

# SOUTHERN SCHOOL OF NATURAL THERAPIES

## CODE OF PRACTICE

### **Purpose**

This code of practice describes the SSNT commitment to the maintenance of high standards and systematic, continuous quality improvements in the provision of education, training, assessment and other client services. Management is responsible for the control and issue of this statement. It applies to all persons employed by or contracted to SSNT engaged in the delivery, management or administration of training and assessment services.

### **Scope**

This procedure applies to all persons employed by or contracted to SSNT.

### **Responsible parties**

The Principal is responsible for the control and issue of this procedure.

## **Code of Practice**

### **Related Management Standards**

SSNT will comply with all relevant standards governing its operations as a Registered Training Organisation (RTO) including the current Australian Quality Training Framework Standards (AQTF 2007) and the Conditions of Registration. These apply to operations regarding the management of clients and the delivery and assessment of courses/training.

Specifically it will comply with the **Conditions of Registration** covering:

- Governance
- Interactions with the registering body
- Compliance and legislation
- Insurance
- Financial Management
- Certification and issuing of qualifications and statements of attainment
- Recognition of qualifications issued by other RTOs
- Accuracy and integrity of marketing
- Transition to Training Packages/expiry of accredited courses

SSNT will adopt an ongoing review process for policies and management practices to maintain a high professional standard in the delivery of education, training and assessment services, to safeguard the interests and welfare of learners.

Specifically it will comply with the **Essential Standards For Registration**:

- Standard 1: The SSNT provides quality training and assessment across all of its operations
- Standard 2: The SSNT adheres to principles of access and equity
- Standard 3: Management systems are responsive to the needs of clients, staff, stakeholders, and the environment in which the SSNT operates.

SSNT will appoint a Manager to supervise all legislative and regulatory requirements and implementation of systematic and continuous quality improvements across all operations. (This is also essential in order to maintain registration and certification.) The Manager will have direct

access to all operational policies and procedures, records and staff to ensure these tasks can be undertaken. The Manager will report to the Principal on current and projected risks, compliance with standards of operation and improvement requirements.

SSNT recognises and will communicate its responsibilities for:

- maintaining adequate and appropriate insurance including professional indemnity, public liability and WorkCover
- advising the Victorian Registration and Qualifications Authority in writing within 10 working days of any change to the information contained in the application for registration
- allowing the Victorian Registration and Qualifications Authority 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
- supplying the Victorian Registration and Qualifications Authority with delivery details for each course and module in the scope of registration including trainee information in accordance with AVETMISS requirements for all government funded training as applicable
- resolving any grievances or complaints conveyed by students to SSNT, or the Victorian Registration and Qualifications Authority, efficiently, effectively and fairly.
- ensuring that in the event of SSNT ceasing operations, all records of student results will be sent to the Victorian Registration and Qualifications Authority for archiving
- ensuring that before clients enroll or enter into a contract, the SSNT informs them about the training, assessment and support services to be provided, and about their rights and obligations
- ensuring that learners receive training, assessment and support services that meet their needs.

SSNT will ensure that it has the capacity to deliver the AQF qualifications appearing on its scope of registration and will ensure that the facilities, staff competence and qualifications, methods and materials used in the provision of training and assessment will be appropriate to the outcomes to be achieved.

## **RTO Operational Standards – Student Services**

SSNT will build and maintain a learning environment that is conducive to the success of students/learners. This will be achieved by applying systematic continuous quality improvements and addressing the following elements:

### **Selection, Enrolment and Orientation**

Recruitment of students/learners will be conducted at all times in an ethical and responsible manner and be consistent with the requirements of the curriculum and with the Australian Quality Training Framework standards.

SSNT will ensure that student application and selection processes are explicit and defensible and comply with access and equity principles.

All training and assessment applicants will receive advice and assistance in the selection of courses. Course information will be made available to intending students/learners, detailing course framework, expectation of participation, rights and responsibilities, assessment methods, student services and anticipated award.

Literacy Numeracy and Course Pre-requisites are discussed prior to enrolment and assistance

offered where levels and requisites are preclusive of enrolment/course requirements. Tests may be arranged to determine suitability.

SSNT will comply with all requirements regarding application and administration of skills recognition including RCC and RPL. Students will be advised of their eligibility. SSNT will acknowledge and accept credentials (qualifications and statements of attainment) issued by all Australian Registered Training Organisations. Students will be advised of their eligibility.

Course fees will be clearly promoted in all promotional materials and students advised that fees paid in advance are protected under Trust or the Australian Student Tuition Assurance Scheme (ASTAS) under ACPET, of which SSNT is a member. Refunds arrangements are to be discussed at enrolment and detailed in course materials. Fees associated with recognition, RPL, RCC or funded programs are to be provided separately and on application for service.

SSNT will offer an orientation program for all new students/learners. Such programs will advise of course requirements, anticipated outcomes, discuss learner needs, the conduct of assessments, policies and procedures, grievance mechanisms and confirm RPL and Mutual Recognition arrangements.

SSNT will ensure that training and assessment occur in accordance with the requirements of the accredited course or endorsed training package and where appropriate, the Victorian Registration and Qualifications Authority guidelines for customising courses. It will ensure that it has industry input and consultation for training and assessment strategies and meet the requirements of the AQTF Standard 1 to *provide quality training and assessment across all of its operations*.

SSNT will maintain and seek to improve its capacity to deliver the courses for which it has been registered, providing access to adequate facilities, equipment and using training and assessment methods and materials appropriate to the individual learning needs of students. These are also to be appropriate for the requirements of the Training Package or accredited courses.

SSNT will regularly monitor and assess the performance and progress of its students against the learning and competency outcomes in which they are enrolled.

SSNT will continuously improve client services by collecting, analysing and acting on relevant data. This includes specific data from evaluation and feedback forms issued to students.

SSNT will maintain systems for recording and archiving student enrolments, attendance, completion, assessment outcomes, recognition of prior learning, grievances, qualifications and statements of attainment issued.

SSNT will treat all personal records of clients confidentially, disclosing only to the first party or State Authority under the agreement of the student. The SSNT will advise of its Privacy Policy as stated on its website.

### **Student Grievances/Appeals**

SSNT will ensure it has a fair and equitable process for dealing with student and staff grievances/appeals. This process is to be clearly communicated at all levels of progression from enrolment to training completion. The Grievances, Complaints and Appeals Policy and Procedures and related forms are to be available on the SSNT website under Student Centre/Policies and Procedures.

### **Course Participation**

All staff and students at SSNT are to be made aware of their responsibilities and rights with regard to the health, safety and welfare of self and others. SSNT advocates the value of diversity and promotes its services to all people without distinction of culture, race, age, gender or ability. SSNT will not accept behaviors (verbal or physical), which give cause to feelings of intimidation or humiliation arising through differences of culture, race, age, gender or ability. Disciplinary action will be instituted where such matters arise.

SSNT will make course information, administration and regulations available to students and staff by issuing them with the Handbook/Diary and by providing information on the SSNT website and intranet.

### **Credentials and Statements of Attainment**

SSNT will only issue credentials and/or statements of attainment to students who satisfactorily complete the requirements of AQF Qualifications and Awards listed on the current scope of registration. They are produced under protocol arrangements and are to be listed on a Certificate Register on issue.

SSNT will ensure that learners have timely access to current and accurate records of their participation and progress.

Certificates are to be issued where an AQF qualification has been achieved and will include provider's name and TQID number, the name of the person receiving the credential, the title and code of the accredited course, the issue number of the credential, student number, date issued and signature of the Principal or Authority. Statements of Attainment must accompany the issue of a Certificate and they must carry the appropriate VRQA approved logos.

Statements of Attainment must also be issued to students successfully meeting the requirements of individual, or clusters of, modules/units drawn from AQF courses and qualifications. The protocol details the layout and issue requirements.

### **RTO Operations – Capability and Competence**

SSNT will ensure training staff have appropriate qualifications and experience relevant to courses/training being delivered, and can meet the students' learning needs.

### **Recruitment, Selection and Induction of Staff**

SSNT will provide accurate, relevant and up-to-date information to staff on commencement of employment. This will include, but not be limited to:

- Training and Assessment Policy (Code of Practice)
- Scope of registration
- Access to relevant Training Packages/Course materials
- Access to relevant learning and assessment strategies
- Copies of course and assessment materials
- Recognition of prior learning/Mutual Recognition requirements
- Grievance/appeal procedure
- Facilities and equipment
- Student support services
- Staff handbook detailing access to:
  - Policies and procedures
  - OH&S and Other Legislative/Regulatory requirements
  - Access and Equity Principles supported by SSNT
  - Authorities governing SSNT activities as an RTO,
  - Appraisal and Professional development responsibilities

#### Privacy requirements

Administration staff and other appropriate staff will also be provided with

- Course application process and selection criteria
- fees and costs involved in undertaking training, as appropriate
- Fee protection and refund policy

SSNT will ensure that the responsibility for the management and coordination of training delivery, assessment (including the recognition of prior learning), staff selection and professional development is clearly identified and undertaken by a person or persons with relevant qualifications and experience.

SSNT will ensure that all trainers and assessors have:

- The necessary training and assessment competencies as determined by the National Quality Council or its successors
- Demonstrated vocational competencies at least to the level of those being delivered
- Continue developing their vocational and training and assessment competencies to support continuous improvements to delivery of the SSNT's services
- Industrial experience that is current and relevant to the particular course or modules they are assessing or involved in delivering.

SSNT will arrange direct supervision of trainers and assessors who are unable to meet all the requirements in so far as:

- qualified trainers/assessors are available to supervise
- the trainer/assessor who does not meet all requirements is undertaking a course of action to meet those requirements. This is documented and evidence can be shown to this effect. Such evidence shall be noted on their professional development file. Supervision meetings are scheduled and work undertaken recorded to show the level and measure of the effectiveness of such supervision.

#### **Conduct of Training and Assessment**

SSNT acknowledges its responsibility to students and its operations as an RTO to meeting the requirements of the AQTF Standards for assessment, learning and training delivery. Under this obligation, SSNT agrees to identify, negotiate, plan and implement appropriate learning and assessment strategies to meet the needs of each of its clients. As the delivery of training and assessment services is governed by the standards prescribed in the AQTF Standards for RTOs, all training and assessment activities are to be managed within the quality system and made subject to continuous improvements of policies and procedures developed to ensure high standards in management and delivery, and the specifications in curriculum products are met.

SSNT will continue to develop and improve the *Learning and Assessment Strategies* devised for all courses on its Scope of Registration. Strategies will be developed for all courses/qualifications listed on the scope of registration and will include but will not be limited to:

- Details of Target group(s)
- Module/Unit and approved award
- Provision and authority for course customisations (if relevant)
- Training pathways
- Documented requirements for delivery specifications including those specified in national training packages, (staff competence and qualifications, equipment, facility, resource, requisites)
- Delivery and assessment modes/instruments
- Workplace integration strategies for on-the-job training (as applicable)
- Validation and moderation processes

- Improvement and Review processes

### **Legislative and Regulatory Compliance**

SSNT will ensure that its training staff are sensitive to the cultural and learning needs of the students through policy, induction and staff development processes.

SSNT will comply with all laws regarding the operation of the training venues and will ensure that facilities and equipment are appropriate for the courses being delivered. This includes occupational health and safety regulations. All workplace training and assessment events are to be managed in conjunction with the employer's enterprises and shall be undertaken only where appropriate OH&S requirements can be met/demonstrated.

SSNT 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.

### **Partnership and Contract Arrangements**

All arrangements proposed for the sub-contract delivery either for or by SSNT of accredited training and assessment services shall be monitored and reviewed in terms of capability, compliance, risk and profitability. Contract review protocols shall apply. The SSNT will ensure that services provided on its behalf comply with all aspects of *AQTF Essential Standards for Registration 3*.

### **Quality Assurance/Risk Management and Improvement**

SSNT has clearly documented procedures for continuous systematic improvements in the managing and monitoring of all training operations and reviewing trainee/client satisfaction. Internal auditing and self-assessment processes are established throughout the Quality System and are acted on throughout the year.

SSNT shall undertake continuous review processes each semester and internal audits on an annual basis. Reports are issued to management for discussion and action.

SSNT will undertake internal audit processes, collect feedback from students/learners, seek relevant industry input and consider preventative and corrective actions as a means to identify potential and actual risk and areas for improvement. This shall be reported and documented for action by the Quality Assurance Manager and Heads of Departments to the Principal, at least annually. In this manner, the Policy and Procedures provides the blueprint for improvements and risk assessment in conjunction with the audits against essential standards and Conditions of Registration.

### **RTO Operations – Ethical Standards in Marketing and Promotion**

SSNT will market its 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.

SSNT will not state or imply that courses other than those on the scope of registration are recognised by the Victorian Registration and Qualifications Authority.

In the advertising and promotion of courses, issue of awards or production of publications, SSNT agrees to use the logos of state and national authorities only within the guidelines or specifications of use. All such productions will be tested for accuracy prior to release. Protocols exist for this process.

### **Sanctions**

SSNT accepts that failure to meet the obligations of this code, the conditions of registration and

standards as a private provider of vocational education and training or supporting regulatory requirements where applicable, may result in the suspension or withdrawal of registration as a registered training organisation.

SSNT is willing to accept decisions and where necessary abide by the sanctions of state registered authorities and course accrediting bodies with regards to the delivery of accredited training and assessment services.