

# CODE OF PRACTICE

Our Code of Practice requires **Australian Institute of Professionals (AIP)** to implement and adhere to 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 clients/students.

## Our commitment to you

As a client/student of AIP, you can expect to be treated fairly and respectfully in all situations. We will ensure a clear and specific training agreement with you directly, or with you and your employer, which protects your rights as an individual and as a consumer, and which clearly states the training you can expect to receive.

## Our Courses

All qualifications offered to trainees are nationally accredited qualifications on our Scope of Registration, and as such are mutually recognised by employers and other training providers across Australia. Non-accredited short courses are not nationally recognised, but continue to provide trainees with skills development which will be well-received in industry. We regularly engage with employers and industry to ensure our training and processes are current and complete.

## Administration and Management

AIP 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 institute
- ✓ Maintain adequate and appropriate insurance
- ✓ Advise Registering Authority (ASQA) in writing of any change to the information about AIP's Registration
- ✓ Allow Registering Authority (ASQA) 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
- ✓ Maintain systems for recording student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, grievances and the archiving of records
- ✓ Treat all personal records of clients with the strictest confidentiality
- ✓ Provide for staff and students to be able to access their own records

## Course Delivery

AIP will:

- ✓ Provide, prior to course commencement orientation program containing 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 assessments 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.

## Staff

AIP's Trainers and Assessors will have:

- ✓ Demonstrated competencies at least to the level of those being delivered
- ✓ For Trainers- Demonstrated achievement of at least TAE40110 - Certificate IV in Training and Assessment, Competency Standards or their equivalent
- ✓ For Assessors- Demonstrated achievement of at least the three assessor competencies from the TAE40110 - Certificate IV in Training and Assessment, Competency Standards or their equivalent
- ✓ Industrial experience that is current and relevant to the particular courses or modules that they are involved in delivering.
- ✓ All AIP staff are expected to act ethically at all times, particularly with respect to treatment of students and fellow employees (including sub-contractors), clients and employers, government representatives and contracting bodies, suppliers and service providers.

## Training Environment

AIP will;

- ✓ Ensure a learning environment which is enjoyable, interactive and free from harm.
- ✓ 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 premises are of adequate size and have adequate heating, cooling, lighting and ventilation.
- ✓ Ensure that training facilities, equipment and other resource materials are adequate for the Scope of Registration and are maintained in good order and repair.

## Awards and Statements of Attainment

Awards and Statements of Attainment in the form of certificates will be issued to students who satisfactorily complete course(s) or units within our Scope of Registration. We will identify units of competency achieved on any certification issued in relation to courses based on national competency standards. AIP will accept and mutually recognise the qualifications and Statements of Attainment awarded by any other registered training organisation under Australian Qualification Framework (AQF).

## Marketing and Recruitment

AIP 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.
- ✓ 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.

## Student Information

AIP will advise prospective clients/students of its;

- ✓ Scope of Registration;
- ✓ Application processes and selection criteria;
- ✓ Fees and costs involved in undertaking training;
- ✓ Fee refund policy (commercial providers only);
- ✓ Qualifications to be issued on completion or partial completion of courses;
- ✓ Competencies to be achieved during training;
- ✓ Policies and practices allowing students to apply for Recognition of Prior learning (RPL)
- ✓ Assessment procedures including recognition of prior learning;
- ✓ Literacy and numeracy requirements
- ✓ Grievance procedure;
- ✓ Staff responsibilities
- ✓ Facilities and equipment; and
- ✓ Student support services.

## Access and Equity Operating Principles

AIP:

- ✓ 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 members are appropriately skilled in access and equity issues, including cultural awareness and sensitivity 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.
- ✓ Conduct client selection for training opportunities in a manner that includes and reflects the diverse client population.
- ✓ Actively encourages the participation of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
- ✓ Provides culturally inclusive language, literacy and numeracy advice and assistance that assist clients in meeting personal training goals.
- ✓ 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 are required to comply with access and equity requirements at all times.
- ✓ If you have any suggestions as to how we can improve our performance with respect to access and equity, or if you would like further information on anything included in this policy, please contact the Training Manager on 1300 118 922.