

CODE OF PRACTICE



RTO # 90659

Achieve Training and Assessment Service has developed this Code of Practice to address and establish our commitment to the maintenance of high standards in the provision of vocational education and training and our operations in accordance with the principles and standards of the VET Quality Framework.

1. Legislative Requirements

In all dealings with staff and students, Achieve Training and Assessment Service endeavours to observe and comply with all relevant Commonwealth and State legislation and regulations, particularly in relation to:

VET Quality Framework – which includes:

- Standards for Registered Training Organisations 2015
- Fit and Proper Person Requirements 2011
- Financial Viability Risk Assessment Requirements 2011
- Data Revision Requirements 2012
- Australian Qualifications Framework (AQF)

National Vocational Education and Training Regulator Act 2011

Work Health and Safety Act 2011 & Work Health and Safety Regulation 2011

Anti-Discrimination Act (NSW) 1977

Racial Discrimination Act 1975 (Commonwealth)

Sex Discrimination Act 1984 (Commonwealth)

Human Rights and Equal Opportunity Commissions Act 1986 (Commonwealth)

Human Rights Legislation Amendment Act 1999 (Commonwealth)

Disability Discrimination Act 1992 (Commonwealth) & Disability Discrimination Amendment (Education Standards) Act 2005 (Commonwealth)

Age Discrimination Act 2004

Privacy Act 1988 (Commonwealth) & Privacy (Private Sector) Regulations 2001 (Commonwealth)

Privacy and Personal Information Protection Act 1998 (NSW)

Commission for Children and Young People Act 1998 & Commission for Children and Young People Regulation 2009

Workers Compensation Regulation 2010

Copyright Act 1968

The following websites may be accessed for information and updates on legislation:

- <http://www.comlaw.gov.au/>
- <http://www.austlii.edu.au>
- <http://www.legislation.nsw.gov.au>

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2. Access and Equity

Achieve Training and Assessment Service will meet the needs of individuals and the community through the integration of access and equity guidelines. We will ensure that Access and Equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

We will increase opportunities for people to participate in the vocational education and training system, and informed decisions, which affect their lives. Achieve Training prohibits discrimination towards any group or individual in any form, inclusive of:

- Gender
- Pregnancy
- Race, colour, nationality, ethnic or ethno-religious background
- Marital status
- Homosexuality (male or female, actual or presumed)
- Physical, intellectual or psychiatric disability
- Age (other than courses defined by regulatory authorities to have a minimum age of 18 years of age)

3. Quality Focus

Achieve Training and Assessment Service is committed to providing quality services and is focussed on continuous improvement of our systems, products and processes. We actively seek feedback from students and staff and value their contribution towards improving programs and services.

4. Client Service

We have sound management and administrative processes to ensure delivery of an efficient client service. Students assessment results, Qualifications and Statements of Attainment are issued in a timely manner and competencies are recorded and certified in accordance with national guidelines. Our commitment to quality client service is also demonstrated by the following:

- Recognition of Prior Learning;
- Fair and reasonable Refund;
- Complaints and Appeals Policy;
- Access and Equity Policy; and
- Language, Literacy and Numeracy Assistance Information.

5. External Audit and Review

Achieve Training and Assessment Service participates in external monitoring and review processes conducted by the required Government authorities. These processes may include random compliance and quality audits, audit following a complaint, and audit for the purpose of maintaining or extending our scope of registration, financial audits and strategic industry audits.

6. Financial and Administrative Practices

Achieve Training and Assessment Services guarantees the sound financial position of the business. Measures have been taken to ensure that all course fees are paid on completion of course and the business maintains appropriate insurance policies.

Students' records are managed to ensure confidentiality and security of all student information maintained. All student records are stored and archived in accordance with the requirements of the VET Quality Framework and retained records are retrievable for perusal by students or regulatory authorities if requested.

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7. Marketing and Advertising

Achieve Training and Assessment Services markets its products and services with integrity, accuracy and professionalism, avoiding ambiguous and vague statements. In the provision of information, no false or misleading comparisons are drawn with any other training organisation or training product.

Achieve Training and Assessment Services will abide by all rules and guidelines when using any Government or regulatory body's logo in any marketing or advertising.

8. Training and Assessment Standards

All training staff have the appropriate qualifications¹ and experience to deliver training and assessment relevant to the training products and services offered.

We are committed to the ongoing professional development of our staff and we regularly conduct assessor monitoring and peer review to continually improve assessment methods and training delivery.

Assessment is conducted in accordance with the requirements of the VET Quality Framework and the relevant National Training Package (including Mutual Recognition, Recognition of Prior Learning and Credit Transfer) and where necessary, arrangements for language, literacy or numeracy assistance are made.

At all times, we will provide adequate facilities, equipment and materials to create an environment that is conducive to successful learning.

9. Issuance of Qualifications

Achieve Training & Assessment Services will issue either a full Certificate or Statement of Attainment to students who meet the requirements of the Performance Criteria of Units of Competency within the relevant training package or nationally accredited courses.

10. Recognition of Qualifications

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by Achieve Training & Assessment Services.

All staff and potential students will be informed that their AQF qualifications and statements of attainment will be fully recognised by Achieve Training & Assessment Services.

This Code of Practice is approved by the Managing Director on the date

____/____/____.

Name (Print): _____ **Managing Director Signature:** _____

¹ At a minimum all training staff are required to hold the Certificate IV Training and Assessment (TAE40110).