

P-8.4 CODE OF PRACTICE

Purpose

This policy outlines ECTARC's commitment to conduct its business operations in a transparent and ethical manner, to meet all legislative and regulatory requirements including the Standards for Registered Training Organisations (RTOs) 2015, offering our learners, clients, associated businesses and other stakeholders high quality products, services and partnerships.

Scope

This policy applies to all ECTARC business operations.

Deployment

To ensure that ECTARC implements the highest quality management practices, the following information, advice and support services are documented and delivered to learners, clients and all other stakeholders. All ECTARC staff are required to support the implementation of this Code of Practice in a way that reflects ECTARC's *P-8.2 Mission, Vision and Values* and to ensure the integrity of the products and services provided.

a) Client selection and enrolment

All learners are recruited in an ethical and responsible manner. *P-8.15 Access and Equity Policy* ensures that client selection decisions comply with equal opportunity legislation, the Standards for RTOs 2015 and other relevant State/Territory legislative requirements.

Learners are provided with access to information on ECTARC's training, assessment, support services, policies and procedures, as well as their rights and obligations prior to enrolment so that an informed decision can be made to enroll with our organisation.

Where there are specific contractual requirements for eligibility, the Manager – Funded Programs or authorised employee will assess the eligibility of each learner. Evidence supporting eligibility is maintained in the learner's file.

b) Induction

Learners are given further information after enrolment that will guide them through their studies and outline in detail their rights and obligations.

Distance Learners are provided with the relevant Information Handbook.

Learners undertaking a traineeship/apprenticeship will be provided with the relevant Traineeship/Apprenticeship Information Handbook. They will be encouraged to access this from the ECTARC website prior to sign up.

All ECTARC staff undergo a thorough induction and training program. On commencement of employment, all staff must be informed of the impact the legislation and regulations have on the way that they carry out their duties.

c) Course information

ECTARC ensures its marketing and advertising complies with the requirements of the Standards for Registered Training Organisations (RTOs) 2015 and use of logo requirements by the Australian Qualifications Framework and state contracts. ECTARC ensures information regarding its training products is ethical, accurate and consistent with its scope of registration. Marketing materials are available from the ECTARC website or Learner Portals.

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d) Management & administration

ECTARC has policies and management strategies that ensure sound financial and administrative practices including systems to safeguard client's fees until used for training/assessment. Program fee details are outlined in the ECTARC Fee Schedule.

ECTARC has a refund policy that is fair and equitable. The refund policy applies to all learners unless otherwise stated. The enrolment fee is non-refundable except under the conditions stated in the ECTARC Fee Policy if the program is cancelled by ECTARC.

ECTARC is committed to handling learner/client information in accordance with the Privacy Act 1988 and P-8.13 Privacy Policy. All records are managed securely and confidentially, and learners must have timely access to current and accurate records of their participation and progress.

e) Provision for Foundation Skill Assessment

In order to establish their needs, all learners are asked on enrolment to identify any additional needs they may have and complete a Foundation Skills Questionnaire. Where a learner requires additional support, ECTARC will take all practicable measures to meet these individual needs. Training and Development Officers (TDOs) also speak to the learner either face to face, webinar or over the phone to discuss the program, and use the first assessment as an indicator of any potential issues. The Foundation Skills Questionnaires have been aligned to the Australian Core Skills Framework. ECTARC also monitors the needs of learner's language, literacy and numeracy skills through the assessments that are submitted and through their contact with the learner and workplace supervisor where relevant.

ECTARC ensures when developing, adapting or delivering training and/or assessment services to meet language, literacy and numeracy needs of individual learners that the requirements of the relevant training product is maintained.

ECTARC ensures when developing, adapting or delivering training and/or assessment services to meet language, literacy and numeracy needs, that the learning capacity of the learner is further developed and that all new materials support the development of required skills and knowledge.

f) Client support

ECTARC ensures that learners receive training, assessment and support services that meet their individual needs. The support offered by ECTARC includes guidance from appropriately qualified and experienced TDOs, telephone/email support, training needs analysis (study plans, etc.), additional support resources, ECTARC Live study sessions, pre-recorded study sessions and information on the ECTARC Learner Portal or website. An after-hour's support night is held every Tuesday night where learners can contact ECTARC between the hours of 5pm and 7pm for support from a TDO.

Learners are provided with information on training and assessment practices through relevant handbooks located on the ECTARC Learner Portal and the website. TDO's discuss these processes with the learner on commencement of enrolment. Assessments also provide enough instruction to ensure that the learner is aware of what must be completed and under what circumstances.

g) Flexible learning and assessment

Learning and assessment materials can be customised and/or contextualised to suit a learner's/ service's needs. ECTARC is committed to offering flexible learning and assessment procedures to meet individual needs and offer the optimum training experience for learners.

h) Welfare and guidance services

ECTARC endeavors to provide welfare and guidance to all learners/clients. This includes review of payment schedules when requested, individualised learning and assessment pathways and the provision for meeting individual needs where required. Where ECTARC cannot provide this support, they may provide suggested sources of support for individual learners.

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i) Appeals and complaints

ECTARC offers learners/clients the opportunity to appeal against a decision or make a complaint. ECTARC has appropriate mechanisms and services to ensure that all complaints and appeals are addressed efficiently and effectively. System procedures document the process for lodging an appeal or complaint. The appeals and complaints process is considered a valuable tool for management to improve the products, services and business operations it delivers to clients.

j) Disciplinary procedures

ECTARC reserves the right to terminate the training and/or assessment of any learner found guilty of academic misconduct (e.g. plagiarism, cheating, or collusion).

ECTARC also reserves the right to ask a learner to leave a face-to-face training session if a dysfunctional or disruptive behaviour is displayed.

k) Staff responsibilities for access and equity issues

All ECTARC employees are required to act in accordance with this policy and ensure that all learners/clients are made aware of their rights and responsibilities.

Under relevant Commonwealth Legislation, ECTARC makes reasonable adjustments for people with additional needs. This may include Aboriginal and Torres Strait Islander people, South Sea Islander people, people from culturally diverse backgrounds, people with disabilities, women and people living in rural and remote areas.

This means:

- ECTARC may be able to access additional funding to provide additional language, literacy and numeracy support to learners that enroll in a program (if required)
- assessment tasks and learning materials may be customised and/or contextualised taking into account learners' individual needs.

l) Recognition of Prior Learning (RPL) arrangements

Recognition of Prior Learning (RPL) applications will be reviewed by no less than two TDO's who are qualified to conduct the assessment. When deemed necessary, we reserve the right to invite a subject matter expert as part of an assessment process.

The ECTARC RPL process is clearly documented in SP-8.13 CT and RPL Assessment Procedures. Further information is provided to learners who wish to undertake this process.

m) ECTARC recognises Australian Qualifications Framework (AQF) certification documentation issued by other Registered Training Organisations (RTO's) - Credit Transfer

Mutual Recognition or Credit Transfer is as an important feature of the Australian Qualifications Framework. Therefore, ECTARC recognises all certification documentation issued under the AQF by other RTO's across Australia.

n) Resources

ECTARC management ensures both physical and human resource requirements are met. This includes the staff, facilities, equipment, training and assessment materials used to provide the training and/or assessment services within its scope of registration and scale of operations are consistent with the requirements of the relevant Training Package.

o) Risk Management

ECTARC continually identifies and manages risks concerned with compliance with the Standards for Registered Training Organisations (RTOs) 2015 and other contractual requirements. ECTARC will identify,

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correct and prevent any failure to comply with the standards and its own quality system. This may be achieved through:

- ECTARC's continuous improvement system
- internal audits and reviews
- management and staff meetings – documented discussions/feedback that identify potential risks
- sub-committee meetings
- information in the policy and procedures manual readily available to staff
- feedback and improvement suggestions received from learners, employers or other stakeholders
- feedback from external auditing bodies
- documenting discussions that identify potential risks in management, training and staff meetings.

p) Compliance with Commonwealth, State/Territory legislation and regulatory requirements

ECTARC identifies and complies with relevant Commonwealth, State or Territory legislation/ regulations including the most current version of the:

- *National Vocational Education and Training Regulator Act*
- *Work Health and Safety Act*
- *Work Health and Safety Regulations*
- *Anti-Discrimination Act (including equal employment opportunity, racial vilification, disability discrimination, workplace harassment, victimisation and bullying)*
- *Apprenticeship & Traineeship Act*
- *Education and Care Services National Regulations.*

Every staff member is provided with computer access where they can search for current legislation. Learners will be provided links on the ECTARC Learner Portals to relevant legislation and further information upon request.

Learners/clients are provided with information about legislation when it is deemed that it will significantly affect their participation in vocational education and training activities.

Staff is provided with information regarding legislation relevant to their work role and will be provided with information about changes in legislation when required.

q) Insurance

ECTARC ensures that it has all the insurance cover necessary to carry out its business, including workers compensation, public liability, professional indemnity, building and contents.

It is the responsibility of the management team to ensure that ECTARC's policies and procedures are developed in line with Commonwealth and State/Territory legislation.

r) Records

ECTARC keeps documented procedures to assure the integrity, accuracy, security and currency of records. ECTARC retains and archives learner records for a period of 30 years consistent with regulatory requirements. Learners have access to their records through ECTARC's Student Management System and the ECTARC Training Portal and have the right to review and correct their records and information if required.

Evidence of participation in training and assessment activities will be maintained for a minimum of 7 years (or indefinitely) on the ECTARC Training Portal and/or ECTARC's Student Management System.

s) Consultation with industry, employer engagement and client feedback

ECTARC's Training and Assessment Strategies and practices are informed by consultation and industry engagement.

This is achieved through active engagement and consultation with employers and industry by participating in

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both Education and Care and VET networks and consultation groups, including peak bodies, attending conferences and professional development opportunities, regularly visiting services and through professional conversations with Education and Care employers and staff. ECTARC Training and Development Officers (TDOs) also participate in ECTARC's Return to Industry program where they participate in the daily routines of the service and observe and discuss current best practice with employees in the Education and Care sector. Survey monkey is also used as a tool for consulting with industry and receiving client feedback, in addition to the collection of quality indicator data.

ECTARC also encourages clients and stakeholders to provide feedback on products and services. If at any time, a client feels that ECTARC staff or operations are not abiding by this Code of Practice they are encouraged to report their complaint following the relevant procedure which is available on the ECTARC website.

t) Training Products & Services

ECTARC accurately represents to prospective clients training products and services that lead to AQF Certification Documentation and ensure that advertised outcomes are consistent with these qualifications.

u) Financial Information

Fees

All fees must be paid for services provided by ECTARC. Fee for service students pay as they progress throughout their program. Customised payment plans may be provided in consultation with a manager and the accounts department. Qualifications and other certification documentation will be withheld until all fees have been paid (unless instructed otherwise by a contractual agreement).

Fees for funded programs will be charged in accordance with the guideline of the relevant contract and exemptions and concessions will only be granted where the contract allows, and once sufficient supporting evidence has been received. Concessions and exemptions will be approved by the Manager – Funded Programs or an authorised employee. Waivers or special consideration will only be considered if allowed by the relevant contract and the learner must apply in writing to the CEO, explaining the reason for the request. The CEO will determine the outcome of this request and the learner will be notified in writing.

Refunds

Once an enrolment application form is received by ECTARC and payment of the enrolment fee is made, the enrolment application process has commenced.

The enrolment fee is non-refundable, except where the student withdraws their application within the 14 day cooling off period, or they do not satisfy the enrolment criteria, in which case it is refunded in full. If a student is accepted by ECTARC and then elects not to participate in the course after the cooling off period, then the enrolment fee is non-refundable. ECTARC offers refunds on fees paid for units in the following circumstances:

- within 10 business days of purchase - cost of the unit less a 20% administration fee
- where a student has overpaid the enrolment fee/unit charges – full refund of the difference
- where a course is cancelled by ECTARC – full refund.

Refunds of fees and charges under funded training programs will be in accordance to the contractual requirements and will be stated in the *ECTARC Fee Schedule*.

Students must request a refund in writing. All refunds will be forwarded to the student within 2 weeks of receipt and approval of the request.

Payments

ECTARC cannot accept any payments greater than \$1,500 in advance at any time throughout the program i.e. for Fee for Service students a maximum of 6 units may be purchased at a time throughout the study program. Where fees are paid by a party other than the enrolled student greater payments may be received, subject to terms and conditions.

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ECTARC Guarantee

ECTARC holds funds in trust to ensure money is available to conduct training and assessment. ECTARC is audited annually by a professional accounting firm to guarantee the required funds are available and set aside to fulfil all training and assessment obligations to our learners.

New Policy

Reviewed Policy