



CODE OF PRACTICE

The Policy

The VSL will adopt policies and management practices which maintain high professional standards in the marketing and delivery of vocational education and training services and which safeguard the interests and welfare of trainees/students.

The VSL will maintain a learning environment that is conducive to the success of students/trainees. The VSL has the capacity to deliver the course(s) on the scope of registration, and will ensure that the facilities, methods and materials used in the provision of training will be appropriate to the outcomes to be achieved. The VSL will maintain systems for recording and archiving trainee enrolments, attendance, competition, assessment outcomes, recognition of prior learning, grievances, qualifications and statements of attainment issued.

The VSL will treat all personal records of students/clients confidentially.

Course Delivery

The VSL will, prior to course commencement, give students/trainees all relevant information about the course curriculum, program of study, availability of learning resources and appropriate support services.

Students/trainees will also be given access to a current copy of the course curriculum.

The VSL will ensure that training and assessment occur in accordance with the requirements of the accredited course and, where appropriate, the State Training Board guidelines for customising courses.

Staff

The VSL will ensure that all trainers have:

- demonstrated competencies at least to the level of those being delivered;
- demonstrated achievement of at least Certificate IV in *Training and Assessment* or has demonstrated the equivalent competencies; and
- industrial experience that is current and relevant to the particular course or units that they are involved in delivering.

The VSL will ensure that the responsibility for the management and coordination of training delivery, assessment (including recognition of prior learning), staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

Training Environment

The VSL will comply with all laws relevant to the operation of the training premises, including occupational health and safety and fire safety regulations and ensure that training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.

The VSL will ensure that training facilities, equipment and other resource materials are adequate for the courses being delivered and are maintained in good order and repair.

Credentials, Certificates and Statements of Attainment

The VSL will issue credentials and/or statements of attainment to students/trainees who satisfactorily complete the requirements of the accredited courses on Scope of Registration. Credentials, certificates and statements of attainment will include the provider's name, the name of the person receiving the credential, the name and number of the accredited course, the number of the credential, the date issued and the signature of a company Director. Where appropriate, units completed and/or national competencies achieved will be identified. The VSL will recognise the Australian Quality Framework qualifications and Statements of Attainment issued and awarded by other Registered Training Organisations (RTOs). The VSL has clearly documented procedures for managing and monitoring all training operations and reviewing student/trainee/client satisfaction.

Quality Assurance and Improvement

The VSL has clearly documented procedures for managing and monitoring all training operations and reviewing trainee/client satisfaction.

Marketing

The VSL will market their vocational education and training products with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. In the provision of information, no false or misleading comparisons will be drawn with any other provider or course. The marketing will also encourage the following groups who may face disadvantage to do the VET:

- People with a disability
- Indigenous people
- Women
- People from non-English speaking background and
- People in rural and remote areas.

The VSL will not state or imply that courses other than those on the scope of registration are recognised by the State Training Board.

Recruitment and Selection

The VSL will provide accurate, relevant and up-to-date information to students/trainees prior to commencement. This will include, but not be limited to:

- copy of code of practice;
- scope of registration;
- certification to be issued to the student/trainee on completion, or partial completion of the course;
- competencies to be achieved during training;
- assessment procedures;
- arrangements for the recognition of prior learning;
- recognition of qualifications issued by other RTOs
- grievance/appeal procedure;
- facilities and equipment;
- student/trainee support services;
- application process, enrolment form and selection criteria;
- fees and costs involved in undertaking training;
- fee refund policy.

Enrolment/recruitment of students/trainees will be conducted at all time in an ethical and responsible manner and be consistent with the requirements of the curriculum.

Access and Equity

The VSL will ensure that student/trainee application and selection processes are explicit and defensible and comply with access and equity principles. All staff and clients are treated with equal merit and equal availability of all activities. This includes, but is not limited to, the following groups of people:

- People with a disability
- Indigenous people
- Women
- People from non-English speaking background and
- People in rural and remote areas.

Trainee Grievances/Appeals

The VSL has a fair and equitable process for dealing with trainee grievances/appeals

Recognition of Prior Learning

Recognition of prior learning (RPL) is the acknowledgement of the full range of an individual's skills and knowledge, irrespective of how it has been acquired.

It includes competencies gained through formal study, work experience and other 'life' experience.

The VSL aims to ensure that an individual's prior learning is recognised, irrespective of where or how the learning has taken place.

Guarantee

The VSL will:

- maintain adequate and appropriate insurance, including public liability and Work Cover;
- advise Skills Victoria in writing within 10 working days of any change to the information contained in the application for registration;
- allow Skills Victoria or its agents access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the conditions of registration;
- supply Skills Victoria with delivery details for each course and unit in the scope of registration, including student/trainee information in accordance with Skills Victoria requirements;
- resolve any grievances conveyed by students to Skills Victoria fairly and equitably;
- in the event of the VSL ceasing operations, all records of student/client results will be sent to Skills Victoria for archiving.

Sanctions

The VSL accepts that failure to meet the obligations of this code, the conditions of registration as private provider of vocational education and training or supporting regulatory requirements, where applicable, may have their registration as a private provider withdrawn.

Evaluation:

This policy will be reviewed as part of the school's three-year review cycle.

This policy was ratified by School Council on

Signed By:

The Principal _____

School Council President _____

Date: ____/____/____