

P-1.3 CODE OF PRACTICE

1.3.1 Purpose

This policy outlines ECTARC's commitment to conduct its business operations to meet AQTF standards, legislative and regulatory requirements and offer our clients high quality products and services.

1.3.2 Scope

This policy applies to all ECTARC business operations and training delivery.

1.3.3 Deployment

1.3.3.1 To ensure that the highest quality management practices are implemented ECTARC ensures that the following information, advice and support services are documented and delivered to clients:

a) Client selection and enrolment

All students will be recruited in an ethical and responsible manner. Our equity and access policy ensures that client selection decisions comply with equal opportunity legislation, AQTF standards and State/Territory legislative requirements.

Students will be provided with information on ECTARC's products, services, policies and procedures prior to enrolment so an informed decision can be made to enrol with our organisation. The enrolment process is documented in the *Enquiry Flyer B29(SP-9.1)*.

b) Induction

Students will be given further information after enrolment that will guide them through their studies and outline in detail their rights and responsibilities.

Distance students will be provided with a *Student Information Handbook HB15(SP-10.4)*.

Students undertaking a traineeship will be provided with the *Traineeship Information Handbook HB4(SP-10.1)*.

All ECTARC staff undergo a thorough induction and training program. This induction process is documented in *P-1.12 Employee Recruitment, Selection and Induction* policy and *SP-7.1 Training procedure*.

c) Course information (including content and vocational outcomes)

ECTARC will provide specific course brochures and flyers that reflect programs within the organisation's scope of registration. Brochures and flyers are available in the ECTARC reception area or can be mailed or email to a potential client on request.

d) Management & Administration

ECTARC has policies and management strategies that ensure sound financial and administrative practices. Management has systems to safeguard client's fees until used for training/assessment. Program fee details are outlined in the *Fee Schedule* brochure.

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ECTARC has a refund policy that is fair and equitable. The refund policy applies to all students unless otherwise stated. The enrolment fee is non-refundable except if the program is cancelled by ECTARC. See *Refund Policy* brochure for more information.

ECTARC is committed to handling student/client information in accordance with the Privacy Act. All records are managed securely and confidentially and are available for student/client perusal upon request. Please contact ECTARC for a copy of our *Privacy Policy*.

e) Provision for Language, Literacy and Numeracy assessment

ECTARC provides provisions for language, literacy and numeracy (LL&N) assessment on request. If deemed necessary, a student will be asked to complete *Study Skills CHC068 learning materials* to determine if they need further assistance with respect to LL&N.

ECTARC will also monitor the needs of client's language, literacy and numeracy skills through the enrolment form and assessment. In addition, the first assignments that are received from any ECTARC programs, a *LL&N Assessment Form* is completed by the Training Officer to determine and act on identified language, literacy and numeracy needs.

ECTARC will ensure when developing, adapting or delivering training and/or assessment services to meet language, literacy and numeracy needs of learners the learning capacity of the individual must be maintained. Training and assessment must be consistent with the essential requirements for workplace performance specified in the relevant units of competency or outcomes of accredited courses.

ECTARC will ensure when developing, adapting or delivering training and/or assessment services to meet language, literacy and numeracy needs, that the learning capacity of the student is further developed and that all new materials comply with the essential requirements for workplace performance specified in the relevant units of competency or outcomes of accredited courses.

f) Client support.

The support offered by ECTARC includes options in learning, guidance offered by Training Officers, telephone/email support, training needs analysis (study plans, etc), research facilities (library), information on the ECTARC website and Recognition of Current Competency (RCC) assessments.

g) Flexible learning and assessment

Learning and assessment materials can be customised to best suit a student's needs. ECTARC is committed to offering flexible learning and assessment procedures to offer the optimum training experience for students. See *SP-10.8 Customisation Procedure*.

h) Welfare and guidance services

ECTARC endeavours to provide welfare and guidance to all students/clients. This includes review of payment schedules when requested, learning pathways, possible RCC opportunities, provision for special needs, provision for special cultural and religious needs (where applicable).

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i) Appeals and complaints

ECTARC offers student/clients the opportunity to appeal against a decision or make a complaint. ECTARC has a documented procedure that outlines the steps to lodge an appeal or complaint. The appeals and complaints process is considered a valuable tool for management to improve the products, services and business operations it delivers to clients.

j) Disciplinary procedures

ECTARC reserves the right to terminate the training and/or assessment of any student found guilty of academic misconduct (eg plagiarism, cheating, collusion).

ECTARC also reserves the right to ask a student to leave a face-to-face training session if a dysfunctional or disruptive behaviour is displayed.

k) Staff responsibilities for Access and Equity issues.

All ECTARC staff are required to act in accordance with ECTARC's *Code of Practice* and ensure that all students/clients are made aware of their rights and responsibilities.

Under the relevant Commonwealth Legislation, ECTARC will make reasonable adjustments for people with additional needs. This may include Aboriginal and Torres Strait Islanders, South Sea Islanders, people from culturally diverse backgrounds, people with disabilities, women and people living in rural and remote areas.

This means:

- ECTARC offers additional language, literacy and numeracy support to students that enrol in a distance study program.
- assessment tasks will be assessed flexibly – taking into account students' specific needs.
- ECTARC has policies and procedures (*see Quality Policy & Procedures Manual*) to ensure all students receive appropriate welfare and guidance throughout their program. All efforts are made to offer a flexible method of assessment to enable students to complete programs satisfactorily. Each case is reviewed on an individual basis to determine the best solution.

l) Recognition of Current Competency (RCC) arrangements.

All assessment of RCC applications will be reviewed by no less than two staff who are qualified to conduct the assessment. From time to time, or when deemed necessary, we reserve the right to invite a subject matter expert as part of an assessment process.

The ECTARC RCC process is clearly documented in *Recognition Assessment Procedures Policy SP-10.7*. A comprehensive *Recognition of Current Competency – Guide for Applicants* handbook is available to students who wish to undertake this process.

m) ECTARC recognises AQF qualifications and Statements of Attainment issued by other RTOs.

We acknowledge and support Mutual Recognition as one of the most important features of the Australian Quality Training Framework.

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Therefore, we accept the qualifications issued by other Registered Training Organisations based in any State/Territory of Australia.

n) Resources

ECTARC management will provide the staff, facilities, equipment, training and assessment materials required to provide the training and/or assessment services within its scope of registration and scale of operations, to accommodate client numbers, client needs, delivery methods and assessment requirements (including off-campus and on-line). The *Program Resources Summary* form is a summary of training and assessment resources for each program.

o) Risk Management

ECTARC will continually identify and manage risks concerned with compliance with AQTF standards. ECTARC will correct and prevent any failure to comply with the AQTF standards and its own quality system, policies and procedures. This will be achieved through:

- i. a continuous improvement system
- ii. internal audits
- iii. management and staff meetings – documented discussions/feedback that identify potential risks
- iv. information in the policy and procedures manual readily available to staff
- v. feedback and improvement suggestions taken from students by ECTARC staff that have been speaking/interacting with students
- vi. feedback from external auditing bodies
- vii. documenting discussion that identify potential risks in management, training and staff meetings.

p) Compliance with Commonwealth, State/Territory legislation and regulatory requirements

- a) ECTARC will identify and comply with relevant State or Territory laws including Commonwealth or State/Territory legislation on:
 - i. occupational health and safety (OHS Act 2000, OHS Regulation 2001)
 - ii. anti-discrimination, including equal opportunity, racial vilification, disability discrimination, workplace harassment, victimisation and bullying; (Anti-Discrimination Act 1977)
 - iii. vocational education and training (Vocational Education, Employment and Training Act 1994);
 - iv. apprenticeships and traineeships (Apprenticeship & Traineeship Act 2001).

A legislation log will be maintained that can be accessed by staff and clients at any time on request.

- b) Clients/students will be provided with information about legislation when it is deemed that it will significantly affect their participation in vocational education and training activities.
- c) Staff will be provided with information about legislation when it is deemed that it will significantly affect their duties.
- d) ECTARC will ensure that it has all the insurance cover necessary to carry out its business, including workers compensation, public liability, professional

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indemnity, building and contents. It is the responsibility of the management team to ensure that ECTARC's policies and procedures are developed in line with Commonwealth and State/Territory legislation.

q) Records

ECTARC will keep documented procedures to assure the integrity, accuracy, security and currency of records. ECTARC will retain and archive student records for a period of 30 years and transfer records consistent with State or Territory registering body requirements.

r) Client feedback

ECTARC encourages clients and stakeholders to provide feedback on products and services. If at any time, a client feels that ECTARC staff or operations are not abiding by this *Code of Practice* they are encouraged to report their complaint following the procedure outlined in the *Complaints Handling Policy Brochure*.

s) Training Products & Services

ECTARC will accurately represent to prospective clients training products and services that lead to AQF qualifications or Statement of Attainment, and ensure that advertised outcomes are consistent with these qualifications.

Approved by : _____ Date : ___/___/___ Cont Imp Ref No: _____