

CODE OF CONDUCT

Revision 2.0 Nov 2017

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COMMITMENT

1. MiTraining is a Registered Training Organisation (RTO) authorised by the ASQA to deliver training and assessment services under the provision of the Standards for NVR Registered Training Organisations (SNR).
2. MiTraining will adopt policies and management practices which maintain high professional standards in the marketing and delivery of vocational education and training services and which safeguard the interests and welfare of students, trainees, clients and stakeholders.
3. This Code of Conduct reinforces an organisational commitment to compliance with the Standards for Registered Training Organisations (2015) as approved by ASQA, and an integrated focus on democratic principles
4. MiTraining will:
 - a) Implement practices that maintain high professional standards in the delivery of training and assessment services, and which safeguard the interests and welfare of students, trainees, and clients.
 - b) Ensure that staff are not only suitably qualified but are also sensitive to the religious, political, social, cultural and learning needs of clients and provides training for staff as required.
 - c) Be committed to access and equity principles and processes in the delivery of its services.
 - d) Maintain a learning environment that is conducive to the success of students, trainees and clients.
 - e) Have the capacity to deliver and assess the vocational qualifications for which it has been registered, provide adequate facilities, and use methods and materials appropriate to the learning and assessment needs of students, trainees and clients.
 - f) Monitors and assesses the performance and progress of students, trainees or clients.
 - g) Ensure that assessments are conducted in a manner, which meets the endorsed components of the Training Package and other relevant Training Packages as applicable
5. MiTraining will maintain systems for recording and archiving students, trainees and client:
 - a) Enrolment;
 - b) Attendance;
 - c) Completion;
 - d) Assessment outcomes;
 - e) Recognition of Prior Learning (RPL);
 - f) Grievances;
 - g) Qualifications and Statements of Attainment issued.
6. MiTraining will treat all personal records of students/trainees or clients confidentially.

RECRUITMENT AND SELECTION OF STAFF

7. Recruitment of Trainers and Assessors is conducted at all times in an ethical and responsible manner, consistent with the requirements of the training and assessment services being provided.
8. MiTraining will ensure that the selection decisions are fair, comply with equal opportunity legislation, and comply with MiTraining RTO Staff Policy.
9. MiTraining will ensure that all trainers have:

- a) The necessary training competencies as determined by the National Quality Council or its successors;
 - b) Have the relevant vocational competencies at least to the level being delivered;
 - c) Demonstrable current industry skills directly relevant to the training they undertake;
 - d) Demonstrable professional development of their VET knowledge and skills as well as their industry currency and trainer competence.
10. MiTraining will ensure that the responsibility for the management and co-ordination 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.

RECRUITMENT AND SELECTION OF CLIENTS

11. MiTraining will provide accurate, relevant and up-to-date information to students, trainees and clients prior to commencement. This will include, but not be limited to:
- a) Code of Practice
 - b) Student Handbook
 - c) Certification to be issued on completion or partial completion of the course
 - d) Competencies to be achieved during the training
 - e) Assessment procedures
 - f) Arrangement for Recognition of Prior Learning (RPL)
 - g) Grievance and appeal procedure
 - h) Students support services
 - i) Application process and selection criteria
 - j) Fees and costs involved in undertaking training
 - k) Refund policy
12. Recruitment of students, trainees and clients will be conducted at all times in an ethical and responsible manner and be consistent with the requirements of the curriculum/training package. MiTraining will ensure that the students, trainees and client application and selection processes are explicit and defensible and comply with access and equity principles.

TRAINING DELIVERY

13. MiTraining will prior to the course commencement, give clients all relevant information about the course competencies, program of study, availability of learning resources and appropriate support services. Students/trainees or clients will also be given access to a current copy of the course competencies.
14. MiTraining will ensure that training and assessment occur in accordance with the requirements of the accredited course and, where appropriate, the ASQA guidelines for customising courses.
15. In support of our commitment to quality training delivery, MiTraining will:
- a) Maintain a learning environment that is conducive to the success of students/trainees or clients;
 - b) Maintain the capacity and resources to deliver training within their approved scope of registration;
 - c) Provide adequate facilities and use methods and materials appropriate to the learning needs of students, trainees and clients, and meet requirements dictated by the Training Package and other relevant Training Packages if applicable;
 - d) Monitor, assess and document the performance and progress of students, trainees and clients;

- e) Ensure that MiTraining and contracted staff are suitably qualified and sensitive to the religious, political, social, cultural and learning needs of clients;
- f) Ensure access to professional development and training as required for MiTraining and contracted staff;
- g) Provide clients with appropriate Skills Recognition opportunities.

ASSESSMENT

16. In support of our commitment to quality assessment, MiTraining will ensure:
- a) All assessments are conducted by qualified assessors using industry endorsed competency standards.
 - b) Methods of assessment will be in accordance with the Training Package and other relevant Training Packages if applicable.
 - c) Students/trainees or clients are provided with not less than two attempts to demonstrate competency against a unit of competency. Further attempts to demonstrate competence and cost will be at the discretion of MiTraining.
 - d) Students/trainees or clients are provided with an equitable assessment appeals process.

RECOGNITION OF PRIOR LEARNING

17. Recognition of Prior Learning (RPL) is an integral part of competency based training. RPL is the acknowledgment of the full range of an individual's skills and knowledge, irrespective of how it has been acquired. It includes competencies gained through:
- a) Formal training;
 - b) Work experience; and / or
 - c) Life experience.
18. MiTraining aims to ensure that an individual's prior learning is recognised, irrespective of where or how the learning has taken place.
19. The main focus of Recognition is on the outcome of the experiences and not the how, when, where or for how long the learning has occurred.
20. MiTraining will use the following criteria for determining Recognition:
- a) The candidate has actually achieved the unit(s) of competency that is/are being claimed;
 - b) The unit(s) of competency is/are still valid and performable;
 - c) The learning has reached the accepted standard;
 - d) The learning is applicable to the area claimed;
 - e) The unit of competency can be applied outside the specific context in which it was learned.
21. The principles, processes and implementation of Recognition applied and undertaken by MiTraining are in accordance with the Skills Recognition Framework for Vocational Education and Training.
22. Recognition may be used to achieve credits, on a successful outcome, for units of competence for training programs run by MiTraining.

ASSESSMENT APPEALS PROCESS

23. Students, trainees and clients may appeal their assessment by completing an Appeals Form and lodging it within 7 working days of assessment on the grounds that the assessment was not:

- a) Valid: Means that the assessor assesses only what is necessary for the demonstration of competence.
 - b) Reliable: Means that another assessor looking at the same evidence would arrive at the same conclusion.
 - c) Flexible: Means that each individual is provided with the opportunity to present evidence in a variety of ways.
 - d) Fair: Means that the process is transparent and equitable.
24. The Appeals process will then be completed in accordance with the Complaints and Appeal Policy.

COMPLAINTS AND GRIEVANCES

25. Complaints and grievances unrelated to the training and assessment process should be resolved in accordance with the Access and Equity Policy Guidelines.

MARKETING

26. MiTraining 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.
27. MiTraining will not state or imply that courses other than those on the Scope of Registration are recognised by the ASQA.
28. Where applicable, marketing or promotional literature and general media advertising will not:
- a) Encourage unrealistic expectations about the level of qualifications attainable and the facilities and equipment provided;
 - b) Make claims to approval or recognition that are inaccurate or use misleading or false comparisons of courses with others provided by competitors;
 - c) Make misleading statements concerning the qualifications or experience of staff;
 - d) Make misleading or false statements about the prospects of employment following the course.

FEES AND CHARGES

29. MiTraining will honour its advertised schedules of fees, except where fees are altered and disclosed in documentation supplied at enrolment. Any changes in fees will be fairly and equitably applied, widely advertised and clearly indicate the effective date on the new fees. Fees and payment methods will also be clearly documented in all relevant training and assessment materials.

RECORD KEEPING

30. MiTraining will:
- a) Keep complete and accurate records of the enrolment, progress and assessment outcomes of students, trainees and clients;
 - b) Have procedures for the retention, archiving and retrieval of students, trainees and client records;
 - c) Provides access to, or copies of these records to students/trainees or clients upon receipt of an approved Access Authorisation Form.

ISSUANCE OF QUALIFICATIONS

31. MiTraining issues Qualifications and Statement(s) of Attainment to students/trainees or clients who meet the required outcomes of a qualification, unit of competency or course as described in our registered scope, in accordance with the Australian Qualifications Framework (AQF) Implementation Handbook and the SNR.

NATIONAL RECOGNITION

32. MiTraining will accept and nationally recognise the qualifications and Statements of Attainment awarded by other Registered Training Organisations.

SUPPORT SERVICES

33. MiTraining provides adequate protection for the health, safety and welfare of students, trainees and clients and, without limiting the ordinary meaning of such expression; this includes access to adequate and appropriate support services in terms of academic and personal counselling.
34. MiTraining has provisions for language, literacy and numeracy assessment on request and student's, trainee's and clients' needs in relation to language, literacy and numeracy are monitored through induction, enrolment and interviews.
35. Other support includes skills recognition, flexible learning, tutoring, pre-assessment interviews and access to RTO staff.

ACCESS AND EQUITY

36. MiTraining actively supports and encourages people of all abilities to participate in training programs.
37. All staff members are responsible for ensuring the access and equity to people of all abilities for all training provided by MiTraining.

DISCIPLINARY PROCEDURE

38. To ensure all students/trainees or clients receive equal opportunity to gain the maximum benefit from their training, any person(s) displaying the following dysfunctional or disruptive behaviour may be asked to leave the session and/or the course. Examples of unacceptable behaviour include but are not limited to the following:
 - a) Continuous interruptions of the trainer in online, workshop or workplace sessions;
 - b) Smoking in non-smoking areas at workshop venues;
 - c) Being disrespectful to other participants in any online, workshop or workplace activities;
 - d) Harassment by using offensive language in any online, workshop or workplace activities;
 - e) Sexual harassment;
 - f) Acting in an unsafe manner that places themselves and others at risk in any online, workshop or workplace activities ;
 - g) Refusing to participate when required in group activities in online forums, workshops or workplace activities;

- h) Continued absence or late arrival at required times for online sessions, workshop or workplace activities.

QUALITY CONTROL

- 39. MiTraining seeks feedback from students/trainees or clients on their satisfaction with the services they have received and seeks to improve its services in accordance with their expectations.
- 40. MiTraining seeks feedback from Trainers and Assessors based on their participation within a course to identify improvements, ensure information is up to date and at a high level of presentation.

GUARANTEE

- 41. MiTraining will:
 - a) Maintain adequate and appropriate insurance, including public liability and Workcover;
 - b) Advise ASQA in writing within 10 working days of any change to the information contained in the application for registration;
 - c) Allow 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;
 - d) Supply the ASQA with delivery details for each course and unit in the Scope of Registration, including students/trainees or client information in accordance with AVETMISS requirements
 - e) Resolve any grievances conveyed by students to ASQA
 - f) In the event of MiTraining ceasing operations, all records of student/trainee or client results will be sent to ASQA for archiving.

SANCTIONS

- 42. MiTraining accepts that failure to meet the obligations of this Code, the conditions of registration as a private provider of vocational education and training or supporting regulatory requirements, where applicable, may have their registration as a private provider withdrawn.

CONTACT

- 43. MiTraining (head office)
 - 23 Finchley Street
 - Milton QLD 4064

 - Phone: 1300 549 190

 - Email: enquiries@mitraining.edu.au

NOTES

<i>Related Policies/Procedures:</i>	
<i>Related Documents/Forms:</i>	
<i>Related Legislation:</i>	
<i>Guidelines:</i>	
<i>Approved By:</i>	<i>Chief Executive Officer</i>
<i>Date of Next Review:</i>	