

Training Code of Practice Policy and Procedure No: SD-T2

Policy

The Australian Institute of Social Relations (ASIR) is committed to delivering a range of education and training services of the highest standard to workers and organisations in the human services field. The Code of Practice outlines expected standards in the marketing, operation, financing and administration of education and training services delivered by the Australian Institute of Social Relations. It is the policy of The Australian Institute of Social Relations that all Institute employees are aware of the Training Code of Practice and abide by the principles.

Procedures

The Institute of Social Relations, as a Registered Training Organisation, has signed a training code of practice that ensures the interests of students and quality outcomes are maintained.

This code of practice provides the basis for good practice in the marketing, operation, financing, administration and health, safety and welfare of education and training services by the Australian Institute of Social Relations, a Registered Training Organisation registered in South Australia by the Accreditation and Registration Council.

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 services.

1. Provision of Training and Assessment Services

Our organisation 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.

Our organisation maintains a learning environment that is conducive to the success of trainees.

Our organisation 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.

Our organisation monitors and assesses the performance and progress of its trainees.

Our organisation ensures that teaching staff are suitably qualified and sensitive to the cultural and learning needs of trainees, and it provides training for our staff as required.

Our organisation ensures that assessments are conducted in a manner that meets the endorsed components of the relevant training package/s and/or accredited courses.

Our organisation is committed to access and equity principles and processes in the delivery of its services.

2. Issuance of Qualifications

Our organisation issues qualifications and statements of attainment to trainees who meet the required outcomes of a qualification or unit of competency, in accordance with the Australian Training Qualifications Framework (AQTF) implementation handbook.

Our organisation engages with relevant industry representatives to evaluate our training and assessment services. This ensures that our graduates hold the required skills and knowledge to the standard of performance required in the workplace.

Our training and assessment strategies are developed in consultation with industry to ensure that they are relevant to industry needs. Where training occurs in the workplace, evidence of the trainees' performance will contribute to their assessments.

Our training and assessment staff continuously engages with industry to ensure their knowledge and skills reflect current industry practise.

3. Individual needs of Trainees

Our organisation recognises the AQTF qualifications and statements of attainment issued by other RTOs.

Our organisation recognises that the trainee may hold skills and knowledge that are relevant to their course outcome. We will assist the trainee to gain recognition for these skills and knowledge through a process of Recognition of Prior Learning (RPL).

Mutual recognition obligations are reflected in our organisation's policies and procedures and information to staff and clients.

Our organisation will offer learning and assessment services that as far as practicable meet the trainees individual learning needs. We can tailor the trainees training program to meet their needs and offer a range of learning and assessment resources.

4. Marketing of Training and Assessment Services

Our organisation markets and advertises its products and services in an ethical and accurate manner.

Our organisation gains written permission from a trainee or client before using information about that individual or organisation in any marketing materials.

Our organisation accurately represents recognised training products and services to prospective trainees and clients.

Our organisation ensures trainees and clients are provided with full details of conditions in any contract arrangements with the organisation.

No false or misleading comparisons are drawn with any other training organisation or qualification.

5. Financial Standards

Our organisation 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.

Our organisation has a refund policy that is fair and equitable and this policy is made available to all trainees and clients prior to enrolment.

Our organisation 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.

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.

6. Provision of information

Our organisation supplies accurate, relevant and up-to-date information to prospective trainees and clients.

Our organisation supplies this information to trainees and clients prior to enrolment and regularly reviews all information provided to ensure its accuracy and relevance.

7. Recruitment

Our organisation conducts recruitment of trainees at all times in an ethical and responsible manner.

Offers of course placement is based on an assessment of the extent to which the qualifications, proficiency and aspirations of the applicant are matched by the training opportunity offered.

Our organisation 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.

8. Support Services

Our organisation 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 and personal counselling.

9. Grievance Mechanism

Our organisation ensures that trainees and clients have access to a fair and equitable process for dealing with grievances and provides an avenue for trainees to appeal against decisions that affect the trainees' progress. Every effort is made by our organisation to resolve trainees'/clients' grievances.

For this purpose, our organisation has a grievance policy where a member of staff is identified to trainees and clients as the reference person for such matters. In addition, the grievance mechanism as a whole is made known to trainees at the time of enrolment.

Where a grievance cannot be resolved internally, our organisation advises trainees and clients of the appropriate body where they can seek further assistance.

10. Record Keeping

Our organisation 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. These records are managed to maintain confidentiality and will not be divulged to third parties unless authorised by the trainee or under law.

11. Quality Control

Our organisation is committed to continuously improving the services it offers and will seek 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.

Our organisation is a Registered Training Organisation (RTO) that is authorised under legislation to offer nationally recognised training. We ensure that at all times our operations comply with relevant legislation and national registration standards.

12. Health, safety and welfare

Our organisation is committed to principles of access and equity and will not unlawfully discriminate against clients. The obligations we place on our staff and students are to protect their health, safety and welfare and ensure as far as possible that learning experiences are positive and free of discrimination or harassment.