

1 CODE OF PRACTICE

This Code of Practice requires Gold Seal to implement policies and management practices that maintain high professional standards in the delivery of education and training services and which safeguard the educational interests and welfare of staff and students.

1.1 Administration and Management

Gold Seal will meet the following minimum administrative and management standards:

- Ensure a person or persons with relevant qualifications and experience will undertake responsibility for the management and coordination of training delivery, assessment, verification, staff selection and professional development of the Registered Training Organisation.
- Maintain adequate and appropriate insurance including public liability, and WorkCover.
- Advise the Registering Authority in writing within 10 working days of any change to the information contained in its Registration/Endorsement Application.
- Allow the Registering Authority or its agent's access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the Conditions of Registration/Endorsement.
- Pay the Registering Authority all registration fees within 30 days of these fees being due and payable to maintain currency of registration.
- Maintain systems for recording student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, complaints and the archiving of records.
- Ensure all records are forwarded to the Victorian registering authority, in the required format, in the event that the RTO ceases to operate.
- Treat all personal records of clients with the strictest confidentiality.
- Provide for staff and students to be able to access their own records.

1.2 Course Delivery

Gold Seal will:

- Provide, prior to course commencement, information about the course curriculum, program of study and availability of learning resources.
- Ensure that a current copy of the accredited course curriculum is available to staff and students.
- Ensure that training and assessment occur in accordance with the requirements of the accredited course.
- Ensure that National guidelines are followed when customising courses to meet the needs of particular clients.
- Obtain written permission from course copyright owners prior to course delivery to use and, if required, customise courses.
- Ensure that all courses in the Scope of Registration remain accredited.

1.3 Staff

Trainers and Assessors of The Registered Training Organisation will have:

- Demonstrated competencies at least to the level of those being delivered
- For Trainers demonstrated achievement of at least Certificate IV in Assessment and Workplace Training Competency Standards or their equivalent
- For Assessors demonstrated achievement of at least the three assessor competencies from the Certificate IV in Assessment and Workplace Training Competency Standards or their equivalent
- Industrial experience that is current and relevant to the particular courses or modules that they are involved in delivering.

1.4 Training Environment

Gold Seal will meet the following minimum training environment standards:

- Comply with all laws relevant to the operation of training premises including occupational health and safety, equal opportunity, anti harassment, privacy and fire safety regulations.
- Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

1.5 Awards and Statements of Attainment

Awards and Statements of Attainment will be issued to students who satisfactorily complete courses or units within the Scope of Registration in the form of certificates containing the following information:

- Name and registered number of the provider as shown on the Certificate of Registration;
- Name of the person receiving the qualification;
- Name of the course or units as shown on the Scope of Registration;
- A certificate number
- The Nationally Recognised Training Logo
- The appropriate Australian Qualifications Framework statement
- Identification of the recognition authority
- Date issued; and
- Authorised signatory of the Registered Training Organisation.

The Registered Training Organisation will identify units of competency achieved on any certification issued in relation to courses based on national competency standards.

The Registered Training Organisation will accept and mutually recognise the qualifications and Statements of Attainment awarded by any other registered training organisation.

1.6 Marketing and Recruitment

Gold Seal will:

- Market courses within the Scope of Registration with integrity, accuracy and professionalism, avoiding vague and ambiguous statements. No false or misleading comparisons are to be drawn with any other provider or course.
- Ensure all marketing activities and materials are approved by the Training Manager.
- Not state or imply that courses other than those within the Scope of Registration are recognised by the registering authority.
- Recruit students at all times in an ethical and responsible manner consistent with the requirements of courses.
- Ensure that application and selection processes are explicit and defensible and equity and access principles are observed.

1.7 Student Information

Gold Seal will advise prospective students of:

- Its Scope of Registration;
- Application processes and selection criteria;
- Fees and costs involved in undertaking training;
- Fee refund policy;
- Qualifications to be issued on completion or partial completion of courses;
- Competencies to be achieved during training;
- Assessment procedures including recognition of prior learning;
- Literacy and numeracy requirements;
- Complaint procedure;
- Staff responsibilities;
- Facilities and equipment; and
- Student support services.

1.8 Access and Equity Operating Principles

Gold Seal aims to ensure that:

- Access to employment and training is available regardless of gender, socio-economic background, disability, ethnic origin, age or race.
- Training services are delivered in a non-discriminatory, open and respectful manner.
- Staff are appropriately skilled in access and equity issues and sensitive to the requirements of clients with special needs.
- Facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- Culturally inclusive language, literacy and numeracy advice and assistance is provided to clients in meeting personal training goals.
- It is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system.
- Staff and students comply with access and equity requirements at all times.

- Reasonable adjustments to assessment tasks are provided for individuals who have language, literacy or numeracy difficulties. If this is not sufficient, student will be referred to an appropriate agency for assistance.

1.9 Fee Refund Policy

Students wishing to withdraw from the programme must notify Gold Seal in writing (email is acceptable). No refunds will be granted for distance education material already issued. If a student withdraws from a workshop programme more than 10 days prior to the scheduled course date a refund of the full fee, less an administration fee, will be made. No refunds will be given for withdrawals less than 10 days prior to the scheduled course date. RPL fees are non-refundable. Additional information is included within the student and employer handbooks.

All refunds are paid to the source of payment within 14 days of the request.