



# Code of Practice Policy 2-1003

## Policy

MRCNWR RTO will promote a professional educational environment and expect all staff to conduct themselves in a professional manner.

### 1.0 Educational Standards

**1.1 Migrant Resource Centre North West Region RTO** will adopt policies and management practices compliant with Victorian State legislation and regulatory requirements including the Australian Quality Training Framework (AQTF) to ensure high professional standards in the marketing and delivery of training services, which safeguard the interests and welfare of students.

**1.2 Migrant Resource Centre North West Region RTO** will maintain a learning environment that is conducive to the success of students. MRCNWR-RTO have 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.

**1.3 Migrant Resource Centre North West Region RTO** will maintain systems for recording and archiving student enrolments, attendance, completion, assessment outcomes and recognition of prior learning, complaints and appeals, qualifications and statements of attainment issued.

**1.4 Migrant Resource Centre North West Region RTO** will treat all personal records of students and stakeholders confidentially.

### 2.0 Course Delivery

**2.1 Migrant Resource Centre North West Region RTO** will prior to course commencement, give students all relevant information about the course curriculum, program of study, availability of learning resources and appropriate support services. Students will also be given access to a current copy of the course curriculum.

**2.2 Migrant Resource Centre North West Region RTO** will ensure that training and assessment occur in accordance with the requirements of the accredited course and, where appropriate, all Victorian State legislative guidelines for customising courses.

### 3.0 Staff & Trainers

**3.1 Migrant Resource Centre North West Region RTO** 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 Assessment TAE40110;
- industry experience that is current and relevant to the particular course or units that they are involved in delivering and;

**3.2 Migrant Resource Centre North West Region RTO** 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.

### 4.0 Training Environment

**4.1 Migrant Resource Centre North West Region RTO** 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.

**4.2 Migrant Resource Centre North West Region RTO** 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.



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## 5.0 Credentials, Certificates and Statements of Attainment

**5.1 Migrant Resource Centre North West Region RTO** will issue credentials, certificates and/or statements of attainment to students 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 the CEO. Where appropriate, modules completed and/or national competencies achieved will be identified.

**5.2 Migrant Resource Centre North West Region RTO** will recognise the Australian Quality Training Framework qualifications and Statements of Attainment issued and awarded by other Registered Training Organisations.

## 6.0 Quality Assurance and Improvement

**6.1 Migrant Resource Centre North West Region RTO** has clearly documented procedures for managing and monitoring all training operations and reviewing student/stakeholder satisfaction.

## 7.0 Marketing

**7.1 Migrant Resource Centre North West Region RTO** 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.

**7.2 Migrant Resource Centre North West Region RTO** will not state or imply that courses other than those on the scope of registration are recognised by the State Training Board.

## 8.0 Recruitment and Selection of Students

**8.1 Migrant Resource Centre North West Region RTO** will provide accurate, relevant and up-to-date information to students 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 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 RTO's
- grievance, complaints/appeal procedure;
- facilities and equipment;
- student support services;
- application process, enrolment form and selection criteria;
- fees and costs involved in undertaking training;
- fee refund policy.

Recruitment of students will be conducted at all times in an ethical and responsible manner and be consistent with the requirements of the curriculum.

## 9.0 Access and Equity

**9.1 Migrant Resource Centre North West Region RTO** will ensure that student application and selection processes are explicit and defensible and comply with access and equity principles.

## 10.0 Student Complaints/Appeals

**10.1 Migrant Resource Centre North West Region RTO** has a fair and equitable process for dealing with student grievance, complaints/appeals. Student policies and procedures are available to staff from MRCNWR-RTO servers.



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## 11.0 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 and other "life experience".

**11.1 Migrant Resource Centre North West Region RTO** aims to ensure that an individual's prior learning is recognised, irrespective of where or how the learning has taken place.

## 12.0 Guarantee

**12.1 Migrant Resource Centre North West Region RTO** will:

- maintain adequate and appropriate insurance, including public liability and Work Cover;
- allow the OTTE 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 OTTE with delivery details for each course and module in the scope of registration, including student information in accordance with OFTE-AVETMISS requirements;
- resolve any complaints conveyed by students to the OTTE fairly and equitably; in the event of **Carrick Institute of Education** ceasing operations, all records of student results will be sent to OTTE for archiving.

## 13.0 Sanctions

**13.1 Migrant Resource Centre North West Region RTO** 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.

## Document Control

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30/09/2016	V1.0 30.9.2016	MRC NWR major review of all policies and procedures against AQTF Essential Conditions and Standards for Registered Training Organisations