Community
Work Australia

Community Work Australia course accreditation terms and conditions

Terms and conditions

Terms

The following definitions apply to Community Work Australia course accreditation:

Accreditation Time Limit for a course shall mean the period for which Community Work Australia determines that the course is entitled to hold accreditation.

Accredited Course means a course which has been assessed by Community Work Australia and has been accredited, in connection with a specified campus, as one which is designed to meet the training needs of the community worker profession.

Community Work Australia means Community Work Australia Limited.

Community Work Australia Course Accreditation Guidelines refers to the relevant Community Work Australia Course and Campus Accreditation Requirements, as amended by Community Work Australia from time to time.

Community Work Australia Requirements includes, but is not limited to:- Community Work Australia Course and Campus Accreditation Requirements (for relevant course) ;- Community Work Australia Fieldwork Placement Requirements (for relevant course);- Community Work Australia Code of Ethics;- Any other requirements published by Community Work Australia relating to the conduct of an accredited course.

Agency means an organisation at which a student completes a fieldwork placement.

Agency Supervisor means an appropriately qualified employee of an agency who supervises a student engaged in a fieldwork placement with that agency.

Annual Course Registration shall refer to the annual process by which an education provider seeks to maintain its accreditation status.

Applicant means the education provider on whose behalf an application four course accreditation is submitted.

AQF means the Australian Qualifications Framework

Campus shall mean the campus location identified in the application.

Course shall mean the course which is the subject of a course accreditation application, and as taught at the identified campus.

Course Accreditation is the status bestowed on a course that has applied for and met Community Work Australia assessment criteria for course accreditation.

Course Coordinator means the person employed by an education provider in relation to the conduct of an accredited course. The course coordinator is typically the main contact person for Community Work Australia staff.

Course Re-accreditation shall refer to the process by which an education provider seeks to re-accredit the course following major changes.

Course Renewal refers to the process by which an education provider seeks to renew its accreditation on expiry of the accreditation time limit.

Course Upgrade shall refer to the process of applying for an upgrade of an accredited course from a previously approved Community Services Training Package (CSTP).

CSTP shall refer to the Community Services Training Package.

Direct Supervision means day-to-day task supervision of a student provided by an agency supervisor.

Education Provider includes a university, TAFE college and RTO.

Fieldwork Placement means the placement of a person at an agency for the purposes of gaining practical experience in the profession of community work.

Fieldwork Placement Coordinator means a suitably qualified employee of an education provider who is employed to coordinate and supervise the fieldwork placement arrangements of students.

Fieldwork Placement Supervisor means a suitably qualified employee of an education provider whose role is to supervise the fieldwork placements of students.

Packaged/packaging refers to the combination of two separate qualifications to provide a pathway to the higher qualification (also known as 'embedding' or 'nesting').

Provisional Accreditation shall mean a type of accreditation, which is less than course accreditation.

Relevant Industry Experience refers to employment in the community services sector at the required skill level. This may also refer to experience which directly relates to a unit of study being taught or supervised.

Statement of Accreditation refers to the Statement of Accreditation document provided by Community Work Australia to an education provider upon the granting of accredited course status.

Student shall mean any person who has been enrolled in or has completed an accredited course.

Task Supervisor means a suitably qualified employee of an agency who is responsible for the 'day-to- day' supervision of a student engaged in a fieldwork placement.

Conditions (obligations) upon applying

1.1 When these obligations apply

The obligations contained in this clause and its sub-clauses shall apply if an applicant submits an application and up to the point at which the applicant may receive accreditation.

1.2. General obligations

a) By submitting the application, the applicant is taken to have accepted the conditions contained in the application.

b) The applicant must comply with all Community Work Australia requirements as exist at the time of submitting the application to Community Work Australia.

c) The applicant shall pay the relevant non-refundable fee.

d) The applicant must not hold itself out as conducting an accredited course, unless Community Work Australia has provided such approval in writing.

1.3. Warranties

a) The applicant warrants that information provided as part of the application is true and correct.

b) The applicant agrees that Community Work Australia may conduct any enquiries it considers relevant to confirm the accuracy of the information submitted in this application.

c) The applicant agrees to provide all reasonable assistance to Community Work Australia in undertaking a review of information submitted as part of the application.

d) The applicant acknowledges that Community Work Australia retains the discretion not to confer accredited course status on the applicant.

2. Obligations if accredited course status is granted

2.1 When these obligations apply

The obligations contained in this clause and its sub-clauses shall apply if an applicant receives accreditation and for the duration of the accreditation.

2.2. General obligations

(a) If the applicant receives accreditation for the course and for the duration, the applicant will:

(i) be taken to have accepted the conditions contained in this application;

(ii) comply with all Community Work Australia requirements which are in effect at the time of receiving accreditation and which may be in effect for the duration;

(iii) pay any fee required by Community Work Australia in relation to the processing of the application;

(iv) participate in the annual course registration;

(v) pay on an annual basis the annual course registration fee.

(vi) notify Community Work Australia in writing within 14 days of becoming aware that it cannot comply with the obligations in the application or with any Community Work Australia requirement.

(b) Community Work Australia agrees to ensure that all Community Work Australia requirements are published or otherwise notified to an accredited course provider including any variations, deletions or modifications of Community Work Australia requirements.

2.3. Duration of course accreditation

(a) An accredited course will maintain accreditation subject to annual registration and the payment of the annual course registration fee refer to in clause 2.4(a).

(b) An annual registration fee will be payable annually on the anniversary of the date that the course was accredited.

2.4 Annual course registration

(a) The applicant will be required to apply for annual course registration and pay the annual course registration fee upon each anniversary of the course to maintain accreditation. Community Work Australia will notify the applicant before the anniversary of the fees payable.

(b) If the applicant has not paid the annual course registration fee within 28 days of the anniversary of the course receiving accredited course status, Community Work Australia may, in its absolute discretion, suspend the accredited course status and remove details from Community Work Australia's website.

2.5 Course re-accreditation

(a) The applicant will be required to apply for course re-accreditation if the accredited course has undergone major changes including but not limited to, course re-structure, course name change etc.

(b) The applicant will be required to pay the fee imposed by Community Work Australia in respect of the new course accreditation.

2.6 Course upgrade

(a) If the applicant has received accredited course status in relation to a CSTP course which has been superseded and wants to upgrade to the current training package, it must participate in a course upgrade.

(b) If the applicant applies for a course upgrade, it will agree to pay such fees as are imposed by Community Work Australia in relation to such an application.

2.7 Applicant's obligations regarding the provision of information

(a) The applicant will be responsible for ensuring that the information they provide in relation to accreditation is updated on an ongoing basis.

(b) Where Community Work Australia has requested updated information or amendments to information already provided which relates to accreditation, the applicant will comply with Community Work Australia's request within 14 days.

(c) The applicant must not hold itself out as conducting an accredited course in circumstances where the applicant has not compiled with annual course registration or where accreditation has been suspended, revoked or downgraded to provisional accreditation.

2.8 Outsourcing of obligations

(a) If the applicant receives accreditation, it agrees that it will fulfil each of its obligations, as set out here, or any Community Work Australia requirement, directly through its directors and employees and that it will not outsource any of the obligations without first obtaining the written approval of Community Work Australia to enter into such an arrangement.

(b) If Community Work Australia's approval for an outsourcing arrangement is granted, such approval will be for 3 months, or a specified duration as identified by Community Work Australia.

2.9 Audit

(a) The applicant acknowledges that Community Work Australia may conduct an audit of the applicant's arrangements relating to the accredited course and the accredited course's compliance with the obligations contained in the application, including but not limited to:

(i) Compliance with Community Work Australia requirements;

(ii) fieldwork placements;

(iii) fieldwork placement agreements;

(iv) teaching staff qualifications; and

(v) identification of student resources.

(b) Community Work Australia will provide an applicant with at least 7 days notice of its intention to conduct an audit.

(c) The applicant will make available to Community Work Australia's nominated auditors copies of all information requested by Community Work Australia that relates to the conduct of the accredited course within 14 days of such a request being made.

(d) The applicant must nominate an authorised person and must ensure that the authorised person provides Community Work Australia with written or verbal responses, as requested, to any question by the Community Work Australiaauditor.

(e) The applicant shall permit an officer or employee of Community Work Australia to conduct an audit and to enter any of its business premises on any working day between the hours of 8.30 am and 6.00 pm for the purpose of inspecting records, copying records, holding discussions with the applicant's employees or holding discussions with the applicant's students during the course of such an audit.

2.10 Response to concerns

(a) The applicant agrees that Community Work Australia can raise any concerns with them, in person or by phone regarding any failures to comply with the obligations contained in the application or any other Community Work Australia requirements as amended from time to time.

(b) The applicant agrees that they will respond in writing to any concerns raised by Community Work Australia within 28 days of being notified of such concerns.

(c) Community Work Australia may indicate by written notice that the applicant must rectify certain issues or problems.

(d) Where Community Work Australia requires an issue to be rectified by the applicant, the applicant agrees to remedy the issue within 28 days of being notified of the issue or problem.

2.11 Referral of concerns to relevant authorities

(a) The applicant agrees that Community Work Australia may, at its absolute discretion, refer concerns, issues or problems relating to accredited courses or courses with provisional accreditation to the applicable State or Federal agencies or authorities.

2.12 Indemnity

(a) The applicant hereby covenants to indemnify and to keep indemnified Community Work Australia against any claim or proceeding that is made, threatened or commenced by any student or by the applicant and any liability, loss (including consequential loss), damage or expense (including legal costs on a full indemnity basis) that the applicant or Community Work Australia suffers as a direct or indirect result of Community Work Australia's decision not to grant the course or any course, accredited course status, any breach, or any allegation of a breach, by the applicant of the conditions of the application or Community Work Australia requirements, the suspension or revocation of accredited course status or imposition of provisional accreditation status, or the assessment by Community Work Australia of a student for membership of Community Work Australia or for migration purposes.

(b) The applicant agrees to notify Community Work Australia of any situation which may give rise to a claim to which the indemnity identified in point 2.12(a) relates.

2.13 Variations

(a) An applicant may request that the obligations contained in this application or any Community Work Australia requirement may be varied.

(b) Such a request to vary the obligations contained in the application or any Community Work Australia requirement must be made in writing to Community Work Australia and must include any documents which would support the request to vary.

(c) Community Work Australia reserves the right not to grant a request to vary made under 2.13(b).

2.14 Course review and grievance procedure

(a) The course review and grievance procedure can be activated when an individual or group has reason to believe that an accredited course is in breach of Community Work Australia requirements.

(b) An accredited course is required to ensure that students and staff are advised of the existence and specifics of a course review and grievance procedure through a notice on all noticeboards or intranet facilities used to convey messages about the accredited course.

(c) Complaints relating to a breach of Community Work Australia requirements can be made by any student, staff member, Community Work Australia member, welfare agency, educational institution or education coordinating body.

(d) Initial complaints may be made via email, letter, phone or in person.

(e) Confidentiality of complaints will be maintained as far as possible; however, complainants must provide their name, contact phone number and any other contact details to ensure appropriate follow-up. If these details are not provided Community Work Australia may not proceed with the complaint.

(f) Community Work Australia will respond to the complaint in the manner it sees fit and may determine in all the circumstances that no further action is warranted.

(g) Community Work Australia may determine to appoint a person to investigate a complaint.

(h) If Community Work Australia determines to investigate a complaint the original complainant may be asked to put the complaint in writing, and include any documentary evidence and references to witnesses or other support for the complaint, as well as any steps already taken to resolve the issues.

(i) If Community Work Australia determines to investigate a complaint the person investigating the complaint will communicate formally with the course leader of the accredited course setting out the details of the complaint and requesting a response.

(j) Where Community Work Australia determines that it is necessary to do so in relation to investigating the complaint, Community Work Australia will:

(i) provide an applicant with at least 7 days notice of its intention to conduct an audit;

(ii) require the applicant to make available to Community Work Australia's nominated auditors copies of all information requested by Community Work Australia that relates to the complaint within 14 days of such a request being made;

(iii) require the applicant to permit an officer or employee of Community Work Australia to conduct an audit to enter any of its business premises on any working day between the hours of 8.30 am and 6.00 pm for the purpose of inspecting records, copying records, holding discussions with the applicant's employees or holding discussions with the applicant's students during the course of such an audit.

(iv) require the applicant to nominate an authorised person;

(v) require the applicant to ensure that the authorised person provides Community Work Australia with written or verbal responses, as requested, to any question by the Community Work Australia auditor.

(k) Subject to the outcome of any investigation, Community Work Australia will have the discretion to resolve an outcome. Such outcomes, may include:

(i) A full audit of the accredited course;

(ii) the complaint is unwarranted and no action should be taken;

(iii) that a formal censure be issued to a party;

(iv) that the accredited course will have its accredited course status:

(A) downgraded to provisional accreditation;

(B) suspended; or

(C) revoked.

(v) Further information in relation to the imposition of provisional accreditation or the suspension or revocation of accredited course status can be obtained by contacting Community Work Australia.

2.15 Responses to breaches of application obligations or Community Work Australia requirements

(a) The applicant and education provider covenant and agree that a failure by the applicant to comply with the obligations contained in the application or with any Community Work Australia requirement may result in Community Work Australia, in its absolute discretion, taking any of the following steps:

(i) Requiring the applicant to rectify the identified breach in a manner proposed by Community Work Australia within 28 days of receiving a written notice from Community Work Australia;

(ii) Replacing the applicant's accredited course status with provisional accreditation status;

(iii) Suspending accredited course status and advising affected students of same;

(iv) Revoking accredited course status and advising affected Students of same; or

(v) Notifying State and Federal regulatory authorities of any breach of these terms and conditions or Community Work Australia requirements.

(b) If an accredited course status is suspended or revoked, that course shall be deemed, unless determined otherwise by Community Work Australia, to have ceased holding accredited course status and any students completing their course during the period of suspension or revocation will be held not to have completed an accredited course.

2.16 Provisional accreditation

(a) The provisional accreditation process allows a detailed and discretionary monitoring of courses and campuses for up to three months.

(b) A course with accredited course status may be downgraded to provisional accreditation in circumstances:

(i) Where there are unresolved non-compliance issues following the instigation of the course review and grievance procedure;

(ii) Where there have been significant changes to the staffing levels, student numbers or other aspects of the accredited course without the applicant having consulted Community Work Australia about those changes prior to them occurring; or

(iii) In any other case in which Community Work Australia does not consider that the accredited course is providing an appropriate standard of education for the students.

(c) If an applicant has its accredited course status downgraded to provisional accreditation, it will be notified by Community Work Australia of this decision, including the date on which the downgrading of its status took effect.

(d) If an applicant has its accredited course status downgraded to provisional accreditation, it will have up to three months to show evidence of improvements sufficient to alleviate Community Work Australia's concerns.

(e) If the education provider cannot show satisfactory evidence of improvement within three months, the Education Committee (EC) may resolve to suspend or revoke the education provider's accredited course status.

2.17 Suspension

a) Community Work Australia may, at its absolute discretion, suspend its accreditation of a course offered by the applicant at any time in any of the following circumstances:

(i) Where Community Work Australia has requested the provision of information relating to the accredited course and the applicant has failed to provide such information;

(ii) Where Community Work Australia has notified the applicant of issues which require improvement and the applicant has failed to rectify those issues;

(iii) Where Community Work Australia has determined that the applicant has failed to comply with its obligations in relation to conducting an approved course;

(iv) Where the applicant has failed to submit an annual course registration application within 28 days of such an application falling due

(v) Where an applicant fails to pay such fees as required by Community Work Australia in relation to course accreditation and annual course registration within 28 days of such fees falling due.

b) If an applicant has its accredited course status suspended, it will be notified by Community Work Australia of this decision, including the date on which the suspension took effect.

c) Notification of the suspension of accredited course status may, at Community Work Australia's absolute discretion, be published.

2.18 Revocation

a) Community Work Australia may, at its absolute discretion, revoke the accreditation of a course offered by the applicant at any time in any of the following circumstances:

(i) Where an applicant has repeatedly engaged in conduct which, in Community Work Australia's reasonable view, is in breach of the obligations contained in this application and/or Community Work Australia requirements;

(ii) Where an applicant has failed to remedy identified deficiencies during a period of suspension.

b) If an applicant has its accredited course status revoked, it will be notified by Community Work Australia of this decision, including the date on which the revocation took effect.

c) Notification of the revocation of accredited course status may, at Community Work Australia's absolute discretion, be published.

d) If accredited course status is revoked, a new application cannot be submitted by the education provider for a period of 12 months from the date of the revocation.

Enquiries

(03) 9642 5166

accreditation@communitywork.org.au