Version 5  
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3.3 Australian College of Dramatic Arts will adopt a refund policy that is fair and equitable.

3.4 Australian College of Dramatic Arts will ensure that the contractual and financial relationship between the trainee and the Australian College of Dramatic Arts is fully and properly documented, and that copies of the documentation are made available to the trainee.

3.5 Documentation shall include: the rights and responsibilities of trainees, costs of training, payment arrangements, refund conditions, and any other matters that place obligations on trainees.

## **4. PROVISION OF INFORMATION**

4.1 Australian College of Dramatic Arts will supply accurate, relevant and up-to-date information to prospective trainees.

4.2 Australian College of Dramatic Arts will supply this information to trainees before it enters into written agreements with trainees and will review regularly all information provided to trainees to ensure its accuracy and relevance.

4.3 Before the course commences, Australian College of Dramatic Arts will provide trainees with an orientation program, a copy of the curriculum and details of learning resources.

## **5. RECRUITMENT**

5.1 Recruitment of trainees will be conducted at all times in an ethical and responsible manner. Offers of course placement will be based on an assessment of the extent to which qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.

5.2 Australian College of Dramatic Arts will ensure that the educational background of intending trainees is assessed by suitably qualified staff and provide for the training of such staff as appropriate.

5.3 Australian College of Dramatic Arts will provide trainees with information regarding:

- application processes and selection criteria
- fees and costs involved in undertaking training
- fee refund policy
- qualifications to be issued on completion or part completion of courses
- competencies to be achieved during training
- assessment procedures including recognition of prior learning

# CODE OF CONDUCT

**Policy #** Version 5  
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- grievance procedure
- facilities and equipment
- student support services
- procedures for the safeguarding of the fees of both domestic and overseas students

## **6. SUPPORT SERVICES**

6.1 Australian College of Dramatic Arts will provide adequate protection for the health, safety and welfare of trainees and, without limiting the ordinary meaning of such expression, will include adequate and appropriate support services and/or referral in terms of academic and personal counseling.

## **7. GRIEVANCE MECHANISM**

7.1 Australian College of Dramatic Arts will ensure trainees have access to a fair and equitable process for dealing with grievances and provided an avenue for trainees to appeal against decisions that affect the trainee's progress.

7.2 Every effort will be made by the Australian College of Dramatic Arts to resolve trainee's grievances. To this end, a member of staff will be identified to trainees and the reference person for such matters. In addition, the grievance mechanism as a whole will be made known to trainees at the time of enrolment.

7.3 Where a grievance cannot be resolved internally, Australian College of Dramatic Arts will advise trainees of the appropriate legal body where they seek further assistance.

[PP\\_Grievance.docx](#)

## **8. RECORD KEEPING**

8.1 Australian College of Dramatic Arts will keep complete and accurate records of the attendance and progress of its trainees, as well as financial records that reflect all payments and charges and the balance due, and will provide copies of these records to trainees on request.

8.2 All personal and sensitive information will be stored with the procedures directly related to the Records Management Policy by ACDA.

### **College positions responsible for implementing this policy:**

- Administration and Office
- Marketing
- Trainers and Assessors

# CODE OF CONDUCT

**Policy #** Version 5  
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- Guest speakers
- Excursions and incursions personnel

## **9. QUALIFICATIONS**

9.1 Australian College of Dramatic Arts will comply with all requirements of OTFE and other authorities in regard to the information contained in Diplomas, Certificates and Statements of Attainment.

9.2 Australian College of Dramatic Arts will issue qualifications in accordance with the Conditions of Registration.

## **10. INSURANCE**

10.1 Australian College of Dramatic Arts will maintain adequate and appropriate insurance, including Public Liability and Work Cover.

## **11. QUALITY ASSURANCE**

11.1 Australian College of Dramatic Arts will adopt and maintain a quality assurance system that will include clearly documented procedures for managing and monitoring all training operations and for reviewing student/client satisfaction.

AQTF Standards

Standards: 1., 2.2, 3., 4, 5., 6.