

**CODE OF PRACTICE**

NUMBER : POL006\_12 PAGES : 7

VERSION : V3.0 CREATED : 28/05/2012  
LAST MODIFIED : 12/01/2015  
REVISION DATE : 12/01/2016

DOCUMENTS :

REFERENCES : All Policies & Procedures  
Training & Skills Commission (SA) Code of Practice

AUTHORISED : \_\_\_\_\_ DATE : \_\_\_\_\_  
CEO

**CONTENTS**

PURPOSE ..... 2

POLICY ..... 2

RESPONSIBILITIES ..... 2

CODE OF PRACTICE..... 3

1. INTRODUCTION..... 3

2. PROVISION OF TRAINING AND ASSESSMENT SERVICES..... 3

3. ISSUANCE OF QUALIFICATIONS..... 4

4. RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOS..... 4

5. MARKETING OF TRAINING AND ASSESSMENT SERVICES..... 4

6. FINANCIAL STANDARDS ..... 4

7. PROVISION OF INFORMATION ..... 4

8. RECRUITMENT ..... 5

9. SUPPORT SERVICES..... 5

10. COMPLAINTS & APPEAL MECHANISM..... 5

11. RECORD KEEPING ..... 5

12. QUALITY CONTROL..... 5

13. CHILDREN'S PROTECTION ..... 6

Attachment A to Code of Practice ..... 7

## POLICY & PROCEDURE

### PURPOSE

The purpose of this policy is to highlight and confirm for all stakeholders how *MTC Training* will conduct its operations.

### POLICY

It is the policy of *MTC Training* to abide by the following conduct which is an ethical standard for our operation whilst remaining responsive to the development of the Australian community.

*MTC Training* will:

- Abide by the attached Code of Conduct which is based on Training & Skills Commission (SA) Code of Practice at all times (Attachment 1);
- Assure that all persons who are in a position to influence decisions within the Registered Training Organisation (RTO) are fit and proper persons;
- At all times endeavour to identify any and all conflicts of interest that may arise from time to time for any person who is in a position to influence decisions;
- At all times conduct our operations transparently, equitably and with integrity;
- Practice zero tolerance of all behaviours and activities that diminish the importance of individuals;
- Observe the standards prescribed by the National VET Regulator, Australian Skills Quality Authority (ASQA), Australian Qualifications Framework (AQF), Training & Skills Commission (TaSC) and other governing and regulatory bodies as is required;
- Establish policies and procedures that meet the requirements of the Children's Protection Act 1993 and enhance the development of a Child Safe Environment;
- Establish policies which fulfill our obligations to all stakeholders and which comply with all legislative and governance requirements;
- Strive for continuous improvement of all facets of our operation and service provision;
- Take responsibility for professional development of all persons involved in the provision of our services;
- Make every endeavour to assure that *MTC Training* is eco friendly
- Utilise the expertise and knowledge of industry experts to:
  - inform and enhance our learning and assessment tools, resources and practices;
  - maintain the relevance and currency of learning and assessment for our trainees;
  - augment the relevance and currency of our training/assessing staff.

### RESPONSIBILITIES

All stakeholders representing *MTC Training* for any purpose will be expected to abide by this Policy and the attached Code of Practice.

### CODE OF PRACTICE

#### FOR TRAINING ORGANISATIONS REGISTERED TO PROVIDE TRAINING SERVICES AND ASSESSMENT SERVICES AND ISSUANCE OF NATIONALLY RECOGNISED QUALIFICATIONS

#### 1. INTRODUCTION

- 1.1. This Code of Practice provides the basis for good practice in the marketing, operation, financing and administration of education and training services by *MTC Training* a National VET Regulator RTO.
- 1.2. For the purposes of this Code 'trainee' refers to any person participating in education or training delivered by this organisation. A 'client' is a person or organisation who may enter into a contract with the registered training organisation for the delivery of education and training service

#### 2. PROVISION OF TRAINING AND ASSESSMENT SERVICES

- 2.1. Where *MTC Training's* trainees are directly from industry or the general public *MTC Training* will conduct an appropriate assessment relevant to the qualification the trainee would undertake to ensure that the trainee has the greatest opportunity to successfully complete their qualification.

Where an applicant trainee does not meet the requirements of the assessment and *MTC Training* is unable to provide the learning required *MTC Training* will assist the student to access a quality and appropriate provider.

- 2.2. *MTC Training* has policies and management practices which maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of trainees and/or clients.
- 2.3. *MTC Training* maintains a learning environment that is conducive to the success of trainees and engages industry experts as guest lecturers.
- 2.4. *MTC Training* has the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of trainees.
- 2.5. *MTC Training* monitors and assesses the performance and progress of its trainees.
- 2.6. *MTC Training* ensures that teaching staff are not only suitably qualified but are also sensitive to the cultural and learning needs of trainees, and it provides training for our staff as required.
- 2.7. *MTC Training* ensures that assessments are conducted in a manner which meets the endorsed components of the relevant Training Package(s) and/or accredited courses.
- 2.8. *MTC Training* is committed to access and equity principles and processes in the delivery of its services.

### 3. ISSUANCE OF QUALIFICATIONS

*MTC Training* issues qualifications and Statements of Attainment to trainees who meet the required outcomes of a qualification or unit of competency, in accordance with the National VET Framework.

### 4. RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOS

- 4.1. *MTC Training* recognises the AQF qualifications and Statements of Attainment issued by other RTOs.
- 4.2. Mutual recognition obligations are reflected in *MTC Training's* policies and procedures and information to staff and clients.

### 5. MARKETING OF TRAINING AND ASSESSMENT SERVICES

- 5.1. *MTC Training* markets and advertises its products and services in an ethical manner.
- 5.2. *MTC Training* gains written permission from a trainee or client before using information about that individual or organisation in any marketing materials.
- 5.3. *MTC Training* accurately represents recognised training products and services to prospective trainees and clients.
- 5.4. *MTC Training* ensures trainees and clients are provided with full details of conditions in any contract arrangements with the organisation.
- 5.5. No false or misleading comparisons are drawn with any other training organisation or qualification.

### 6. FINANCIAL STANDARDS

- 6.1. *MTC Training* has measures to ensure that trainees and clients receive a refund of fees for services not provided, including services not provided as a result of the financial failure of the organisation.
- 6.2. *MTC Training* has a refund policy that is fair and equitable and this policy is made available to all trainees and clients prior to enrolment.
- 6.3. *MTC Training* ensures that the contractual and financial relationship between the trainee/client and the organisation is fully and properly documented, and that copies of the documentation are made available to the trainee/client.
- 6.4. Documentation includes: the rights and responsibilities of trainees, costs of training and assessment services and issuance of Qualifications, payment arrangements, refund conditions and any other matters that place obligations on trainees or clients.

### 7. PROVISION OF INFORMATION

- 7.1. *MTC Training* supplies accurate, relevant and up-to-date information to prospective trainees and clients covering but not limited to the matters listed in Attachment A to this Code.

- 7.2. *MTC Training* supplies this information to trainees and clients prior to enrolment and regularly reviews all information provided to ensure its accuracy and relevance.

### 8. RECRUITMENT

- 8.1. *MTC Training* conducts recruitment of trainees at all times in an ethical and responsible manner.
- 8.2. Offers of course placement are based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.
- 8.3. *MTC Training* ensures that the educational background of intending trainees is assessed by suitably qualified staff and/or agents, and provides for the training of such staff and agents, as appropriate.

### 9. SUPPORT SERVICES

*MTC Training* provides adequate protection for the health, safety and welfare of trainees and, without limiting the ordinary meaning of such expression, this includes adequate and appropriate support services in terms of academic mentoring and referral to appropriately qualified personal counselling providers.

### 10. COMPLAINTS & APPEAL MECHANISM

*MTC Training* ensures that trainees and clients have access to a fair and equitable process for dealing with complaints and appeals and provides an avenue for trainees to appeal against decisions which affect the trainees' progress. Every effort is made by *MTC Training* to resolve trainees'/clients' complaint or appeal.

For this purpose, *MTC Training* has complaint and policies where a member of staff is identified to trainees and clients as the reference person for such matters. In addition, the complaint and appeal mechanisms as a whole are made known to trainees at the time of enrolment.

Where a complaint cannot be resolved internally, *MTC Training* advises trainees and clients of the appropriate body where they can seek further assistance.

### 11. RECORD KEEPING

*MTC Training* keeps complete and accurate records of the attendance and progress of trainees, as well as financial records that reflect all payments and charges and the balance due, and provides copies of these records to trainees on request. Trainee and client records are managed in accordance with privacy legislation.

### 12. QUALITY CONTROL

*MTC Training* seeks feedback from our trainees and clients on their satisfaction with services they have received and seeks to improve its services in accordance with their expectations.

*MTC Training* engages with industry in the development, validation and moderation of its learning and assessment tools, resources and practices through the participation of industry expert representatives in those processes.

*MTC Training* encourages and invites our apprentice employers and other industry experts' involvement as guest lecturers.

*MTC Training's* Learning & Assessment Committee oversees all learning and assessment activities and resources and includes industry representatives as part of its membership to ensure relevance and currency of learning and assessment for our trainees.

### 13. CHILDREN'S PROTECTION

*MTC Training* complies with Children's Protection Act 1993 and in particular Section 8B – 8D Child Safe Environments and criminal history assessment for people working with children.

It is the policy of *MTC Training* to ensure that all children feel and are safe and respected.

*MTC Training's* staff recruitment require a current Catholic Education Police Clearance. If a Federal Police Clearance is provided, this will require approval check by the Catholic Education Police Clearance Unit (no less than 3 years old).

.....  
CHIEF EXECUTIVE OFFICER

.....  
DATE

### Attachment A to Code of Practice

*MTC Training* provides potential trainees at time of application with the following information:

- Application/Enrolment form
- Trainee Handbook incorporating the following policies:
  - Fees & Refund
  - Appeal
  - Complaints
  - Trainee Support Services
  - Privacy
  - Access & Equity
  - Assessment Selection Application & Enrolment
- Course Information including entry requirements
- Training facilities and resources information
- Fees and refund schedule
- Recognition of Prior Learning information and application
- Credit Transfer information and application