

# Course and campus approval

Valid from 1 August 2011



## REQUIREMENTS FOR AN APPLICATION

### Documents to be submitted with the Application:

- (a) For Course Approval of a New Course and/or Campus: Please ensure all documentation identified on the New Course Checklist is attached to this Application.
- (b) For Course Renewal: Please ensure all documentation identified in the Course Renewal Checklist is attached to this Application.
- (c) For Course Upgrade: Please ensure all documentation identified on the Course Upgrade Checklist is attached to this Application.
- (d) For Annual Course Registration: Please ensure all documentation identified in the Annual Course Registration Checklist is attached to this Application.

### This Application form is to be used for Approval of a Diploma level qualification or above.

On behalf of the Applicant, I, (name)

(Education provider)

(Campus)

Wish to apply for:

### Type of application:

- Course Approval - \$4400 (GST included)
- Course Renewal - \$1100 (GST included)
- Course Upgrade (CSTP 02 to 08 Package) - \$1650 (GST included)
- Annual Course Registration - \$1100 (GST included)

**The Applicant must submit a completed form for each Course and for each separate Campus.**

Send this form, together with supporting documents and application fee to  
ACWA Course Assessments:  
PO Box 42, FLINDERS LANE VIC 8009  
T (03) 9654 8287  
E [assessments@acwa.org.au](mailto:assessments@acwa.org.au)

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## SECTION 1: APPLICATION DETAILS

Name of education provider

Course code

Registered provider number

Full title of course as it will appear on the approval certificate

Campus location

Street Address

  

State

Postcode

Postal address (if different to above)

  

State

Postcode

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## CONTACT DETAILS

### Head of Department/CEO contact details

Title	Surname	Given name(s)
<input type="text"/>		
Position		
<input type="text"/>		
Department		
<input type="text"/>		
Phone		Fax
(    )		(    )
Email		
<input type="text"/>		

### Course Leader contact details

Title	Surname	Given name(s)
<input type="text"/>		
Position		
<input type="text"/>		
Department		
<input type="text"/>		
Phone		Fax
(    )		(    )
Email		
<input type="text"/>		

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## CONTACT DETAILS

### Fieldwork placement 1 coordinator

Title	Surname	Given name(s)
<input type="text"/>		
Position		
<input type="text"/>		
Department		
<input type="text"/>		
Phone		Fax
(    )		(    )
Email		
<input type="text"/>		

### Fieldwork placement 2 coordinator

Title	Surname	Given name(s)
<input type="text"/>		
Position		
<input type="text"/>		
Department	Next semester	Next year
<input type="text"/>		
Phone		Fax
(    )		(    )
Email		
<input type="text"/>		

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## COURSE DETAILS

Date of course commencement at campus

/   /

### Estimated availability of the course

Classroom attendance (%)

Distance education (%)

### Fieldwork/industry placement

Number of placements

Total number of placement hours

### Estimated Number of students

Current

Next semester

Next year

### Estimated proportion of international students (%)

Current

Next semester

Next year

### Number of teaching staff

Full-time

Part-time

Casual /Sessional

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## COURSE DETAILS

### Course duration (full-time)

Number of years

Weeks in semester

Number of semesters

Total course contact hours (does not include placement)

### Course duration (part-time)

Number of years

Weeks in semester

Number of semesters

Total course contact hours (does not include placement)

### Has ACWA previously approved the core content and mode of delivery?

Yes No

 

Date of initial approval

  /   /    

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## SECTION 2: PAYMENT DETAILS

Tick [✓] the appropriate box:

- Cheque/Money order payable to **ACWA Inc.**
- Online bank transfer (please contact [finance@acwa.org.au](mailto:finance@acwa.org.au) for bank transfer details and reference number)
- Visa/Mastercard (please circle)

Cardholder name

Card number

 /  /  / 

Expiry Date

 / 

Signature

Date

 /  / 

Payment already made

Date of payment  /  /

Method of payment

Receipt No:

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## SECTION 3: DECLARATION

On behalf of the Applicant, I declare that all requirements and guidelines Published by ACWA in relation to the requirements of this Application have been fulfilled, including, but not limited to, requirements relating to:

- a. The course curriculum;
- b. Qualifications of teaching staff;
- c. Fieldwork Placement Requirements;
- d. Library and other resources;
- e. Course duration;
- f. Compliance with the ACWA Code of Ethics;
- g. Course Approval and Grievance Procedure will be displayed for students and staff; and
- h. Course Review Provisions will be displayed for students and staff.

Full name

Position

Signature

Date

 /  / 

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## SECTION 4: DEFINITIONS

### In this application the following definitions may apply:

- **ACWA** means the Australian Community Workers Association Incorporated.
- **ACWA Requirements** includes, but is not limited to:
  - ACWA Course and Campus Approval Requirements;
  - ACWA Fieldwork Placement Requirements;
  - ACWA Code of Ethics;
  - Any other requirements Published by ACWA relating to the conduct of an Approved Course.
- **Annual Course Registration** shall refer to the annual process by which an Education Provider seeks to maintain its Approved Course status.
- **Applicant** means the Education Provider on whose behalf this Application Form is submitted, as identified in Section 1.
- **Application** means this form.
- **Approved Course** means a course which has been approved by ACWA, in connection with a specified Campus, as one which is designed to meet the training needs of the welfare and community worker profession.
- **Approval Time Limit** for an Approved Course shall mean the period for which ACWA decides that the Course is entitled to hold Approved Course status.
- **Assessment** means the process by which Students apply for assessment of their qualification from ACWA for the purpose of seeking membership of ACWA or for skilled migration.
- **Campus** shall mean the campus location identified in Section 1.
- **Course** shall mean the Course which is the subject of this Application, as identified in Section 1 and as taught at the Campus.
- **Course Approval** shall mean the process by which an Education Provider which does not currently hold Approved Course status applies to have Approved Course status granted in relation to the Course, including but not limited to circumstances where an Education Provider's Approved Course status has lapsed, been suspended or revoked, or where the Course has not previously held Approved Course status.
- **Course Leader** means the person employed by an Education Provider in relation to the conduct of an Approved Course. The Course Leader may be the main contact person for ACWA Course Assessment staff.
- **Course Renewal** shall refer to the process by which an Education Provider seeks to renew its Approved Course status upon expiry of the Approval Time Limit.
- **Course Upgrade** shall refer to the process of applying for an upgrade of an Approved Course from a previously approved package (CSTP o2 to o8).
- **CSTP** shall refer to the Community Services Training Package.
- **Education Provider** includes a University, TAFE College and RTO.
- **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 enrolled in an Approved Course.
- **Guidelines for Course Approval** refers to the "ACWA – Course and Campus Approval Requirements", as amended by ACWA from time to time.
- **Provisional Approval** shall mean a type of approval, which is less than Course Approval.
- **Published** shall mean the posting of a document or other information by ACWA on ACWA's website.
- **RTO** shall mean an organisation that is a Registered Training Organisation.
- **Statement of Approval** refers to the Statement of Approval document provided by ACWA to an Education Provider upon the granting of Approved Course status.
- **Student** shall mean any person who has been enrolled in or has completed an Approved Course. In this Application, the singular shall be taken to have the meaning of the plural and vice versa.

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## SECTION 5: OBLIGATIONS

### 1. Obligations upon submitting an application

#### 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 Approved Course status.

#### 1.2 General obligations

- (a) By submitting the Application, the Applicant is taken to have accepted the conditions contained in this Application.
- (b) The Applicant must comply with all ACWA Requirements as exist at the time of submitting this Application to ACWA.
- (c) The Applicant shall pay the relevant Course Approval fee.
- (d) The Applicant must not hold itself out as conducting an Approved Course, unless ACWA 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 ACWA may conduct any enquiries it considers relevant to confirm the accuracy of the information submitted by the Applicant in this Application.
- (c) The Applicant agrees to provide all reasonable assistance to ACWA in undertaking a review of information submitted as part of the Application.
- (d) The Applicant acknowledges that ACWA retains the discretion not to confer Approved Course status on the Applicant.

### 2. Obligations if approved 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 Approved Course status and for the duration of the Approval Time Limit.

#### 2.2 General obligations

- (a) If the Applicant receives Approved Course status for the Course and for the duration of the Approval Time Limit, the Applicant will:
  - (i) be taken to have accepted the conditions contained in this Application;
  - (ii) comply with all ACWA Requirements which are in effect at the time of receiving Approved Course status and which may be in effect for the duration of the Approval Time Limit;
  - (iii) pay any fee required by ACWA in relation to the processing of the Approved Course status;
  - (iv) participate in the Annual Course Registration;
  - (v) pay on an annual basis the Annual Course Registration fee.
  - (vi) participate in the Course Renewal process upon expiry of the Approval Time Limit;
  - (vii) pay the Course Renewal fee as specified.
  - (viii) notify ACWA in writing within 14 days of becoming aware that it cannot comply with the obligations in the Application or with any ACWA Requirement.
- (b) ACWA agrees to ensure that all ACWA Requirements are Published or otherwise notified to an Approved Course provider including any variations, deletions or modifications of ACWA Requirements.

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## SECTION 5: OBLIGATIONS

### 2.3. Duration of Course approval

- (a) An Approved Course will receive approval for the period of the Approval Time Limit, as identified in the Statement of Approval.
- (b) The Approval Time Limit will be the period of time specified in the Statement of Approval or three years, whichever is the lesser period.
- (c) The Approval Time Limit shall run from the date on which the Statement of Approval is issued or any other such commencement date as may be stipulated in the Statement of Approval.
- (d) The Approved Course status will terminate with immediate effect on the day after the last day identified in the Approval Time Limit.

### 2.4 Course Registration

- (a) The Applicant will be required to apply for Course Registration for the duration of the Approval Time Limit, upon each anniversary of the Course receiving Approved Course Status.
- (b) If the Applicant has not paid the Course Registration fee within 28 days of the anniversary of the Course receiving Approved Course Status, ACWA may, in its absolute discretion, suspend the Approved Course Status.
- (c) If the Applicant has not submitted a form in respect of the Course Registration within 28 days of the first anniversary of the commencement of the Approval Time Limit, ACWA may, in its absolute discretion, suspend the Approved Course status.

### 2.5 Course Renewal

- (a) The Applicant will be required to apply for Course Renewal upon the expiry of the Approval Time Limit.
- (b) The Applicant will be required to pay the fee imposed by ACWA in respect of the Course Renewal.
- (c) If the Applicant has not paid the Course Renewal fee within 28 days of the date of the expiry of the Approval Time Limit, ACWA may, in its absolute discretion, suspend the Approved Course status.

### 2.6 Course Upgrade

- (a) If the Applicant has received Approved Course status in relation to a 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 ACWA in relation to such an application.

### 2.7 Applicant's obligations regarding the provision of information during the Approval Time Limit

- (a) The Applicant will be responsible for ensuring that information provided by the Applicant in relation to Assessments or Approved Courses during the period of the Approval Time Limit is updated on an ongoing basis.
- (b) Where ACWA has requested updated information or amendments to information already provided by the Applicant which relates to Assessments or Approved Courses, the Applicant will comply with ACWA's request within 14 days.
- (c) The Applicant must not hold itself out as conducting an Approved Course in circumstances where the Approval Time Limit has expired, the Approved Course status has been altered to Provisional Approval, or the Approved Course status has been suspended or revoked.

### 2.8 Outsourcing of obligations

- (a) If the Applicant receives Approved Course status, it agrees that it will fulfil each of its obligations, as set out here, or any ACWA Requirement, directly through its directors and employees and that it will not outsource any of their obligations without first obtaining the written approval of ACWA to enter into such an arrangement.
- (b) If ACWA's approval for an outsourcing arrangement is granted, such approval will be for 3 months, or a specified duration as identified by ACWA, whichever is the shorter.

### 2.9 Audit

- (a) The Applicant acknowledges that ACWA may conduct an audit of the Applicant's arrangements relating to the Approved Course and the Approved Course's compliance with the obligations contained in the Application, including but not limited to:
  - (i) Compliance with ACWA Requirements;
  - (ii) fieldwork placements;
  - (iii) fieldwork placement agreements;
  - (iv) teaching staff qualifications; and
  - (v) identification of student resources.
- (b) ACWA will provide an Applicant with at least 7 days notice of its intention to conduct an audit.

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## SECTION 5: OBLIGATIONS

(c) The Applicant will make available to ACWA's nominated auditors copies of all information requested by ACWA that relates to the conduct of the Approved 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 ACWA with written or verbal responses, as requested, to any question by the ACWA auditor.

(e) The Applicant shall permit an officer or employee of ACWA 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.

### 2.10 Response to concerns

(a) The Applicant agrees that ACWA can raise any concerns with them, in person or by telephone regarding any failures to comply with the obligations contained in the Application or any other ACWA Requirements as amended from time to time.

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

(c) ACWA may indicate by written notice that the Applicant must rectify certain issues or problems.

(d) Where ACWA 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 ACWA may, at its absolute discretion, refer concerns, issues or problems relating to Approved Courses or courses with Provisional Approval to the applicable State or Federal agencies or authorities.

### 2.12 Indemnity

(a) The Applicant hereby covenants to indemnify and to keep indemnified ACWA 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 ACWA suffers as a direct or indirect result of ACWA's decision not to grant the Course or any course, Approved Course status, any breach, or any allegation of a breach, by the Applicant of the conditions of the Application or ACWA Requirements,

the suspension or revocation of Approved Course status or imposition of Provisional Approval status, or the Assessment by ACWA of a Student for membership of ACWA or for migration purposes.

(b) The Applicant agrees to notify ACWA 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 ACWA Requirement may be varied.

(b) Such a request to vary the obligations contained in the Application or any ACWA Requirement must be made in writing to ACWA and must include any documents which would support the request to vary.

(c) ACWA 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 Approved Course is in breach of ACWA Requirements.

(b) An Approved 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 Approved Course.

(c) Complaints relating to a breach of an ACWA Requirements can be made by any Student, staff member, ACWA 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 ACWA may not proceed with the complaint.

(f) ACWA 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) ACWA may determine to appoint a person to investigate a complaint.

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## SECTION 5: OBLIGATIONS

(h) If ACWA 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 ACWA determines to investigate a complaint the person investigating the complaint will communicate formally with the Course Leader of the Approved Course setting out the details of the complaint and requesting a response.

(j) Where ACWA determines that it is necessary to do so in relation to investigating the complaint, ACWA 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 ACWA's nominated auditors copies of all information requested by ACWA 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 ACWA 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 ACWA with written or verbal responses, as requested, to any question by the ACWA auditor.

(k) Subject to the outcome of any investigation, the ACWA Education Committee (EC) will have the discretion to resolve an outcome. Such outcomes, may include

(i) A full audit of the Approved Course should take place;

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

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

(iv) that the Approved Course will have its Approved Course status:

(A) downgraded to Provisional Approval;

(B) suspended; or

(C) revoked.

(l) Further information in relation to the imposition of Provisional Approval or the suspension or revocation of Approved Course status can be found in the Application.

### 2.15 Responses to breaches of Application obligations or ACWA 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 ACWA Requirement may result in ACWA, in its absolute discretion, taking any of the following steps:

(i) Require the Applicant to rectify the identified breach in a manner proposed by ACWA within 28 days of receiving a written notice from ACWA;

(ii) Replace the Applicant's Approved Course status with Provisional Approval status;

(iii) Suspending Approved Course status and advising affected Students of same;

(iv) Revoking Approved 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 ACWA Requirements.

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

### 2.16 Provisional Approval

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

(b) A course with Approved Course status may be downgraded to Provisional Approval following a resolution of the Education Committee (EC) 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 Approved Course without the Applicant having consulted ACWA about those changes prior to them occurring; or

(iii) In any other case in which ACWA does not consider that the Approved Course is providing an appropriate standard of education for the Students.

(c) If an Applicant has its Approved Course status downgraded to Provisional Approval, it will be notified by ACWA of this decision, including the date on which the downgrading of its status took effect.

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## SECTION 5: OBLIGATIONS

(d) If an Applicant has its Approved Course status downgraded to Provisional Approval, it will have up to three months to show evidence of improvements sufficient to alleviate ACWA'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 Approved Course status.

### 2.17 Suspension and Revocation

#### Suspension

(i) ACWA may, at its absolute discretion, suspend its approval of a course offered by the Applicant at any time in any of the following circumstances:

- Where ACWA has requested the provision of information relating to the Approved Course and the Applicant has failed to provide such information;
- Where ACWA has notified the Applicant of issues which require improvement and the Applicant has failed to rectify those issues;
- Where ACWA has determined that the Applicant has failed to comply with its obligations in relation to conducting an Approved Course;
- Where the Applicant has failed to submit a Course Renewal application within 28 days of such an application falling due;
- Where the Applicant has failed to submit an Annual Course Registration application within 28 days of such an application falling due.
- Where an Applicant fails to pay such fees as required by ACWA in relation to Course Approval, Course Renewal and Annual Course Registration within 28 days of such fees falling due;

(ii) If an Applicant has its Approved Course status suspended, it will be notified by ACWA of this decision, including the date on which the suspension took effect.

(iii) Notification of the suspension of Approved Course status may, at ACWA's absolute discretion, be Published.

#### Revocation

(i) ACWA may, at its absolute discretion, revoke the approval of a course offered by the Applicant at any time in any of the following circumstances:

- Where an Applicant has repeatedly engaged in conduct which, in ACWA's reasonable view, is in breach of the obligations

contained in this Application and/or ACWA Requirements;

- Where an Applicant has failed to remedy identified deficiencies during a period of suspension.

(ii) If an Applicant has its Approved Course status revoked, it will be notified by ACWA of this decision, including the date on which the revocation took effect.

(iii) Notification of the revocation of Approved Course status may, at ACWA's absolute discretion, be Published.

(iv) If Approved 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.

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