

TRAINING CODE OF PRACTICE

Purpose

This code of practice describes the commitment Numurkah Community Learning Centre Inc. (NCLC) has in maintaining high standards in the provision of vocational education and training.

Educational Standards

NCLC adopts policies and management practices that maintain high professional standards in the delivery of education and training services and which safeguard the interests and welfare of participants.

NCLC maintains a learning environment that is conducive to the success of all participants. NCLC ensures that the facilities, methods and materials used in the provision of training will be appropriate to the outcomes to be achieved, under its scope of registration.

NCLC maintains systems for recording and archiving participant enrolments, attendance, completion, assessment outcomes, recognition of prior learning, complaints and appeals, qualifications and statements of attainment issued.

NCLC treats all personal records of clients confidentially.

Course Delivery

NCLC, prior to course commencement, provides participants with all relevant information about the course content, fees, assessment requirements and appropriate support services.

NCLC ensures that training and assessment occur in accordance with the requirements of the accredited course or endorsed training package.

Staff

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

NCLC ensures that all those involved in training and assessment have:

- demonstrated current vocational competencies at least to the level of those being delivered, as well as qualifications in a related area industry experience that is current and relevant to the particular course or units they are assessing
- demonstrated achievement of at least the Certificate IV in Training and Assessment,
- or postgraduate vocational education and training qualifications OR equivalent

NCLC will ensure that all those involved in the planning and conduct of assessment will have:

- demonstrated current vocational competencies at least to the level of those being delivered
- demonstrated achievement of at least the following competencies:
 - TAEASS401B Plan assessment activities and processes
 - TAEASS402B Assess competence
 - TAEASS404B Participate in assessment validation

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Training and Assessment

All Nationally Recognised Training conducted by NCLC is undertaken according to the relevant Training Package. Training and assessment strategies have been designed to provide participants with the skills and knowledge required that meet the needs of industry.

Vet Quality Framework

We ensure that all activities undertaken abide with the requirements of the VET Quality Framework including:

- Standards and Conditions for ASQA Registered Training Organisations
- The Australian Qualification Framework
- The fit and proper person requirements
- The financial viability risk assessment requirements
- The data provision requirements

Access and Equity Policy

NCLC will provide training that is:

- Equitable for all people through the fair allocation of resources and involvement in vocational education and training
- Provides equal opportunity for all people
- Provides access for all to appropriate, quality vocational education and training programs and services
- Provide support services which enhance achievement of positive outcomes

Training Environment

NCLC will comply with all laws relevant to the operation of the training premises including:

- occupational health and safety
- fire safety regulations
- ensure that the training premises are of adequate size and have adequate heating, cooling lighting and ventilation

NCLC ensures that training facilities, equipment and other resource materials are adequate for the courses being delivered and are maintained in good order and repair.

Qualifications and Statement of Attainment

NCLC only issues qualifications and/or statements of attainment within the scope of registration, to participants who satisfactorily complete all requirements. Qualifications and statements of attainment include:

- RTO name and number

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- Student's full name
- Student ID
- Course name and code
- CEO Signature
- AQF logo or statement
- NRT Logo
- Certificate number
- Date of issue

NCLC accepts and recognises the qualifications and statements of attainment awarded by all other registered training organisations.

Quality Assurance and Improvement

NCLC is dedicated to providing a high standard of service, complying with relevant legislation and finding new ways to improve the level and quality of service offered to clients. To achieve this NCLC has a documented policy for managing and monitoring all training operations and reviewing participant/client satisfaction.

Marketing

Marketing activities undertaken by NCLC must clearly state training and assessment services leading to AQF qualifications and/or statements of attainment. Nationally recognised training must be independent of any other training services offered.

All marketing conducted by NCLC will be undertaken with integrity and accuracy to provide clients with sufficient information to make an informed decision.

Recruitment and Selection

NCLC provides accurate, relevant and up-to-date information to participants prior to commencement. This includes, but not limited to:

- scope of registration
- certification to be issued to the participant on completion, or partial completion of the course competencies to be achieved during training
- assessment procedures
- arrangements for the recognition of prior learning, including credit transfer
- appeal procedure
- facilities and equipment
- participant support services
- application process and selection criteria
- fees and costs involved in undertake training

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- fee refund policy

Recruitment of participants is conducted, at all times in an ethical and responsible manner. NCLC ensures that participant application and selection processes are explicit and defensible and comply with access and equity principles.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is the acknowledgement 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.

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

NCLC has developed a system of that is offered to all participants to ensure there is no unnecessary duplication of training or assessment, and to ensure maximum recognition of current skills and knowledge.

General

- maintains adequate and appropriate insurance including public liability, WorkCover, professional indemnity and contents
- advises the ASQA in writing within 10 working days of any change to registration
- allows the ASQA 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
- supplies the ASQA with delivery details for each course and unit in the scope of registration including participant information in accordance with AVETMISS reporting requirements
- resolves any complaints conveyed by participants fairly and equitably
- retains participant results and a record of qualifications/statement of attainments issued, for a period of 30 years
- retains completed assessment items for each student for a minimum of 12 months from completion
- in the event of NCLC ceasing operations, all records of participant results will be sent to the ASQA for archiving

Sanctions

NCLC accepts that failure to meet the obligations of this code, the conditions of registration as private provider of vocational education and training, may have their registration as a registered training organisation withdrawn.

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