P-1.3   CODE OF PRACTICE

1.3.1   Purpose

This policy outlines ECTARC's commitment to conduct its business operations in a transparent and ethical manner, to meet all legislative and regulatory requirements including the Standards for Registered Training Organisations 2015 , offering our students, clients, associated businesses and other stakeholders high quality products, services and partnerships.

1.3.2   Scope

This policy applies to all ECTARC business operations.

1.3.3   Deployment

1.3.3.1 To ensure that ECTARC implements the highest quality management practices the following information, advice and support services are documented and delivered to students, clients and all other stakeholders. All ECTARC staff is required to support the implementation of this Code of Practice in a way that reflects ECTARC's P-1.3 Mission, Vision and Values and to ensure the integrity of the products and services provided.

a) Client selection and enrolment

All students are recruited in an ethical and responsible manner. *P1.18 Access and Equity* ensures that client selection decisions comply with equal opportunity legislation, NVR standards and other relevant State/Territory legislative requirements.

Students are provided with access to information on ECTARC's training, assessment, support services, policies and procedures as well as their rights and obligations prior to enrolment so an informed decision can be made to enroll with our organisation.

Where there are specific contractual requirements for eligibility the Manager – Funded Programs or authorized officer will assess the eligibility of each student. Evidence supporting eligibility may be sighted by an ECTARC representative or a copy provided which will be maintained in the student's file.

b) Induction

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

Distance Students are provided with a *HB15(SP-10.4)Student Information Handbook*.

Students undertaking a traineeship will be provided with the *HB47(SP-10.7)Traineeship Information Handbook*. They will be encouraged to access this from the ECTARC website prior to sign up.

Students undertaking a funded program will be provided with a *HB15(SP-10.4)Student Information Handbook* or a handbook developed specific to the program in which they are enrolled.

All ECTARC staff undergo a thorough induction and training program. This induction process is documented in *P-1.12 Employee Recruitment and Induction Policy* and *SP-7.1 Employee Recruitment & Induction Policy* and *SP-7.2 Employee Training and Development Procedure*. On commencement of employment, all staff must be informed of the impact the legislation and regulations have on the way they carry out their duties.

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c) Course information (including content and vocational outcomes)

ECTARC ensures its marketing and advertising complies with the requirements of the Standards for SNR Registered Training Organisations, use of relevant logo requirements and the AQF, and information regarding VET qualifications is ethical, accurate and consistent with its Scope of Registration. Marketing materials are available from the ECTARC website or in print which can be mailed or collected from the ECTARC office.

d) Management & Administration

ECTARC has policies and management strategies that ensure sound financial and administrative practices including systems to safeguard client's fees until used for training/assessment. Program fee details are outlined in the *B13(SP-9.1) Fee Schedule.*

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. Refer *P-1.6 Finance & Accountable Items Management.*

ECTARC is committed to handling student/client information in accordance with the Privacy Act and *P-1.17 Privacy Policy.* All records are managed securely and confidentially and students must have timely access to current and accurate records of their participation and progress.

e) Provision for foundation skill assessment

Where a student requires additional support, ECTARC will take all practicable measures to meet these individual needs. In order to establish their needs all students are asked on enrolment to identify any additional needs they may have and complete a Foundation Skills Questionnaire. TDO's also speak to the student either face to face or over the phone to discuss the program and use the first assessment as an indicator of any potential issues. The Foundation Skills Questionnaires have been aligned to the Australian Core Skills Framework.

ECTARC also monitors the needs of student's language, literacy and numeracy skills through the assessments that are submitted and through their contact with the student. In addition, the first assignments that are received from any ECTARC programs, a LLN Assessment Form is completed by the TDO to determine and act on identified language, literacy and numeracy needs.

ECTARC ensures when developing, adapting or delivering training and/or assessment services to meet language, literacy and numeracy needs of students the learning capacity of the individual is 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 ensures 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

Students are provided with information on training and assessment practices through the ECTARC Course Guide and relevant handbooks. The Training and Development Officer also discusses these processes with the student on sign up either face to face, over the phone or by webinar. Assessments also provide sufficient instructions to ensure the student is aware of what must be completed and under what circumstances.

ECTARC ensures that students receive training, assessment and support services that meet their individual needs. The support offered by ECTARC includes guidance from appropriately qualified and experienced Training and Development Officers (TDO's), telephone/email support, training needs analysis (study plans, etc.), additional support resources, ECTARC Live study sessions and workshops and information on the ECTARC website. An afterhours support night is held every

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Tuesday night where students can contact ECTARC between the hours of 5pm and 7pm.

g) Flexible learning and assessment

Learning and assessment materials can be customised and/or contextualised to suit a student's/ service's needs. ECTARC is committed to offering flexible learning and assessment procedures to meet individual needs and offer the optimum training experience for students. Where a student demonstrates prior skills and knowledge and current workplace experience Recognition of Prior Learning (RPL) may be undertaken (*Refer SP-10.8 Customisation Procedure).* Learning materials and assessments are available through print materials that can be collected from the ECTARC office, mailed or emailed.

h) Welfare and guidance services

ECTARC endeavors to provide welfare and guidance to all students/clients. This includes review of payment schedules when requested, individualised learning and assessment pathways and the provision for meeting individual needs where required.

i) Appeals and complaints

ECTARC offers students/clients the opportunity to appeal against a decision or make a complaint. ECTARC has appropriate mechanisms and services to ensure that all complaints and appeals are addressed efficiently and effectively. *SP-5.2 Complaints Handling Procedure*, 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 (e.g. plagiarism, cheating, and 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 employees are required to act in accordance with *P-1.3 Code of Practice* and ensure that all students/clients are made aware of their rights and responsibilities.

Under relevant Commonwealth Legislation*,* ECTARC makes 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 may be able to access additional funding to provide additional language, literacy and numeracy support to students that enroll in a program if required

- assessment tasks and learning materials may be customised and/or contextualised against the requirements of the relevant Training Package – taking into account students' individual needs.

l) Recognition of Prior Learning (RPL) arrangements

All assessment of RPL applications will be reviewed by no less than two TDO's who are qualified to conduct the assessment. When deemed necessary, we reserve the right to invite a subject matter expert as part of an assessment process.

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The ECTARC RPL process is clearly documented in *SP-10.7 Recognition Assessment Procedures Policy.* A comprehensive Recognition of Prior Learning – 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 Registered Training Organisations (RTO's) (Credit Transfers)

We acknowledge and support Mutual Recognition as an important feature of the Australian Quality Training Framework. Therefore, we recognise Qualifications and Statements of Attainment issued under the AQF by other RTO's based in any State/Territory of Australia.

n) Resources

ECTARC management ensures the staff, facilities, equipment, training and assessment materials used to provide the training and/or assessment services within its scope of registration and scale of operations are consistent with the requirements of the relevant Training Package or VET accredited course.

o) Risk Management

ECTARC continually identifies and manages risks concerned with compliance with the Standards for NVR Registered Training Organisations and other contractual requirements. ECTARC will identify, correct and prevent any failure to comply with the standards and its own quality system, policies and procedures. This may be achieved through:
- ECTARC's continuous improvement system
- internal audits and reviews
- management and staff meetings – documented discussions/feedback that identify potential risks
- sub-committee meetings
- information in the policy and procedures manual readily available to staff
- feedback and improvement suggestions received from students, employers or other stakeholders
- feedback from external auditing bodies
- documenting discussions that identify potential risks in management, training and staff meetings.

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

ECTARC identifies and complies with relevant Commonwealth, State or Territory legislation / regulations including:
- National Vocational Education and Training Regulator Act 2011
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011
- Anti-Discrimination Act 1977 (including equal opportunity, racial vilification, disability discrimination, workplace harassment, victimisation and bullying)
- Apprenticeship & Traineeship Act 2001
- Education and Care Services National Law 2011
- Education and Care Services National Regulations 2011

A legislation log is maintained on the computer network that can be accessed by staff at any time. Students will be provided links on the ECATRC website to relevant legislation and further information upon request.

Students/Clients are provided with information about legislation when it is deemed that it will significantly affect their participation in vocational education and training activities.

Staff will be provided with information about legislation when it is deemed that it will significantly affect their duties.

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q) Insurance

ECTARC ensures that it has all the insurance cover necessary to carry out its business, including workers compensation, public liability, professional 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.

r) Records

ECTARC keeps documented procedures to assure the integrity, accuracy, security and currency of records. ECTARC retains and archives student records for a period of 30 years and transfer records consistent with State or Territory registering body requirements. Upon written request, students will have timely access to current and accurate records and the right to review and correct information if required.

Evidence of participation in training and assessment activities will be maintained for a minimum of 7 years or indefinitely on ECTARC's computer network.

s) Consultation with Industry, Employer engagement and Client feedback

ECTARCs Training and Assessment Strategies and Practices reflect current industry practice and are relevant to the needs of industry and are informed by consultation and industry engagement.

This is achieved through active engagement and consultation with employers and industry by participating in both Education and Care and VET networks and consultation groups including peak bodies, attending conferences and professional development opportunities, regularly visiting services and through professional conversations with Education and Care employers and staff. ECTARC Trainers and Assessors (TDO's) also participate in ECTARC's Return to Industry program where they participate in the daily routines of the service and observe and discuss current best practice with employees in the Education and Care sector. Survey monkey is are also used as a tool for consulting with industry and receiving client feedback in addition to the collection of quality indicator data.

ECTARC also 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 *P-1.20 Appeals and Complaints Handling* and *SP-5.2 Complaints Handling Procedure.*

t) Training Products & Services

ECTARC accurately represents 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.

u) Financial Information

Fees

All fees must be paid for services provided by ECTARC. Payment plans may be provided in consultation with a manager and the accounts department. Qualifications and certification will be withheld until all fees have been paid (unless instructed otherwise by a contractual agreement)

Fees for funded programs will be charged in accordance with the guideline of the relevant

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contract and exemptions and concessions will only be granted where the contract allows and once sufficient supporting evidence has been received. Concessions and exemptions will be approved by the Manager – Funded Programs or an authorised officer. Waivers or special consideration will only be considered if allowed by the relevant contract and the student must apply in writing to the CEO, explaining the reason for the request. The CEO will approve / not approve this request and the student will be notified of the outcome in writing.

Refunds

Once an enrolment form is received by ECTARC and payment of the enrolment fee is made the student is considered to be enrolled. The enrolment fee is non-refundable, except where an applicant does not satisfy the enrolment criteria, in which case it is refunded in full. If a student is accepted by ECTARC and then elects not to participate in the program then the enrolment fee is non-refundable.

Refunds of fees and charges under funded training programs will be in accordance to the contractual requirements and will be stated in the ECTARC Fee Schedule.

ECTARC offers clients refunds on fees paid in the following circumstances:
- If program units are returned in good condition within 30 days of purchase – refund less a 20% administration fee
- Where a student has overpaid the enrolment fee/unit charges – full refund of the difference
- Where a program is cancelled by ECTARC – full refund

Payments

ECTARC cannot accept any payments greater than $1000 prior to commencement of a course (on enrolment) or $1500 following course commencement i.e. On enrolment a maximum of 4 units may be purchased (in addition to the enrolment fee) or 6 units at a time throughout the study program.

ECTARC Guarantee

ECTARC holds funds in trust to ensure money is available to conduct training and assessment. ECTARC is audited annually by a professional accounting firm to guarantee the required funds are available and set aside to fulfil all training and assessment obligations to our students.

New Policy	Reviewed Policy

Approved by:_____Date :____/____/ ____